

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR AUTOMOTIVE INDUSTRY



Contents

1. Introduction and Contacts.....	1
2. Qualifications Pack.....	2
3. Glossary of Key Terms.....	3
4. OS Units.....	5
5. Annexure: Nomenclature for QP & OS.....	30
6. Assessment Criteria.....	32

What are Occupational Standards(OS)?

- 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

Contact Us:

Automotive Skills
Development Council,
Sat Paul Mittal Building,
1/6, Siri Institutional
Area, August Kranti Marg
(Khel Gaon Marg)
New Delhi – 110049
Tel: 011-42599800, 4186
8090
E-mail: skc@asdc.org.in



Introduction

Qualifications Pack-Car Washer and Assistant Service Technician

SECTOR: AUTOMOTIVE

SUB-SECTOR:Automotive Vehicle Service

OCCUPATION: Technical Service & Repair

REFERENCE ID: ASC/Q1417

ALIGNED TO:NCO-2015/ 7231.0900 , 7231.0400

Brief Job Description: The car washer and assistant service technician is responsible for washing, scrubbing and polishing the in interiors and exteriors of vehicles to protect their appearance. The individual also assist in service, maintenance and repair of the vehicle.

Personal Attributes: An individual on this job must have strong eyes for doing visual inspection and notice minute surface defect. The individual should have knowledge and understanding of technical aspects of various components & aggregates so as not to cause any demange to vehicle parts, while washing with high pressure water hose.

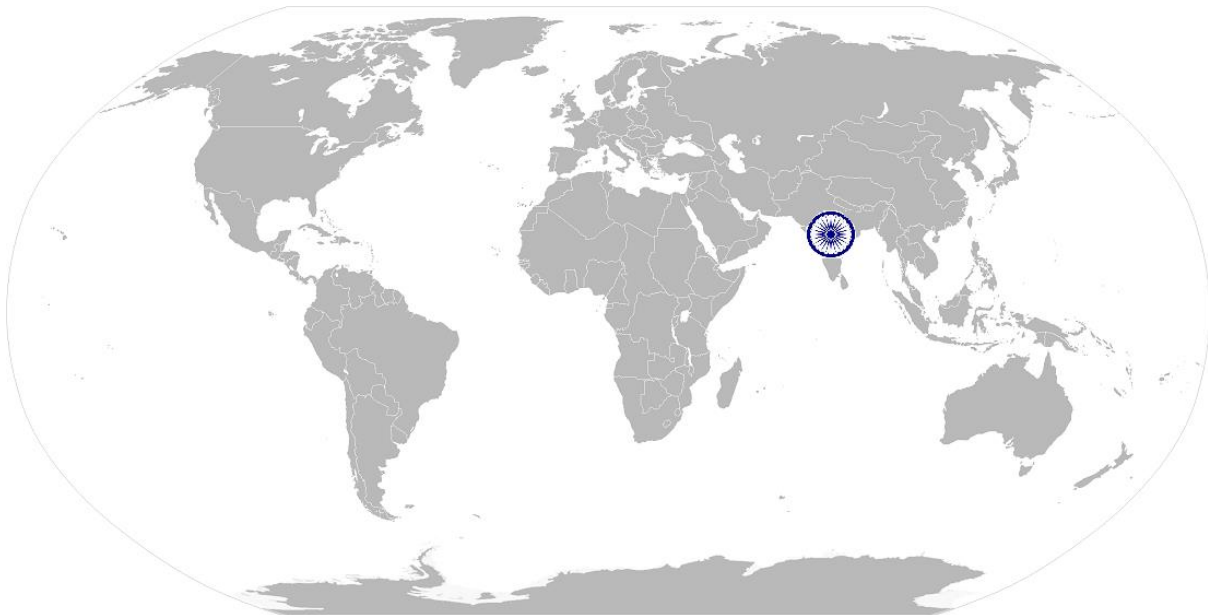
Job Details	Qualifications Pack Code	ASC/Q1417		
	Job Role	Car Washer and Assistant Service Technician (Applicable for national scenarios)		
	Credits	TBD	Version number	1.0
	Sector	Automotive	Drafted on	18/10/16
	Sub-sector	Automotive Vehicle Service	Last reviewed on	18/10/16
	Occupation	Technical Service & Repair	Next review date	20/10/18
	NSQC Clearance on			

Job Role	Car Washer and Assistant Service Technician
Role Description	Wash, scrub and polish the interiors and exteriors of vehicles to protect their appearance. Should be able to assist in service, maintenance and minor repair of vehicle.
NSQF level	3
Minimum Educational Qualifications	5 th Standard pass, preferably
Maximum Educational Qualifications	12 th Standard pass
Training (Suggested but not mandatory)	<p>On the job training</p> <ul style="list-style-type: none"> Desirable for ASDC Washer certificate or Class XII Compulsory for all other qualifications
Minimum Job Entry Age	<ol style="list-style-type: none"> ASDC recommends that candidates should seek full Employment not before attaining an age of 18 years. However, as per acts like the Factories Act 1948 and Shops & Establishment Act 1953 <ul style="list-style-type: none"> No one can be employed before attaining the age of 14 Please note that under the Factories Act 1948, and Shops & Establishment Act 1953 different States may have slightly varying provision which need to be adhered to.
Experience	NA
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> ASC/N1401 Assist in service, maintenance and repair of the vehicle ASC/N1101 Perform vehicle cleaning and washing ASC/N0001 Plan and organize work to meet expected outcomes ASC/N0002 Work effectively in a team ASC/N0003 Maintain a healthy, safe and secure working environment <p>Optional: NA</p>
Performance Criteria	As described in the relevant OS 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 authorization 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 organization.
	Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational 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.
	Organizational Context	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.
	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.
	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 a 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)
NSQF	National Standards Qualifications Framework
OEM	Original Equipment Manufacturer
OS	Occupational Standard(s)
QP	Qualifications Pack

National Occupational Standard



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/N1401 Assist in service, maintenance and repair of the vehicle

National Occupational Standard	Unit Code	ASC/N1401
	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	This unit/ task covers the following: <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	Performance 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 organising 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</p> <p>Service or repair such as: 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> <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</p>

ASC/N1401 Assist in service, maintenance and repair of the vehicle

	<p>orders are complete</p> <p>PC11. assist in maintaining and managing the workshop, tools, equipment and machinery in required conditions Maintaining and managing the workshop, tools, equipment and machinery including: 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 organising the workshop; placing tools at their shelf after use, keeping workshop clean of debris</p> <p>PC12. follow standard operating procedures specially vehicle service manuals for using workshop tools and equipments</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 equipments 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)	
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. 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>
B. Technical Knowledge	<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 Basic functions: engines and fuel system (diesel, petrol, electrical, gas, hybrid etc.), cooling system, air supply systems, emission and exhaust</p>

ASC/N1401 Assist in service, maintenance and repair of the vehicle

	<p>system, ignition systems, clutch assembly, clutch operating system, gearbox (manual and automatic); 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> <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</p> <p>Tools: 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 calipers, micrometre, feeler gauges, etc.</p> <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)	
A. Core Skills/ Generic Skills	Reading Skills
	The user/ individual on the job should be able to:
	<p>SA1. read the basic specification of a vehicle or any other component or part</p> <p>SA2. read work orders, specifications etc. related to the job including instructions mentioned on the job card</p> <p>SA3. 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>SA4. read any specific safety related guideline (applicable for CNG/ LPG/ Electric vehicle)</p>
	Writing Skills
	The user/ individual on the job should have ability to :
	<p>SA5. write simple sentences in local language and also preferably in Hindi/ English</p>

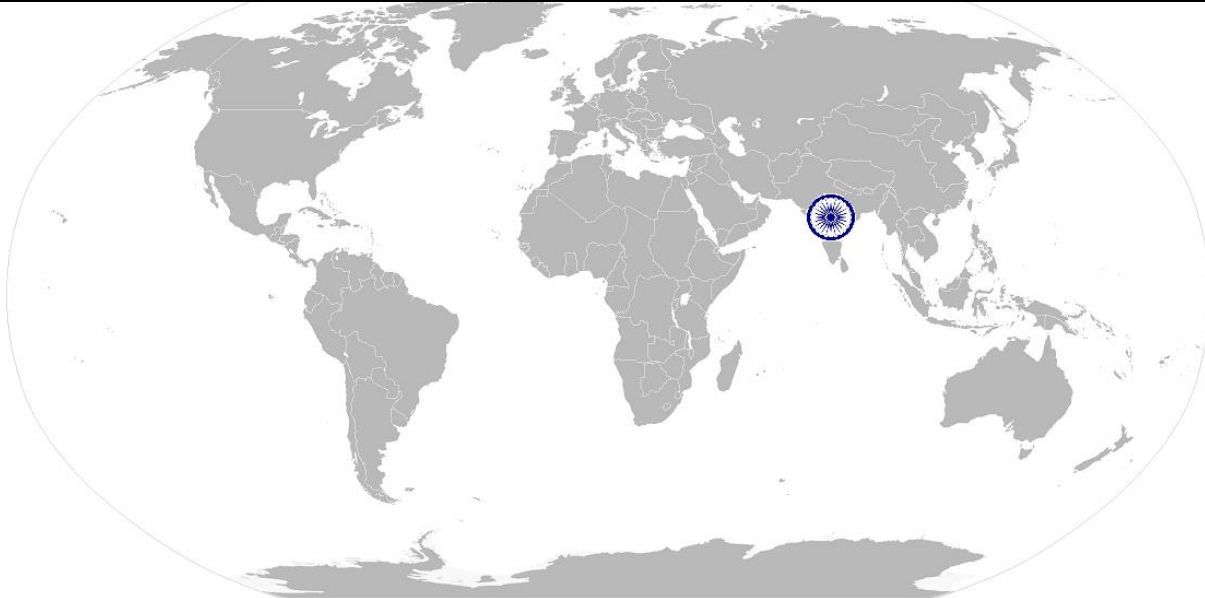
ASC/N1401 Assist in service, maintenance and repair of the vehicle

	<p>SA6. write down, record and document the basic details of repairs and maintenance performed on various aggregates/ components</p> <p>SA7. record all diagnostics done by senior technicians as per the prescribed format recommended by the OEM/ auto component manufacturer</p>
	<p>Oral Communication (Listening and Speaking skills)</p>
	<p>The user/ individual on the job should be able 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>
B. Professional Skills	<p>Decision Making</p>
	<p>The user/ individual on the job should be able 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 should be able to:</p> <p>SB3. plan work according to the required schedule and location</p> <p>SB4. ensure proper planning 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>CustomerCentricity</p>
	<p>The user/ individual on the job should be able 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 should be able 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 should be able 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 should be able to:</p> <p>SB10. analyses, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently</p>

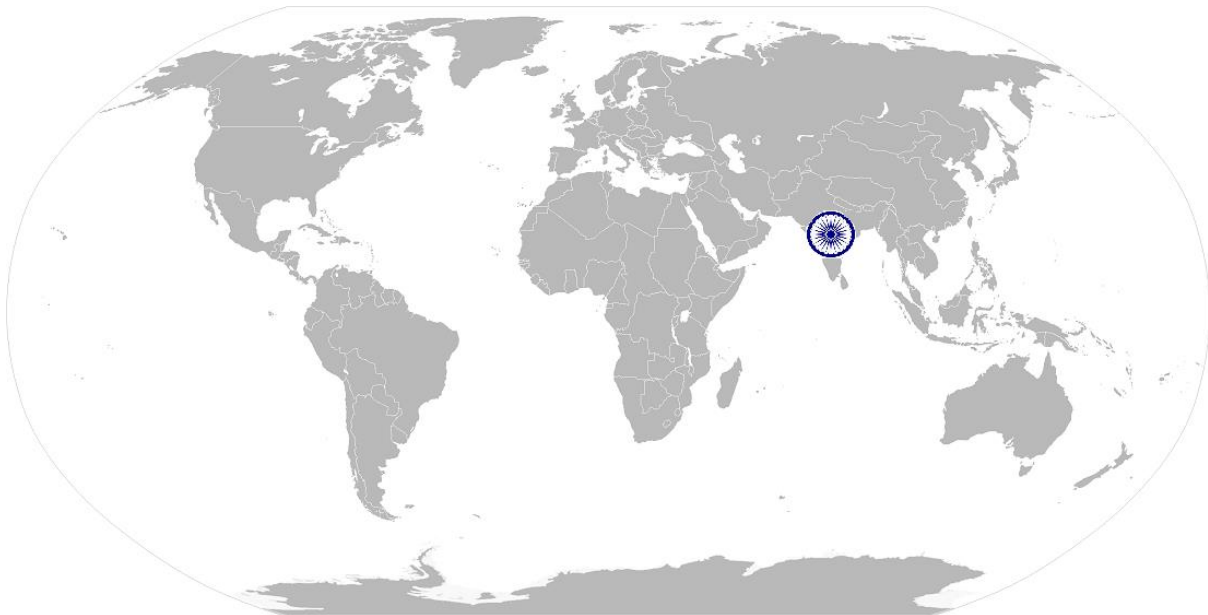
ASC/N1401 Assist in service, maintenance and repair of the vehicle

NOS Version Control

NOS Code	ASC/N1401		
Credits	TBD	Version number	1.0
Industry	Automotive	Drafted on	18/10/16
Industry Sub-sector	Automotive Vehicle Service	Last reviewed on	18/10/16
Occupation	Technical Service & Repair	Next review date	20/10/18



National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required of an individual to perform vehicle cleaning and washing both on the outside as well as inside the vehicle.

ASC/N1101

Perform vehicle cleaning and washing

National Occupational Standard	Unit Code	ASC/N1101
	Unit Title (Task)	Perform vehicle cleaning and washing
	Description	This NOS unit is about an individual who performs all tasks related to vehicle cleaning and washing.
	Scope	This unit/ task covers the following: <ul style="list-style-type: none"> • clean bodywork and exteriors of vehicle • clean the interiors of vehicle
	Performance Criteria(PC) w.r.t. the Scope	
	Element	Performance Criteria
	Clean exterior & interior of the vehicle including washing	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. inspect parts, equipment, or vehicles for cleanliness</p> <p>PC2. understand the instructions given by supervisor regarding the washing, routine and any other specific cleaning requirements</p> <p>PC3. mix cleaning solutions, abrasive compositions, or other compounds as advised by a supervisor on work instructions</p> <p>PC4. scrub, scrape, or spray machine parts, equipment, or vehicles, using scrapers, brushes, clothes, cleaners, disinfectants, insecticides, acid, abrasives, vacuums, or hoses as per work instructions</p> <p>PC5. transport materials, equipment, or supplies to or from work areas, using carts or hoists</p> <p>PC6. pre-soak or rinse machine parts, equipment, or vehicles parts by immersing objects in cleaning solutions or water, manually or using hoists following W.I.</p> <p>PC7. operate and activate cleaning equipment or machines and notify the supervisors in case of any malfunctions</p> <p>PC8. turn valves or handles on equipment to regulate pressure or flow of water, air, steam, or abrasives from sprayer nozzles following W.I.</p> <p>PC9. clean: interior and exterior surfaces of vehicles; plastic work inside cars, using paintbrushes, vehicle windows, seat frames, backs and bottoms and blacken tyres, driver seat, seating area, windshield, drivers side glass and vehicle dash; passenger grab rails and stanchions; floor to remove gum, dirt and grease; electrical & Electronic component, couplers, connection etc. following W.I.</p> <p>PC10. rinse objects and place them on drying racks</p> <p>PC11. use cloth, squeegees, or air compressors to dry surfaces</p> <p>PC12. sweep, shovel, or vacuum loose debris or salvageable scrap into containers</p>

ASC/N1101

Perform vehicle cleaning and washing

	<p>PC13. maintain specified distance and pressure while washing engine compartment</p> <p>PC14. remove debris and other dirt containers from work areas</p> <p>PC15. maintain cleanliness of the work and shop areas to ensure a safe work environment</p>
<p>Knowledge and Understanding (K)</p>	
<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 dealership for vehicle cleaning</p> <p>KA2. standard operating procedures recommended by the dealership for using water hose pipe or any other machine which may be required to carry out the exterior or interior cleaning</p> <p>KA3. documentation requirements for each procedure carried out as part of roles and responsibilities as specified by the organization</p> <p>KA4. organizational and professional code of ethics and standards of practice</p> <p>KA5. 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>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. how to drive vehicles to ensure cleaning at the desired location within the organizational setup</p> <p>KB2. how to operate the machines and equipment to perform cleaning tasks</p> <p>KB3. Different types of grime and the method used for cleaning: graffiti (e.g., paint, ink), encrusted human waste, scuff marks, soil and dust; oil and other grease; dried food and other non-hazardous and other stains</p> <p>KB4. Various methods used for cleaning including: scraping, use of squeegee and chamois; use of chemicals, machine-assisted or manual cleaning, washing or scrubbing/cleaning, brushing, sweeping, blowing off with air</p> <p>KB5. how to adjust machines, devices, moving parts and equipment post cleaning</p> <p>KB6. Various implements, tools and safety equipment used for cleaning includes: absorbent cloths, lint free cleaning cloths, buckets, brushes, hand brooms, hoses, dust pans, spotting spray bottles, applicators, squeegees (various sizes), chamois, scrapers, air blowing equipment, air compressors, extension poles, ladders and scaffold; chemicals and cleaning solutions; specialized graffiti removal agents, rubber gloves, face masks, protective clothing, including overalls and safety boots; breathing filters, safety glasses</p> <p>KB7. how to: vacuum, clean and maintain vehicle interiors; including dashboards, consoles, carpet and car seats; clean door trims and hinges; wash and polish vehicle exteriors and blacken tires; fit boot spoilers, side skirts, or mud flaps, drive vehicles through automatic car washes, blacken tires</p> <p>KB8. how to use regulate pressure or flow of water, air, steam, or abrasives from</p>

ASC/N1101

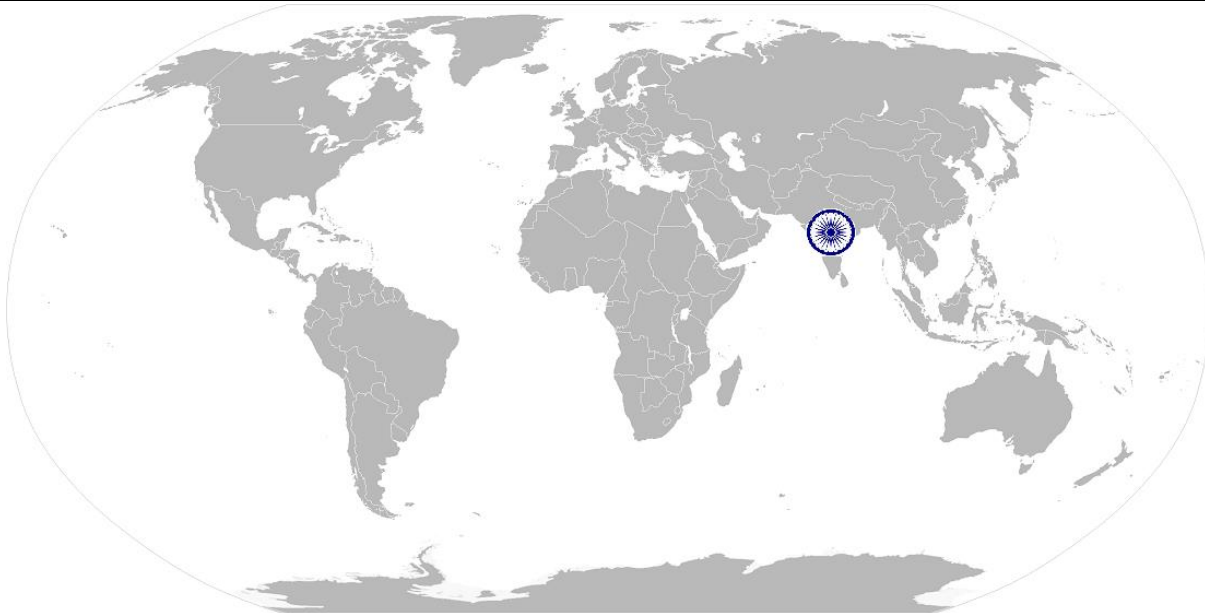
Perform vehicle cleaning and washing

	<p>sprayer nozzles</p> <p>KB9. how to lubricate machinery and the required masking materials to preserve, protect and condition the vehicle</p>
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	The user/ individual on the job should be able to: SA1. read work orders, materials, etc. related to the cleaning of the vehicle
	Writing Skills
	The user/ individual on the job should be able to: SA2. create documentation required for the cleaning process (including work sheets, etc.) SA3. assist in maintaining appropriate records related to cleaning of the vehicle SA4. write in at least one language
	Oral Communication (Listening and Speaking skills)
	The user/ individual on the job should be able to: SA5. interact with superiors and other support staff function SA6. interact with the customers in case of any specific requirement related to cleaning of a particular part (either in the exterior or the interior) of the vehicle
B. Professional Skills	Decision Making
	The user/ individual on the job should be able to: SB1. analyses available information regarding the cleaning of the vehicle and evaluate the best possible means to clean/ wash the particular vehicle SB2. decide when to contact supervisor in case of any discrepancy in the machine and equipment used in cleaning and washing
	Plan and Organize
	The user/ individual on the job should be able to: SB3. plan work according to the required schedule and location SB4. ensure timely cleaning of the vehicle so that other work to be done on the vehicle is not affected SB5. plan a visual check on the piece for insuring that it is clean and dirt free
	CustomerCentricity
	The user/ individual on the job should be able to: SB6. ensure that customer's additional requirements for cleaning a particular part is assessed and the vehicle is cleaned/ washed accordingly SB7. ensure that the vehicle is cleaned/ washed in case any requirement arises post the work done by the technicians/ specialists (for e.g. after the work done there are grease marks on the body panel)

ASC/N1101

Perform vehicle cleaning and washing

	Problem Solving
	The user/ individual on the job should be able to: SB8. identify any error or cause of defects while cleaning the vehicle and report it to superiors
	Analytical Thinking
	The user/ individual on the job should be able to: SB9. analyses the information and instructions given by supervisor to perform the cleaning process efficiently
	Critical Thinking
	The user/ individual on the job should be able to: SB10. use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems

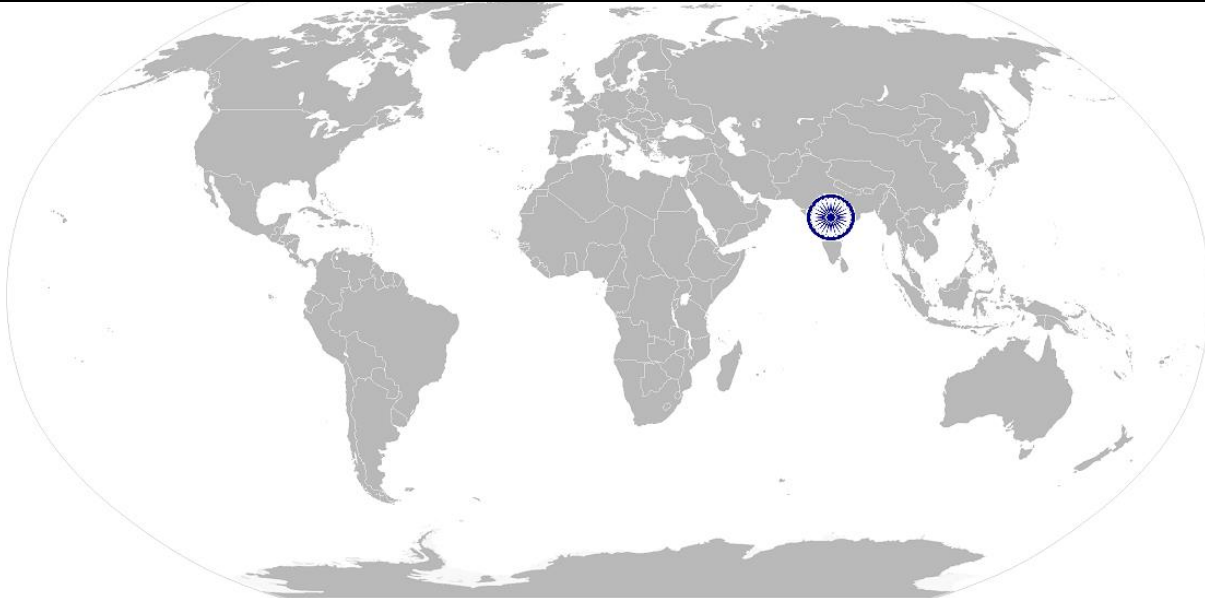


ASC/N1101

Perform vehicle cleaning and washing

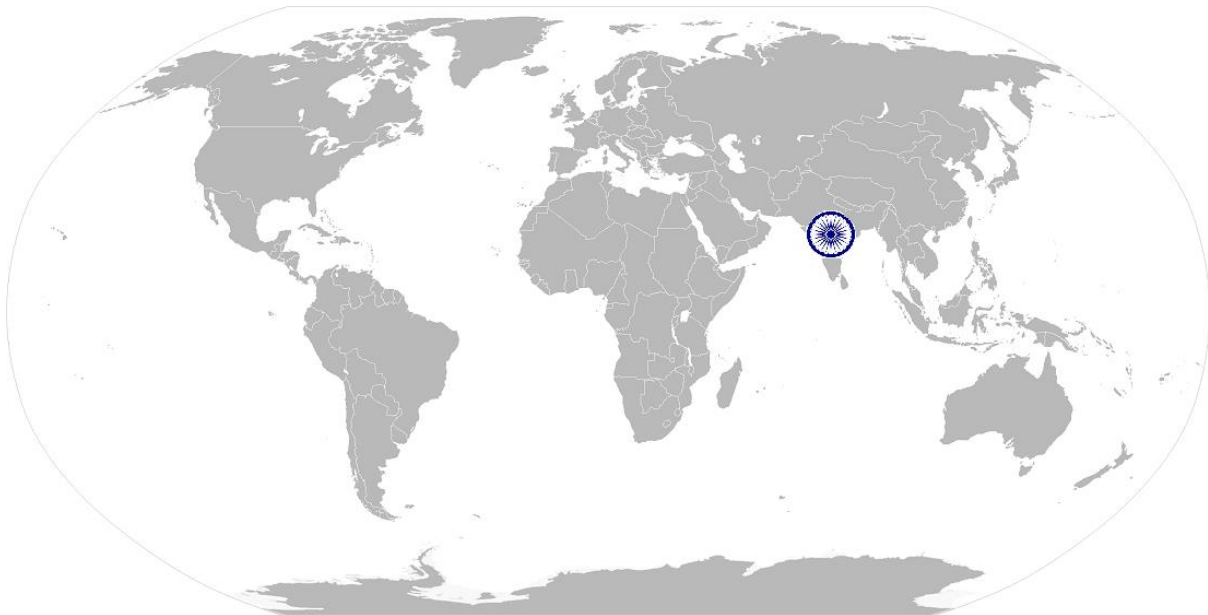
NOS Version Control

NOS Code	ASC/N1101		
Credits	TBD	Version number	1.0
Industry	Automotive	Drafted on	18/10/16
Industry Sub-sector	Automotive Vehicle Service	Last reviewed on	18/10/16
Occupation	Technical Service & Repair	Next review date	20/10/18



ASC/N0001 Plan and organise work to meet expected outcomes

National Occupational Standard



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/N0001 Plan and organise work to meet expected outcomes

National Occupational Standard	Unit Code	ASC/N0001
	Unit Title (Task)	Plan and organize work to meet expected outcomes
	Description	This NOS unit is about planning and organizing an individual's work in order to complete it to the required standards on time.
	Scope	<p>This unit/ task covers the following:</p> <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	<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 organisation's guidelines</p> <p>PC3. work in line with organisation'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>
	Appropriate use of resources	<p>To be competent, the user/individual on the job must be able to:</p> <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 efficiently with minimal wastage</p>
	Knowledge and Understanding (K)	
	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. the organization's policies, procedures and priorities for area of work, role and responsibilities in carrying out that work</p> <p>KA2. the limits of responsibilities and when to involve others</p> <p>KA3. specific work requirements and who these must be agreed with</p> <p>KA4. the importance of having a tidy work area and how to do this</p> <p>KA5. how to prioritize workload according to urgency and importance and the benefits of this</p> <p>KA6. the organization's policies and procedures for dealing with confidential information and the importance of complying with these</p> <p>KA7. the purpose of keeping others updated with the progress of work</p> <p>KA8. who to obtain guidance from and the typical circumstances when this may be required</p> <p>KA9. the purpose and value of being flexible and adapting work plans to reflect</p>

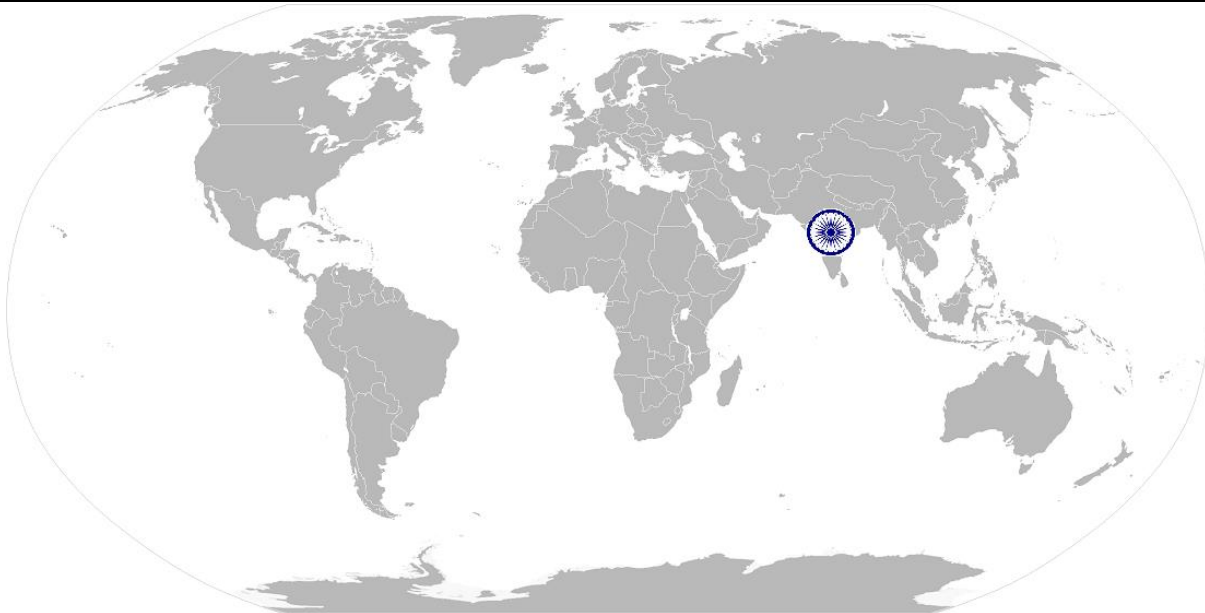
ASC/N0001 Plan and organise work to meet expected outcomes

	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)	
A. Core Skills/ Generic Skills	Reading Skills
	The user/ individual on the job should have ability to : SA1. read instructions, guidelines/procedures
	Writing Skills
	The user/ individual on the job should have ability to : SA2. write simple sentences in local language and also preferably in Hindi/ English
	Oral Communication (Listening and Speaking skills)
	The user/ individual on the job should have ability to : SA3. ask for clarification and advice from appropriate persons SA4. communicate orally with colleagues
	B. Professional Skills
Decision Making	
The user/individual on the job should be able to : SB1. analyse a given situation and decide on an appropriate action for completing the task within resources	
Plan and Organize	
The user/individual on the job should be able to : SB2. agree upon required output SB3. plan and organize work to achieve targets and deadlines	
CustomerCentricity	
The user/individual on the job should be able to : SB4. meet or exceed internal/external customer/team expectations	
Problem Solving	
The user/individual on the job should be able to : SB5. analyse a problem and attempt to find an acceptable solution and take help of concerned people if required	
Analytical Thinking	
The user/individual on the job should be able to : SB6. anticipate and analyse a given situation from all aspects	
Critical Thinking	
The user/individual on the job should be able to : SB7. apply own judgement to identify solutions in different situations	

ASC/N0001 Plan and organise work to meet expected outcomes

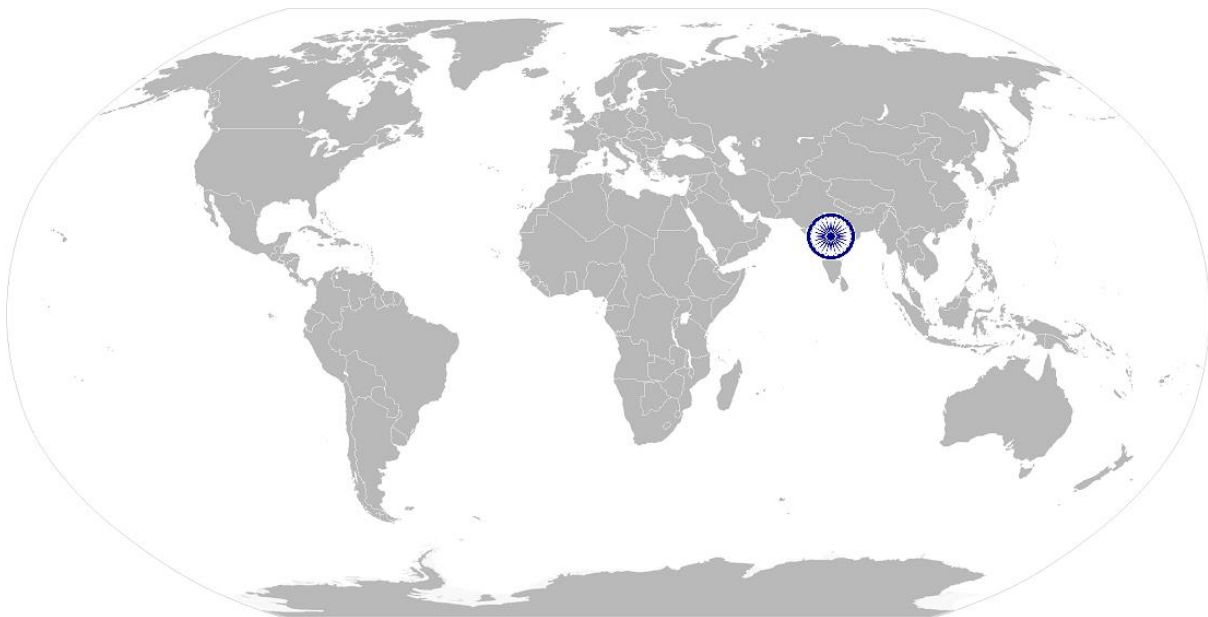
NOS Version Control

NOS Code	ASC/N0001		
Credits	TBD	Version number	1.0
Industry	Automotive	Drafted on	18/10/16
Industry Sub-sector	Automotive Vehicle Service	Last reviewed on	18/10/16
Occupation	Technical Service & Repair	Next review date	20/10/18



ASC/N0002 Work effectively in a team

National Occupational Standard



Overview

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

ASC/N0002

Work effectively in a team

National Occupational Standard

Unit Code	ASC/N0002
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: <ul style="list-style-type: none"> 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 organisational 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 organisation's policies and procedures for working with colleagues
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> KB1. different types of information that colleagues might need and the

ASC/N0002

Work effectively in a team

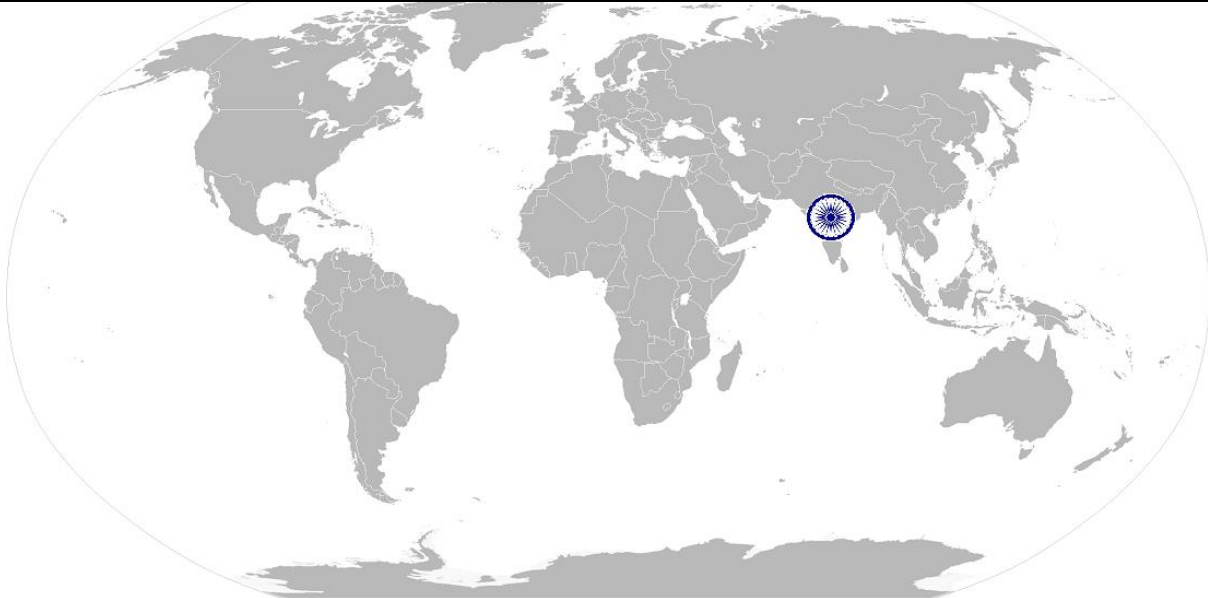
	importance of providing this information when it is required KB2. the importance of helping colleagues with problems, in order to meet quality and time standards as a team
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	The user/ individual on the job should have ability to : SA1. read instructions, guidelines/procedures
	Writing Skills
	The user/ individual on the job should have ability to : SA2. write simple sentences in local language and also preferably in Hindi/ English
	Oral Communication (Listening and Speaking skills)
The user/ individual on the job should have ability to : SA3. listen effectively and orally communicate information SA4. ask for clarification and advice from the concerned person	
B. Professional Skills	Decision Making
	The user/individual on the job should be able to : SB1. analyses a given situation and decide on an appropriate action for completing the task within resources
	Plan and Organize
	The user/individual on the job should be able to : SB2. agree upon required output SB3. plan and organize work to achieve targets and deadlines
	CustomerCentricity
	The user/individual on the job should be able to : SB4. meet or exceed customer/team expectations
	Problem Solving
	The user/individual on the job should be able to : SB5. analyses a problem and attempt to find an acceptable solution and take help of concerned people if required
	Analytical Thinking
	The user/individual on the job should be able to : SB6. anticipate and analyses a given situation from all aspects
Critical Thinking	
The user/individual on the job should be able to : SB7. apply own judgement to identify solutions in different situations	

ASC/N0002

Work effectively in a team

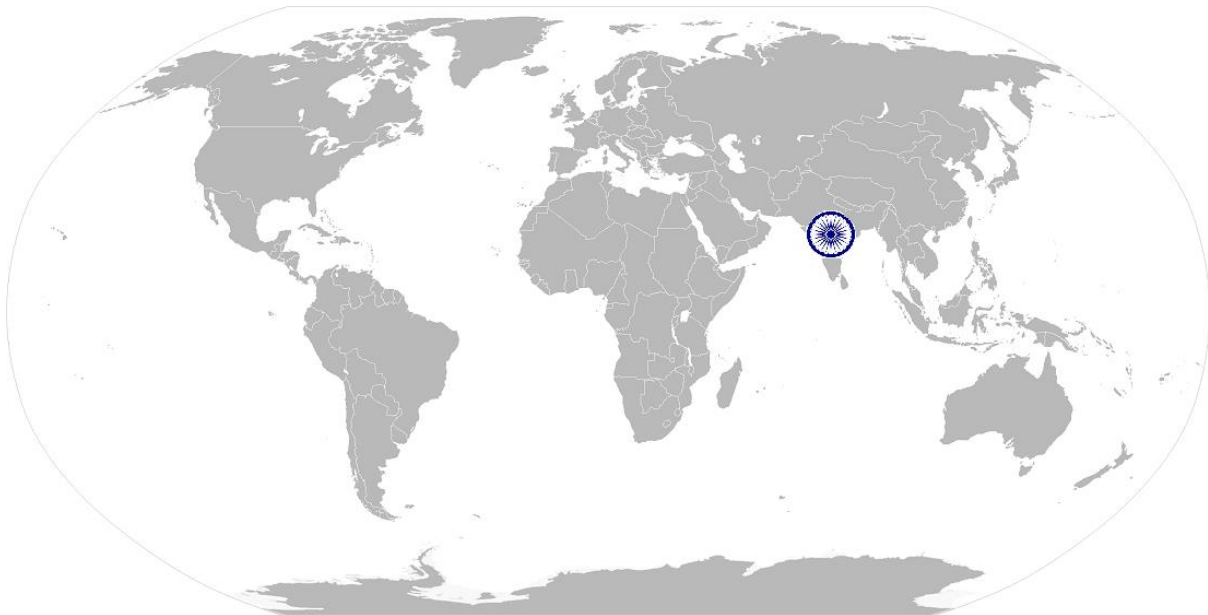
NOS Version Control

NOS Code	ASC/N0002		
Credits	TBD	Version number	1.0
Industry	Automotive	Drafted on	18/10/16
Industry Sub-sector	Automotive Vehicle Service	Last reviewed on	18/10/16
Occupation	Technical Service & Repair	Next review date	20/10/18



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

National Occupational Standard



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 environment

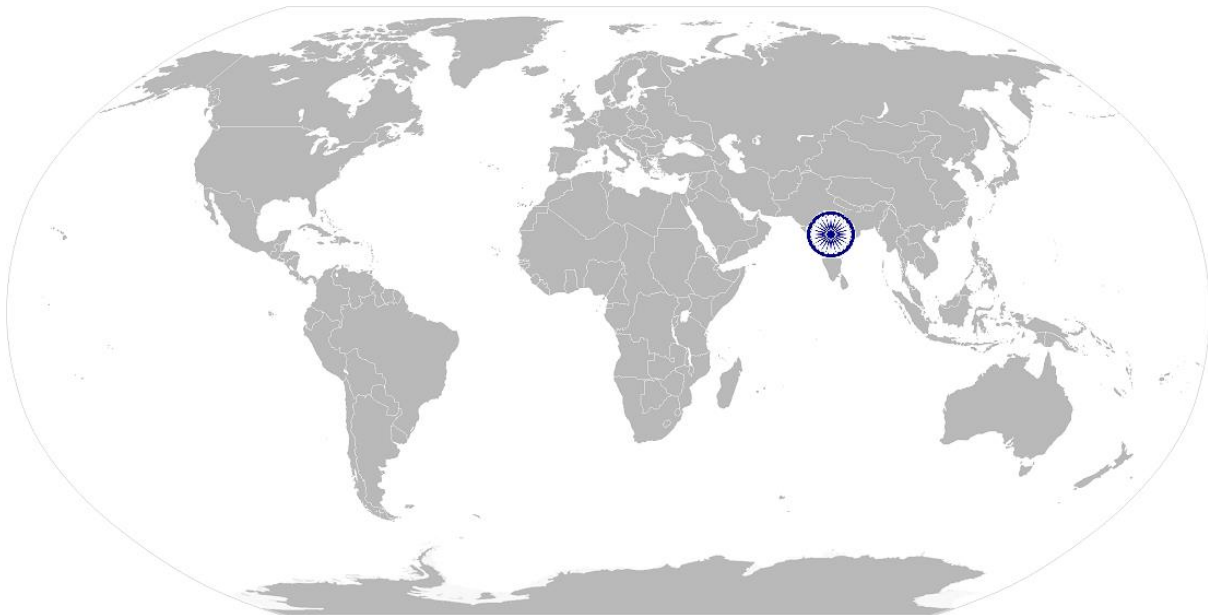
National Occupational Standard	Unit Code	ASC/N0003
	Unit Title (Task)	Maintain a healthy, safe and secure working environment
	Description	This NOS unit is about monitoring the working environment and making sure it meets requirements for health, safety and security.
	Scope	<p>This unit/ task covers 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 organisation’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 healthy, safe and secure environment for all incorporating 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 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 organisational procedures and warn other people who may be affected</p> <p>PC6. follow organisation’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 health and safety records , ensure procedures are well defined</p>
	Knowledge and Understanding (K)	
	A. Organizational Context (Knowledge of the company / organization and its	<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>

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

processes)	<p>KA3. how and when to report hazards</p> <p>KA4. the limits of responsibility for dealing with hazards</p> <p>KA5. the organization’s emergency procedures for different 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 organization</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)	
A. Core Skills/ Generic Skills	<p>Reading Skills</p> <p>The user/ individual on the job should have ability to :</p> <p>SA1. read instructions, guidelines/ procedures/ rules</p> <p>Writing Skills</p> <p>The user/ individual on the job should have ability to :</p> <p>SA2. write simple sentences in local language and also preferably in Hindi/ English</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>The user/ individual on the job should have ability to :</p> <p>SA3. listen to and orally communicate information with all concerned</p>
B. Professional Skills	<p>Decision Making</p> <p>The user/individual on the job should be able to :</p> <p>SB1. make decisions on a suitable course of action or response</p> <p>Plan and Organize</p> <p>The user/individual on the job should be able to :</p> <p>SB2. agree upon required output</p> <p>SB3. plan and organize work to achieve targets and deadlines</p> <p>CustomerCentricity</p> <p>The user/individual on the job should be able to :</p> <p>SB4. meet or exceed customer/team expectations</p> <p>Problem Solving</p>

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

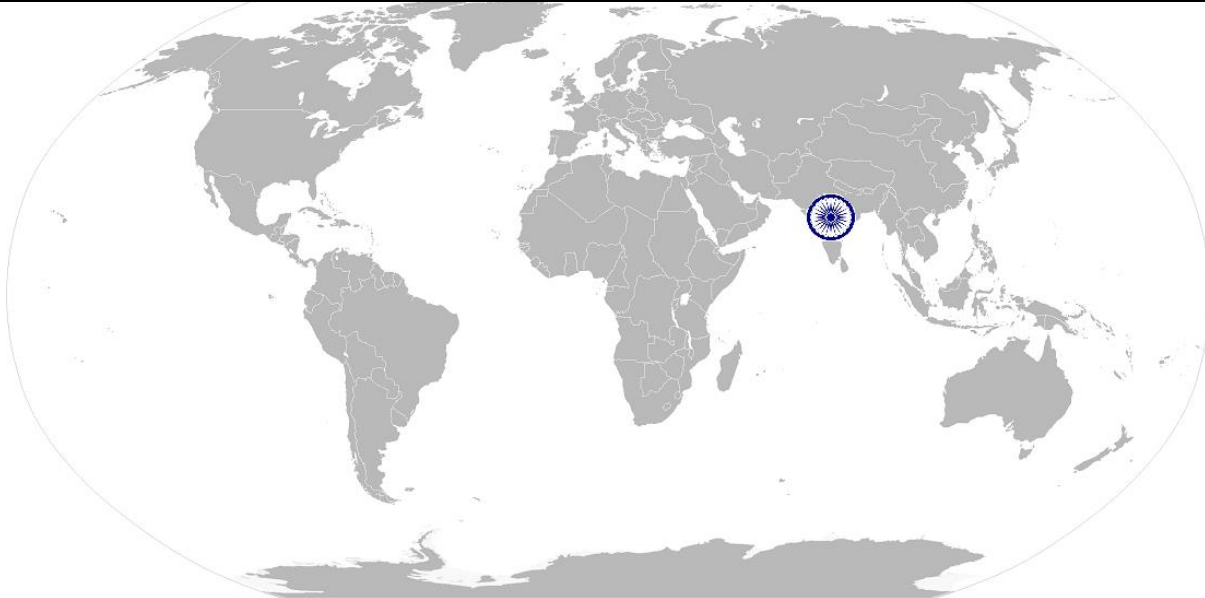
	The user/individual on the job should be able to : SB5. analyses a problem and attempt to find an acceptable solution and take help of concerned people if required
	Analytical Thinking
	The user/individual on the job should be able to : SB6. anticipate and analyses a given situation from all aspects
	Critical Thinking
	The user/individual on the job should be able to : SB7. apply own judgement to identify solutions in different situations



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

NOS Version Control

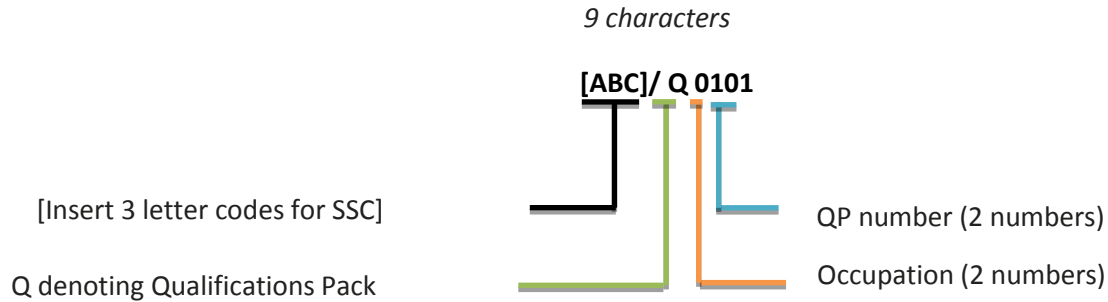
NOS Code	ASC/N0003		
Credits	TBD	Version number	1.0
Industry	Automotive	Drafted on	18/10/16
Industry Sub-sector	Automotive Vehicle Service	Last reviewed on	18/10/16
Occupation	Technical Service & Repair	Next review date	20/10/18



Annexure

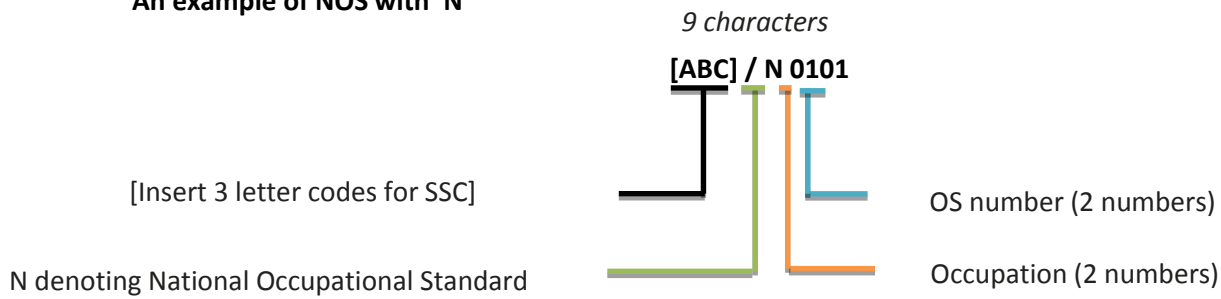
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



The following acronyms/ codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
Manufacturing	31 - 45 & 61 - 68
Research & Development	81 - 84
Sales & Service	01 - 21
Road Transportation	96 - 97

Sequence	Description	Example
Three letters	Automotive	ASC
Slash	/	/
Next letter	Whether QP or NOS	N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role: Car Washer and Assistant Service Technician

Qualification Pack: ASC/Q1417

Sector Skill Council: Automotive Skills Development Council

Guidelines for Assessment:

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below).
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on this criteria.
5. To pass the Qualification Pack, every trainee should score a minimum of 70% in every NOS.
6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

Assessable Outcomes	Assessment Criteria	Total Marks	Out of	Theory	Practical Skills
ASC/N1401 Assist in service, maintenance and repair of the vehicle	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	100			4
	PC2.place the vehicle on a suitable platform, before the painting actually starts				4
	PC3.assist in organising the secure parking area and moving vehicles around as directed				4
	PC4.lift raw materials, finished products, and packed items, manually or using hoists				4
	PC5.understand the autocomponent manufacturer specifications related to the various components/ aggregates in the vehicle				5
	PC6.ensure that service, maintenance and repair activities are carried out on the vehicle without causing damage to any other other aggregate/ component				4

	PC7.run errands at the direction of the senior technician such as gettingfetchingparts,tools, gauges, instruments, fixtures, workshop supplies, taking vehicles to dealerships etc.				5
	PC8.assist in performing service or repair of vehicles under supervision of senior technician				5
	PC9.dismantle aggregates like wheels,suspension system, steering column,brakingsystem,engine assembly etc.				5
	PC10.count and report serviced or repaired vehicles to determine if product orders are complete				5
	PC11.assist in maintaining and managing the workshop, tools, equipment and machinery in required conditions				4
	PC12.follow standard operating procedures specially vehicle service manuals for using workshop tools and equipments				4
	PC13.ensure any malfunctions or repair requirements observed in vehicles (and beyond own scope of work) are reported to the concerned person				4
	PC14.ensure any malfunctions observed in tools and equipments are reported to the concerned persons				4
	PC15.assist in fitting and balancing the replaced and refitted parts				5
	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)				4
	All KA, KB for the NOS			30	
		Total	100	30	70
ASC/N1101 Perform vehicle cleaning and washing	PC1.inspect parts, equipment, or vehicles for cleanliness	100			5
	PC2.understand the instructions given by supervisor regarding the washing, routine and any other specific cleaning requirements				4
	PC3. mix cleaning solutions, abrasive compositions, or other compounds as advised by a supervisor on work instructions				5

	PC4. scrub, scrape, or spray machine parts, equipment, or vehicles, using scrapers, brushes, clothes, cleaners, disinfectants, insecticides, acid, abrasives, vacuums, or hoses as per work instructions				5
	PC5.transport materials, equipment, or supplies to or from work areas, using carts or hoists				5
	PC6. pre-soak or rinse machine parts, equipment, or vehicles parts by immersing objects in cleaning solutions or water, manually or using hoists following W.I.				4
	PC7.operate and activate cleaning equipment or machines and notify the supervisors in case of any malfunctions				5
	PC8. turn valves or handles on equipment to regulate pressure or flow of water, air, steam, or abrasives from sprayer nozzles following W.I.				5
	PC9. clean: interior and exterior surfaces of vehicles; plastic work inside cars, using paintbrushes, vehicle windows, seat frames, backs and bottoms and blacken tyres,driver seat, seating area, windshield, drivers side glass and vehicle dash; passenger grab rails and stanchions; floor to remove gum, dirt and grease; electrical & Electronic component, couplers, connection etc.				5
	PC10.rinse objects and place them on drying racks				5
	PC11.use cloth, squeegees, or air compressors to dry surfaces				4
	PC12.sweep, shovel, or vacuum loose debris or salvageable scrap into containers				5
	PC13.maintain specified distance and pressure while washing engine compartment				4
	PC14.remove debris and other dirt containers from work areas				5
	PC15.maintain cleanliness of the work and shop areas to ensure a safe work environment				4
	All KA, KB for the NOS			30	
		Total	100	30	70
ASC/N0001 Plan and	PC1.keep immediate work area clean and tidy	100			7

organise work to meet expected outcomes	PC2.treat confidential information as per the organisation's guidelines				8
	PC3.work in line with organisation's policies and procedures				8
	PC4.work within the limits of job role				8
	PC5.obtain guidance from appropriate people, where necessary				8
	PC6.ensure work meets the agreed requirements				7
	PC7.establish and agree on work requirements with appropriate people				9
	PC8.manage time, materials and cost effectively				8
	PC9. use resources efficiently with minimal wastage				7
	All KA, KB for the NOS			30	
		Total	100	30	70
ASC/N0002 Work effectively in a team	PC1.maintain clear communication with colleagues (by all means including face-to-face, telephonic as well as written)	100			9
	PC2.work with colleagues to integrate work				8
	PC3.pass on information to colleagues in line with organisational requirements both through verbal as well as non-verbal means				9
	PC4.work in ways that show respect for colleagues				8
	PC5.carry out commitments made to colleagues				9
	PC6.let colleagues know in good time if cannot carry out commitments, explaining the reasons				9
	PC7.identify problems in working with colleagues and take the initiative to solve these problems				9
	PC8.follow the organisation's policies and procedures for working with colleagues				9
	All KA, KB for the NOS			30	
		Total	100	30	70

ASC/N0003 Maintain a healthy, safe and secure working environment	PC1.comply with organisation’s current health, safety and security policies and procedures	100			9
	PC2.report any identified breaches in health, safety, and security policies and procedures to the designated person				9
	PC3. coordinate with other resources at the workplace to achieve healthy, safe and secure environment for all incorporating government norms esp. for emergency situations like fires, earthquakes etc.				9
	PC4. identify and correct any hazards like illness, accidents, fires or any other natural calamity within the limits of individual’s authority				9
	PC5.report any hazards outside the individual’s authority to the relevant person in line with organisational procedures and warn other people who may be affected				9
	PC6.follow organisation’s emergency procedures for accidents, fires or any other natural calamity				8
	PC7.identify and recommend opportunities for improving health, safety, and security to the designated person				8
	PC8. complete health and safety records , ensure procedures are well defined				9
	All KA, KB for the NOS			30	
		Total	100	30	70