

2024



**UNION ASSESSMENT
& CERTIFICATION**

**DELIVERY MOTORCYCLISTS
ASSESSMENT GUIDE**

Delivery Motorcyclists

Assessment Content

Introduction

The assessment is based on the following **Six main occupational standards**, furtherly divided into thirty performance criteria as identified by Abu Dhabi Quality and Conformity Council for Delivery Motorcyclists:

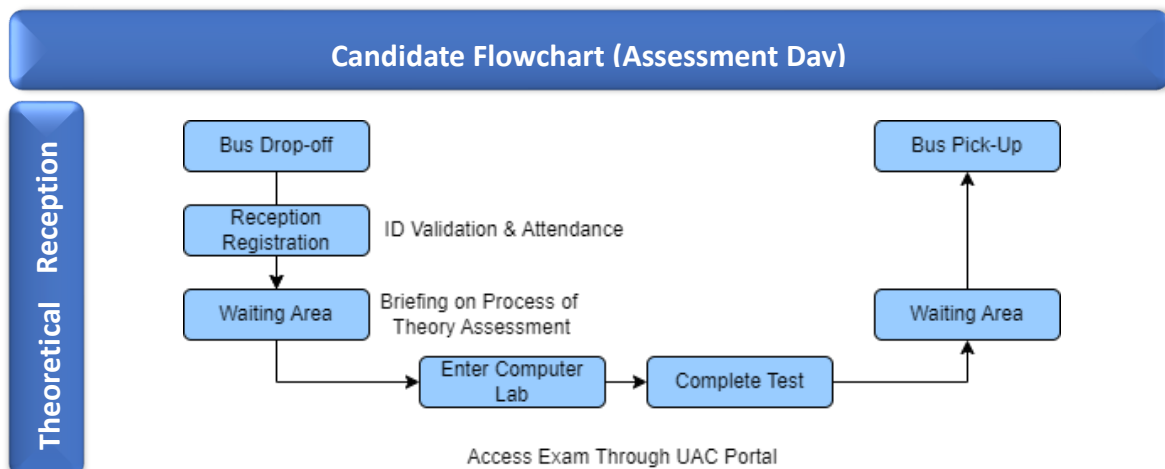
- Fitness and mental health
- Familiar with the required and approved standards for the Personal Protective Equipment (PPE)
- Awareness about the safe riding behavior
- Knowledge about checking the motorcycle condition
- Familiar with the actions needed in case of a road crash
- Maximum Working Hours for Vehicle and Motorcycle Drivers

The assessment is carried out onsite at ADQCC - UAC certified assessment center. The assessment center is equipped with relevant technical and physical infrastructure.

Assessment Methodology

Theoretical: Twenty (25) multiple choice question computer-based test, AI proctored with camera and sound detection recording. Duration of assessment is approximately one hour

Assessment Life Cycle



Online Assessment System

The Candidate lifecycle including booking, tracking, assessments and certification will be managed through the ADQCC – UAC IT platform. The platform includes a robust credible, reliable online assessment system delivered in multiple languages (*currently implementing English, Arabic, Hindi, Urdu, Nepali, and Bengali*). The system has the following key features:

Interactive User Interface (UI) and User Experience (UX)

- Simple navigation controls, Progress pellets and Questions color coding and Flagging
- Multilanguage, touch UI with Audio, Screen reader compatibility and accessibility

Question Authoring and Randomization

- Ability to author up to 10 question types including multiple choice, picture/audio-based
- Randomized question and answer ordering for each candidate to deter cheating

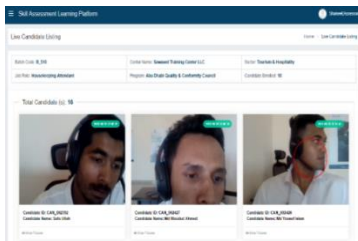
Anti-Cheating Measures

- Geo-Tagged attendance, Secure login with token-based authentication
- AI based proctoring tools during theoretical exam (Activity Detection, Sound Capture etc.)
- Live proctoring to monitor the online exam and to identify suspicious activities

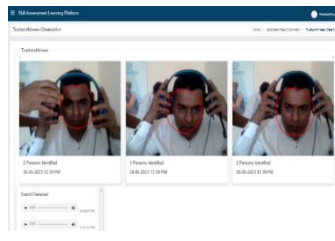
Reporting and Analytics

- Analytics for performance trends and areas of improvement including comparative analysis
- Custom scoring rules and grading scales, Weightage based Result Calculation

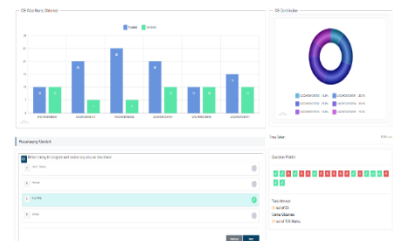
The platform provides easy user defined access to various stakeholders through dedicated dashboards to monitor, approve and track the Program Progress. In addition, the stakeholders can view assessment evidences for each candidate captured during Assessment Journey (*Refer below*)



Live Proctoring



AI-Based Activity Detection



Result Evidence and Analysis

Assessment Blueprint

The overall passing percentage is **Eighty percent (80%)** based on the **Theoretical Exam**

The assessment weightage suggested for each occupational standard with respect to number of questions to be administered in each exam is explained below.

Occupational Standard	Weightage
Fitness and mental health	10%
Familiar with the required and approved standards for the Personal Protective Equipment (PPE)	20%
Awareness about the safe riding behavior	30%
Knowledge about checking the motorcycle condition	15%
Familiar with the actions needed in case of a road crash	15%
Maximum Working Hours for Vehicle and Motorcycle Drivers	10%

Element Grouping

Element groups have been identified across three occupational standards. Each element group consists of a set of clubbed elements based on relevant group of performance criteria and each represents one area of assessment. Questions are categorized according to element groups. A total number of **twenty-five** element groups have been identified.

Occupational Standard	Number of Element Groups
Fitness and mental health	2
Familiar with the required and approved standards for the Personal Protective Equipment (PPE)	5
Awareness about the safe riding behavior	8
Knowledge about checking the motorcycle condition	4
Familiar with the actions needed in case of a road crash	4
Maximum Working Hours for Vehicle and Motorcycle Drivers	2

Full details on related element group weightages are available in Annexure 1, Pages 4 to 6

Question Bank

As part of the submission of assessment, the following questions have been created **theoretical (156 multiple choice questions)**

Occupational standard-wise break up of theoretical questions is provided below:

Occupational Standard	No of Theoretical Questions
Fitness and mental health	23
Familiar with the required and approved standards for the Personal Protective Equipment (PPE)	25
Awareness about the safe riding behavior	62
Knowledge about checking the motorcycle condition	22
Familiar with the actions needed in case of a road crash	14
Maximum Working Hours for Vehicle and Motorcycle Drivers	10

For full details on Question Bank, kindly refer to Delivery Motorcyclists Question Bank document

Annexure 1

Occupation (Standard Unit)	Delivery Motorcyclists
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Sr. No.	Occupational Standards (OS)	OS %	Element Group (EG)	No of Questions by EG	PC no	PC Details	No. of Theory Q's
1	Fitness and mental health	10%	1	10	1.1	Being in an appropriate state of physical and medical fitness, as well as having the necessary mental and psychological readiness, to effectively perform job tasks	7
					1.2	Avoiding the use of medications or treatments that could potentially cause dizziness, drowsiness, or impair driving ability, as they may adversely affect one's capability to drive safely	3
			2	13	1.3	Refraining from the consumption of alcoholic beverages, abstaining from drug addiction or substance abuse, and acquiring a certificate of good conduct (including conducting background checks)	5
					1.4	Ensuring compliance with the company uniform that meets the standards PPEs set by the ITC, while also maintaining a professional appearance and upholding the required attire	8
				23			
2	Familiar with the required and approved standards for the Personal Protective Equipment (PPE)	20%	1	7	2.1	To ensure the term Personal Protective Equipment (PPE) is well understood	3
					2.3	To understand the importance and benefits of wearing standard PPE	4
			2	8	2.2	To be familiar with the standards approved for each element of the PPE	8
			3	3	2.4	To know about the validity of the PPE	3

Sr. No.	Occupational Standards (OS)	OS %	Element Group (EG)	No of Questions by EG	PC no	PC Details	No. of Theory Q's
			4	3	2.5	To ensure that the operators must provide the PPE (Personal Protective Equipment) for the delivery motorcyclist	3
			5	4	2.6	To ensure that the motorcyclists know that they should promptly contact the ITC and refrain from accepting or wearing incomplete or substandard Personal Protective Equipment (PPE).	4
				25			
3	Awareness about the safe riding behavior	30%	1	11	3.1	To understand the process of making a safe lane change	5
					3.3	To understand the importance of riding a motorcycle at a safe lane positioning, like avoiding blind spots of other vehicles	6
			2	10	3.2	To understand how to ride safe in a roundabout	10
			3	8	3.4	To understand and memorize the traffic fines for various violations.	8
			4	5	3.5	To understand the posted speed limits of roads	5
			5	5	3.6	To understand how to ride a motorcycle safely during bad weather	5
			6	4	3.7	To understand the conditions under which the lane filtering and splitting are restricted.	4
			7	12	3.8	To understand the consequences of crossing red light.	5
					3.9	To understand the consequences of tailgating	3
					3.10	To understand the consequences of using mobile phone while riding	4
			8	7	3.11	To understand all the elements related to the awareness directions and safe driving addressed in the guideline manual.	7
			62				

Sr. No.	Occupational Standards (OS)	OS %	Element Group (EG)	No of Questions by EG	PC no	PC Details	No. of Theory Q's
4	Knowledge about checking the motorcycle condition	15%	1	4	4.1	To understand the elements related to the periodic and routine maintenance as well as daily inspections for motorcycle as addressed in the guideline manual.	8
			2	4			
			3	10	4.2	To understand the condition of tyres	10
			4	4	4.3	To understand the advantages of regularly cleaning motorcycle	4
				22			
5	Familiar with the actions needed in case of a road crash	15%	1	5	5.1	To understand how to contact concerned authorities in case of a road crash	5
			2	2	5.2	To understand how to stop or reduce bleeding before paramedics arrives	5
			3	3			
			4	4	5.3	To understand to not block traffic in case of a road crash	4
				14			
6	Maximum Working Hours for Vehicle and Motorcycle Drivers	10%	1	7	6.1	To understand the maximum working hours and the rest periods should be considered according to the Federal Labor Laws	4
					6.2	To ensure that the driver is aware of the availability of the proper rest areas near commercial and parking facilities	3
			2	3	6.3	To ensure that the motorcyclists know that they should promptly contact the ITC If the operators do not commit the working hours and required rest periods	3
				10			
		100.00%				Total Questions (Theory)	156
						No. of OS	6
						No. of Pcs	30