

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR AUTOMOTIVE INDUSTRY

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

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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.

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 VehicleService	Last reviewed on	19/06/13
	Occupation	Technical Service & Repair	Next review date	Under revision expected date of revised version 31-Dec-15
	NSQC Clearance on	20/07/15		

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)	<p>On the job training:</p> <ul style="list-style-type: none"> Desirable for ASDC Auto Service Technician Level 3 Certificate or ITI Diploma Compulsory for all other qualifications
Minimum Job Entry Age	<p>1 ASDC recommends that candidates should seek full employment not before attaining an age of 18 year</p> <p>2 However, as per Factories Act 1948 and Shops & Establishment Act</p> <p>- No one can be employed before attaining the age of 14</p> <p>3 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.</p>
Experience	Not Applicable
Occupational Standards (OS)	<p>Compulsory:</p> <ol style="list-style-type: none"> ASC/N 1401:Assist in service, maintenance and repair of the vehicle ASC/N 0001:Plan and organise work to meet expected outcomes ASC/N 0002:Work effectively in a team ASC/N0003:Maintain a healthy, safe and secure

	working environment Optional: N.A.
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.	

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)
NSQF	National Standards Qualifications Framework
OEM	Original Equipment Manufacturer
OS	Occupational Standard(s)
QP	Qualifications Pack

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

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	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 autocomponent 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 other aggregate/ component</p> <p>PC7. run errands at the direction of the senior technician such as gettingfetchingparts,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: <ul style="list-style-type: none"> carrying out minor component repair or replacement carrying out oil changes and lubrication washing vehiclesas 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,brakingsystem,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 managingthe workshop, tools, equipment and machinery in required condition by: <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 </p>

ASC/ N 1401

Assist in service, maintenance and repair of the vehicle

	<ul style="list-style-type: none"> • cleaning and organising 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 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) w.r.t. the Scope	
Element	Knowledge and understanding
<p>A. Organisational Context (Knowledge of the Company/ Organisation and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. standard operating procedures of the organisation/ 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/ autocomponent manufacturer</p> <p>KA5. organisational 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

	<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) • tyres 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/ autocomponent manufacturer
	Reading skills
	SA3. write in at least one language

ASC/ N 1401

Assist in service, maintenance and repair of the vehicle

	<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>
B. Professional Skills	<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 Organise</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. organise 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. organise 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</p>	

ASC/ N 1401

Assist in service, maintenance and repair of the vehicle

	assistance from the senior technician
	Critical thinking
	The user/individual on the job needs to know and understand how to: SB10. analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently



ASC/ N 1401

Assist in service, maintenance and repair of the vehicle

NOS Version Control

NOS Code	ASC/ N 1401		
Credits(NSQF)	TBD	Version number	1.0
Industry	Automotive	Drafted on	19/06/13
Industry Sub-sector	Automotive Vehicle Service	Last reviewed on	19/06/13
Occupation	Technical Service & Repair	Next review date	Under revision expected date of revised version 31-Dec-15

ASC/ N 0001

Plan and organise work to meet expected outcomes

National Occupational Standards



Overview

This unit is about planning and organising 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 organise work to meet expected outcomes

National Occupational Standard

Unit Code	ASC/ N 0001
Unit Title (Task)	Plan and organise 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: <ul style="list-style-type: none"> PC1. keep immediate work area clean and tidy PC2. treat confidential information as per the organisation's guidelines PC3. work in line with organisation'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	<ul style="list-style-type: none"> 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. Organisational Context (Knowledge of the Company/Organisation and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. the organisation'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 organisation'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

ASC/ N 0001

Plan and organise work to meet expected outcomes

	KA9. the purpose and value of being flexible and adapting work plans to reflect change
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. how to complete tasks accurately by following standard procedures</p> <p>KB2. technical resources needed for work and how to obtain and use 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. 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
	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
B. Professional Skills	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
	Plan and Organise
	The user/individual on the job needs to know and understand how to:
	SB2. agree objectives and work requirements
	SB3. plan and organise work to achieve targets and deadlines
	CustomerCentricity
	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:	

ASC/ N 0001

Plan and organise work to meet expected outcomes

	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 organise work to meet expected outcomes

NOS Version Control

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ASC/ N 002

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 organisation.

ASC/ N 002

Work effectively in a team

National Occupational Standard	Unit Code	ASC/ N 002
	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 organisation.
	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) w.r.t. the scope	
	Element	Knowledge and Understanding
	A. Organisational Context (Knowledge of the Company/Organisation and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. the organisation'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

ASC/ N 0002

Work effectively in a team

B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <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	<p>Writing Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA1. complete written work with attention to detail</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. read instructions, guidelines/procedures</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>SA3. listen effectively and orally communicate information</p> <p>SA4. ask for clarification and advice from the concerned person</p>
B. Professional Skills	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. make decisions on a suitable course of action or response keeping in view resource utilization while meeting commitments</p> <p>Plan and Organise</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. plan and organise work to achieve targets and deadlines</p> <p>CustomerCentricity</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. check that the work meets customer requirements</p> <p>SB4. deliver consistent and reliable service to customers</p> <p>Problem Solving</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. apply problem solving approaches in different situations</p> <p>Critical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. apply balanced judgements to different situations</p>

ASC/ N 0002

Work effectively in a team

NOS Version Control

NOS Code	ASC/ N 0002		
Credits(NSQF)	TBD	Version number	1.0
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Industry Sub-sector	Automotive Vehicle Service	Last reviewed on	10/06/13
Occupation	Technical Service & Repair	Next review date	Under revision expected date of revised version 31-Dec-15

ASC/ N 0003

Maintain a healthy, safe and secure working environment

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/ N 0003

Maintain a healthy, safe and secure working environment

National Occupational Standard	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	This unit/task covers the following: <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	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC1. comply with organisation'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 organisational procedures and warn other people who may be affected PC6. follow organisation'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
	Knowledge and Understanding (K) w.r.t. the scope	
	Element	Knowledge and Understanding
	A. Organisational Context (Knowledge of the Company/Organisation and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. legislative requirements and organisation's procedures for health, safety and security and individual's role and responsibilities in relation to this KA2. what is meant by a hazard, including the different types of health and safety hazards that can be found in the workplace KA3. how and when to report hazards

ASC/ N 0003

Maintain a healthy, safe and secure working environment

	<p>KA4. the limits of responsibility for dealing with hazards</p> <p>KA5. the organisation’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 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
B. Professional Skills	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
	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
B. Professional Skills	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
	CustomerCentricity
	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
B. Professional Skills	Problem Solving
	The user/individual on the job needs to know and understand how to:

ASC/ N 0003

Maintain a healthy, safe and secure working environment

	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/ N 0003

Maintain a healthy, safe and secure working environment

NOS Version Control

NOS Code	ASC/ N 0003		
Credits(NSQF)	TBD	Version number	1.0
Industry	Automotive	Drafted on	10/06/13
Industry Sub-sector	Automotive Vehicle Service	Last reviewed on	10/06/13
Occupation	Technical Service & Repair	Next review date	Under revision expected date of revised version 31-Dec-15



Qualification Pack for Auto Service Technician L3

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	Theory	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		5	15
	PC2. place the vehicle on a suitable platform, before the painting actually starts			
	PC3. assist in organising the secure parking area and moving vehicles around as directed			
	PC4. lift raw materials, finished products, and packed items, manually or using hoists		25	50
	PC5. understand the autocomponent manufacturer specifications related to the various components/ aggregates in the vehicle			
	PC6. ensure that service, maintenance and repair activities are carried out on the vehicle without causing damage to any other other aggregate/ component		5	10
	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	15
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 vehiclesas per prescribed standard process • fetching correct materials or tools or 				

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	<p>gauges</p> <ul style="list-style-type: none"> • 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 • cleaning and organising 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 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>		15	30
	Subtotal		55	120
ASC/N 0001	Plan & organize work to meet expected outcome	Theory	Viva	Practical
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:			
	<p>PC1. keep immediate work area clean and tidy</p> <p>PC2. treat confidential information as per the organisation's guidelines</p>			

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	PC3. work in line with organisation'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		12	28
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		18	42
	Subtotal		30	70
ASC/N 0002	Work effectively in a team	Theory	Viva	Practical
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 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		30	70
	Subtotal		30	70
ASC/N 0003	Maintain a healthy, safe and secure working environment	Theory	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 organisation'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			

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	<p>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 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 all health and safety records are updates and procedures well defined</p>		45	80
	Subtotal		45	80
	Total	30	160	340