

# NATIONAL OCCUPATIONAL STANDARD FOR PROFESSIONAL DRIVER



**NOS.PD.01  
FIRST EDITION**

## APPROVING AUTHORITY

This National Occupational Standard (NOS) has been prepared and published under the authority of the Zambia Qualifications Authority Board on 16<sup>th</sup> May, 2024.

## ZAMBIA QUALIFICATIONS AUTHORITY

The Zambia Qualifications Authority (ZAQA) Act No. 13 of 2011 was enacted by the Government of the Republic of Zambia to ***“provide for the development and implementation of a national qualifications framework; establish the Zambia Qualifications Authority; provide for the registration and accreditation of qualifications; provide measures to ensure that standards and registered qualifications are internationally comparable; and provide for matters connected with, or incidental to the foregoing”***. Among other functions, ZAQA is responsible for ***determining national standards for any occupation***, through the various sector specific National Occupational Standards Development Teams (NOSDTs).

## REVISION OF NATIONAL OCCUPATIONAL STANDARDS

National Occupational Standards (NOS) shall be revised every 5 years, or whenever it is deemed necessary, by the issuance of either amendments or revised editions. It is important that users of the NOS ascertain that they are in possession of the latest amendments or editions.

## NOS DEVELOPMENT TEAM RESPONSIBLE

This National Occupational Standard was prepared by the Transport NOSDT, upon which the following organisations were represented:

1. Compass Logistics Zambia (CLZ)
2. Driving Schools Association of Zambia (DSAZ)
3. National Airports Corporation Limited (NACL)
4. Road Transport and Safety Agency (RTSA)
5. University of Africa (UoA)
6. Zambia Air Services Training Institute (ZASTI)
7. Zambia Chartered Institute for Logistics and Transport (ZCILT)
8. Bus and Taxis Owners Association of Zambia (BTOAZ)
9. Zambia School of Driving (ZSD)

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## TABLE OF CONTENTS

FOREWORD.....	iv
JUSTIFICATION .....	iv
ACRONYMS AND ABBREVIATIONS .....	v
1. OVERVIEW.....	1
2. SCOPE.....	2
3. PERSONAL ATTRIBUTES (VALUES, ETHICS AND ATTITUDES).....	2
4. UNITS AND ELEMENTS .....	2
5. EQUIPMENT, TOOLS AND CONSUMABLE MATERIALS .....	21
6. DILEMMAS/CHALLENGES AND COMPLEXITIES FOR A JOBHOLDER.....	21
6.1 Alternative Choices (Solutions) to Dilemmas and Complexities .....	21
7. WORKING CONDITIONS/ENVIRONMENT .....	21
8. PARTIES INVOLVED/INTERACTING WITH THE JOB HOLDER OR TRAINEE .....	21
8.1 Internal – Within the Organisation.....	21
8.2 External – Outside the Organisation.....	22
9. PHYSICAL DEMANDS ON THE BODY .....	22
ANNEX A .....	23
Criteria for Assessments based on this NOS.....	23
ANNEX B .....	24
NOS Version Control.....	24

## FOREWORD

The Zambia Qualifications Authority (ZAQA) is a statutory body under the Ministry of Education established by ZAQA Act No. 13 of 2011 to ***“provide for the development and implementation of a national qualifications framework; provide measures to ensure that standards and registered qualifications are internationally comparable; and provide for matters connected with, or incidental to the foregoing”***.

Among other functions, ZAQA is responsible for ***“determining national standards for any occupation”***, through the various sector specific National Occupational Standards Development Teams (NOSDTs) with experts composed of representation from the appropriate authorities, government departments, consumer associations, regulators, industry, academia, and non-governmental organisations, etc.

This National Occupational Standard (NOS) has been developed by the Transport National Occupational Standards Development Team in accordance with the laid down procedures and guidelines of ZAQA. All users should ensure that they have the latest edition of this publication as the NOS are revised from time to time.

This NOS shall be used by, among others, industry, employers, quality assurance bodies, awarding and professional bodies, and education and training institutions, as a benchmark to identify training needs, develop job profiles/descriptions, develop curricula, and learning programmes in various sectors where the occupation exists. In the Transport sector, demonstration of competence against this NOS may be required in order to run a business or practice a craft or profession.

## JUSTIFICATION

A Professional Driver is critical in all workplaces and economic sectors of any country. Their role is to safely transport cargo and passengers from one location to another as per the requirements of the operations of any institution and national regulations. These drivers are typically trained to safely operate various types of vehicles, often for commercial and/or specialised purposes.

This NOS highlights the core knowledge, skills, competences, and personal attributes that Professional Drivers must possess to be successful in their jobs.

## ACRONYMS AND ABBREVIATIONS

CoF	Certificate of Fitness
CS	Core Skills
K	Knowledge and Understanding
HSE	Health, Safety and Environment
NOS	National Occupational Standard
NOSDT	National Occupational Standards Development Team
OK	Organisational Knowledge
PC	Performance Criteria
POLs	Petroleum, Oils and Lubricants
PD	Professional Driver
PS	Professional Skills
RK	Regulatory Knowledge
RPL	Recognition of Prior Learning
TK	Technical Knowledge
ZAQA	Zambia Qualifications Authority
ZQF	Zambia Qualifications Framework

## GLOSSARY OF TERMS

For the purposes of this NOS, the following terms and definitions shall apply:

**Core Skills/Generic Skills:** are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the NOS, these include communication related skills that are applicable to most job roles.

**Disability:** is the physical or mental impairment that substantially limits one or more major life activities.

**Function:** is an activity necessary for achieving the key purpose of the sector, occupation or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of the NOS.

**Job Title:** defines a unique set of functions that together form a unique employment opportunity in an organisation.

**Knowledge and Understanding:** are statements, which together specify the technical, generic, professional, and organisational specific knowledge that an individual needs in order to perform to the required standard.

**National Occupational Standards (NOS):** are statements of the standards of performance individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding. They are precise descriptions of what an individual is expected to be able to do in his/her work role.

**National Occupational Standards (NOS) Code:** is a unique reference code that identifies a NOS.

**National Occupational Standards Development Team (NOSDT):** means an established group of national stakeholders/experts responsible for the development of National Occupational Standards within a specific economic sector or occupation.

**Occupation:** is a set of job roles, which perform similar/related set of functions in an industry.

**Organisational Context:** includes the way the organisation is structured and how it operates, including the extent of operative knowledge that managers have in their relevant areas of responsibility.

**Performance Criteria:** are statements that together specify the standard of performance required when carrying out a task.

**Scope:** is the set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on the quality of performance required.

**Sector:** is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy, whose components share similar characteristics and interests.

**Sub Sector:** is derived from a further breakdown based on the characteristics and interests of its components.

**Technical Knowledge:** is the specific knowledge needed to accomplish specific designated responsibilities.

**Unit Title:** gives a clear overall statement about what the incumbent should be able to do.

**Elements:** set out competences the incumbent should possess to carry out the day-to-day activities.



## 1. OVERVIEW

This is an introductory section providing a summary and specific information or commentary about the content of the NOS, the targeted sector and occupation to help the user judge whether it is relevant to them.

<b>NOS Code</b>	<b>NOS.PD.01</b>
<b>Occupation</b>	Professional Driving
<b>Job Title</b>	Professional Driver
<b>Job Description</b>	A Professional Driver is responsible for driving safely and competently, ensuring roadworthiness of the vehicle by conducting pre-drive checks, managing incidences, conducting or recommending vehicle maintenance, applying customer care skills, demonstrating defensive driving skills, ensuring fuel efficiency, and economic driving habits. He/she must follow traffic laws and correctly route themselves.
<b>Job Purpose</b>	A Professional Driver's job is to safely and efficiently transport either cargo and/or passengers from one location to another.
<b>ZQF Level</b>	3 (3 months)
<b>Sector</b>	Transport
<b>Sub sectors</b>	Road Transport
<b>Other Economic Sector(s) in which the Occupation is Practiced</b>	All other economic sectors, e.g. health, agriculture, education, etc.
<b>Other Similar Jobs that can be Performed in the Occupation</b>	Driver Trainer/Instructor
<b>Minimum Educational Job Entry Qualification(s)</b>	(Trade Test Level 3)
<b>Practicing License Requirements (if any)</b>	None—Setting up and membership to a Drivers Bureau is encouraged.
<b>Training/RPL</b>	1. Driver Training – Driving Licence 2. First Aid Training 3. Defensive Driving Training 4. Basic Auto Mechanics training
<b>Minimum Job Entry Age</b>	19 years
<b>Prior Experience (Suggested)</b>	1 year driving experience
<b>Performance Criteria</b>	As described in the Units under Section 4

## **2. SCOPE**

This NOS specifies the fundamental knowledge and understanding, skills and competences, and personal attributes that Professional Drivers must possess to be successful in their jobs.

## **3. PERSONAL ATTRIBUTES (VALUES, ETHICS AND ATTITUDES)**

The job requires the individual to possess good organisational and time management skills, which helps them to be efficient with their work. They must possess good interpersonal communication abilities, so they can establish relationships both professionally as well as personally on the road, while still maintaining safe driving practices at all times. A Professional Driver must have the ability to plan and prioritise, offer quality services, be occupational health and safety orientated, be physically fit, and courteous.

## **4. UNITS AND ELEMENTS**

This National Occupational Standard is divided into 6 Units, representing the tasks that a jobholder should undertake in his/her day-to-day work. Each unit is further broken down into elements depicting the number of activities to be carried out for the successful execution of a particular task.

**UNIT 1** [This Unit covers the skills and knowledge required by a Professional Driver in conducting pre-drive checks of the vehicle]

<b>Unit No.</b>	<b>01</b>
<b>Unit Title</b>	<b>Conducting Pre-drive Checks</b>
<b>Description</b>	This Unit describes the skills and knowledge required by a Professional Driver to conduct pre-drive checks.
<b>Scope</b>	This Unit covers the following: <ul style="list-style-type: none"> <li>• Exterior pre-drive checks.</li> <li>• Interior pre-drive checks</li> </ul>
<b>Performance Criteria (PC) with respect to the Scope</b>	
<b>Element</b>	<b>Performance Criteria (PC)</b>
<b>Exterior Pre-drive Checks</b>	To be competent, the individual must be able to: <p>PC1. Conduct 360-degree checks and ensure the following:</p> <ul style="list-style-type: none"> <li>• Tyres are inflated</li> <li>• Body is intact</li> <li>• Lights are clean</li> <li>• General cleanliness of the vehicle</li> <li>• Under the vehicle (leakages, children, pets, sharp objects, etc.)</li> </ul> <p>PC2. Inspect validity of legal documentation (road tax, CoF, insurance)</p> <p>PC3. Inspect availability of emergency equipment, such as spare tyre, jack, wheel spanner, fire extinguisher, triangles, etc.</p> <p>PC4. Conduct bonnet checks; inspect all fluids, e.g. engine oil, brake fluid, washer fluid, ATF, battery clamp, and terminals.</p>
<b>Interior Pre-drive Checks</b>	To be competent, the individual must be able to: <p>PC5. Prepare oneself adequately for the drive, and take into consideration the ergonomics of driving.</p> <p>PC6. Locate and try out the main vehicle controls, e.g. hooter, indicators, brakes, reverse lights, etc.</p> <p>PC7. Check instrumentation panel for any anomalies, such as battery not charging, low engine oil, engine temperature, etc.</p> <p>PC8. Ensure the vehicle is in neutral or park, and handbrake is engaged before starting the vehicle.</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organisational Context (knowledge of the company/organisation and its processes)</b>	The individual on the job must demonstrate knowledge and understanding of: <p>OK1. Company policy on transport, ergonomics, safety, and environmental issues.</p> <p>OK2. Hierarchy of the company, and the procedures for reporting and having defects worked on.</p>

<b>B. Technical Knowledge</b>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>TK 1. Local transport codes and mandatory standards, e.g. drivers carrying passengers; driver expected to follow mandatory standards, such as wearing of uniform, having First Aid box in the vehicle, following allocated transport routes, etc.</p>
<b>C. Regulatory Context (knowledge of rules and regulations)</b>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>RK1. Road Traffic Act. RK2. Highway Code. RK3. Any other relevant regulations and statutes.</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	<p>The individual on the job must be able to:</p> <p>CS1. Write in English (at least working level), and be able to, or have the means to, communicate in the local language used. CS2. Fill in the company vehicle logbook according to specifications.</p>
	<b>Reading Skills</b>
	<p>The individual on the job must be able to:</p> <p>CS3. Read English basically, and be able to read and understand simple instructions. CS4. Read and interpret road traffic signs and symbols.</p>
<b>B. Professional Skills</b>	<b>Oral Communication (Listening and Speaking skills)</b>
	<p>The individual on the job must be able to:</p> <p>CS5. Listen and follow lawful instructions. CS6. Speak and convey information clearly and concisely to supervisors and co-workers.</p>
	<b>Decision-Making</b>
	<p>The individual on the job must be able to:</p> <p>PS1. Avoid taking up driving assignments when fatigued and/or stressed. PS2. Assess decisively the road worthiness of company vehicles and recommend when certain vehicles are unfit to remain on the road.</p>
	<b>Plan and Organise</b>
	<p>The individual on the job should be able to:</p> <p>PS3. Plan and organise trips safely and efficiently by applying route planning and time management skills.</p>
	<b>Customer Centricity</b>
	<p>The individual on the job should be able to:</p> <p>PS4. Manage good relations with any assigned passengers with intent of satisfying their needs.</p>

	<b>Problem Solving</b>
	The individual on the job should be able to:
	PS5. Resolve any conflicts in accordance with company prescribed code of conduct.
	<b>Analytical Thinking</b>
	The individual on the job should be able to:
	PS6. Analyse and avoid possible mistakes.
	<b>Critical Thinking</b>
The individual on the job should be able to:	
PS7. Identify and deal with or report violation of any safety norms which may lead to accidents.	

**UNIT 2** [This Unit covers the skills and knowledge required by a Professional Driver to competently and safely drive a motor vehicle]

<b>Unit No.</b>	<b>02</b>
<b>Unit Title</b>	<b>Driving Competently and Safely</b>
<b>Description</b>	This Unit describes the skills and knowledge required by a Professional Driver to competently and safely drive a motor vehicle.
<b>Scope</b>	This Unit covers the following: <ul style="list-style-type: none"> <li>• Safe, legal, and responsible driving practices.</li> <li>• Traffic and regulatory rules.</li> </ul>
<b>Performance Criteria (PC) with respect to the Scope</b>	
<b>Element</b>	<b>Performance Criteria (PC)</b>
<b>Safe, Legal, and Responsible Driving Practices</b>	To be competent, the individual must be able to: <p>PC1. Confirm all checks have been carried out to ensure roadworthiness of the vehicle.</p> <p>PC2. Verify that all relevant documentation, including driving license, vehicle documents, and documents related to goods, etc. are available.</p> <p>PC3. Adjust seat and mirrors, fasten seat belt, and ensure all gauges are functioning before driving off.</p> <p>PC4. Change gears smoothly and in good time; coordinate the change of gears with steering and acceleration.</p> <p>PC5. Accelerate, steer, and brake correctly to regulate speed and bring the vehicle to safe stops.</p> <p>PC6. Adhere to correct usage of wipers, demisters, and climate and ventilation controls for clear vision.</p> <p>PC7. Conform to safe driving practices in bad weather and road conditions.</p> <p>PC8. Adhere to rule of non-usage of mobile phone while driving, and avoid other distracted driving behaviours.</p> <p>PC9. Monitor and respond correctly to gauges, warning lights, and other aids when driving.</p> <p>PC10. Maximise fuel efficiency.</p> <p>PC11. Utilise eco-friendly driving behaviours and skills.</p>
<b>Traffic and Regulatory Rules</b>	To be competent, the individual must be able to: <p>PC12. Change lanes only where it is safe and designated.</p> <p>PC13. Observe safe and legal speeds at all times.</p> <p>PC14. Observe recommended safe following distances always</p> <p>PC15. Respond appropriately to all traffic signals, signs, road markings, as well as all designated traffic controllers.</p> <p>PC16. Stop only at designated locations.</p> <p>PC17. Use indicators and/or arm signals where necessary to signal intentions as per the traffic regulations.</p> <p>PC18. Avoid cyclists, pedestrians, and any other road users as you manoeuvre on the road.</p> <p>PC19. Manage calmly all difficult situations on the road, such as accidents and breakdowns.</p>

<b>Knowledge and Understanding (K)</b>	
<b>A. Organisational Context (knowledge of the company/ organisation and its processes)</b>	<p>The individual on the job must demonstrate knowledge and understanding of company:</p> <p>OK1. Guidelines on safe driving practices; systems and processes to ensure safe driving. OK2. Hierarchy structure. OK3. Transport policy. OK4. Transport procedures and processes.</p>
<b>B. Technical Knowledge</b>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>TK1. Local transport codes and mandatory standards.</p>
<b>C. Regulatory Context (Knowledge of rules and regulations)</b>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>RK1. Road Traffic Act. RK2. Highway Code. RK3. Public Roads Act. RK4. Any other relevant regulations and statutes.</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	<p>The individual on the job must be able to:</p> <p>CS1. Write in English (at least working level), and be able to, or have the means to, communicate in the local language used. CS2. Fill in the company vehicle logbook according to specifications.</p>
	<b>Reading Skills</b>
	<p>The individual on the job must be able to:</p> <p>CS3. Read English basically, and be able to read and understand simple instructions. CS4. Read and interpret road traffic signs and symbols.</p>
	<b>Oral Communication (Listening and Speaking skills)</b>
	<p>The individual on the job must be able to:</p> <p>CS5. Listen and follow lawful instructions. CS6. Speak and convey information clearly and concisely to supervisors and co-workers</p>
<b>B. Professional Skills</b>	<b>Decision-Making</b>
	<p>The individual on the job must be able to:</p> <p>PS1. Avoid taking up driving assignments when fatigued and/or stressed. PS2. Assess decisively that the condition of vehicles meet the safety standards.</p>
	<b>Plan and Organise</b>
	<p>The individual on the job should be able to:</p> <p>PS3. Plan and organise trips safely and efficiently by applying route planning and time management skills.</p>

	<b>Customer Centricity</b>
	The individual on the job should be able to: PS4. Manage any assigned passengers well with intent of satisfying their needs.
	<b>Problem Solving</b>
	The individual on the job should be able to: PS5. Resolve any conflicts in accordance with company prescribed code of conduct.
	<b>Analytical Thinking</b>
	The individual on the job should be able to: PS6. Analyse situations and avoid possible mistakes.
	<b>Critical Thinking</b>
	The individual on the job should be able to: PS7. Identify and deal with or report violation of any safety norms which may lead to accidents.



**UNIT 3** [This Unit covers the skills and knowledge required by a Professional Driver in managing incidences, such as breakdowns, any Health, Safety and Environmental (HSE) or security issues]

<b>Unit No.</b>	<b>03</b>
<b>Unit Title</b>	<b>Managing Incidences</b>
<b>Description</b>	This Unit describes the skills and knowledge required by a Professional Driver to manage breakdowns, accidents and HSE or security issues.
<b>Scope</b>	<p>The scope covers the following:</p> <ul style="list-style-type: none"> <li>• Managing tyre punctures.</li> <li>• Managing general breakdowns.</li> <li>• Managing accidents.</li> <li>• Managing HSE and security issues.</li> </ul>
<b>Performance Criteria (PC) with respect to the Scope</b>	
<b>Element</b>	<b>Performance Criteria (PC)</b>
<b>Managing Tyre Punctures</b>	<p>To be competent, the individual must be able to:</p> <p>PC1. Slow down safely and park the vehicle off the road.  PC2. Apply breakdown procedures correctly.  PC3. Wear reflective vest/gear.  PC4. Identify road safety warning signs on that section of the road (if any), and apply all necessary precautionary road safety measures.  PC5. Apply road safety procedure by placing safety warning triangles at the correct distance in front and behind the broken-down vehicle.  PC6. Insert chock blocks on the front and rear wheels of the broken-down vehicle correctly to secure it from rolling.  PC7. Loosen the wheel nuts on the punctured tyre.  PC8. Place/insert jack under vehicle on the underside of the punctured tyre.  PC9. Use a jacking bar correctly to work the jack.  PC10. Jack the vehicle up carefully.  PC11. Remove the punctured tyre and replace it with the spare wheel.  PC12. Lower the jack and tighten the wheel nuts.  PC13. Remove the warning triangles from the road and resume the journey.</p>
<b>Managing Breakdowns</b>	<p>To be competent, the individual must be able to:</p> <p>PC14. Notice any irregular motor vehicle performance whilst in operation, such as strange engine noise, malfunction of the gear transmission system, drive-train system vibrations, or failures or electrical system failure etc. before the occurrence of catastrophic failure.  PC15. Initiate process of prevention of further damage to the vehicle by stopping further operation of the vehicle (if not stalled).  PC16. Apply breakdown procedures correctly.  PC17. Wear reflective vest/gear.</p>

	<p>PC18. Apply road safety procedure by placing safety warning triangles at the correct distance in front and behind the broken-down vehicle.</p> <p>PC19. Inspect the vehicle thoroughly to diagnose the break down by checking the engine compartment, engine oil, transmission box, brake fluids, water levels, fuse boxes, and electrical cabling.</p> <p>PC20. Inspect the underside of the vehicle thoroughly to see if there are any broken or loose hanging components.</p> <p>PC21. Rectify minor break-down issues, such as reconnecting cables or refastening some loose component(s) etc.</p> <p>PC22. Decide if the vehicle failure is big and the vehicle is no longer drivable, or it is likely to become a catastrophic failure and discontinue the use of the vehicle all together, caring not to worsen the damage.</p> <p>PC23. Initiate the established process of break-down reporting to the supervisor.</p> <p>PC24. Make a detailed report of the breakdown on what has failed, how it occurred, and the likely consequences of continuing to operate the motor vehicle.</p> <p>PC25. Indicate clearly the kind of assistance needed, either a dispatch of a mechanic to come and resolve the problem at breakdown site, or a recovery towing/carriage of the broken-down vehicle.</p> <p>PC26. Secure the vehicle and await the arrival of assistance requested for.</p>
<p><b>Managing Accidents</b></p>	<p>To be competent, the individual must be able to:</p> <p>PC27. Apply road safety and other precautionary measures.</p> <p>PC28. Wear reflective vest/gear.</p> <p>PC29. Identify warning signs on that section of the road.</p> <p>PC30. Place all necessary warning signs on both approaches to the accident scene.</p> <p>PC31. Report to Police, Ambulance, and RTSA emergency phone numbers of the occurrence of the accident.</p> <p>PC32. Locate and identify the First Aid kits onboard the vehicles.</p> <p>PC33. Identify contents of the First Aid box applicable to the injured persons.</p> <p>PC34. Apply First Aid treatment to the injured victims to stabilise them.</p> <p>PC35. Await arrival of emergency accident response.</p> <p>PC36. Move the damaged vehicles and accident debris from the main road, if possible and necessary.</p>
<p><b>Managing HSE and Security Issues</b></p>	<p>To be competent, the individual must be able to:</p> <p>PC37. Spot and report potential safety issues while driving.</p> <p>PC38. Follow rules and regulations laid down by transport authorities.</p> <p>PC39. Follow company policy and rules to avoid health, safety, environmental, and security problems.</p> <p>PC40. Ensure cleanliness of vehicle.</p>

<b>Knowledge and Understanding (K)</b>	
<b>A. Organisational Context (knowledge of the company/ organisation and its processes)</b>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>OK1. Company policy on First Aid and HSE management. OK2. How to report according to the hierarchy of the company when having breakdown. OK3. Coping with breakdown rules so that they may avoid causing further accidents or fire in accordance with the company fleet management policy.</p>
<b>B. Technical Knowledge</b>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>TK1. Usage of basic tools used during breakdowns. TK2. First Aid knowledge.</p>
<b>C. Regulatory Context (knowledge of rules and regulations)</b>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>RK1. Highway Code. RK2. Relevant components of fleet management policies. RK3. Road Traffic Act. RK4. Road traffic regulations.</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	<p>The individual on the job must be able to:</p> <p>CS1. Write in English (at least working level), and be able to, or have the means to, give simple instructions on managing incidences and HSE. CS2. Prepare and provide clear and simple instructions, details, and sketches to co-workers on HSE and managing incidences.</p>
	<b>Reading Skills</b>
	<p>The individual on the job must be able to:</p> <p>CS3. Read English and be able to, or have the means to, give simple instructions in the local language used at the site CS4. Read and interpret sketches, drawings or instructions provided for the required work.</p>
<b>B. Professional Skills</b>	<b>Oral Communication (Listening and Speaking skills)</b>
	<p>The individual on the job must be able to:</p> <p>CS5. Listen attentively and interpret communication/ instructions from the supervisor and other co-workers. CS6. Convey information clearly and concisely to co-workers.</p>
	<b>Decision-Making</b>
	<p>The individual on the job must be able to:</p> <p>PS1. Determine and report to the superior whether the working space is safe for operating.</p>

	<b>Plan and Organise</b>
	The individual on the job should be able to:  PS2. Plan work and organise required resources in coordination with team members and superiors.
	<b>Customer Centricity</b>
	The individual on the job should be able to:  PS3. Manage relationships with customers with intent to satisfying their project requirements.
	<b>Problem Solving</b>
	The individual on the job should be able to:  PS4. Resolve any conflicts within the team.
	<b>Analytical Thinking</b>
	The individual on the job should be able to:  PS5. Analyse and convey to the superior and carry out remedial action.
<b>Critical Thinking</b>	
The individual on the job should be able to:  PS6. Identify and deal with or report violation of any safety norms which may lead to accidents.	

**UNIT 4** [This Unit covers the skills and knowledge required by a Professional Driver in conducting vehicle maintenance]

<b>Unit No.</b>	<b>04</b>
<b>Unit Title</b>	<b>Conducting Vehicle Maintenance</b>
<b>Description</b>	This Unit describes the skills and knowledge required by a Professional Driver to conduct basic vehicle maintenance.
<b>Scope</b>	This Unit covers the following: <ul style="list-style-type: none"> <li>• Identification of motor vehicle maintenance requirements.</li> <li>• Attending to motor vehicle maintenance requirements.</li> </ul>
<b>Performance Criteria (PC) with respect to the Scope</b>	
<b>Element</b>	<b>Performance Criteria (PC)</b>
<b>Identification of Motor Vehicle Maintenance Requirements</b>	To be competent, the individual must be able to: <p>PC1. Confirm battery is firmly placed with clamp in place and the terminals carbon free.</p> <p>PC2. Confirm tyre treads, pressure, and general condition of the tyres are good.</p> <p>PC3. Confirm fuses and bulbs on the vehicle are in working condition.</p> <p>PC4. Confirm main service parts on the vehicle are in good condition, e.g. fan belt, timing belt, etc.</p> <p>PC5. Recognise any other vehicle faults by alertly observing the instrumentation panel for any lights coming on which should not be on.</p> <p>PC6. Identify warning sounds on the vehicle, such as noise when you brake or when turning.</p> <p>PC7. Identify warning smells, such as overheating engine or over usage of clutch plate.</p> <p>PC8. Identify unsafe sensations on the vehicle, such as wobbly movements or pulling to one side of the vehicle.</p>
<b>Attending to Motor Vehicle Maintenance Requirements</b>	To be competent, the individual must be able to: <p>PC9. Change flat or damaged tyre.</p> <p>PC10. Report for replacement of defective or worn-out parts.</p> <p>PC11. Respond appropriately to dashboard signals.</p> <p>PC12. Respond appropriately to warning sounds, smells, and sensations on the vehicle.</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organisational Context (knowledge of the company/ organisation and its processes)</b>	The individual on the job must demonstrate knowledge and understanding of: <p>OK1. Company's guidelines on attending to motor vehicle maintenance needs; systems and processes to ensure vehicle roadworthiness.</p> <p>OK2. Company's reporting structure.</p> <p>OK3. Prescribed procedures for reporting motor vehicle defects.</p>

<b>B. Technical Knowledge</b>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>TK1. How to identify and report vehicle maintenance needs.</p>
<b>C. Regulatory Context (knowledge of rules and regulations)</b>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>RK1. All relevant laws and regulations on road usage, licensing, and traffic management.</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	<p>The individual on the job must be able to:</p> <p>CS1. Write in English (at least working level), and be able to, or have the means to, communicate in the local language used in vehicle maintenance.</p> <p>CS2. Fill in the company vehicle logbook according to specifications on vehicle maintenance.</p>
	<b>Reading Skills</b>
	<p>The individual on the job must be able to:</p> <p>CS3. Read English basically, and understand simple instructions especially in the vehicle owner's manual on maintenance.</p> <p>CS4. Read and interpret information from logbook on vehicle maintenance.</p>
	<b>Oral Communication (Listening and Speaking skills)</b>
<b>B. Professional Skills</b>	<p>The individual on the job must be able to:</p> <p>CS5. Listen to and follow maintenance instructions.</p> <p>CS6. Speak and convey information clearly and concisely to supervisors and co-workers on maintenance.</p>
	<b>Decision-Making</b>
	<p>The individual on the job must be able to:</p> <p>PS1. Attend to or report all necessary maintenance needs.</p> <p>PS2. Assess the condition of vehicles and carry out or recommend all relevant maintenance needs.</p>
	<b>Plan and Organise</b>
<p>The individual on the job should be able to:</p> <p>PS3. Adhere to maintenance schedules for vehicles under care.</p>	
<b>Customer Centricity</b>	
<p>The individual on the job should be able to:</p> <p>PS4. Manage any maintenance needs in good time to avoid inconveniencing or putting assigned passengers at risk by having breakdowns or defect related emergencies whilst transporting the said passengers.</p>	

	<b>Problem Solving</b>
	The individual on the job should be able to:
	PS5. Identify and resolve any vehicle maintenance needs timely and efficiently in accordance with company prescribed servicing/maintenance procedures.
	<b>Analytical Thinking</b>
	The individual on the job should be able to:
	PS6. Analyse condition of the vehicles under care and avoid possible breakdowns or defect related emergencies.
	<b>Critical Thinking</b>
The individual on the job should be able to:	
PS7. Identify and deal with or report vehicle maintenance needs that may lead to breakdowns or accidents.	

**UNIT 5** [This Unit covers the skills and knowledge required by a Professional Driver in applying customer care skills]

<b>Unit No.</b>	<b>05</b>
<b>Unit Title</b>	<b>Applying Customer Care Skills</b>
<b>Description</b>	This Unit describes the skills and knowledge required by Professional Driver to provide good customer care services to assigned passengers.
<b>Scope</b>	<p>This Unit covers the following:</p> <ul style="list-style-type: none"> <li>• Good communication skills.</li> <li>• Problem solving skills.</li> <li>• Meeting customer expectations.</li> <li>• Professional dress code and personal hygiene.</li> <li>• Organisational skills.</li> </ul>
<b>Performance Criteria (PC) with respect to the Scope</b>	
<b>Element</b>	<b>Performance Criteria (PC)</b>
<b>Good Communication Skills</b>	<p>To be competent, the individual must be able to:</p> <p>PC1. Greet passengers/clients professionally.  PC2. Listen attentively and answer any questions politely.  PC3. Address the customers in a respectable manner.  PC4. Avoid being curt and abrasive whether it be through shyness or genuinely not knowing what to say.</p>
<b>Problem Solving Skills</b>	<p>To be competent, the individual must be able to:</p> <p>PC5. Assist passengers with queries instead of being upset with them.  PC6. Possess a good working knowledge of a company's products and services.  PC7. Respond to passenger complaints with empathy and decorum.  PC8. Escalate passengers' queries or complaints if need be.</p>
<b>Meeting Customer Expectations</b>	<p>To be competent, the individual must be able to:</p> <p>PC9. Deliver passengers to their destinations on time.  PC10. Deliver clients' cargo to their destination timely.</p>
<b>Professional Dress Code and Personal Hygiene</b>	<p>To be competent, the individual must be able to:</p> <p>PC11. Dress appropriately depending on the assignment involved.  PC12. Adhere to proper personal hygiene standards, such as bathing, brushing teeth, shaving, using deodorant, etc.</p>
<b>Organisational Skills</b>	<p>To be competent, the individual must be able to:</p> <p>PC13. Protect passengers' luggage and cargo by loading and unloading it safely.  PC14. Ensure all relevant paperwork is in order to avoid keeping passengers waiting.  PC15. Have a clipboard and pen on hand, so that passengers can sign paperwork without having to search for things to write with or press on.</p>



<b>Knowledge and Understanding (K)</b>	
<b>A. Organisational Context (knowledge of the company/ organisation and its processes)</b>	<p>The individual on the job must demonstrate knowledge and understanding of Company:</p> <p>OK1. Policy/guidelines on customer service provision. OK2. Hierarchy/reporting structure. OK3. Dress code.</p>
<b>B. Technical Knowledge</b>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>TK1. Customer grievance handling procedures and processes.</p>
<b>C. Regulatory Context (knowledge of rules and regulations)</b>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>RK1. All relevant regulations on customer care service excellence.</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<p><b>Writing Skills</b></p> <p>The individual on the job must be able to:</p> <p>CS1. Write in English (at least working level), and be able to communicate in the local language used on customer care issues. CS2. Fill in any company documentation relating to customer care issues.</p>
	<p><b>Reading Skills</b></p> <p>The individual on the job must be able to:</p> <p>CS3. Read English basically, and be able to read and understand simple instructions on customer care issues CS4. Read and interpret information from the customer care manual.</p>
	<p><b>Oral Communication (Listening and Speaking skills)</b></p> <p>The individual on the job must be able to:</p> <p>CS5. Listen to and follow customer care instructions. CS6. Speak and convey information clearly and concisely to supervisors and co-workers on customer care issues.</p>
	<p><b>Decision-Making</b></p> <p>The individual on the job must be able to:</p> <p>PS1. Listen to, analyse, and respond to a passengers' customer care issues. PS2. Decide whether a passenger customer care issue needs to be escalated.</p>
<b>B. Professional Skills</b>	<p><b>Plan and Organise</b></p> <p>The individual on the job should be able to:</p> <p>PS3. Plan and organise all necessary procedures required in providing good customer care services,</p>

	<b>Customer Centricity</b>
	The individual on the job should be able to:  PS4. Manage all passenger queries or complaints in a timely and efficient manner in a bid to satisfy their needs and expectations.
	<b>Problem Solving</b>
	The individual on the job should be able to:  PS5. Identify and resolve passenger customer care needs in a timely and efficient manner in accordance with company procedures.
	<b>Analytical Thinking</b>
	The individual on the job should be able to:  PS6. Analyse customer care needs and expectations, and be able to respond to critical matters promptly.
	<b>Critical Thinking</b>
	The individual on the job should be able to:  PS7. Ponder critically over passengers' customer care needs and expectations, and be able to satisfy them.

**UNIT 6** [This Unit covers the skills and knowledge required by a Professional Driver in demonstrating defensive driving skills]

<b>Unit No.</b>	<b>06</b>
<b>Unit Title</b>	<b>Demonstrating Defensive Driving Skills</b>
<b>Description</b>	This Unit describes the skills and knowledge required by a Professional Driver to practice defensive driving techniques and skills.
<b>Scope</b>	This Unit covers the following: <ul style="list-style-type: none"> <li>• Conformance to defensive driving skills.</li> </ul>
<b>Performance Criteria (PC) with respect to the Scope</b>	
<b>Element</b>	<b>Performance Criteria (PC)</b>
<b>Conformance to Defensive Driving Skills</b>	<p>To be competent, the individual must be able to:</p> <p>PC1. Maintain high level of situational awareness.</p> <p>PC2. Observe and critique personal driving techniques to identify ways to improve.</p> <p>PC3. Monitor actions of other drivers and changes in weather and road conditions constantly.</p> <p>PC4. Recognise and take steps to avoid situations that cause aggression (anger, hostility or danger).</p> <p>PC5. Assess physical and emotional conditions, and avoid fatigued driving.</p> <p>PC6. Yield willingly and be courteous to other motorists, cyclists, pedestrians, and slow-moving vehicles.</p> <p>PC7. Scan mirrors, instruments, and gauges regularly and systematically.</p> <p>PC8. Watch for the visual cues and other signs of potentially hazardous traffic situations.</p> <p>PC9. Maintain appropriate and safe following distance in all conditions.</p> <p>PC10. Recognise and avoid sources of distraction.</p> <p>PC11. Maintain appropriate speed for road, weather, and traffic conditions, while adhering to safety regulations and workplace practices, procedures, and policies.</p> <p>PC12. Recognise responsibilities around sharing the road with other road users.</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organisational Context (knowledge of the company/ organisation and its processes)</b>	<p>The individual on the job must demonstrate knowledge and understanding of company:</p> <p>OK1. Guidelines on ensuring safety on the road.</p> <p>OK2. Policy on transport, safety, and security issues.</p>
<b>B. Technical Knowledge</b>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>TK1. Defensive driving techniques, practices, skills, and attitudes.</p> <p>TK2. HSE rules, regulations, and guidelines.</p>

<p><b>C. Regulatory Context (knowledge of rules and regulations)</b></p>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>RK1. All relevant rules and regulations on defensive driving.</p>
<p><b>Skills (S)</b></p>	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Writing Skills</b></p> <p>The individual on the job must be able to:</p> <p>CS1. Write in English (at least working level), and be able to communicate in the local language used on defensive driving issues.</p> <p><b>Reading Skills</b></p> <p>The individual on the job must be able to:</p> <p>CS2. Read English basically, and be able to read and understand simple instructions on defensive driving issues.</p> <p><b>Oral Communication (Listening and Speaking skills)</b></p> <p>The individual on the job must be able to:</p> <p>CS3. Listen to and follow defensive driving instructions. CS4. Speak and convey information clearly and concisely to supervisors and co-workers on defensive driving skills.</p>
<p><b>B. Professional Skills</b></p>	<p><b>Decision-Making</b></p> <p>The individual on the job must be able to:</p> <p>PS1. Respond to all hazardous situations on the road defensively.</p> <p><b>Plan and Organise</b></p> <p>The individual on the job should be able to:</p> <p>PS2. Plan and organise the trips and assignments using defensive driving techniques and skills.</p> <p><b>Customer Centricity</b></p> <p>The individual on the job should be able to:</p> <p>PS3. Practice defensive driving techniques with the intention of providing a safe and satisfactory trip for the customer</p> <p><b>Problem Solving</b></p> <p>The individual on the job should be able to:</p> <p>PS4. Identify and practice defensive driving techniques and skills to respond to any hazardous situations.</p> <p><b>Analytical Thinking</b></p> <p>The individual on the job should be able to:</p> <p>PS5. Maintain a high level of situational analysis and utilise defensive driving responses to hazards at all times.</p> <p><b>Critical Thinking</b></p> <p>The individual on the job should be able to:</p> <p>PS6. Identify and deal with problematic issues defensively.</p>

## 5. EQUIPMENT, TOOLS AND CONSUMABLE MATERIALS

These include, but not limited to:

**Equipment and Tools:** Motor vehicles, fire extinguishers, First Aid kit, spare wheel, triangles, jack, spanners, etc.

**Raw Materials and Consumables:** Spare parts, components, and spare parts, etc.

## 6. DILEMMAS/CHALLENGES AND COMPLEXITIES FOR A JOBHOLDER

Drivers face challenges such as, driving with high traffic volumes; dealing with aggressive drivers; driving in bad weather and on bad roads, and navigating around large trucks. In some companies, drivers are subjected to driving defective vehicles, have managements that lack appreciation of preventive maintenance of vehicles, and long hours of work resulting in fatigued drivers, etc.

### 6.1 Alternative Choices (Solutions) to Dilemmas and Complexities

Solutions to challenges include: drivers developing good plans, organisational and time management skills to help them manage the complexities and challenges of their job. They also need to develop good negotiation skills to help them negotiate better and empathetic work conditions from management.

## 7. WORKING CONDITIONS/ENVIRONMENT

Drivers work in a variety of work conditions and environments. They work within a vehicle during the drive, but they also work outdoors when loading items into the vehicles and indoors when collecting luggage or cargo from offices, warehouses or homes. Their work environment maybe susceptible to fires, explosions, structural failures, and equipment malfunction in organisations such as manufacturing companies. Working conditions include: cold, hot, and wet conditions; sitting for long hours in vehicles; lifting materials; working in day or night shifts; areas that are noisy and dusty; areas with limited lighting and ventilation, etc.

## 8. PARTIES INVOLVED/INTERACTING WITH THE JOB HOLDER OR TRAINEE

### 8.1 Internal – Within the Organisation

Drivers interact with various internal stakeholders within their organisations, including: Head driver, supervisor, transport officer, safety officer, management, subordinates, and other section members, etc.

## **8.2 External – Outside the Organisation**

Externally, Drivers engage with a wide variety of stakeholders including: Government officials, clients, passengers, labour unions, etc.

## **9. PHYSICAL DEMANDS ON THE BODY**

- Be able to sit, stay awake, and be alert for long periods whilst driving long distances;
- Be able to lift relatively heavy materials, tools, and equipment when loading passengers' luggage or cargo;
- Be able to use fingers, hands, and feet with ease to complete the assigned task (dexterity);
- Etc.

## **ANNEX A**

### **Criteria for Assessments based on this NOS**

#### **A.1 Guidelines for Assessment**

**A.1.1** Criteria for assessment for curricula and learning programmes based on this NOS will be created by curricula and programme developers, and each Performance Criteria (PC) will be assigned marks proportional to its importance in the NOS. Curricula and programme developers will also lay down proportion of marks for theory and practical skills for each performance criteria, giving more weight to practical skills.

There shall be allocated 'Total Marks', which will be the sum of all marks in each Unit, distributed across the number of PCs in that particular Unit. The 'Out of' mark will be the mark allocated to each PC, which will be shared between theory and skills practical assessments.

**A.1.2** Individual awarding/assessment bodies, or institutions and other users of the NOS, will create unique question papers for the theory part and evaluations for the skill practical part for their respective candidates.

## ANNEX B NOS Version Control

This Annex gives details necessary for the tracking of the NOS versions based on the number of revisions.

<b>NOS Code</b>	<b>NOS.PD.01</b>		
<b>ZQF Level</b>	3 (3 months)	<b>Version Number</b>	01
<b>Sector</b>	Transport	<b>Date of Approval</b>	May 2024
<b>Sub Sector</b>	Road Transport	<b>Date of Last Review</b>	N/A
<b>Occupation</b>	Professional Driving	<b>Date of Next Review</b>	May 2029



*“You learn,  
We Standardise”*

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