



# Model Curriculum

**QP Name: EV Charging Station Attendant**

**QP Code: BEC/B0202**

**QP Version: 1.0**

**NSQF Level: 3**

**Model Curriculum Version: 1.0**

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## Table of Contents

Training Parameters	3
Program Overview	4
Training Outcomes	4
Compulsory Modules	4
Module Details	5
Module 1: Cleaning of EV Chargers, Batteries & Operational Area	7
Module 2 Performing Battery swapping activity (W2 & W3)	9
Module 3: Charging of Electric Vehicle (4W) at charging station	10
Module 4 Maintain Safe and Secure Working Environment	13
Module 5 Maintain Health and Hygiene Habits	14
Module 6 Maintain Customer-Centric Service Orientation	16
Module 7 : Employability Skill	17
Annexure	18
Trainer Requirements	18
Assessor Requirements	19
Assessment Strategy	20
References	21
Glossary	21
Acronyms and Abbreviations	23

## Training Parameters

<b>Sector</b>	POWER
<b>Sub-Sector</b>	Distribution
<b>Occupation</b>	EV- Service Station Operation
<b>Country</b>	India
<b>NSQF Level</b>	3
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO/2015/3131.0600
<b>Minimum Educational Qualification and Experience</b>	<ul style="list-style-type: none"> <li>▪ 10th Grade pass</li> <li>▪ 9th Grade pass and pursuing continuous schooling</li> <li>▪ 8th Grade pass + 2 year NTC/NAC in relevant field</li> <li>▪ 9th Grade pass with 1-year relevant experience</li> <li>▪ 8th Grade pass with 2 years' relevant experience</li> </ul>
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Entry Age</b>	15 years
<b>Last Reviewed On</b>	NA
<b>Next Review Date</b>	22 <sup>nd</sup> June 2026
<b>NSQC Approval Date</b>	23 <sup>rd</sup> June 2023
<b>QP Version</b>	1.0
<b>Model Curriculum Creation Date</b>	23 <sup>rd</sup> June 2023
<b>Model Curriculum Valid Up to Date</b>	22 <sup>nd</sup> June 2026
<b>Model Curriculum Version</b>	1.0
<b>Minimum Duration of the Course</b>	390 Hours
<b>Maximum Duration of the Course</b>	390 Hours

## Program Overview

This section summarizes the end objectives of the program along with its duration

### Training Outcomes

At the end of the program, the learner should have acquired the listed knowledge and skills.

- Carry out the cleaning activity at the charging station effectively
- Exchanging discharged batteries with charged battery for 2wheeler & 3wheeler
- Carry out charging of 4 wheelers while following the service norms, safety guidelines and process payment
- Ensuring safety during swapping the batteries in 2 wheelers and 3 wheelers.
- Ensure safe and secure working environment to avoid hazards and accidents, while charging and Handling charging (during an emergency), know about emergency procedures in case of fire/short circuit.
- Ensure cleanliness at the workplace and follow good personal hygiene habits and practices
- Engage with customers to understand their service requirements, attend customer requirements to achieve customer satisfaction, always adhere to service and safety guidelines

## Compulsory Modules

The table lists the modules and their duration corresponding to the Compulsory NOS of the QP.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration	Total Duration
<b>BEC/B002201/Cleaning of EV Chargers, Batteries and Operational area</b> NOS Version No. –1.0 NSQF Level – 3	15:00	35:00	10:00	60:00
Module 1: Cleaning of EV chargers, Batteries and Operational area	15:00	35:00	10:00	60:00
<b>BEC/B002202/Performing Battery Swapping activity for 2 Wheeler &amp; 3 Wheeler</b> NOS Version No. –1.0 NSQF Level – 3	20:00	50:00	20:00	90:00
Module2: Performing Battery Swapping activity for 2 Wheeler & 3Wheeler	20:00	50:00	20:00	90:00
<b>BEC/B002203/Charging of Electric Vehicle (4W) at charging station</b> NOS Version No. –1.0 NSQF Level – 3	25:00	45:00	20:00	90:00
Module 3: Charging of Electric Vehicle (4W) at charging station	25:00	45:00	20:00	90:00
<b>BEC/B002204/Maintain Safe and Secure Working Environment</b> NOS Version No. – 1.0 NSQF Level – 3	20:00	30:00	10:00	60:00
Module 4: Maintain Safe and secure working environment	20:00	30:00	10:00	60:00

<b>BEC/B002205/Maintain Health and Hygiene Habits</b> NOS Version No. – 1.0 NSQF Level – 3	<b>10:00</b>	<b>20:00</b>	<b>0:00</b>	<b>30:00</b>
Module 5: Maintain Health and Hygiene Habits	10:00	20:00	0:00	30:00
<b>BEC/B002206/Maintain Customer-Centric Service Orientation</b> NOS Version No. – 1.0 NSQF Level – 3	<b>10:00</b>	<b>20:00</b>	<b>0:00</b>	<b>30:00</b>
Module 6: Maintain Customer-Centric Service Orientation	10:00	20:00	0:00	30:00
<b>DGT/N0102 Employability Skills</b>	<b>30:00</b>	<b>00:00</b>	<b>0:00</b>	<b>30:00</b>
Module 7: Employability Skills	30:00	0:00	0:00	30:00
<b>Total Duration</b>	<b>130:00</b>	<b>200:00</b>	<b>60:00</b>	<b>390:00</b>

## Module Details:

### Module 1: Cleaning of EV chargers, batteries and operational area

*Mapped to BEC/B002201 V.1*

#### Terminal Outcomes:

- Describe the process of cleaning the EV Charger and Operational area
- Describe how to clean the batteries

<b>Duration: 15:00</b>	<b>Duration: 35:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>● Describe how to keep the area in clean condition at all times</li> <li>● Explain which sweeping broom to be used to clean the operational area</li> <li>● Describe how to collect the garbage/waste at the designated place</li> <li>● Describe the cleaning process of Batteries by warm water</li> <li>● Describe how to clean the charging station Canopy taking into consideration the safety measures while cleaning.</li> <li>● Explain which cloth dry/wet to be used to clean the EV charger, charging gun and electric panel</li> <li>● Describe how to clean the EV charger and charging gun safely</li> <li>● Describe how to clean the electric panel from outside with precaution to be taken while cleaning</li> <li>● Describe how to clean the internet modem safely</li> <li>● Report to EV Technician in case of fault observed while cleaning the equipment</li> </ul>	<ul style="list-style-type: none"> <li>● Demonstrate how to keep the charging station in clean condition at all times</li> <li>● Demonstrate how to use the broom and other cleaning equipment</li> <li>● Demonstrate how to collect the garbage and keep it at a designated place</li> <li>● Demonstrate the cleaning of batteries by warm water.</li> <li>● Demonstrate how to clean the Canopy of EV charging station and demonstrate the safety measures to be taken while cleaning the Canopy of charging station</li> <li>● Show how to use the cleaning cloths to clean the EV chargers and charging gun.</li> <li>● Demonstrate the cleaning of electric panel while showing the precautions to be taken while cleaning the panel.</li> <li>● Demonstrate the process of cleaning the internet modem with safety measures to be taken while cleaning</li> <li>● Demonstrate how to report the Technician about the fault at charging station.</li> </ul>

#### Classroom Aids:

- White / Black board, Projector, Laptop and Speakers
- Cleaning equipment
- Digital Presentation
- Computer/Laptop
- Public Addressing System

#### Tools, Equipment and Other Requirements

- Sample promotional material
- Sample leaflet/broachers
- Sample presentation
- Flip chart
- EV charging station for demonstration
- Cleaning equipment
- Electric Tester
- Hand Gloves
- Demo Battery
- Garbage bag

## Module2: Perform battery swapping activity for two wheelers and three wheeler

*Mapped to BEC/B002202 V.1*

### Terminal Outcomes:

- Understanding of battery swapping process for 2Wheeler & 3Wheeler
- Understanding of precautions to be taken while uninstalling and installing the battery

Duration:20:00	Duration:50:00
Theory– Key Learning Outcomes	Practical– Key Learning Outcomes
<ul style="list-style-type: none"> <li>• How to remove the wires from terminal?</li> <li>• Learn how to remove the battery from vehicle</li> <li>• Learn how to install the charged battery</li> <li>• What precautions should be taken while connecting the wire on terminal</li> <li>• How to check the charging indicator on battery or vehicle indicator?</li> <li>• Learn what precaution should be taken while uninstalling and installing of battery in electric vehicle.</li> <li>• Ensuring that the ignition is off while performing the battery swapping activity.</li> <li>• Wear rubber gloves while performing the task.</li> <li>• Educate the driver to avoid over speeding and minimum use of breaks to optimize battery life.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate how to remove the wire from the battery before uninstalling the same.</li> <li>• Demonstrate how to remove the battery from the vehicle and install the charged battery</li> <li>• Demonstrate how to connect the wire with terminal</li> <li>• Show how to check the battery status from the indicator</li> <li>• Show the precautions taken while uninstalling and installing the battery in electric vehicle</li> <li>• Demonstrate the use of gloves while performing the task</li> <li>• Demonstrate inactivation of ignition while performing the entire swapping process.</li> <li>• Demonstrate how to speak to the driver and teach him to avoid over speeding and use minimum breaks while driving.</li> </ul>

#### Classroom Aids:

- White/Blackboard, Projector, Laptop and Speakers
- Digital Presentation
- Computer/Laptop
- Public Addressing System

#### Tools, Equipment and Other Requirements

- Sample presentation
- Two Batteries, one charged battery and one discharged battery
- Safety gloves
- Screw driver
- Sample SOP

### Module 3: Charging of electric vehicle (4Wheeler) at charging station Mapped to BEC/ B002203 V.1

#### Terminal Outcomes:

- Describe the process of charging the electric vehicle at EV charging station

Duration: 25:00	Duration: 45:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>● Describe how to check the type of connector of vehicle and how much battery needs to be charged.</li> <li>● Explain how to ensure the engine of the vehicle is turned off, ask the customer to vacate the vehicle</li> <li>● Explain how to check the payment options with the customer</li> <li>● Explain how to tell the vehicle owner about the time it will take to charge the battery.</li> <li>● Describe how to check connector is mounted properly with customer vehicle</li> <li>● Explain how to ensure that no one is speaking on the mobile phone around the vehicle while charging</li> <li>● Check at regular interval whether charging is happening.</li> <li>● Describe the precautionary measurement to be taken while charging the vehicle.</li> </ul> | <ul style="list-style-type: none"> <li>● Demonstrate how to guide the customer to the designated area</li> <li>● Demonstrate how to park the vehicle to make the EV charger display visible to customer.</li> <li>● Show how to pre-set the customer's order in EV charger system</li> <li>● Show how to ensure charger connector fits properly over the vehicle charging point</li> <li>● Demonstrate how to read the display of charging station stating the time required to charge the battery till optimum level or as demanded by the vehicle owner</li> <li>● Demonstrate the process of making the payment through different options.</li> <li>● Demonstrate how to confirm the payment received from customer</li> <li>● Demonstrate the process of removing the charging gun on completion of the charging.</li> </ul> |
|---|--|

#### Classroom Aids:

- White / Black board, Projector, Laptop and Speakers
- Digital Presentation
- Computer/Laptop
- Public Addressing System

#### Tools, Equipment and Other Requirements

- Sample promotional material
- Sample leaflet/broachers
- Sample presentation
- Flip chart
- Two EV charging unit one each for combined charging system (CCS) & Super-Fast Chargers
- Different Type of charging connectors
- Demo RFID
- Demo Payment App
- Wi-Fi Device
- Sample SOP

## Module 4: Maintain safe and secure working environment

*Mapped to BEC/B002204 V.1*

### Terminal Outcomes:

- Safe and Secure Environment
- Safety while Handling EV Charging (during an emergency)

Duration: 20:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>● Describe the use of different types of fire extinguishers: CO2 extinguishers for electrical fire and dry extinguishers for other fires</li> <li>● Describe how to check the availability of dry sand near charging station</li> <li>● Describe how to comply with organization’s current safety, security and environmental policies and procedures</li> <li>● Explain how to report any hazards that cannot be dealt with to the relevant person in accordance with organizational procedures and warn other people who may be affected</li> <li>● Explain how to follow organization’s emergency and fire-fighting procedures</li> <li>● Describe how to remember to stop the EV charger and follow the emergency procedures and disconnect the charging gun immediately.</li> <li>● Explain how to start operation only after the control room’s approval</li> </ul>	<ul style="list-style-type: none"> <li>● Demonstrate how to report any identified breaches in safety, security, and environmental policies and procedures to the designated person</li> <li>● Perform how to identify and correct any hazards that can be dealt with safely, competently, and within the limits of individual’s authority</li> <li>● Show how to stop EV Chargers</li> <li>● Demonstrate how to disconnect the connector from owner’s vehicle.</li> <li>● Show how to Push/direct all the vehicles out of the station and ensure that no one comes in.</li> <li>● Show how to remember to inform the concerned authority</li> <li>● Demonstrate how to change or repair the damaged equipment</li> </ul>
<b>Classroom Aids:</b>	
<ul style="list-style-type: none"> <li>● White / Black board and Projector</li> <li>● Digital Presentation</li> <li>● Computer/Laptop</li> <li>● Public Addressing System</li> </ul>	

### Tools, Equipment and Other Requirements

- Safety cap
- Safety instruction chart
- Safety tips chart
- Electricity Tester
- First aid kit

## Module 5: Maintain health and hygiene habits

### Mapped to BEC/B002205 V.1

#### Terminal Outcomes:

- Follow good personal hygiene habits and practices
- Take precautionary health measures

<b>Duration: 10:00</b>	<b>Duration: 20:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>● Explain how to keep the workplace regularly clean</li> <li>● Describe how to maintain personal hygiene habits and practices</li> <li>● Explain how to report any personal health issues related to injury and infectious diseases</li> <li>● Describe how to undergo preventive health check-ups at regular interval stake prompt treatment from a registered doctor in case of illness</li> <li>● Explain how to get appropriate precautionary vaccines regularly</li> <li>● Explain how to ensure no unhealthy activity takes place at station</li> </ul>	<ul style="list-style-type: none"> <li>● Demonstrate how to use a tissue, cover the mouth and turn away from people while sneezing or coughing</li> <li>● Show how to wash/wipe hands after coughing and sneezing</li> <li>● Perform how to sanitize hands whenever necessary</li> <li>● Demonstrate how to keep the social distance at charging station</li> <li>● Demonstrate how to ask the people to cover the face by the mask</li> <li>● Demonstrate how to stop unhygienic activity at Station</li> </ul>
<ul style="list-style-type: none"> <li>● Classroom Aids:</li> </ul>	

- White / Black board and Projector
- Digital Presentation
- Computer/Laptop
- Public Addressing System

#### **Tools, Equipment and Other Requirements**

- Trainer Guide
- Participant hand book
- Escalation matrix chart
- Class Room
- White Board & Markers
- LCD Projector
- Mask for demonstration

## Module 6: Maintain customer-centric service orientation

### Mapped to BEC/B002206 V.1

#### Terminal Outcomes:

- Engage with customers to understand their service quality requirements
- Fulfill customer requirements to achieve customer satisfaction

Duration: 10:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>● Describe how to remember to greet the customer</li> <li>● Explain how to understand the customer’s needs for service quality requirements</li> <li>● Describe how to receive and record regular feedback from the customers on current service, complaints and improvements to be made</li> <li>● Explain how to communicate with customer</li> <li>● Explain how to take care of senior citizens</li> <li>● Explain how to share the safety measures with customer</li> <li>● Explain how to take the customer feedback</li> </ul>	<ul style="list-style-type: none"> <li>● Demonstrate how to understand ways to treat customers fairly and with due respect</li> <li>● Show how to ensure that customer expectations are met</li> <li>● Demonstrate how to get the feedback from the customer</li> <li>● Demonstrate how to ensure the care of senior citizens</li> <li>● Demonstrate how to explain the safety measures to customer</li> <li>● Demonstrate how to take the customer feedback</li> </ul>
<b>Classroom Aids:</b>	
<ul style="list-style-type: none"> <li>● White / Black board and Projector</li> <li>● Digital Presentation</li> <li>● Computer/Laptop</li> <li>● Public Addressing System</li> </ul>	
<b>Tools, Equipment and Other Requirements</b>	
<ul style="list-style-type: none"> <li>● Escalation matrix chart</li> <li>● Safety measure brochures</li> <li>● Feedback booklet</li> </ul>	

## Module 7: Employability Skill

*Mapped to DGT/N0102*

### Terminal Outcome:

- Understanding of employability Skills.
- Will enhance the employability Skills of the candidate.

<b>Duration: 30:00</b>	<b>Duration: 00:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Introduction to Employability Skills</li> <li>• Constitutional values – Citizenship</li> <li>• Basic English Skills</li> <li>• Communication Skills</li> <li>• Financial and Legal Literacy</li> <li>• Essential Digital Skills</li> <li>• Entrepreneurship</li> <li>• Customer Service</li> <li>• Getting ready for apprenticeship &amp; Jobs</li> </ul>	
<b>Classroom Aids:</b>	
Computer, projector, white board/ flip chart, marker and duster Internet, online training platform installed on computer, synchronous and asynchronous tools	
<b>Tools, Equipment and Other Requirements</b>	

## Annexure

### Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Graduate		2	NA	NA		

Trainer Certification	
Domain Certification	Platform Certification
Certified for the Job Role: "Charging Station Attendant (EV)", mapped to QP: "BECIL/B0202, v1.0". Minimum accepted score is 80%	Trainer is certified for the Job Role: "Trainer"(VET and Skills); mapped to the Qualification Pack: "MEP/Q2601, v2.0". Minimum accepted score as per MEPSC guidelines is 80%.

## Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience		Remarks
		Years	Specialization	Years	Specialization	
Graduate		2	NA			

Assessor Certification	
Domain Certification	Platform Certification
Certified for the Job Role: "Charging Station Attendant (EV)", mapped to QP: "BECIL/B0202, v1.0". Minimum accepted score is 80%	Assessor is certified for the Job Role: "Trainer"(VET and Skills); mapped to the Qualification Pack: "MEP/Q2701, v2.0". Minimum accepted score as per MEPSC guidelines is 80%.

## Assessment Strategy

The assessment of candidates/trainees will be on the basis on assessment outcome/assessment criteria of the Qualification. In the assessment criteria for each NOS marks have been defined for theoretical and practical skills, on which the candidate will be assessed. The emphasis is on 'learning- by-doing' and performance criteria is based on the practical demonstration of skills and knowledge.

**Theory/Knowledge test**– This section will test the trainee on his/her knowledge on the subject/trade. The test will be carried out online/offline with a set of random Question paper. that include multiple choice questions in multilingual, True/False Statement, audio-video question etc.

The Question Bank will be developed by Subject Matter Experts (SME) of the Electronics sector and these questions again be vetted by the Industry Experts, each performance criteria have its marks for theory based on the level of question i.e., easy, medium and difficult.

**Practical/Demonstration Test**– This stage involves the face-to-face interaction between Assessor and each trainee. The practical knowledge will be tested through trade test which demonstrates the skill required for the job, by which assessor would be able to evaluate the trainee for his/her practical knowledge on respective Qualification.

To ensure the maximum possible consistency in the assessment by different assessors at different locations, orientation of the assessors is also required about the stages involved in the assessment and the assessor role in the assessment process. The assessor must have knowledge of the following concepts before assessment:

- Qualification Pack Structure
- Guidance for the assessor to conduct theory and practical assessments
- Guidance for trainees to be given by assessor before the start of the assessments.
- Guidance on assessments process, practical brief with steps of operations practical observation checklist
- Practical/Demonstration Test guidance for uniformity and consistency.
- Guidance on assessment evidence collection (signed attendance copy, verification of the authenticity of the candidate by checking the photo ID card, Photographs- while assessment undergoing etc.)

The empaneled assessment agencies will be instructed to hire assessors with integrity, reliability and fairness. Each assessor shall sign a document with its assessment agency by which they commit themselves to comply with the rules of confidentiality and conflict of interest, independence from commercial and other interests that would compromise impartiality of the assessments. The assessment agencies are instructed to ideally have assessor with sufficient amount of relevant industry experience related to Qualification. The assessors will also have scrutinized and have to undergo orientation of assessment framework, competency-based assessments etc.

## References

## Glossary

Term	Description
<b>Sector</b>	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and Interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
<b>Occupational Standards (OS)</b>	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
<b>Scope</b>	Scope is a 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 quality of performance required.
<b>Knowledge and Understanding (KU)</b>	Knowledge and Understanding (KU) are statements that together specify the technical, generic, professional and organizational specific knowledge that an individual need in order to perform to the required standard.
<b>Organizational Context</b>	Organizational context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.

<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/Generic Skills (GS)</b>	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically need in any work environment in today's world. These skills are typically needed in any work environment.
<b>Electives</b>	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
<b>Options</b>	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.

## Acronyms and Abbreviations

Term	Description
NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
OS	Occupational Standard(s)
QP	Qualifications Pack
KU	Knowledge and understanding
GS	Generic Skills
DMA	Direct Marketing Agent
EV	Electric Vehicle
FAQ	Frequently Asked Questions
BP	Business Partner
KYC	Know Your Consumer
FAB	Feature Advantage Benefit