

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR SKILL COUNCIL FOR PERSONS WITH DISABILITY

Rights of Persons with Disabilities Act - 2016

Principles for empowerment of persons with disabilities, —

- Respect for inherent dignity, individual autonomy including the freedom to make one's own choices, and independence of persons;
- Non-discrimination;
- full and effective participation and inclusion in society;
- Respect for difference and acceptance of persons with disabilities as part of human diversity and humanity;
- Equality of opportunity;
- Accessibility;
- Equality between men and women;
- Respect for the evolving capacities of children with disabilities and respect for the right of children with disabilities to preserve their identities

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Introduction

Qualifications Pack- Auto Service Technician Level 3

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|---|--------------------------------|
| Qualifications Pack Code | PWD/ASC/Q1401 |
| Sector | Persons with Disability |
| Originating Sector Skill Council | Automotive |
| Version number | 1.0 |

Adoption of Job Role for PwD- Job mapping is critical for skill training of PwD so that the livelihood opportunity looks at him/ her not because he/ she is having a disability but because of the skill. Mapping with a disability involves research with subject matter experts (SMEs) with a view on the industry requirement without compromising on performance outcome. In cases, mapping is also supported by the use of assistive tools/ technology.

Mapped to Expository

| Sr. No. | Expository Code | Expository Name | Minimum Entry Criteria | Expository Linked On |
|---------|-----------------|-------------------------------------|--------------------------------|----------------------|
| 1 | E001 | Expository for Locomotor Disability | Same as the Qualification Pack | 30-11-2018 |

What are National Occupational Standards (NOS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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Introduction

Qualifications Pack- Auto Service Technician Level 3

SECTOR: AUTOMOTIVE

SUB-SECTOR: AUTOMOTIVE VEHICLE SERVICE

OCCUPATION: TECHNICAL SERVICE & REPAIR

JOB ROLE: AUTO SERVICE TECHNICIAN LEVEL 3

REFERENCE ID: ASC/ Q 1401

ALIGNED TO: NCO-2004/7231.40

Auto Service Technician Level 3 is also known as Helper and Mechanic's apprentice, Automotive apprentice or *Chhotu*.

Brief Job Description: An **Auto Service Technician Level 3** assists in service, maintenance and technical repair of vehicles.

Personal Attributes: An individual on this job must have good communication and interpersonal skills in addition to being a team player, as the job requires coordination with other technicians. An individual on this job should also have good memory to recall the various workshop tools, equipment, gauges and fixtures and their storage location for easy retrieval when asked by the senior technicians. The individual must also have a technical bend of mind to have basic knowledge of vehicles and understanding of the technical aspects of various components/ aggregates in a vehicle.

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|-------------|--------------------------|---------------------------------|------------------|----------|
| Job Details | Qualifications Pack Code | ASC/ Q 1401 | | |
| | Job Role | Auto Service Technician Level 3 | | |
| | Credits (NSQF) | TBD | Version number | 1.0 |
| | Industry | Automotive | Drafted on | 19/06/13 |
| | Sub-sector | Automotive Vehicle Service | Last reviewed on | 19/06/13 |
| | Occupation | Technical Service & Repair | Next review date | 19/06/15 |

| Job Role | Auto Service Technician Level 3 |
|---|---|
| Role Description | Assists in service, maintenance and technical repair of vehicles |
| NSQF level | 3 |
| Minimum Educational Qualifications | Class VIII |
| Maximum Educational Qualifications | Not Applicable |
| Training (Suggested but not mandatory) | On the job training: <ul style="list-style-type: none"> Desirable for ASC Auto Service Technician Level 3 Certificate or ITI Diploma Compulsory for all other qualifications |
| Experience | Not Applicable |
| Occupational Standards (OS) | <p>Compulsory:</p> <p>ASC/ N 1401: Assist in service, maintenance and repair of the vehicle</p> <p>ASC/ N 0001: Plan and organize work to meet expected outcomes</p> <p>ASC/ N 0002: Work effectively in a team</p> <p>ASC/ N 0003: Maintain a healthy, safe and secure working environment</p> <p>Optional: N.A.</p> |
| Performance Criteria | As described in the relevant NOS Units |

Definitions

| Keywords /Terms | Description |
|---------------------------------------|--|
| Core Skills/Generic Skills | Core Skills or 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. |
| Dealership | A business established or operated under an authorisation to sell or distribute an automotive company's goods and services |
| Description | 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 NOS they are looking for. |
| Function | 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 NOS. |
| Job role | Job role defines a unique set of functions that together form a unique employment opportunity in an organisation. |
| Knowledge and Understanding | 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) | NOS are Occupational Standards which apply uniquely in the Indian context. |
| Occupation | Occupation is a set of job roles, which perform similar/related set of functions in an industry. |
| Organisational Context | Organisational Context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility. |
| Performance Criteria | Performance Criteria are statements that together specify the standard of performance required when carrying out a task. |
| Qualifications Pack(QP) | Qualifications Pack comprises the set of NOS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code. |
| Qualifications Pack Code | Qualifications Pack Code is a unique reference code that identifies a qualifications pack. |
| Scope | 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 | 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. |

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| Sub-Sector | Sub-sector is derived from a further breakdown based on the characteristics and interests of its components. |
| Sub-functions | Sub-functions are sub-activities essential to fulfil the achieving the objectives of the function. |
| Technical Knowledge | Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities. |
| Unit Code | Unit Code is a unique identifier for an NOS unit, which can be denoted with an 'N'. |
| Unit Title | Unit Title gives a clear overall statement about what the incumbent should be able to do. |
| Vehicle | Mode of personal transport including 2-wheelers, 3-wheelers and 4-wheelers (including passenger vehicles and commercial vehicles). This includes gasoline, petrol, CNG, electrical and hybrid vehicles |
| Vertical | Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry. |
| Keywords /Terms | Description |
| NOS | National Occupational Standard(s) |
| NVEQF | National Vocational Education Qualifications Framework |
| NVQF | National Vocational Qualifications Framework |
| NSQF | National Skills Qualifications Framework |
| OEM | Original Equipment Manufacturer |
| OS | Occupational Standard(s) |
| QP | Qualifications Pack |

Acronyms

ASC/ N 1401: Assist in service, maintenance and repair of the vehicle

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of an individual to assist in service, maintenance and repair of a vehicle, including 2-wheelers, 3-wheelers and 4-wheelers (including passenger vehicles and commercial vehicles). This also includes, diesel, petrol, CNG, LPG, electrical and hybrid vehicles.

ASC/ N 1401: Assist in service, maintenance and repair of the vehicle

National Occupational Standard

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| Unit Code | ASC/ N 1401 |
| Unit Title (Task) | Assist in service, maintenance and repair of the vehicle. |
| Description | This OS unit is about an individual assisting in vehicle service, maintenance and technical repairs in a vehicle including petrol, diesel, CNG, LPG, electric and hybrid vehicles. |
| Scope | <p>This unit/task covers the following:</p> <ul style="list-style-type: none"> assist in performing vehicle service and maintenance assist in performing the actual repair/ replacement of various parts/ aggregates in a vehicle |
| Performance Criteria (PC) w.r.t. the Scope | |
| Element | Criteria |
| Assist in service, maintenance and actual repair of the vehicle | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. collect and safely handover personal belongings of customer like phone, pen, documents etc., at the time of taking a vehicle for servicing or repairs</p> <p>PC2. place the vehicle on a suitable platform, before the painting actually starts</p> <p>PC3. assist in organizing the secure parking area and moving vehicles around as directed</p> <p>PC4. lift raw materials, finished products, and packed items, manually or using hoists</p> <p>PC5. understand the auto component manufacturer specifications related to the various components/ aggregates in the vehicle</p> <p>PC6. ensure that service, maintenance and repair activities are carried out on the vehicle without causing damage to any other aggregate/ component</p> <p>PC7. run errands at the direction of the senior technician such as getting fetching parts, tools, gauges, instruments, fixtures, workshop supplies, taking vehicles to dealerships etc.</p> <p>PC8. assist in performing service or repair of vehicles under supervision of senior technician such as:</p> <ul style="list-style-type: none"> carrying out minor component repair or replacement carrying out oil changes and lubrication washing vehicles as per prescribed standard process fetching correct materials or tools or gauges mixing cleaning solutions, abrasive compositions, or other compounds, as per the directions given by senior technician <p>PC9. dismantle aggregates like wheels, suspension system, steering column, braking system, engine assembly etc.</p> <p>PC10. count and report serviced or repaired vehicles to determine if product orders are complete</p> <p>PC11. assist in maintaining and managing the workshop, tools, equipment and machinery in required condition by:</p> <ul style="list-style-type: none"> cleaning and lubricating equipment rinsing objects, tools and equipment and placing them on drying racks using cloth, squeegees or air compressors to dry surfaces |

ASC/ N 1401: Assist in service, maintenance and repair of the vehicle

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| | <ul style="list-style-type: none"> • cleaning and organizing the workshop • placing tools at their shelf after use • keeping workshop clean of debris <p>PC12. follow standard operating procedures specially vehicle service manuals for using workshop tools and equipment's</p> <p>PC13. ensure any malfunctions or repair requirements observed in vehicles (and beyond own scope of work) are reported to the concerned person</p> <p>PC14. ensure any malfunctions observed in tools and equipment's are reported to the concerned persons</p> <p>PC15. assist in fitting and balancing the replaced and refitted parts</p> <p>PC16. ensure that trainings organized by the OEM from time-to-time are attended and knowledge levels are upgraded (esp. in case of newly launched products, product refreshes)</p> |
| Knowledge and Understanding (K) w.r.t. the Scope | |
| Element | |
| <p>A. Organizational Context (Knowledge of the Company/ Organization and its processes)</p> | <p>The user/individual on the job needs to know and understand:</p> <p>KA1. standard operating procedures of the organization/ dealership for inspection, servicing and repair of vehicles to be followed</p> <p>KA2. standard operating procedures recommended by the dealership/ suppliers/OEM for using tools and equipment to be followed as per the manufacturer instructions</p> <p>KA3. safety requirements for equipment and components/ aggregates as prescribed by the OEM (e.g. preventing/ dealing with oil spillage and inflammable materials)</p> <p>KA4. documentation requirements for each procedure carried out as part of roles and responsibilities as specified by OEM/ auto component manufacturer</p> <p>KA5. organizational and professional code of ethics and standards of practice</p> <p>KA6. safety, health and environmental policies and regulations for the workplace as well as for automotive trade in general (e.g. safe practices while working in pits/ under vehicles)</p> <p>KA7. workplace policies and schedules for housekeeping activities and equipment maintenance</p> |
| <p>B. Technical Knowledge</p> | <p>The user/individual on the job needs to know and understand:</p> <p>KB1. the basic functioning of various components and aggregates of vehicles including:</p> <ul style="list-style-type: none"> • engines and fuel system (diesel, petrol, electrical, gas, hybrid etc.) • cooling system • air supply systems • emission and exhaust system • ignition systems • clutch assembly • clutch operating system • gearbox (manual and automatic) |

ASC/ N 1401: Assist in service, maintenance and repair of the vehicle

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| | <ul style="list-style-type: none"> • drivelines and hubs • drive-train assembly and transmission systems (manual, automatic etc.) • steering system • suspension system • brake system (including regenerative braking systems) • tires and wheels (including wheel alignment) • radiator • batteries and power storage system • power-generating systems (including charging systems especially for electrical and hybrid vehicles) • electrical wire harness, lighting, ignition, electronic and air-conditioning systems etc. • energy recuperation systems, if applicable (e.g. in electric, gas and hybrid vehicles) • electronic systems including active and passive safety, media and other systems • electronic control unit • hydraulic and pneumatic system • various lubrication systems <p>KB2. the storage location for the tools and materials used in the workshop</p> <p>KB3. the tools used during routine servicing and repairs, including use of:</p> <ul style="list-style-type: none"> • pressure indicators: fuel pressure testers, manifold gauge sets, oil pressure gauges, tire pressure gauges etc. • pullers: ball joint separators, bearing pullers, gear puller tools, slide hammers etc. • specialty wrenches: alignment wrenches, chain wrenches, locking wrenches, lug wrenches etc. • measuring equipment: Vernier callipers, micrometre, feeler gauges, etc. <p>KB4. the type, quality and codification system of components specified by the OEM for use as replacement parts</p> <p>KB5. the instructions related to grade of oils, lubricants and greases specified by the OEM for use</p> |
| Skills (S) w.r.t. the Scope | |
| Element | Skills |
| A. Core Skills/ Generic Skills | Writing skills |
| | The user/ individual on the job needs to know and understand how to: SA1. record and document the basic details of repairs and maintenance performed on various aggregates/ components SA2. record all diagnostics done by senior technicians as per the prescribed format recommended by the OEM/ auto component manufacturer SA3. write in at least one language |
| | Reading skills |

ASC/ N 1401: Assist in service, maintenance and repair of the vehicle

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| | <p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. read the basic specification of a vehicle or any other component or part</p> <p>SA5. read work orders, specifications etc. related to the job including instructions mentioned on the job card</p> <p>SA6. read the service circulars/ sign boards placed in the workshop with respect to the overall process to be followed for service, repair and maintenance of the vehicle</p> <p>SA7. read any specific safety related guideline (applicable for CNG/ LPG/ Electric vehicle)</p> |
| | <p>Oral Communication (Listening and Speaking skills)</p> |
| | <p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. interact with customer/ service advisor and senior technicians</p> <p>SA9. interact with team members including colleagues in the workshop to work efficiently</p> |
| <p>B. Professional Skills</p> | <p>Decision making</p> |
| | <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. judge when to seek assistance from a superior</p> <p>SB2. decide on the level of top up required of various lubricants/ oil/ coolant/ grease for routine maintenance of the vehicle after judging the current levels</p> |
| | <p>Plan and Organize</p> |
| | <p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. plan work according to the required schedule and location</p> <p>SB4. organize the schedule to complete the work on the vehicle timely in case other aggregate repairs/ maintenance work is also required to be done</p> <p>SB5. organize the workplace and work according to the principles of 5S</p> |
| | <p>Customer centricity</p> |
| | <p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. ensure that customer needs are assessed and every effort is made to provide satisfactory service</p> |
| | <p>Problem solving</p> |
| | <p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. assist in repairs under the supervision of the senior technician</p> <p>SB8. bring any noticeable issues (both in the aggregates currently working or any other aggregate on which there is no work to be done) to the attention of the supervisor</p> |
| | <p>Analytical thinking</p> |
| | <p>The user/individual on the job needs to:</p> <p>SB9. evaluate the complexity of the tasks to determine if he/she needs any assistance from the senior technician.</p> |
| | <p>Critical Thinking</p> |
| | <p>The user/individual on the job needs to know and understand how to:</p> <p>SB10. analyze, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently</p> |

ASC/ N 1401: Assist in service, maintenance and repair of the vehicle

NOS Version Control

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| NOS Code | ASC/ N 1401 | | |
| Credits (NSQF) | TBD | Version number | 1 |
| Industry | Automotive | Drafted on | 19/06/13 |
| Industry Sub-sector | Automotive Vehicle Service | Last reviewed on | 19/06/13 |
| | | Next review date | 19/06/15 |



ASC/ N 0001: Plan and organize work to meet expected outcomes

National Occupational Standards



Overview

This unit is about planning and organizing an individual's work in order to complete it to the required standards, on time and within budget in terms of cost and material

ASC/ N 0001: Plan and organize work to meet expected outcomes

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| National Occupational | Unit Code | ASC/ N 0001 |
| | Unit Title (Task) | Plan and organize work to meet expected outcomes |
| | Description | This NOS unit is about planning and organising an individual’s work in order to complete it to the required standards on time. |
| | Scope | This unit/task covers the following: <ul style="list-style-type: none"> work requirements including various activities, deliverables or work output required in the given time, maintain set quality standards appropriate use of resources (both material / equipment’s and manpower) |
| | Performance Criteria (PC) w.r.t. the Scope | |
| | Element | Performance Criteria |
| | Work requirements including various activities within the given time and set quality standards | To be competent, the user/individual on the job must be able to: PC1. keep immediate work area clean and tidy PC2. treat confidential information as per the organization’s guidelines PC3. work in line with organization’s policies and procedures PC4. work within the limits of job role PC5. obtain guidance from appropriate people, where necessary PC6. ensure work meets the agreed requirements |
| | Appropriate use of resources | PC7. establish and agree on work requirements with appropriate people PC8. manage time, materials and cost effectively PC9. use resources in a responsible manner |
| | Knowledge and Understanding (K) w.r.t. the scope | |
| | Element | Knowledge and Understanding |
| A. Organizational Context (Knowledge of the Company/Organization and its processes) | The user/individual on the job needs to know and understand: KA1. the organization’s policies, procedures and priorities for area of work, role and responsibilities in carrying out that work KA2. the limits of responsibilities and when to involve others KA3. specific work requirements and who these must be agreed with KA4. the importance of having a tidy work area and how to do this KA5. how to prioritize workload according to urgency and importance and the benefits of this KA6. the organization’s policies and procedures for dealing with confidential information and the importance of complying with these KA7. the purpose of keeping others updated with the progress of work KA8. who to obtain guidance from and the typical circumstances when this may be required KA9. the purpose and value of being flexible and adapting work plans | |

ASC/ N 0001: Plan and organize work to meet expected outcomes

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| | to reflect change |
| B. Technical Knowledge | The user/individual on the job needs to know and understand: KB1. how to complete tasks accurately by following standard procedures KB2. technical resources needed for work and how to obtain and use these |
| Skills (S) w.r.t. the scope | |
| Element | Skills |
| A. Core Skills/ Generic Skills | Writing Skills |
| | The user/individual on the job needs to know and understand how to: SA1. write in at least one language |
| | Reading Skills |
| | The user/individual on the job needs to know and understand how to: SA2.read instructions, guidelines/procedures |
| B. Professional Skills | Oral Communication (Listening and Speaking skills) |
| | The user/individual on the job needs to know and understand how to: SA3.ask for clarification and advice from appropriate persons SA4.communicate orally with colleagues |
| | Decision Making |
| | The user/individual on the job needs to know and understand how to: SB1. make a decision on a suitable course of action appropriate for accurately completing the task within resources |
| B. Professional Skills | Plan and Organize |
| | The user/individual on the job needs to know and understand how to: SB2. agree objectives and work requirements SB3. plan and organize work to achieve targets and deadlines |
| | Customer Centricity |
| | The user/individual on the job needs to know and understand how to: SB4. deliver consistent and reliable service to customers SB5. check own work and ensure it meets customer requirements |
| | Problem Solving |
| | The user/individual on the job needs to know and understand how to: SB6. refer anomalies to the concerned persons |
| | Analytical Thinking |
| | The user/individual on the job needs to know and understand how to: SB7. analyse problems and identify work -arounds taking help from concerned persons where required |
| Critical Thinking | |
| The user/individual on the job needs to know and understand how to: SB8. apply own judgement to identify solutions in different situations | |

ASC/ N 0001: Plan and organize work to meet expected outcomes

NOS Version Control

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|----------------------------|-------------------|-------------------------|-----------------|
| NOS Code | ASC/ N 0001 | | |
| Credits (NSQF) | TBD | Version number | 1 |
| Industry | Automotive | Drafted on | 10/06/13 |
| Industry Sub-sector | NA | Last reviewed on | 10/06/13 |
| | | Next review date | 10/06/15 |



ASC/ N 0002: Work effectively in a team

National Occupational Standards



Overview

This unit is about working effectively with colleagues, either in own work group or in other work groups within organization.

ASC/ N 0002: Work effectively in a team

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| National Occupational Standard | Unit Code | ASC/ N 0002 |
| | Unit Title (Task) | Work effectively in a team |
| | Description | This NOS unit is about working effectively within a team, either in individual's own work group or in other work groups outside The organization. |
| | Scope | This unit/task covers the following: Colleagues: <ul style="list-style-type: none"> Interact & communicate effectively with colleagues including member in the own group as well as other groups |
| | Performance Criteria (PC) w.r.t. the Scope | |
| | Element | Performance Criteria |
| | Interact & communicate effectively with colleagues including member in the own group as well as other groups | To be competent, the user/individual on the job must be able to: PC1. maintain clear communication with colleagues (by all means including face-to-face, telephonic as well as written) PC2. work with colleagues to integrate work PC3. pass on information to colleagues in line with organizational requirements both through verbal as well as non-verbal means PC4. work in ways that show respect for colleagues PC5. carry out commitments made to colleagues PC6. let colleagues know in good time if cannot carry out commitments, explaining the reasons PC7. identify problems in working with colleagues and take the initiative to solve these problems PC8. follow the organization's policies and procedures for working with colleagues |
| | Knowledge and Understanding (K) w.r.t. the scope | |
| | Element | Knowledge and Understanding |
| | A. Organizational Context (Knowledge of the Company/Organization and its processes) | The user/individual on the job needs to know and understand: KA1. the organization's policies and procedures for working with colleagues, role and responsibilities in relation to this KA2. the importance of effective communication and establishing good working relationships with colleagues KA3. different methods of communication and the circumstances in which it is appropriate to use these KA4. the importance of creating an environment of trust and mutual respect KA5. the implications of own work on the work and schedule of others |
| B. Technical Knowledge | The user/individual on the job needs to know and understand: | |

ASC/ N 0002: Work effectively in a team

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| | <p>KB1. different types of information that colleagues might need and the importance of providing this information when it is required</p> <p>KB2. the importance of helping colleagues with problems, in order to meet quality and time standards as a team</p> |
| Skills (S)w.r.t. the scope | |
| Element | Skills |
| A. Core Skills/ Generic Skills | Writing Skills |
| | The user/individual on the job needs to know and understand how to: SA1. complete written work with attention to detail |
| | Reading Skills |
| | The user/individual on the job needs to know and understand how to: SA2. read instructions, guidelines/procedures |
| | Oral Communication (Listening and Speaking skills) |
| B. Professional Skills | The user/individual on the job needs to know and understand how to: SA3. listen effectively and orally communicate information SA4. ask for clarification and advice from the concerned person |
| | Decision Making |
| | The user/individual on the job needs to know and understand how to: SB1. make decisions on a suitable course of action or response keeping in view resource utilization while meeting commitments |
| | Plan and Organize |
| | The user/individual on the job needs to know and understand how to: SB2. plan and organize work to achieve targets and deadlines |
| | Customer Centricity |
| | The user/individual on the job needs to know and understand how to: SB3. check that the work meets customer requirements SB4. deliver consistent and reliable service to customers |
| | Problem Solving |
| | The user/individual on the job needs to know and understand how to: SB5. apply problem solving approaches in different situations |
| | Critical Thinking |
| | The user/individual on the job needs to know and understand how to: SB6. apply balanced judgements to different situations |

ASC/ N 0002: Work effectively in a team

NOS Version Control

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|----------------------------|-------------|-------------------------|-----------------|
| NOS Code | ASC/ N 0002 | | |
| Credits (NSQF) | TBD | Version number | 1 |
| Industry | Automotive | Drafted on | 10/06/13 |
| Industry Sub-sector | NA | Last reviewed on | 10/06/13 |
| | | Next review date | 10/06/15 |



ASC/N0003 : Maintain a healthy, safe and secure working

National Occupational Standards



Overview

This unit is about monitoring work place practices and making sure they meet requirements for health, safety, security and environmental concerns.

ASC/N0003 : Maintain a healthy, safe and secure working

National Occupational Standard

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| Unit Code | ASC/ N 0003 |
| Unit Title (Task) | Maintain a healthy, safe and secure working environment |
| Description | This NOS unit is about monitoring the working environment and making sure it meets requirements for health, safety and security. |
| Scope | <p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Resources (both material & manpower) needed to maintain a safe working environment as per the prevalent norms & government policies including emergency procedures for illness, accidents, fires or any other reason which may involve evacuation of the premises |
| Performance Criteria (PC) w.r.t. the Scope | |
| Element | Performance Criteria |
| Resources needed to maintain a safe, secure working environment | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. comply with organization's current health, safety and security policies and procedures</p> <p>PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person</p> <p>PC3. Coordinate with other resources at the workplace to achieve the healthy, safe and secure environment for all incorporating all government norms esp. for emergency situations like fires, earthquakes etc.</p> <p>PC4. identify and correct any hazards like illness, accidents, fires or any other natural calamity safely and within the limits of individual's authority</p> <p>PC5. report any hazards outside the individual's authority to the relevant person in line with organizational procedures and warn other people who may be affected</p> <p>PC6. follow organization's emergency procedures for accidents, fires or any other natural calamity</p> <p>PC7. identify and recommend opportunities for improving health, safety, and security to the designated person</p> <p>PC8. complete all health and safety records are updates and procedures well defined</p> |
| Knowledge and Understanding (K) w.r.t. the scope | |
| Element | Knowledge and Understanding |
| A. Organizational Context (Knowledge of the Company/Organization and its processes) | <p>The user/individual on the job needs to know and understand:</p> <p>KA1. legislative requirements and organization's procedures for health, safety and security and individual's role and responsibilities in relation to this</p> <p>KA2. what is meant by a hazard, including the different types of health and safety hazards that can be found in the workplace</p> <p>KA3. how and when to report hazards</p> <p>KA4. the limits of responsibility for dealing with hazards</p> <p>KA5. the organisation's emergency procedures for different</p> |

ASC/N0003 : Maintain a healthy, safe and secure working

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| | <p>emergency situations and the importance of following these</p> <p>KA6. the importance of maintaining high standards of health, safety and security</p> <p>KA7. implications that any non-compliance with health, safety and security may have on individuals and the organisation</p> |
| B. Technical Knowledge | <p>The user/individual on the job needs to know and understand:</p> <p>KB1. different types of breaches in health, safety and security and how and when to report these</p> <p>KB2. evacuation procedures for workers and visitors</p> <p>KB3. how to summon medical assistance and the emergency services, where necessary</p> <p>KB4. how to use the health, safety and accident reporting Procedures and the importance of these</p> |
| Skills (S) w.r.t. the scope | |
| Element | Skills |
| A. Core Skills/ Generic Skills | Writing Skills |
| | The user/individual on the job needs to know and understand how to: SA1. complete accurate, well written work with attention to detail |
| | Reading Skills |
| | The user/individual on the job needs to know and understand how to: SA2. read instructions, guidelines/procedures/rules |
| | Oral Communication (Listening and Speaking skills) |
| | The user/individual on the job needs to know and understand how to: SA3. listen to and orally communicate information with all concerned |
| B. Professional Skills | Decision Making |
| | The user/individual on the job needs to know and understand how to: SB1. make decisions on a suitable course of action or response |
| | Plan and Organise |
| | The user/individual on the job needs to know and understand how to: SB2. plan and organise work to achieve targets and deadlines |
| | Customer Centricity |
| | The user/individual on the job needs to know and understand how to: SB3. build and maintain positive and effective relationships with colleagues and customers |
| | Problem Solving |
| | The user/individual on the job needs to know and understand how to: SB4. apply problem solving approaches in different situations |
| | Analytical Thinking |
| | The user/individual on the job needs to know and understand how to: SB5. analyse data and activities |
| Critical Thinking | |
| The user/individual on the job needs to know and understand how to: SB6. apply balanced judgements to different situations | |

ASC/N0003 : Maintain a healthy, safe and secure working

NOS Version Control

| | | | |
|----------------------------|-------------|-------------------------|----------|
| NOS Code | ASC/ N 0003 | | |
| Credits(NSQF) | TBD | Version number | 1 |
| Industry | Automotive | Drafted on | 10/06/13 |
| Industry Sub-sector | NA | Last reviewed on | 10/06/13 |
| | | Next review date | 10/06/15 |

Qualification Pack for Auto Service Technician L3

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| Criteria for assessment of Trainees |
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|--------------------|----------------------------|
| JOB ROLE | Auto Service Technician L3 |
| Qualification Pack | ASC/Q 1401 |
| No. Of NOS | 1 Role specific ,3 generic |

| NOS Title/ NOS Elements | NOS & Performance Criterion Description | Marks allocation | |
|--|--|------------------|-----------|
| | | Viva | Practical |
| ASC/N 1401 | Assist in Service, maintenance & repair of the vehicle | | |
| Assist in service, maintenance and actual repair of the vehicle | To be competent, the user/individual on the job must be able to: | | |
| | PC1. collect and safely handover personal belongings of customer like phone, pen, documents etc, at the time of taking a vehicle for servicing or repairs | | |
| | PC2. place the vehicle on a suitable platform, before the painting actually starts | 5 | 15 |
| | PC3. assist in organizing the secure parking area and moving vehicles around as directed | | |
| | PC4. lift raw materials, finished products, and packed items, manually or using hoists | | |
| | PC5. understand the auto component manufacturer specifications related to the various components/ aggregates in the vehicle | 25 | 50 |
| | PC6. ensure that service, maintenance and repair activities are carried out on the vehicle without causing damage to any other aggregate/ component | | |
| | PC7. run errands at the direction of the senior technician such as getting fetching parts, tools, gauges, instruments, fixtures, workshop supplies, taking vehicles to dealerships etc. | | |
| | PC8. assist in performing service or repair of vehicles under supervision of senior technician such as: <ul style="list-style-type: none"> • carrying out minor component repair or replacement • carrying out oil changes and lubrication • washing vehicles as per prescribed standard process • fetching correct materials or tools or gauges • mixing cleaning solutions, abrasive compositions, or other compounds, as per the directions given by senior technician | 5 | 10 |
| | PC9. dismantle aggregates like wheels, suspension system, steering column, braking system, engine assembly etc. | | |
| | PC10. count and report serviced or repaired vehicles to determine if product orders are complete | | |
| PC11. assist in maintaining and managing the workshop, tools, | | | |
| | | 5 | 15 |

Qualification Pack for Auto Service Technician L3

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| | <p>equipment and machinery in required condition by:</p> <ul style="list-style-type: none"> • cleaning and lubricating equipment • rinsing objects, tools and equipment and placing them on drying racks • using cloth, squeegees or air compressors to dry surfaces • cleaning and organizing the workshop • placing tools at their shelf after use • keeping workshop clean of debris <p>PC12. follow standard operating procedures specially vehicle service manuals for using workshop tools and equipment's</p> <p>PC13. ensure any malfunctions or repair requirements observed in vehicles (and beyond own scope of work) are reported to the concerned person</p> <p>PC14. ensure any malfunctions observed in tools and equipment's are reported to the concerned persons</p> <p>PC15. assist in fitting and balancing the replaced and refitted parts</p> <p>PC16. ensure that trainings organized by the OEM from time-to-time are attended and knowledge levels are upgraded (esp. in case of newly launched products, product refreshes)</p> | 15 | 30 |
| | subtotal | 55 | 120 |
| ASC/N 0001 | Plan & organize work to meet expected outcome | Viva | Practical |
| Work requirements including various activities within the given time and set quality standards | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. keep immediate work area clean and tidy</p> <p>PC2. treat confidential information as per the organization's guidelines</p> <p>PC3. work in line with organization's policies and procedures</p> <p>PC4. work within the limits of job role</p> <p>PC5. obtain guidance from appropriate people, where necessary</p> <p>PC6. ensure work meets the agreed requirements</p> | 12 | 28 |
| Appropriate use of resources | <p>PC7. establish and agree on work requirements with appropriate people</p> <p>PC8. manage time, materials and cost effectively</p> <p>PC9. use resources in a responsible manner</p> | 18 | 42 |
| | subtotal | 30 | 70 |
| ASC/N 0002 | Work effectively in a team | Viva | Practical |
| Interact & communicate effectively with colleagues including member in the own group as well as other groups | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. maintain clear communication with colleagues (by all means including face-to-face, telephonic as well as written)</p> | | |

Qualification Pack for Auto Service Technician L3

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| | PC2. work with colleagues to integrate work PC3. pass on information to colleagues in line with organizational requirements both through verbal as well as non-verbal means PC4. work in ways that show respect for colleagues PC5. carry out commitments made to colleagues PC6. let colleagues know in good time if cannot carry out commitments, explaining the reasons PC7. identify problems in working with colleagues and take the initiative to solve these problems PC8. follow the organization’s policies and procedures for working with colleagues | 30 | 70 |
| | subtotal | 30 | 70 |
| ASC/N 0003 | Maintain safe, healthy environment friendly workplace | Viva | Practical |
| Resources needed to maintain a safe, secure working environment | To be competent, the user/individual on the job must be able to: PC1. comply with organization’s current health, safety and security policies and procedures PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person PC3. Coordinate with other resources at the workplace to achieve the healthy, safe and secure environment for all incorporating all government norms esp. for emergency situations like fires, earthquakes etc. PC4. identify and correct any hazards like illness, accidents, fires or any other natural calamity safely and within the limits of individual’s authority PC5. report any hazards outside the individual’s authority to the relevant person in line with organizational procedures and warn other people who may be affected PC6. follow organization’s emergency procedures for accidents, fires or any other natural calamity PC7. identify and recommend opportunities for improving health, safety, and security to the designated person PC8. complete all health and safety records are updates and procedures well defined | 45 | 80 |
| | subtotal | 45 | 80 |
| | | | |
| | Total | 160 | 340 |