

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



Contents

1. Introduction and Contacts.....	1
2. Qualifications Pack.....	2
3. Glossary of Key Terms.....	4
4. OS Units.....	6
5. Annexure: Nomenclature for QP & OS.....	49
6. Assessment Criteria.....	51

Introduction

Qualifications Pack- Auto/ E Rickshaw Driver Assistant Service Technician

SECTOR: AUTOMOTIVE

SUB-SECTOR: Road Transportation

OCCUPATION: Driving

REFERENCE ID: ASC/Q9719

ALIGNED TO: NCO-2015/ 8321.0101, 7231.0400

Brief Job Description: An Auto / E Rickshaw Driver Assistant Service Technician is expected to help passengers in commuting from one destination to another in a 3 wheeler (of all types viz. traditional auto or modern electrically operated) within the city. This role also expects the person to have Vehicle Servicing capability.

Personal Attributes: This job requires the individual to drive for long and awkward hours and unpredictable schedules. Individual must be polite and dependable with the ability to remain calm and composed under stressful conditions of traffic and demanding customers. Person should preferably have above average motor skills.

Job Details	Qualifications Pack Code	ASC/Q9719		
	Job Role	Auto/ E Rickshaw Driver Assistant Service Technician (Applicable for national scenarios)		
	Credits	TBD	Version number	1.0
	Sector	Automotive	Drafted on	18/10/16
	Sub-sector	Road Transportation	Last reviewed on	18/10/16
	Occupation	Driving	Next review date	20/10/18
	NSQC Clearance on			

Job Role	Auto/ E Rickshaw Driver/ Assistant Service Technician
Role Description	Picking passengers from source and dropping at destination on hiring basis. Attending to Vehicle Maintenance / Servicing as required.
NSQF level	4
Minimum Educational Qualifications	8 th Standard pass, preferably
Maximum Educational Qualifications	NA
Training (Suggested but not mandatory)	<ul style="list-style-type: none"> ASDC Driver Assistant module and preferably also ASDC Car Washer qualification. Laws and regulations related to road use and safety. Voluntary: stress management.
Minimum Job Entry Age	Age 18 Years (with valid driving licence)
Experience	0 years if ASDC Driver Assistant or Car Washer Certificate or 2 months as driver assistant or 2 months as car washer/ vehicle cleaner
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> ASC/N9703 Assess and ensure road worthiness of the vehicle ASC/N9716 Drop the customer safely using the quickest route for Auto rickshaw ASC/N1401 Assist in service, maintenance and repair of the vehicle ASC/N0001 Plan and organise work to meet expected outcomes ASC/N0002 Work effectively in a team ASC/N0003 Maintain a healthy, safe and secure working environment ASC/N0012 Practice HSE and security related guidelines

*Qualifications Pack for Auto/ E Rickshaw Driver Assistant
Service Technician*

	Optional: 1. ASC/N0021 Maintain 5S at the work premises
Performance Criteria	As described in the relevant OS units

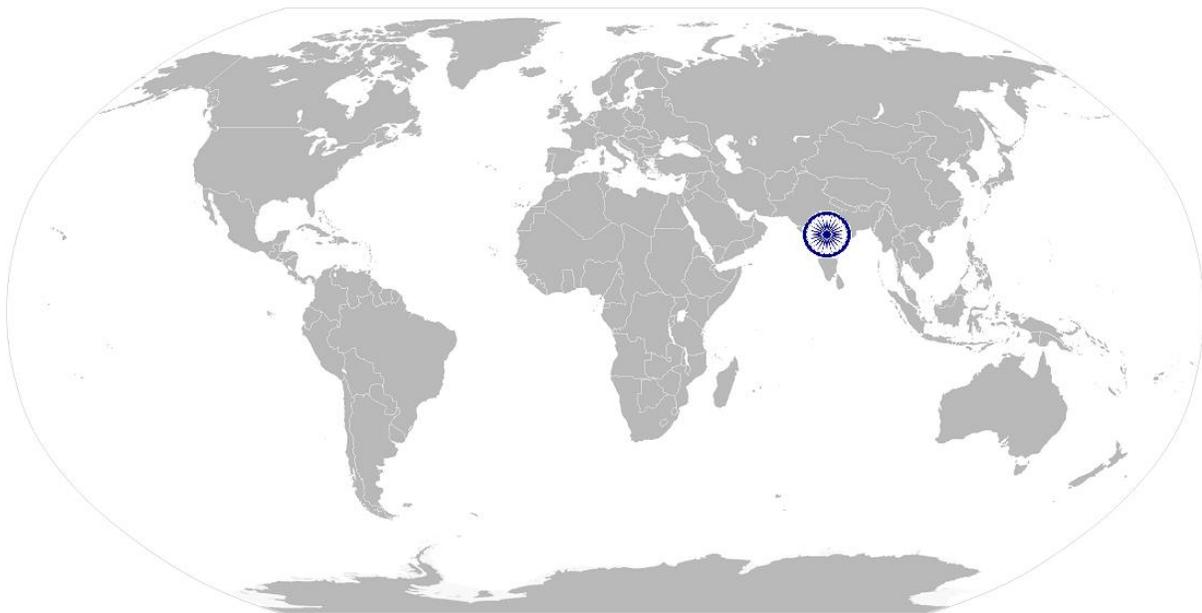
Keywords /Terms	Description
Core Skills/Generic Skills	Core skills or generic skills are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
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.
Organisational Context	Organisational 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.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
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.
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

*Qualifications Pack for Auto/ E Rickshaw Driver Assistant
Service Technician*

Acronyms

	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.
Keywords/ Terms	Description
NOS	National Occupational Standard (s)
NSQF	National Standards Qualifications Framework
QP	Qualifications Pack
MCT	Mobile Communications Terminal is a device that helps cab drivers accept pickups and intimate the control room once the pickup is done
GPS	Global Positioning system

National Occupational Standard



Overview

This unit is about assessing and ensuring that vehicle is fit for being on the road. The assessment would include technical evaluation as well as legal and compliance related guidelines.

ASC/N9703

Assess and ensure road worthiness of the vehicle

National Occupational Standard	Unit Code	ASC/N9703
	Unit Title (Task)	Assess and ensure road worthiness of the vehicle
	Description	This OS unit is about to ensure that the vehicle is road worthy for use. The individual is responsible to check the vehicle thoroughly before starting the trip.
	Scope	<p>This unit/ task covers the following:</p> <p>Assess the road worthiness of commercial vehicle as per the :-</p> <ul style="list-style-type: none"> • Technical requirements • Additional HSE requirements • CMVR guidelines • Organizational requirements
	Performance Criteria(PC) w.r.t. the Scope	
	Element	Performance Criteria
	Vehicle road worthiness	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. check that the vehicle meets basic legal and compliance related requirements</p> <p>Basic legal and compliance related requirements as per: the organization guidelines eg rule books of STUs, CMVR guidelines from MoRTH and other guidelines issued by Road Transport Authorities like RTOs; any other safety, security and environmental guidelines</p> <p>PC2. check vehicle service record indicative of any history of technical defects or immediate need for servicing like oil/filter change</p> <p>PC3. record all deviations observed while carrying out PC1 and PC2</p> <p>PC4. record any other deviations observed during the trip</p>
	Basic technical check before the trip	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC5. ensure all basic technical checks have been carried out as per standard organization or vehicle manual check list /procedure</p> <p>PC6. verify adequate availability of fuel/ charge for the vehicle</p>
	Escalation of technical problem	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC7. report actual or possible defects to the senior driver or service supervisor in enough detail so they can diagnose the problem</p> <p>PC8. conclude about the road worthiness of vehicle in consultation with superiors and decide to use another vehicle if so required</p>
	Knowledge and Understanding (K)	
A. Organizational Context (Knowledge)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Where applicable, company's policies on: road worthiness requirement; basic compliance to technical requirements and standards; safety and</p>	

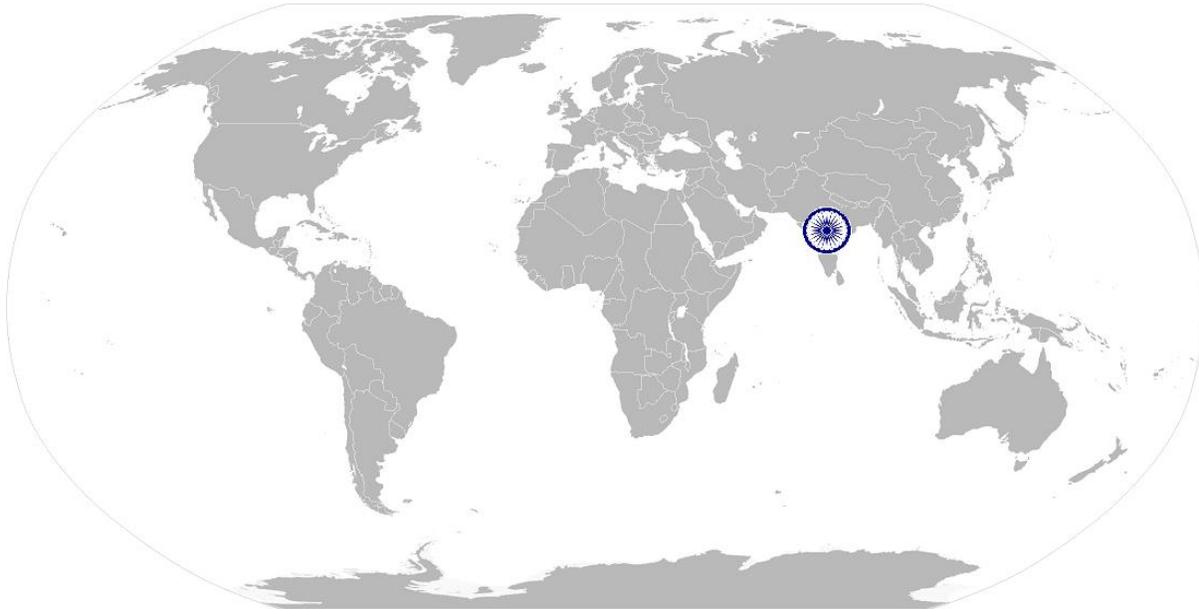
ASC/N9703 Assess and ensure road worthiness of the vehicle

of the company / organization and its processes)	hazards KA2. CMVR guidelines and other specific local regulations KA3. where applicable, the organization structure KA4. escalation procedure
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. vehicle model and its various technical features KB2. vehicle operation in terms of level of brake oil/coolant , illumination of various lights, air pressure in tyres etc. KB3. any other vehicle operating criteria specially related to driver/passanger/ road safety
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	The user/ individual on the job should be able to: SA1. read and understand technical standards of vehicle operation(pictorial at the least) in terms of fuel system and other control systems as provided in vehicle /service manual
	Writing Skills
	The user/individual on the job should be able to: SA2. write down in simple language and document technical issues pertaining to vehicle or other events during the trip.
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job should be able to: SA3. follow transport authority's/supervisor's instructions and have an oral dialogue if required SA4. communicate with co driver / driver assistant and other personnel
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand: SB1. when not to use the vehicle due to technical and/or compliance related issues
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB2. plan work according to the required schedule and location SB3. plan the best route by referring to GPC devices where available
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB4. ensure that customer needs are assessed and every effort is made to provide satisfactory service
Problem Solving	

ASC/N9703

Assess and ensure road worthiness of the vehicle

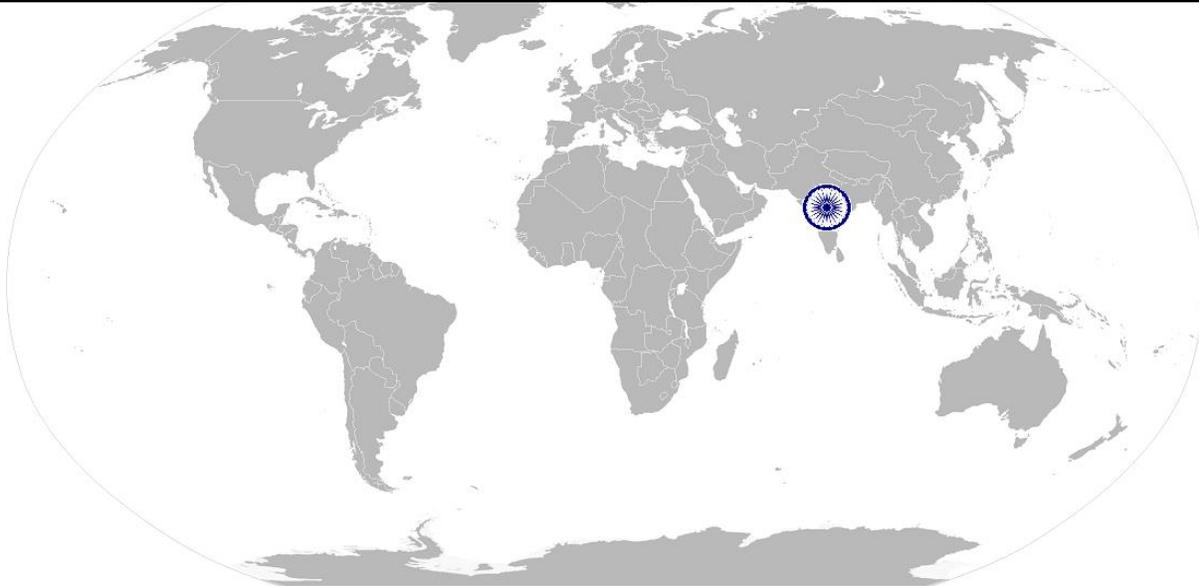
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. identify immediate or temporary solutions to resolve delays and crisis situations</p> <p>SB6. amicably resolve conflict while dealing with passenger and public</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. how to learn from past mistakes and identify potential problems</p>
	<p>Critical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. keep oneself updated with the new vehicle technologies and functionalities</p> <p>SB9. gain knowledge/ experience from driving on different routes and profile of passengers</p>



ASC/N9703 Assess and ensure road worthiness of the vehicle

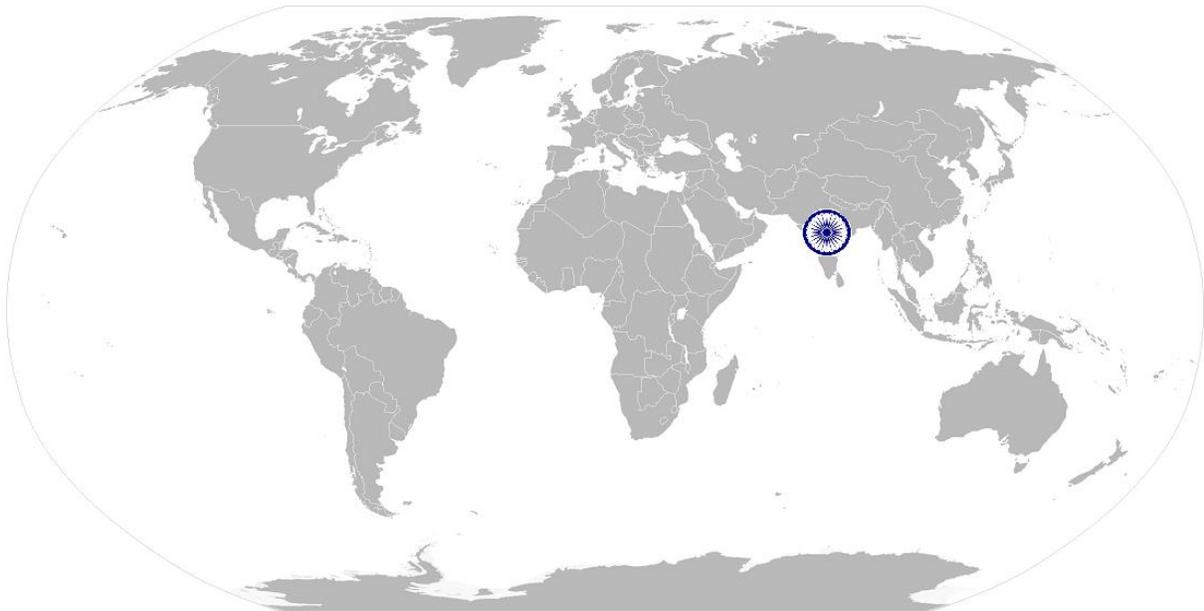
NOS Version Control

NOS Code	ASC/N9703		
Credits	TBD	Version number	1.0
Industry	Automotive	Drafted on	18/10/16
Industry Sub-sector	Road Transportation	Last reviewed on	18/10/16
Occupation	Driving	Next review date	20/10/18



ASC/N9716 Drop the customer safely using the quickest route for Auto rickshaw

National Occupational Standard



Overview

This unit is about taking the quickest route within the city for dropping the passenger at the desired destination and collects the applicable fare.

ASC/N9716 Drop the customer safely using the quickest route for Auto rickshaw

National Occupational Standard	Unit Code	ASC/N9716
	Unit Title (Task)	Drop the customer safely using the quickest route for Auto rickshaw
	Description	This OS unit is about the individual driving safely and dropping the passengers by taking the quickest route and collecting the requisite fare.
	Scope	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> • driving safely to ensure passengers and public safety • picking and dropping the passenger safely using the quickest route and collecting fare at the end of the trip • traffic regulations to be followed • conduct with passengers and public
Performance Criteria(PC) w.r.t. the Scope		
Element	Performance Criteria	
Conformance to standard driving practices	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. confirm all checks have been carried out for road worthiness of the vehicle</p> <p>PC2. confirm all papers and documents including driving license, vehicle documents and documents related to goods etc are available</p> <p>PC3. ensure extra care while carrying school children, that they are seated properly without limbs exposed outside</p> <p>PC4. start the vehicle and before moving re confirm all gauges are functioning including MCT and in built navigation system if available</p> <p>PC5. for electrical vehicles verify before throttling for Parking brake release and ensure that Lever is in Forward position</p> <p>PC6. apply throttle (increase/decrease in speed) gradually for better control, maximising the range and for longevity of electric motor and circuits</p> <p>PC7. ensure to drive within the safe speed limit of 25 kmph or as legislated. This will ensure safe stopping distance</p> <p>PC8. after starting but within few meters of moving to check the brakes</p> <p>PC9. change gear smoothly and in good time; coordinate the change of gears with steering control and acceleration</p> <p>PC10. use the accelerator, steering control and brakes correctly to regulate speed and bring the vehicle to a stop safely</p> <p>PC11. coordinate the operation of all controls to manoeuvre the vehicle safely and responsibly in all weather and road conditions in forward gear. In reverse gear to take help of assistant/ a passerby</p> <p>PC12. use the wiper controls so that you can see clearly</p> <p>PC13. monitor and respond correctly to gauges, warning lights and other aids</p>	

ASC/N9716 Drop the customer safely using the quickest route for Auto rickshaw

	<p>when driving</p> <p>PC14. in case of any malfunctioning or breakdown, to immediately attend to the problem</p> <p>Malfunctioning or breakdown: stopping the vehicle at a safe place, carrying out a quick diagnostic check, carrying out minor adjustments or temporary repairs if possible, asking for help in case of major problems by accurately reporting the exact nature of problem so that adequate help is made available, at all times while driving to practice good driving habits of gear change, acceleration and braking to ensure obtaining maximum fuel efficiency</p>
<p>Picking and dropping passenger and fare collection</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC15. understand the routine trips</p> <p>Routine trips: timing of pick up and drop; location like school, clinic etc., frequency like daily, weekly or any fixed days etc.</p> <p>PC16. after reaching the pickup point, confirm the name with the customer and greet the customer appropriately</p> <p>PC17. load the passenger's luggage (if any) in the vehicle</p> <p>PC18. offer help for boarding to elderly or differently abled customers</p> <p>PC19. point out to customer any newspapers, magazines, entertainment media available on vehicle</p> <p>PC20. In case of adverse weather conditions like rains, ensure side entry areas are covered with water-proof/ resistant sheets to avoid inconvenience to passengers</p> <p>PC21. check with the passenger about his destination and start the fare meter and show the starting reading to the customer</p> <p>PC22. select the destination route of the passenger considering the traffic condition and distance</p> <p>PC23. start and check passenger and ensure they are seated properly and move</p> <p>PC24. drive through the selected route without violating any traffic norms</p> <p>PC25. If unsure about the route use GPS device, if available or stop and ask for directions from locals</p> <p>PC26. avoid unnecessary honking and avoid using high beam lights in city</p> <p>PC27. en-route, pay toll charges if any, and collect from customer along with fare</p> <p>PC28. do not use mobile phone while driving</p> <p>PC29. do not indulge in unnecessary talk with customer and specially avoid topics involving politics or communal issues</p> <p>PC30. to an out station customer do point out any landmark on the route</p> <p>PC31. stop the vehicle and the fare meter and help customers in de-boarding safely taking special care in case of elderly and differently abled</p> <p>PC32. collect the fare based on the reading that is displayed on the meter or based</p>

ASC/N9716 Drop the customer safely using the quickest route for Auto rickshaw

	<p>on fare prior settled with customer. Fare may be collected in cash. Be sure to return balance</p> <p>PC33. change to customer strictly as per fare calculations</p> <p>PC34. do not demand any tips but accept thankfully if the customer offers</p> <p>PC35. unload the luggage from the vehicle if any and hand it over to the passenger. Verify no valuables or belongings of the customer have been left in the vehicle</p> <p>PC36. wish the customer appropriately before parting</p>
<p>Conformance to traffic regulation</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC37. conformance to state specific traffic regulations</p> <p>Specific traffic regulations: change lanes safely at appropriate speed and observing traffic conditions; ensure lane discipline, avoid road-hogging- especially not to drive in the first lane meant for speedier vehicles, avoid over-speeding while turning/cornering, avoid over-loading, side hanging of passengers, protruding bags to prevent mishaps, overtake other road users legally, safely and by using correct signaling; at all times observe the speed and distance in relation to vehicles ahead, behind and on the sides and maintain a safe distance from other vehicles; signal your intentions correctly to other road users within a safe, systematic routine, respond appropriately to all permanent and temporary traffic signals, signs and road markings as well as hand signals of traffic policeman; make your intentions clear to other road users. use indicators signals as per the traffic requirements while turning right/ left, use the parking light when stationary, where needed, select a safe, legal and convenient place to stop; secure the vehicle safely on gradients using hand brakes and wheel choke, check for oncoming cyclists, pedestrians and other traffic before opening your door/ alighting, park the vehicle in the space designated for the same taking care so as not to cause obstruction, damage to other vehicles. apply parking brakes. In case of emergency condition apply/ place suitable warning indicators, remain calm and composed during difficult situations like traffic jam, accidents and strictly avoid any feud with fellow commuters and other public</p>
<p>General conduct on the road</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC38. give preference and right of road usage to children, elderly and differently abled. Comply with any related rules, regulations and practices for handling general public issues as well as show consideration towards stray animals</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company / organization and its</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. policies on safe driving practices; system and processes to ensure safe driving</p> <p>KA2. reporting structure</p>

ASC/N9716 Drop the customer safely using the quickest route for Auto rickshaw

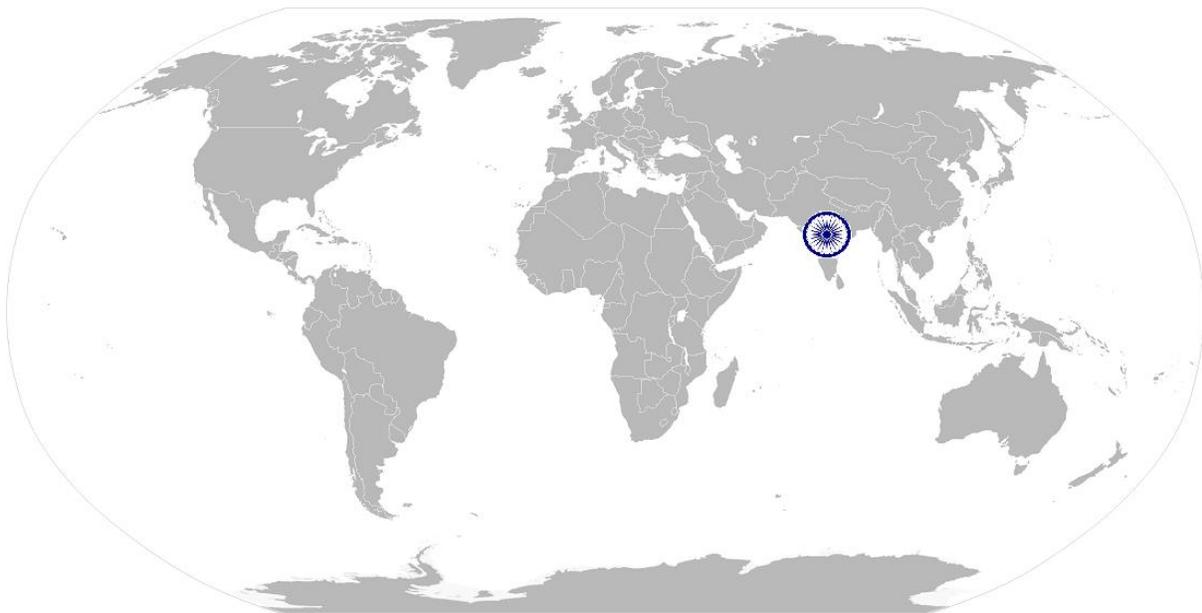
processes)	KA3. problem escalation procedure
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. safe driving techniques such as: avoid over speeding and follow prescribed limits; maintain safe distance from other vehicles, avoid pot holes, stones, other strewn objects etc., in case of bridges and underpasses; observe and avoid driving when water level is above danger mark; observe movement of pedestrians to avoid collision, observe movement of stray animals to avoid collision</p> <p>KB2. alternate routes in case of natural calamity, road construction work etc.</p> <p>KB3. troubleshooting techniques in the event of technical problems like wheel changing by using jack</p> <p>KB4. traffic regulations</p> <p>KB5. requirements/ aspects of electrical vehicles such as: when the brakes are applied, throttle will not function, range depends upon the traffic, load factor, as indicated by the battery amps meter in the dashboard, need to plan the trip according to the Battery meter reading on dashboard, otherwise battery needs to be charged before the trip, battery needs to be charged on a daily basis on everyday vehicle usage, when vehicle is not in use, battery needs to be charged fully once in 15 days</p> <p>KB6. elements of good driving habits for obtaining fuel efficiency Good driving habits: avoid clutch riding, avoid frequent changing of gears, avoid frequent braking, avoid over speeding, avoid idling of engine beyond reasonable limit, avoid high idling speed setting in engine, ensure there is no brake binding, obtain right grade of fuel from authorized outlets only, ensure correct quantity of fuel received as per bill</p> <p>KB7. fare rates applicable within the city</p> <p>KB8. fare calculation based on the metrics followed i.e. either km or day basis</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 effectively in local language and also preferably in Hindi/ English</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. orally communicate with passengers, authorities and others in courteous</p>

ASC/N9716 Drop the customer safely using the quickest route for Auto rickshaw

	manner
B. Professional Skills	Decision Making
	The user/individual on the job should be able to : SB1. evaluate fitness of vehicle for safe driving SB2. take appropriate remedial action in breakdown / accident/ medical/ emergency situations
	Plan and Organize
	The user/individual on the job should be able to : SB3. plan and drive depending on traffic and road condition and by using radio links/navigation aids (GPS based) where available SB4. plan safe handling of life and materials keeping in mind the load being transported: e.g. special people groups like children, elderly, differently abled or perishable, hazardous goods
	Customer Centricity
	The user/individual on the job should be able to : SB5. seamlessly coordinate with control room to ensure timely pickup and dropping of passenger SB6. assist other drivers who require help and take help where needed SB7. Co-operate with traffic inspectors, toll operators etc. SB8. Extend specific support and care to children, elderly and differently abled individuals SB9. Effective and sensitive tackling of passengers and public who may be stressed, frustrated, confused, angry or drunken SB10. build passenger friendly work environment and use customer centric approach to resolve crisis
	Problem Solving
	The user/individual on the job should be able to : SB11. assess the problem, evaluate the possible solution(s) and use an optimum/ best possible solution(s) SB12. identify immediate or temporary solutions to resolve delays and crisis situations SB13. Amicably resolve conflict while dealing with passenger and public
	Analytical Thinking
	The user/individual on the job should be able to : SB14. learn from past mistakes in resolving technical and non-technical problems
Critical Thinking	
The user/individual on the job should be able to : SB15. keep oneself updated with the new vehicle technologies and functionalities	

ASC/N9716 Drop the customer safely using the quickest route for Auto rickshaw

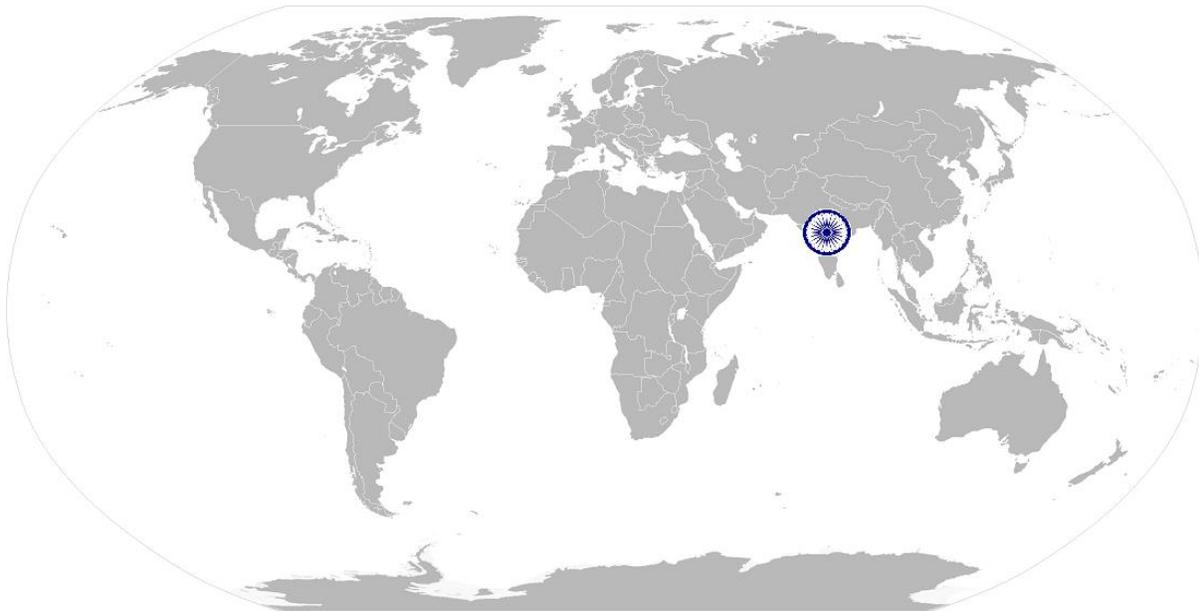
SB16. gain knowledge/ experience from driving on different routes and dealing with different profiles of passengers



ASC/N9716 Drop the customer safely using the quickest route for Auto rickshaw

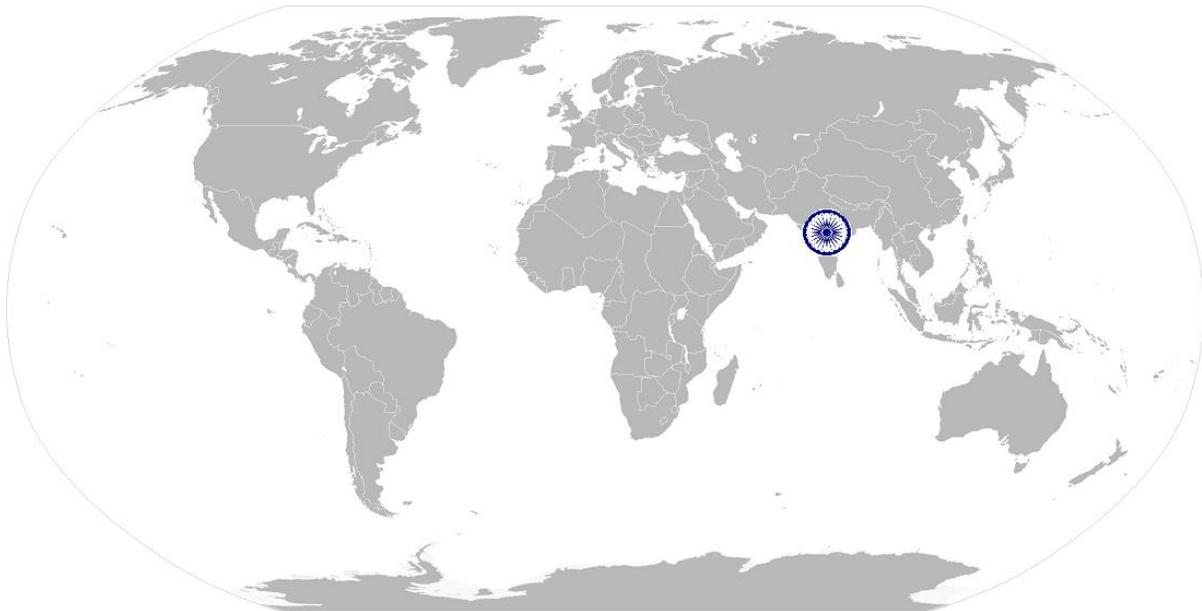
NOS Version Control

NOS Code	ASC/N9716		
Credits	TBD	Version number	1.0
Industry	Automotive	Drafted on	18/10/16
Industry Sub-sector	Road Transportation	Last reviewed on	18/10/16
Occupation	Driving	Next review date	20/10/18



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

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. 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	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> assist in performing vehicle service and maintenance assist in performing the actual repair/ replacement of various parts/ aggregates in a vehicle
	Performance Criteria(PC) w.r.t. the Scope	
Element	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)	
<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 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/ auto component 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 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), 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> <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 have ability to : <ul style="list-style-type: none"> SA1. read the basic specification of a vehicle or any other component or part SA2. read work orders, specifications etc. related to the job including instructions mentioned on the job card 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 SA4. read any specific safety related guideline (applicable for CNG/ LPG/ Electric vehicle)
	Writing Skills
	The user/ individual on the job should have ability to : <ul style="list-style-type: none"> SA5. Write simple sentences in local language and also preferably in Hindi/ English

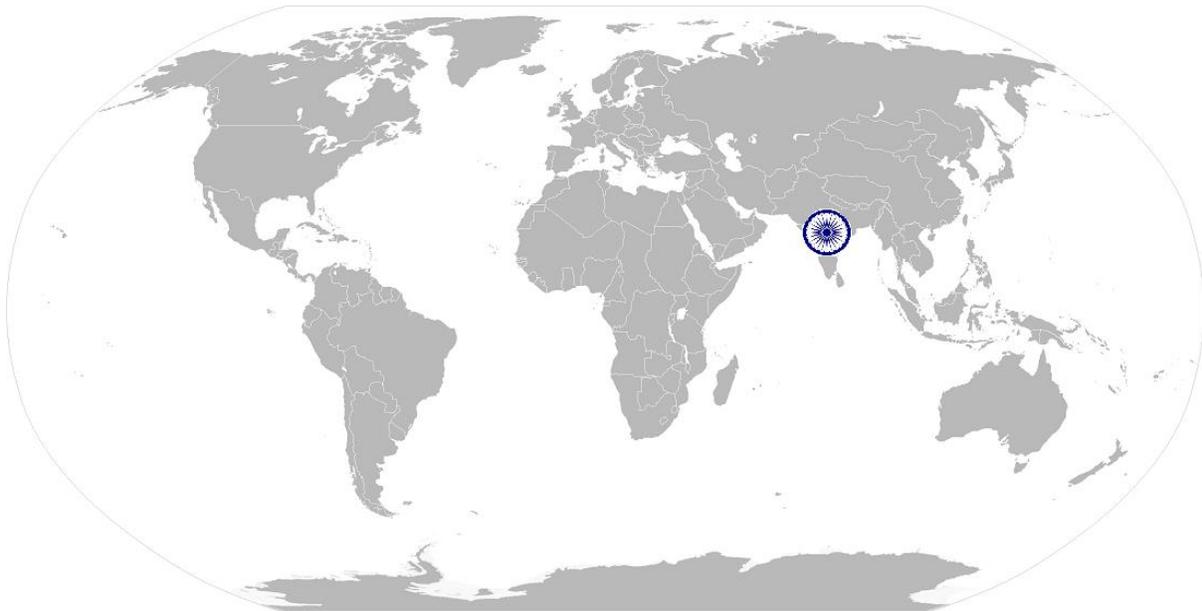
ASC/N1401 Assist in service, maintenance and repair of the vehicle

	<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 have ability to :</p> <p>SA8. interact with customer/ service advisor and senior technicians</p> <p>SA9. interact with team members including colleagues in the workshop to work efficiently</p>
<p>B. Professional Skills</p>	<p>Decision Making</p>
	<p>The user/individual on the job 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. 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 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. analyse, 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

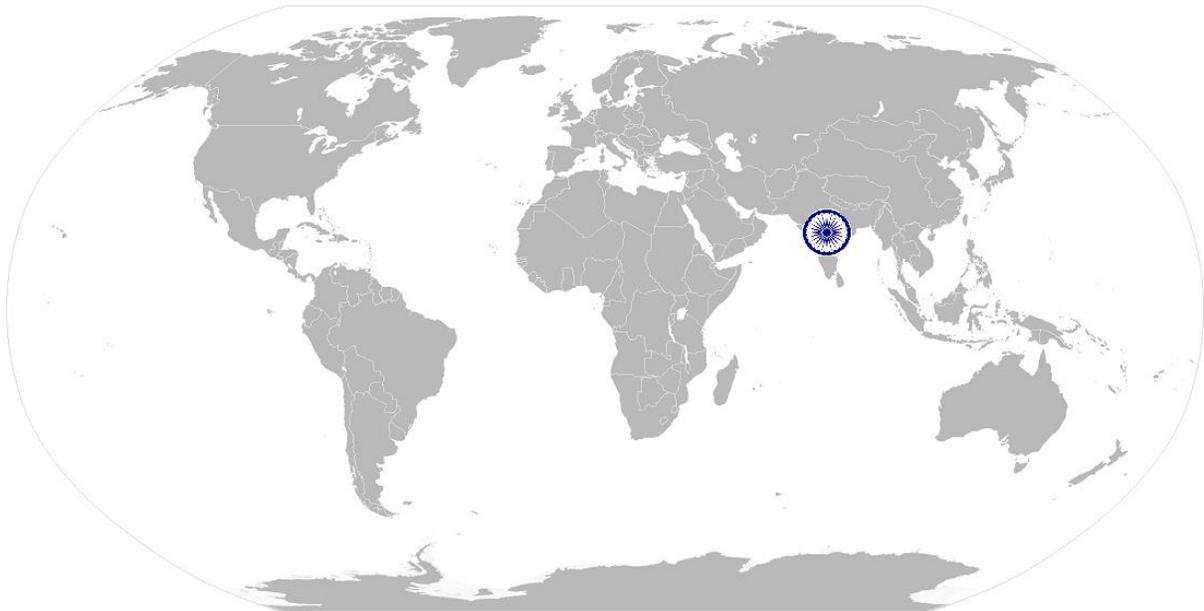
NOS Code	ASC/N1401		
Credits	TBD	Version number	1.0
Industry	Automotive	Drafted on	18/10/16
Industry Sub-sector	Road Transportation	Last reviewed on	18/10/16
Occupation	Driving	Next review date	20/10/18



ASC/N0001

Plan and organise work to meet expected outcomes

National Occupational Standard



Overview

This unit is about planning and 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/N0001

Plan and organise work to meet expected outcomes

National Occupational Standard

Unit Code	ASC/N0001
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	<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 while maintaining desired 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 organisation'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 organisation'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>

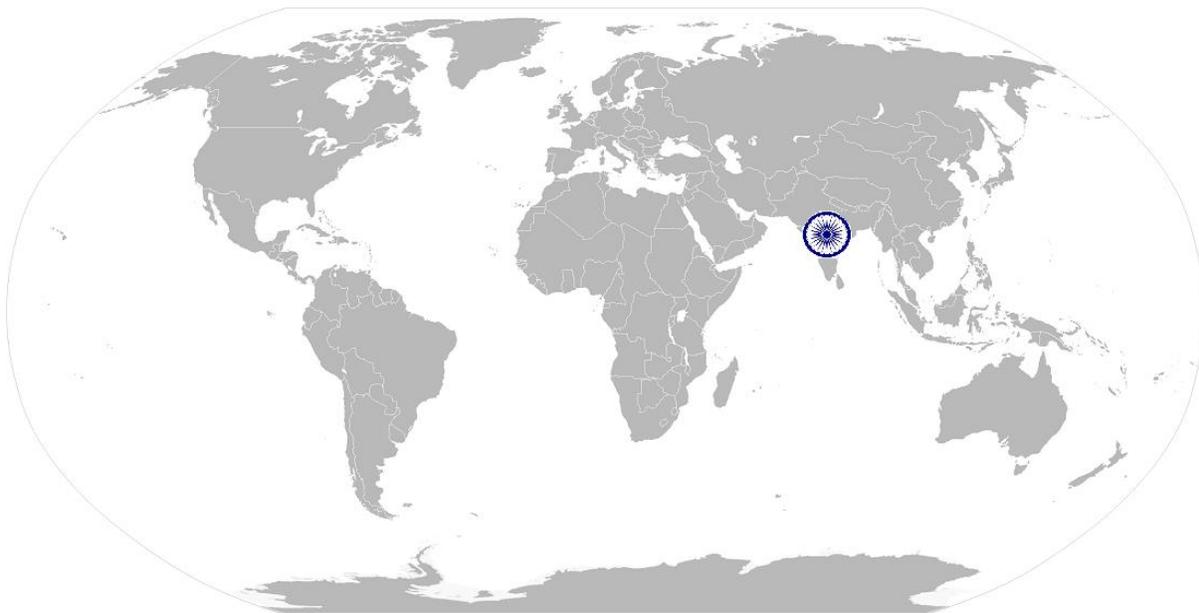
ASC/N0001 Plan and organise work to meet expected outcomes

	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 organise work to achieve targets and deadlines
	Customer Centricity
	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	

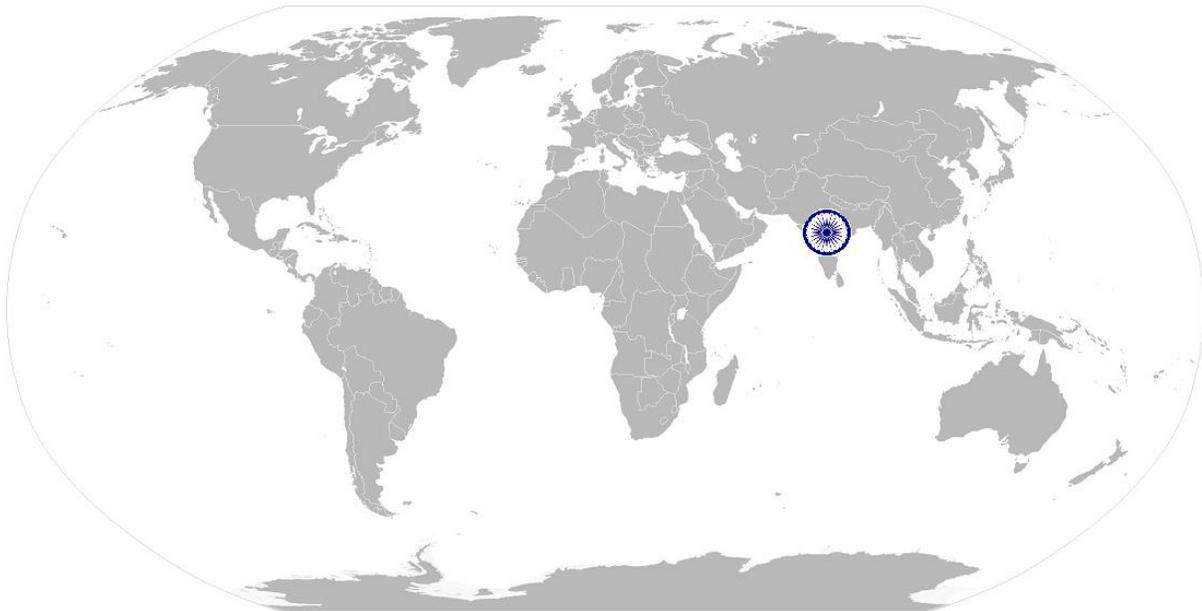
ASC/N0001 Plan and organise work to meet expected outcomes

NOS Version Control

NOS Code	ASC/N0001		
Credits	TBD	Version number	1.0
Industry	Automotive	Drafted on	18/10/16
Industry Sub-sector	Road Transportation	Last reviewed on	18/10/16
Occupation	Driving	Next review date	20/10/18



National Occupational Standard



Overview

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

ASC/N0002

Work effectively in a team

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 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)	
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 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
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

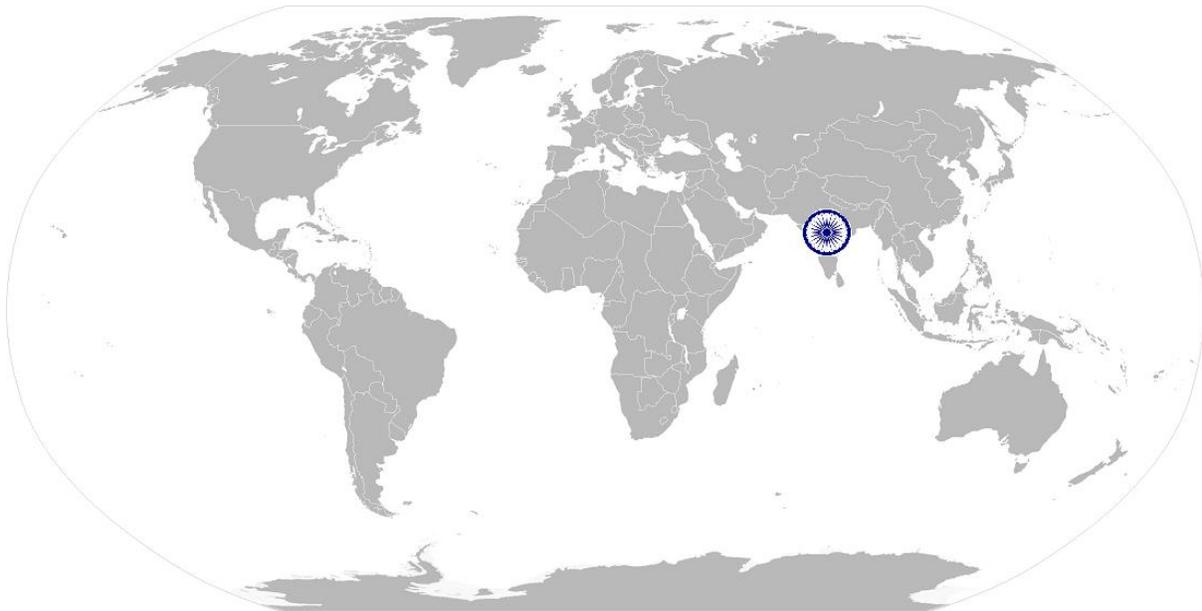
	<p>importance of providing this information when it is required</p> <p>KB2. the importance of helping colleagues with problems, in order to meet quality and time standards as a team</p>
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	The user/ individual on the job should have ability to : 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
B. Professional Skills	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
	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 organise work to achieve targets and deadlines
	Customer Centricity
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. 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/N0002

Work effectively in a team

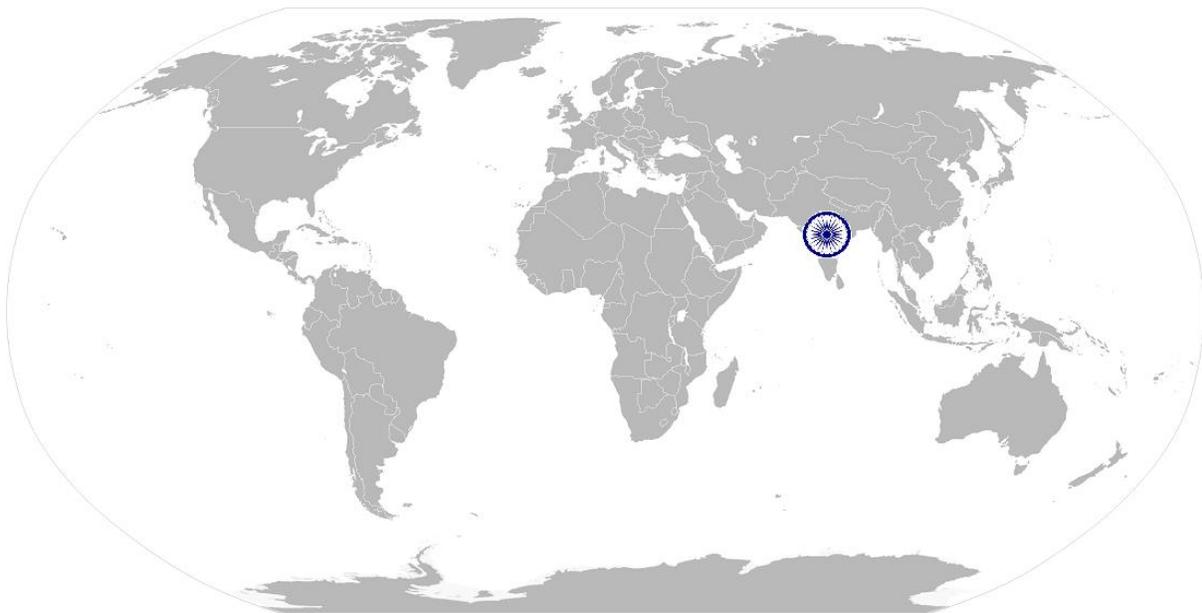
NOS Version Control

NOS Code	ASC/N0002		
Credits	TBD	Version number	1.0
Industry	Automotive	Drafted on	18/10/16
Industry Sub-sector	Road Transportation	Last reviewed on	18/10/16
Occupation	Driving	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

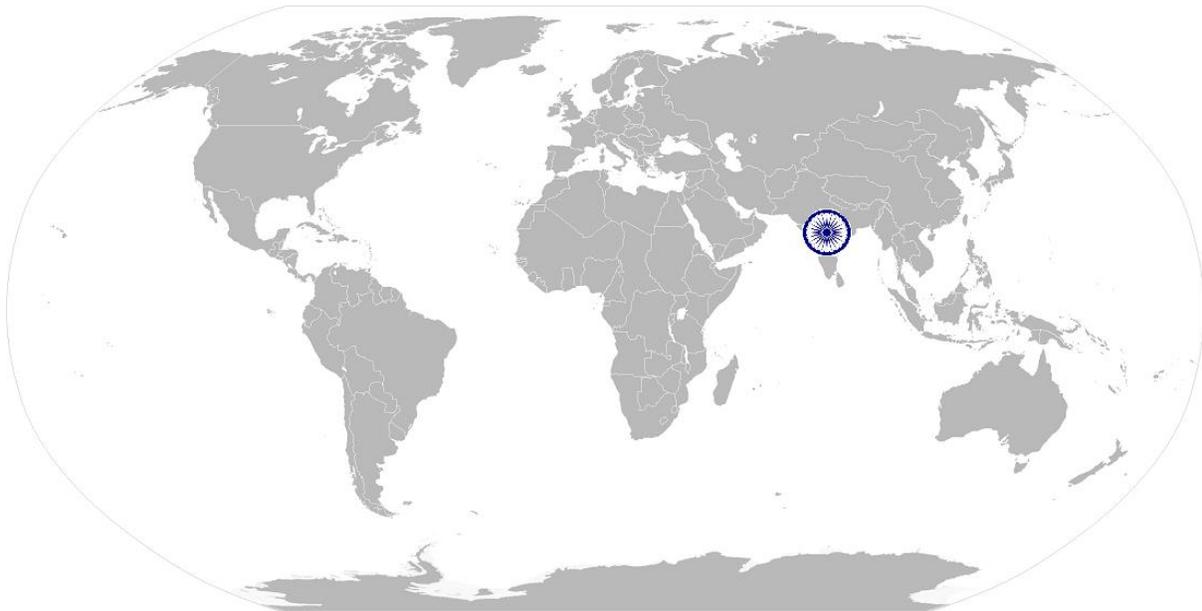
Unit Code	ASC/N0003
Unit Title (Task)	Maintain a healthy, safe and secure working environment
Description	This NOS unit is about monitoring the working environment and making sure it meets requirements for health, safety and security.
Scope	<p>This unit/ task covers the following:</p> <ul style="list-style-type: 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 organisation'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 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 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 organise work to achieve targets and deadlines</p> <p>Customer Centricity</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

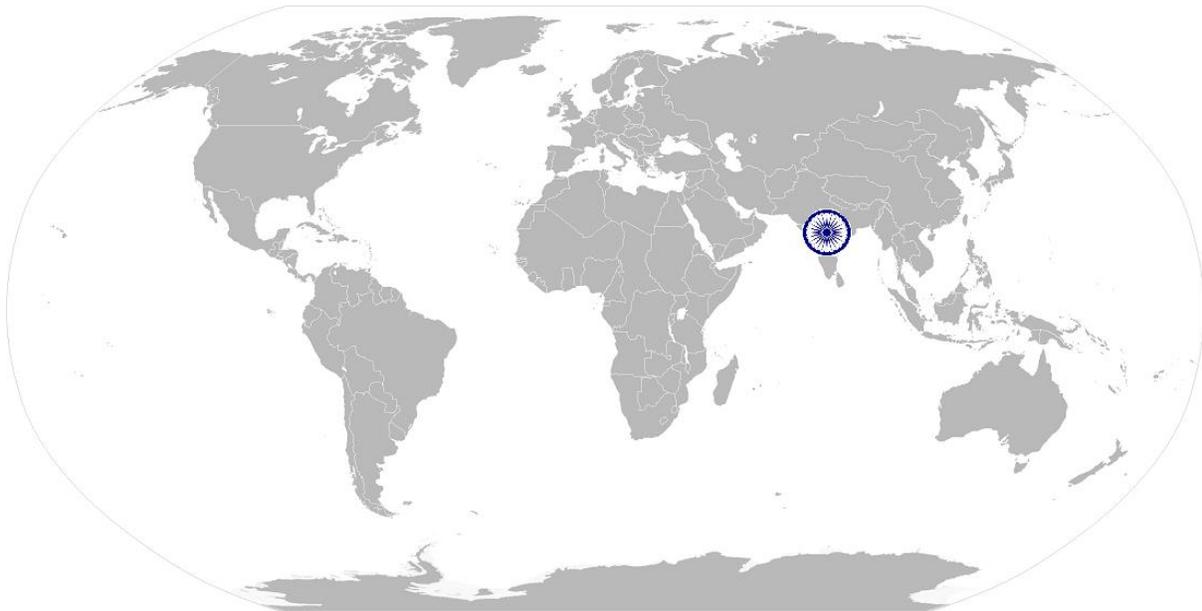
	The user/individual on the job should be able to : SB5. analyse a problem and attempt to find an acceptable solution and take help of concerned people if required
	Analytical Thinking
	The user/individual on the job should be able to : SB6. anticipate and analyse a given situation from all aspects
	Critical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



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

NOS Version Control

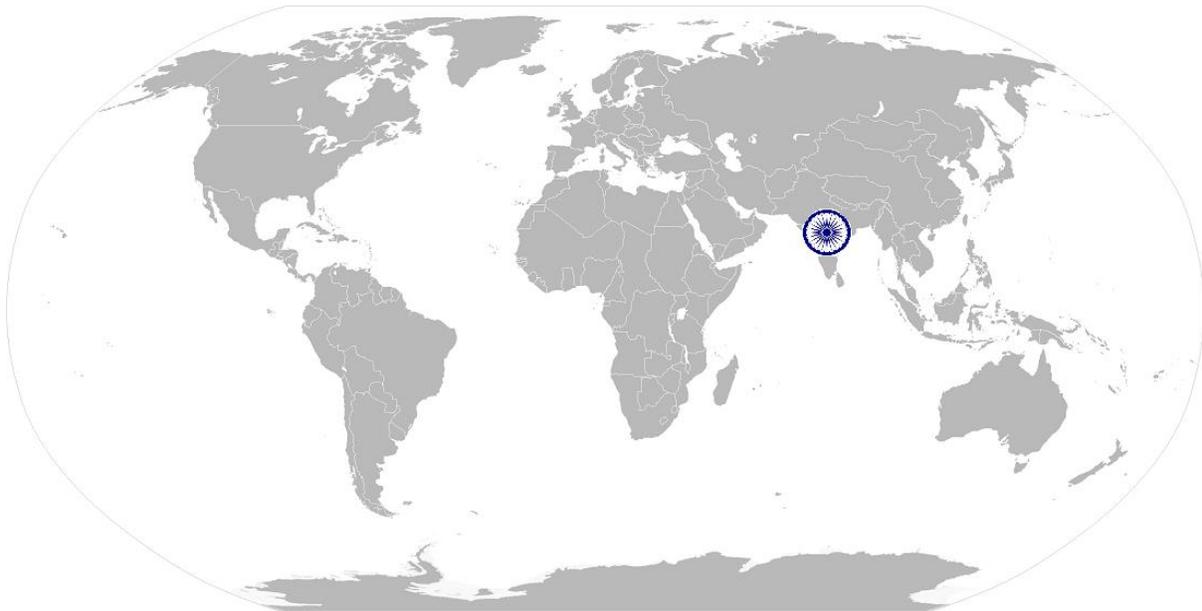
NOS Code	ASC/N0003		
Credits	TBD	Version number	1.0
Industry	Automotive	Drafted on	18/10/16
Industry Sub-sector	Road Transportation	Last reviewed on	18/10/16
Occupation	Driving	Next review date	20/10/18



ASC/N0012

Practice HSE and security related guidelines

National Occupational Standard



Overview

This unit is about commitment towards reporting potential hazards, taking preventive measures to contain accidents in order to make the work environment safe for self, colleagues, clients and public and maintain a clean working environment.

ASC/N0012

Practice HSE and security related guidelines

National Occupational Standard

Unit Code	ASC/N0012
Unit Title (Task)	Practice HSE and security related guidelines
Description	This OS unit is about being aware of communicating and taking steps towards minimizing potential hazards and dangers of accidents on the job and maintaining a clean work environment.
Scope	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> • identification of potential sources of safety issues in driving • follow standard safety standards • keep the work environment clean and organized • communicate to reporting supervisor about safety issues • handling of emergency situations such as accident, fire, passenger, client related issues
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Communicating potential accident points	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. spot and report potential safety issues while driving</p> <p>PC2. follow rules and regulations laid down by transport authorities</p> <p>PC3. follow company policy and rules to avoid safety, health and environmental problems</p>
Cleanliness and hygiene	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC4. ensure cleanliness of vehicle</p> <p>PC5. escalate issues related to cleanliness and hygiene issues to concern department</p> <p>PC6. escalate issues related to hazardous material (if not reported in case of goods transport) to concerned authority – internal and external</p>
Limit damage to people/client and public	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC7. take immediate and effective action to limit the danger or damage, without increasing the danger or threat to yourself or others</p> <p>PC8. follow instructions or guidelines for limiting danger or damage</p> <p>PC9. escalate the issue immediately e.g. to police control room if you cannot deal effectively with the danger</p> <p>PC10. give clear information or instructions to others to allow them to take appropriate action</p> <p>PC11. record and report details of the danger in line with operator guidelines/ manual</p>

ASC/N0012

Practice HSE and security related guidelines

	<p>PC12. report any difficulties you have keeping to your organization's health and safety instructions or guidelines, giving full and accurate details</p> <p>PC13. check the exhaust as per the recommended guideline and ensure the vehicle is meeting the emission norms. In case not get the vehicle re-tuned/ adjusted</p> <p>PC14. get the waste from routine cleaning, changed spare parts etc. disposed of as per environmental norms</p>
Knowledge and Understanding (K)	
<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. organization's instructions or guidelines relating to dealing with and reporting safety and emergency issues</p> <p>KA2. what action you can take, and are authorized to take, to limit danger</p> <p>KA3. methods of effective and appropriate communication to let others know about the safety, cleanliness and emergency situations</p> <p>KA4. where and how to get help in dealing with safety and emergency situations</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. how to use appropriate equipment and alarm systems to limit danger</p> <p>KB2. alternate routes in case of natural calamity, road construction work etc.</p>
Skills (S)	
<p>A. Core Skills/ Generic Skills</p>	<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>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>The user/individual on the job should be able to :</p> <p>SB1. report potential sources of danger</p> <p>SB2. follow prescribed procedure to address safety and emergency issues</p> <p>Plan and Organize</p> <p>The user/individual on the job should be able to :</p> <p>SB3. keep all the safety equipments in an organized manner so that there is no</p>

ASC/N0012

Practice HSE and security related guidelines

	difficulty to find them
	SB4. keep the work environment clean
	Customer Centricity
	The user/individual on the job should be able to : SB5. meet or exceed customer/team expectations
	Problem Solving
	The user/individual on the job should be able to : SB6. 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 : SB7. learn from past mistakes regarding use of safety and emergency issues
Critical Thinking	
The user/individual on the job should be able to : SB8. spot safety and cleanliness issues	

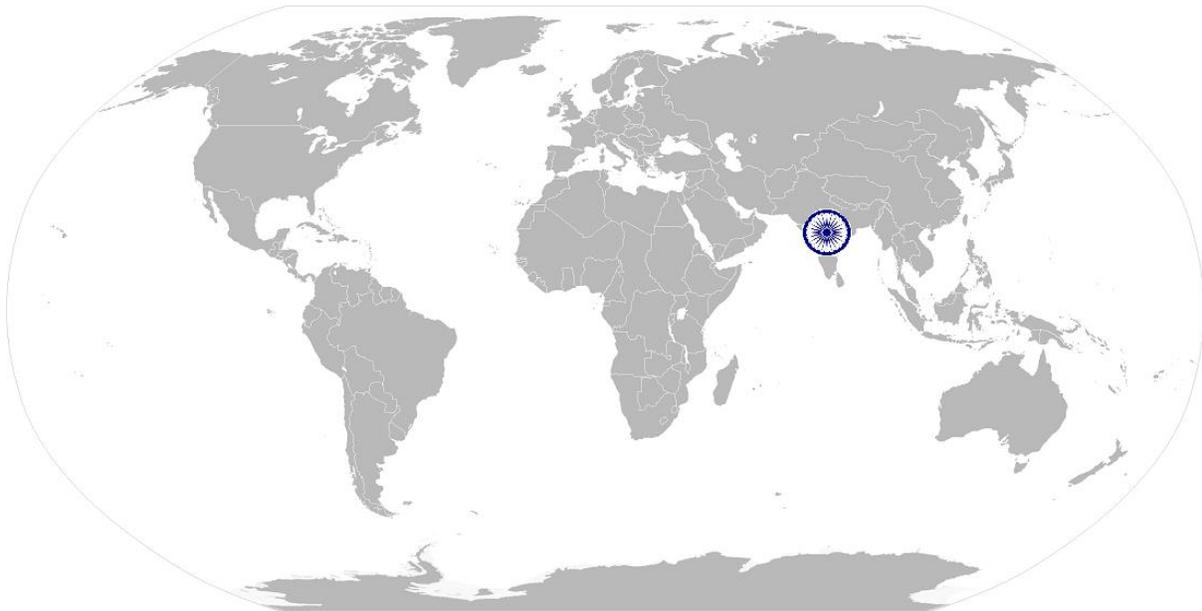


ASC/N0012

Practice HSE and security related guidelines

NOS Version Control

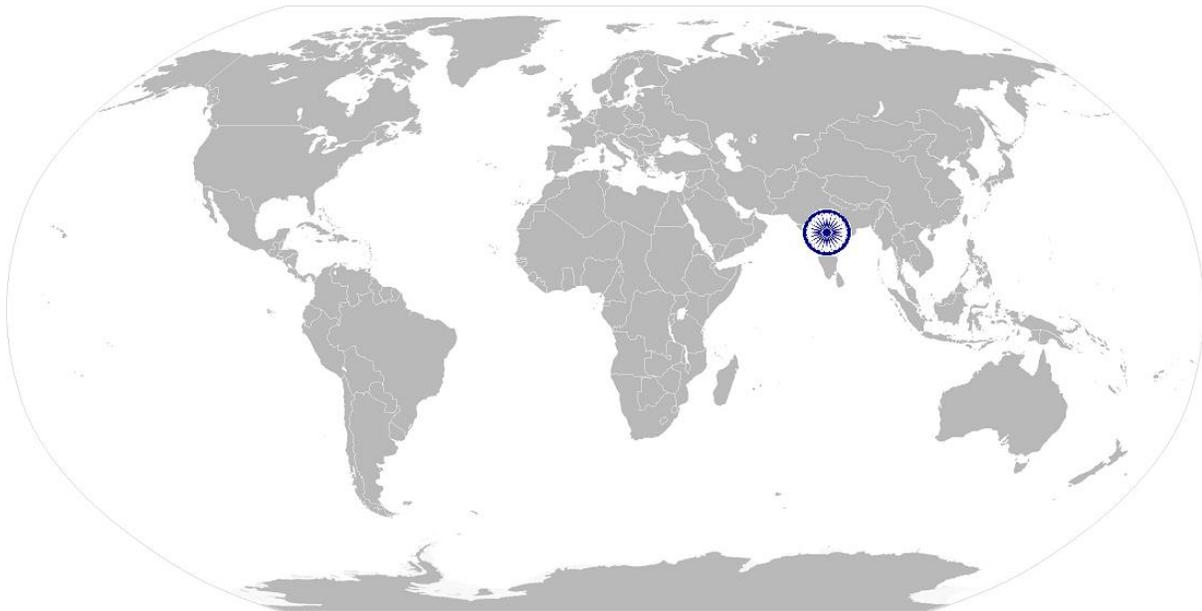
NOS Code	ASC/N0012		
Credits	TBD	Version number	1.0
Industry	Automotive	Drafted on	18/10/16
Industry Sub-sector	Road Transportation	Last reviewed on	18/10/16
Occupation	Driving	Next review date	20/10/18



ASC/N0021

Maintain 5S at the work premises

National Occupational Standard



Overview

This unit is about the understanding all principles of 5S and follow the given guidelines to ensure a clean and efficient working environment in the organization.

ASC/N0021

Maintain 5S at the work premises

National Occupational Standard

Unit Code	ASC/N0021
Unit Title (Task)	Maintain 5S at the work premises
Description	This NOS is about ensuring all 5 S activities both at the shop floor and the office area to facilitate increase in work productivity.
Scope	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> Individual needs to <ul style="list-style-type: none"> ensure sorting, streamlining & organizing; storage and documentation; cleaning, standardization and sustenance across the plant and office premises of the organization
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Ensure sorting	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. follow the sorting process and check that the tools, fixtures & jigs that are lying on workstations are the ones in use and un-necessary items are not cluttering the workbenches or work surfaces</p> <p>PC2. ensure segregation of waste in hazardous/ non-Hazardous waste as per the sorting work instructions</p> <p>PC3. follow the technique of waste disposal and waste storage in the proper bins as per SOP</p> <p>PC4. segregate the items which are labelled as red tag items for the process area and keep them in the correct places</p> <p>PC5. sort the tools/ equipment/ fasteners/ spare parts as per specifications/ utility into proper trays, cabinets, lockers as mentioned in the 5S guidelines/ work instructions</p> <p>PC6. ensure that areas of material storage areas are not overflowing</p> <p>PC7. properly stack the various types of boxes and containers as per the size/ utility to avoid any fall of items/ breakage and also enable easy sorting when required</p> <p>PC8. return the extra material and tools to the designated sections and make sure that no additional material/ tool is lying near the work area</p> <p>PC9. follow the floor markings/ area markings used for demarcating the various sections in the plant as per the prescribed instructions and standards</p>
Ensure proper documentation and storage (organizing, streamlining)	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC10. follow the proper labeling mechanism of instruments/ boxes/ containers and maintaining reference files/ documents with the codes and the lists</p> <p>PC11. check that the items in the respective areas have been identified as broken</p>

ASC/N0021

Maintain 5S at the work premises

	<p>or damaged</p> <p>PC12. follow the given instructions and check for labeling of fluids, oils. lubricants, solvents, chemicals etc. and proper storage of the same to avoid spillage, leakage, fire etc.</p> <p>PC13. make sure that all material and tools are stored in the designated places and in the manner indicated in the 5S instructions</p>
<p>Ensure cleaning of self and the work place</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC14. check whether safety glasses are clean and in good condition</p> <p>PC15. keep all outside surfaces of recycling containers are clean</p> <p>PC16. ensure that the area has floors swept, machinery clean and generally clean. in case of cleaning, ensure that proper displays are maintained on the floor which indicate potential safety hazards</p> <p>PC17. check whether all hoses, cabling & wires are clean, in good condition and clamped to avoid any mishap or mix up</p> <p>PC18. ensure workbenches and work surfaces are clean and in good condition</p> <p>PC19. follow the cleaning schedule for the lighting system to ensure proper illumination</p> <p>PC20. store the cleaning material and equipment in the correct location and in good condition</p> <p>PC21. ensure self-cleanliness - clean uniform, clean shoes, clean gloves, clean helmets, personal hygiene</p>
<p>Ensure sustenance</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC22. follow the daily cleaning standards and schedules to create a clean working environment</p> <p>PC23. attend all training programs for employees on 5 S</p> <p>PC24. support the team during the audit of 5 S</p> <p>PC25. participate actively in employee work groups on 5S and encourage team members for active participation</p> <p>PC26. follow the guidelines for What to do and What not to do to build sustainability in 5S as mentioned in the 5S check lists/ work instructions</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. relevant standards, procedures and policies related to 5S followed in the company</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. have basic knowledge of 5S procedures</p> <p>KB2. know various types 5s practices followed in various areas</p>

ASC/N0021

Maintain 5S at the work premises

	<p>KB3. understand the 5S checklists provided in the department/ team</p> <p>KB4. have skills to identify useful & non useful items</p> <p>KB5. have knowledge of labels , signs & colors used as indicators</p> <p>KB6. have knowledge on how to sort and store various types of tools, equipment, material etc.</p> <p>KB7. know, how to identify various types of waste products</p> <p>KB8. understand the impact of waste/ dirt/ dust/ unwanted substances on the process/ environment/ machinery/ human body</p> <p>KB9. have knowledge of best ways of cleaning & waste disposal</p> <p>KB10. understand the importance of standardization in processes</p> <p>KB11. understand the importance of sustainability in 5S</p> <p>KB12. have knowledge of TQM process</p> <p>KB13. have knowledge of various materials and storage norms</p> <p>KB14. understand visual controls, symbols, graphs etc.</p>
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	<p>The user/ individual on the job should have ability to :</p> <p>SA1. read 5S instructions put up across the plant premises</p>
	Writing Skills
	<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>
	Oral Communication (Listening and Speaking skills)
<p>The user/ individual on the job should have ability to :</p> <p>SA3. effectively communicate information to team members inform employees in the plant and concerned functions about 5S</p> <p>SA4. listen effectively and orally communicate information</p> <p>SA5. attentively listen with full attention and comprehend the information given by the speaker during 5S training programs</p>	
B. Professional Skills	Decision Making
	<p>The user/individual on the job should be able to :</p> <p>SB1. use reasoning skills to identify and resolve basic problems using 5S tools</p>
	Plan and Organize
<p>The user/individual on the job should be able to :</p> <p>SB2. do what is right, not what is a popular practices</p> <p>SB3. follow shop floor rules & regulations and avoid deviations</p> <p>SB4. make 5S an integral way of life</p> <p>SB5. maintain self-hygiene and work place cleanliness on a continuous basis</p>	

ASC/N0021

Maintain 5S at the work premises

	SB6. persuade other colleagues also to follow 5 S
	Customer Centricity
	The user/individual on the job should be able to : SB7. conform to organizational rules & regulations and also use innovative skills to ensure output and work place environment meets or exceeds expectations of colleagues
	Problem Solving
	The user/individual on the job should be able to : SB8. 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 needs to know and understand how to: SB9. exhibit inquisitive behavior to seek feedback and question on the existing set patterns of work
	Critical Thinking
The user/individual on the job needs to know and understand how to: SB10. use reasoning skills to identify and resolve basic problems using 5S	

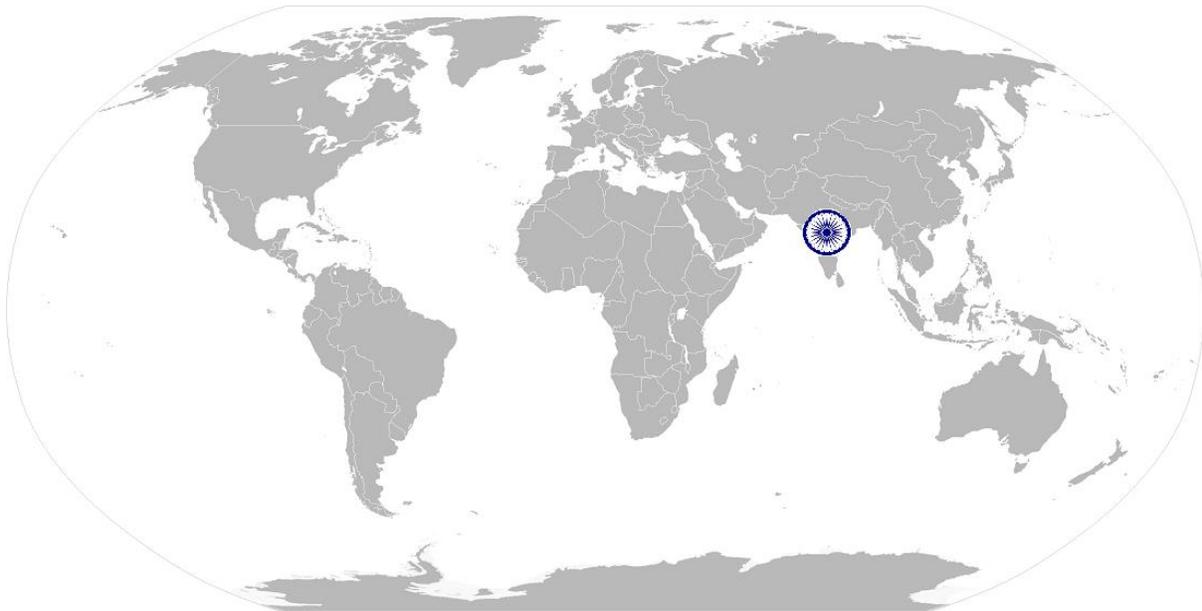


ASC/N0021

Maintain 5S at the work premises

NOS Version Control

NOS Code	ASC/N0021		
Credits	TBD	Version number	1.0
Industry	Automotive	Drafted on	18/10/16
Industry Sub-sector	Road Transportation	Last reviewed on	18/10/16
Occupation	Driving	Next review date	20/10/18



Annexure

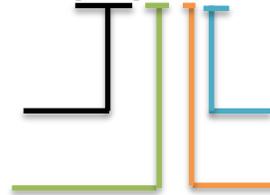
Nomenclature for QP and NOS

Qualifications Pack

9 characters

[ABC] / Q 0101

[Insert 3 letter codes for SSC]
Q denoting Qualifications Pack



QP number (2 numbers)
Occupation (2 numbers)

Occupational Standard

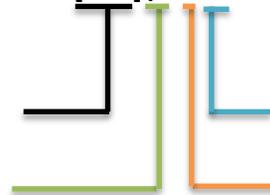
An example of NOS with 'N'

9 characters

[ABC] / N 0101

[Insert 3 letter codes for SSC]

N denoting National Occupational Standard



OS number (2 numbers)
Occupation (2 numbers)

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: Auto/ E Rickshaw Driver Assistant Service Technician

Qualification Pack: ASC/Q9719

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 center (as per assessment criteria below).
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center 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/N9703 Assess and ensure road worthiness of the vehicle	PC1. check that the vehicle meets basic legal and compliance related requirements	100			9
	PC2. check vehicle service record indicative of any history of technical defects or immediate need for servicing like oil/filter change				9
	PC3. record all deviations observed while carrying out PC1 and PC2				9
	PC4. record any other deviations observed during the trip				8
	PC5. ensure all basic technical checks have been carried out as per standard organization or vehicle manual check list /procedure				9
	PC6.verify availability of fuel / charge for the vehicle				8
	PC7. report actual or possible defects to the senior driver or service supervisor in enough detail so they can diagnose the problem				9
	PC8. conclude about the road worthiness of vehicle in consultation with superiors and decide to use another vehicle if so required				9
	All KA, KB for the NOS			30	
		Total	100	30	70

*Qualifications Pack for Auto/ E Rickshaw Driver Assistant
Service Technician*

ASC/N9716 Drop the customer safely using the quickest route for Auto rickshaw	PC1.confirm all checks have been carried out for road worthiness of the vehicle	100			2
	PC2.confirm all papers and documents including driving license, vehicle documents and documents related to goods etc are available				2
	PC3.ensure extra care while carrying school children, that they are seated properly without limbs exposed outside				1
	PC4.start the vehicle and before moving re confirm all gauges are functioning including MCT and in built navigation system if available				2
	PC5. for electrical vehicles verify before throttling for Parking brake release and ensure that Lever is in Forward position				2
	PC6. apply throttle (increase/decrease in speed) gradually for better control, maximising the range and for longevity of electric motor and circuits				2
	PC7. ensure to drive within the safe speed limit of 25 kmph or as legislated.This will ensure safe stopping distance				1
	PC8.after starting but within few meters of moving to check the brakes				1
	PC9.change gear smoothly and in good time; coordinate the change of gears with steering control and acceleration				2
	PC10.use the accelerator, steering control and brakes correctly to regulate speed and bring the vehicle to a stop safely				1
	PC11.coordinate the operation of all controls to manoeuvre the vehicle safely and responsibly in all weather and road conditions in forward gear. In reverse gear to take help of assistant/ a passerby				2
	PC12.use the wiper controls so that you can see clearly				2
	PC13.monitor and respond correctly to gauges, warning lights and other aids when driving				1
	PC14.in case of any malfunctioning or breakdown, to immediately attend to the problem				2
	PC15.understand the routine trips				2
	PC16.after reaching the pickup point,confirm the name with the customer and greet the customer appropriately				2
	PC17.load the passenger's luggage (if any) in the vehicle				1
	PC18.offer help for boarding to elderly or differently abled customers				2

*Qualifications Pack for Auto/ E Rickshaw Driver Assistant
Service Technician*

PC19.point out to customer any newspapers,magazines,entertainment media available on vehicle			2
PC20.in case of adverse weather conditions like rains, ensure side entry areas are covered with water-proof/resistant sheets to avoid inconvenience to passengers			2
PC21.check with the passenger about his destination and start the fare meter and show the starting reading to the customer			2
PC22.select the destination route of the passenger considering the traffic condition and distance			2
PC23.start and check passenger and ensure they are seated properly and move			2
PC24.drive through the selected route without violating any traffic norms			2
PC25. If unsure about the route use GPS device, if available or stop and ask for directions from locals			2
PC26.avoid unnecessary honking and avoid using high beam lights in city			2
PC27.en-route, pay toll charges if any, and collect from customer along with fare			2
PC28.do not use mobile phone while driving			2
PC29.do not indulge in unnecessary talk with customer and specially avoid topics involving politics or communal issues			2
PC30.to an out station customer do point out any landmark on the route			2
PC31.stop the vehicle and the fare meter and help customers in de-boarding Safely taking special care in case of elderly and differently abled			2
PC32.collect the fare based on the reading that is displayed on the meter or based on fare prior settled with customer. Fare may be collected in cash. Be sure to return balance			2
PC33.change to customer strictly as per fare calculations			2
PC34.do not demand any tips but accept thankfully if the customer offers			2
PC35.unload the luggage from the vehicle if any and hand it over to the passenger. Verify no valuables or belongings of the customer have been left in the vehicle			2
PC36.wish the customer appropriately before parting			1
PC37.conformance to state specific traffic regulations			3

*Qualifications Pack for Auto/ E Rickshaw Driver Assistant
Service Technician*

	PC38.give preference and right of road usage to children, elderly and differently abled. Comply with any related rules, regulations and practices for handling general public issues as well as show consideration towards stray animals				2
	All KA, KB for the NOS			30	
		Total	100	30	70
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				4
	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.				3
	PC8.assist in performing service or repair of vehicles under supervision of senior technician				6
	PC9.dismantle aggregates like wheels,suspension system, steering column,brakingsystem,engine assembly etc.				10
	PC10.count and report serviced or repaired vehicles to determine if product orders are complete				3
	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				4

*Qualifications Pack for Auto/ E Rickshaw Driver Assistant
Service Technician*

	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/N0001 Plan and organise work to meet expected outcomes	PC1.keep immediate work area clean and tidy	100			7
	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	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

*Qualifications Pack for Auto/ E Rickshaw Driver Assistant
Service Technician*

working environment	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
ASC/N0012 Practice HSE and security related guidelines	PC1.spot and report potential safety issues while driving	100			5
	PC2.follow rules and regulations laid down by transport authorities				5
	PC3.follow company policy and rules to avoid safety, health and environmental problems				5
	PC4.ensure cleanliness of vehicle				5
	PC5.escalate issues related to cleanliness and hygiene issues to concern department				5
	PC6.escalate issues related to hazardous material (if not reported in case of goods transport) to concerned authority – internal and external				5
	PC7.take immediate and effective action to limit the danger or damage, without increasing the danger or threat to yourself or others				5
	PC8.follow instructions or guidelines for limiting danger or damage				5
	PC9.escalate the issue immediately e.g. to police control room if you cannot deal effectively with the danger				5
	PC10.give clear information or instructions to others to allow them to take appropriate action				5
	PC11.record and report details of the danger in line with operator guidelines/manual				5
	PC12.report any difficulties you have keeping to your organization's health and safety instructions or guidelines, giving full and accurate details				5

*Qualifications Pack for Auto/ E Rickshaw Driver Assistant
Service Technician*

	PC13.check the exhaust as per the recommended guideline and ensure the vehicle is meeting the emission norms. In case not get the vehicle re-tuned/ adjusted				5
	PC14.get the waste from routine cleaning, changed spare parts etc. disposed off as per environmental norms				5
	All KA, KB for the NOS			30	
		Total	100	30	70
ASC/N0021 Maintain 5S at the work premises	PC1.follow the sorting process and check that the tools, fixtures & jigs that are lying on workstations are the ones in use and un-necessary items are not cluttering the workbenches or work surfaces	100			3
	PC2.ensure segregation of waste in hazardous/ non Hazardous waste as per the sorting work instructions				3
	PC3.follow the technique of waste disposal and waste storage in the proper bins as per SOP				3
	PC4.segregate the items which are labeled as red tag items for the process area and keep them in the correct places				3
	PC5.sort the tools/ equipment/ fasteners/ spare parts as per specifications/ utility into proper trays, cabinets, lockers as mentioned in the 5S guidelines/ work instructions				3
	PC6.ensure that areas of material storage areas are not overflowing				2
	PC7.properly stack the various types of boxes and containers as per the size/ utility to avoid any fall of items/ breakage and also enable easy sorting when required				3
	PC8.return the extra material and tools to the designated sections and make sure that no additional material/ tool is lying near the work area				3
	PC9.follow the floor markings/ area markings used for demarcating the various sections in the plant as per the prescribed instructions and standards				3
	PC10.follow the proper labeling mechanism of instruments/ boxes/ containers and maintaining reference files/ documents with the codes and the lists				3
	PC11.check that the items in the respective areas have been identified as broken or damaged				3
	PC12.follow the given instructions and check for labeling of fluids, oils. lubricants, solvents, chemicals etc. and proper storage of the same to avoid spillage, leakage, fire etc.				3

*Qualifications Pack for Auto/ E Rickshaw Driver Assistant
Service Technician*

PC13.make sure that all material and tools are stored in the designated places and in the manner indicated in the 5S instructions				3
PC14.check whether safety glasses are clean and in good condition				2
PC15.keep all outside surfaces of recycling containers are clean				2
PC16.ensure that the area has floors swept, machinery clean and generally clean. In case of cleaning, ensure that proper displays are maintained on the floor which indicate potential safety hazards				3
PC17.check whether all hoses, cabling & wires are clean, in good condition and clamped to avoid any mishap or mix up				3
PC18.ensure workbenches and work surfaces are clean and in good condition				2
PC19.follow the cleaning schedule for the lighting system to ensure proper illumination				3
PC20.store the cleaning material and equipment in the correct location and in good condition				3
PC21.ensure self-cleanliness - clean uniform, clean shoes, clean gloves, clean helmets, personal hygiene				3
PC22.follow the daily cleaning standards and schedules to create a clean working environment				3
PC23.attend all training programs for employees on 5 S				3
PC24.support the team during the audit of 5 S				3
PC25.participate actively in employee work groups on 5S and encourage team members for active participation				4
PC26.follow the guidelines for What to do and What not to do to build sustainability in 5S as mentioned in the 5S check lists/ work instructions				3
All KA, KB for the NOS			25	
	Total	100	25	75