Automotive
Skills Development Council

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR AUTOMOTIVE INDUSTRY

Contents

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

Introduction

Qualifications Pack- PUC Attendant Level 2

SECTOR: AUTOMOTIVE

SUB-SECTOR: PETROL PUMP OPERATIONS

OCCUPATION: POLLUTION CONTROL

JOB ROLE: PUC ATTENDANT

REFERENCE ID: ASC/Q 9601

ALIGNED TO: NCO-2004/ Nil

Brief Job Description: Individuals at this job need to assist customers in checking the vehicles & understanding the compliance pertaining PUC.

Personal Attributes: This job requires the individual to be stationed at the fuel station for long hours under any weather conditions. The individual should demonstrate skills for memory retention for numbers, customer sensitivity, problem perception and sensitivity.

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Qualifications Pack Code	ASC/Q9601		
Job Role	**PUC Attendant**		
Credits(NSQF) [OPTIONAL]	TBD	**Version number**	**1.0**
Sector	**Automotive**	**Drafted on**	24/05/13
Sub-sector	**Petrol Pump Operations**	**Last reviewed on**	14/06/13
Occupation	**PUC Attendant**	**Next review date**	**Under revision expected date of revised version 31-Dec-15**
NSQC Clearance on	**20/07/15**		

Job Role	PUC Attendant
Role Description	Conduct PUC check for vehicles
NSQF level **Minimum Educational Qualifications*** **Maximum Educational Qualifications***	2 8th pass, basic knowledge (read & write) of local language, English, Hindi Not Applicable
Training (Suggested but not mandatory)	• Compulsory: operating PUC machine and filling PUC certificate • Safety ,Health & Environment Impact
Minimum Job Entry Age	1 ASDC recommends that candidates should seek full employment not before attaining an age of 18 years. 2 However, as per Factories Act 1948 and Shops & Establishment Act 1953: - No one can be employed before attaining the age of 14 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.
Experience	• 0 years, if ASDC Petrol Pump operations Level 2 Certificate
Applicable National Occupational Standards (NOS)	Compulsory: 1. ASC/N 9601:PUC for vehicles 2. ASC/N 0003: Maintain a healthy, safe and secure working environment Optional: N.A.
Performance Criteria	As described in the relevant OS units

Definitions

Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which performs similar/ related set of functions in an industry.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or an 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 OS.
Sub-function	Sub-functions are sub-activities essential to fulfill the achieving the objectives of the function.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
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.
National Occupational Standards (OS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'.
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
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 OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.
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.
Organizational Context	Organizational context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic	Core skills or generic skills are a group of skills that are the key to learning and

Skills	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.
Keywords /Terms	**Description**
NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
QCP	Quick Care Point
PUC	Pollution Under Check

Acronyms

National Occupational Standards

<u>Overview</u>

This unit is about checking the pollution levels of the vehicle correctly and document the reading in the PUC certificate. The individual also has to inform the customer about his PUC expiration date.

National Occupational Standard

Unit Code	ASC/N9601
Unit Title (Task)	**PUC for vehicles**
Description	This OS unit is about checking the level of emission of harmful gases by the vehicles and certifying the vehicle only if it complies with the norms stated.
Scope	The unit/ task covers the following: - checking the previous PUC certificate - managing the queue at the PUC - checking the pollution of the vehicle correctly and noting the reading - entering all details in the PUC certificate without leaving any column blank - issuing the certificate and completing the money transaction for the customer - prompting the customer for any value added services, thanking the customer & requesting him to visit again

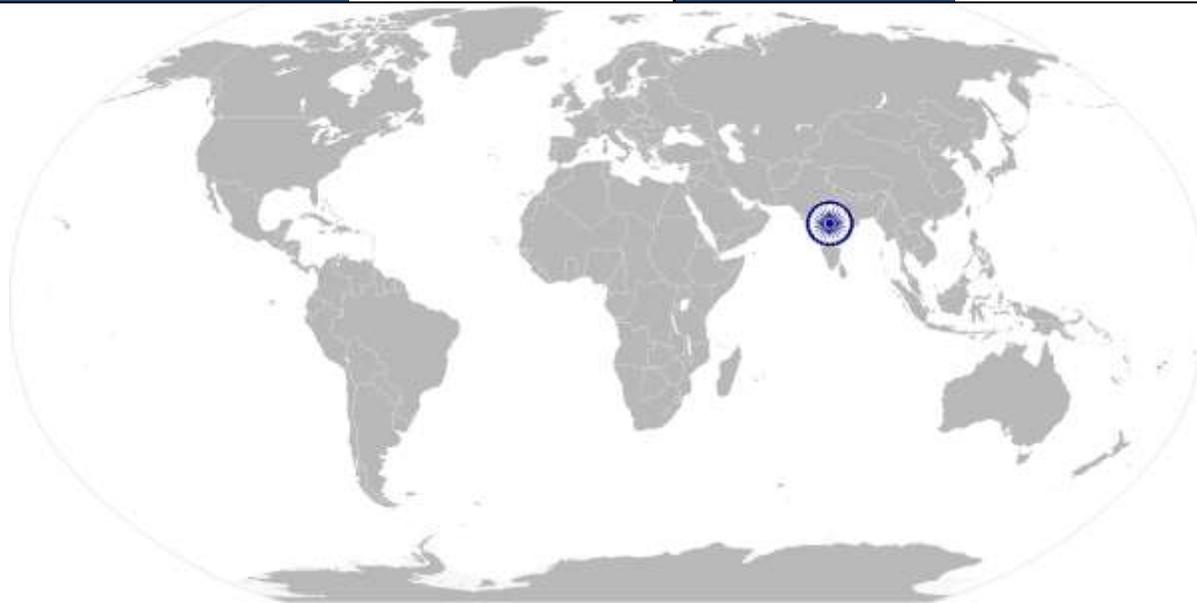| Performance Criteria(PC) with respect to the Scope	
Element	**Performance Criteria**
Compliance to PUC check	To be competent , the user/individual on the job must be able to: PC1. check the previous PUC certificate PC2. perform PUC check as per standard approved procedure using approved software and related hardware. PC3. record vehicle particulars in the appropriate standard format. PC4. ensure vehicle is positioned at the designated place for the purpose of pollution checking PC5. place the nozzle of the sensor at appropriate position in relation to the exhaust manifold PC6. ensure that engine is running at required RPM levels required for the test PC7. ensure that the sensor is correctly plugged in the computer system. PC8. record pollution readings for the required time duration PC9. generate pollution report from the computer. PC10. verify the readings to confirm if these are within acceptable range PC11. inform the customer about discrepancies if any PC12. hand over the printed output of report to the customer PC13. generate a cash bill PC14. receive payment and ensure correct amount as per the bill PC15. perform PUC check as per procedure PC16. make entries in the PUC certificate PC17. manage the queue at the PUC centre PC18. don't accept tips from the customer

ASC/N 9601 **PUC for vehicles**

| 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: KA1. company's policies on: personnel management, duty reporting procedure and associated MIS compliance KA2. reporting structure within organization KA3. problem escalation procedure
B. Technical Knowledge	The individual on the job needs to have knowledge of: KB1. understand and interpret the reading of the PUC machine KB2. intimate the customer incase of higher than acceptable levels for emission of certain gases and possible impact for the same KB3. read computer screens, meters and transfer values in other documents accurately
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	**Basic reading and writing skills**
	The user/ individual on the job needs to know and understand how to: SA1. fill in the attendance sheet and the requisite details SA2. fill in the rows and columns in the PUC certificate
	Communication skills
	The user/individual on the job needs to know and understand how to: SA3. communicate outcome of the PUC test clearly to the customer and his next PUC check date
B. Professional Skills	**Plan and Organize**
	The user/individual on the job needs to know and understand how: SB1. Plan simultaneous activities which can be done efficiently to reducing the queuing.

NOS Version Control

NOS Code	ASC/N9601		
Credits(NSQF) [*OPTIONAL*]	TBD	Version number	1.0
Industry	Automotive	Drafted on	24/06/13
Industry Sub-sector	Petrol Pump Operations	Last reviewed on	20/07/13
Occupation	PUC Attendant	Next review date	Under revision expected date of revised version 31-Dec-15

National Occupational Standards
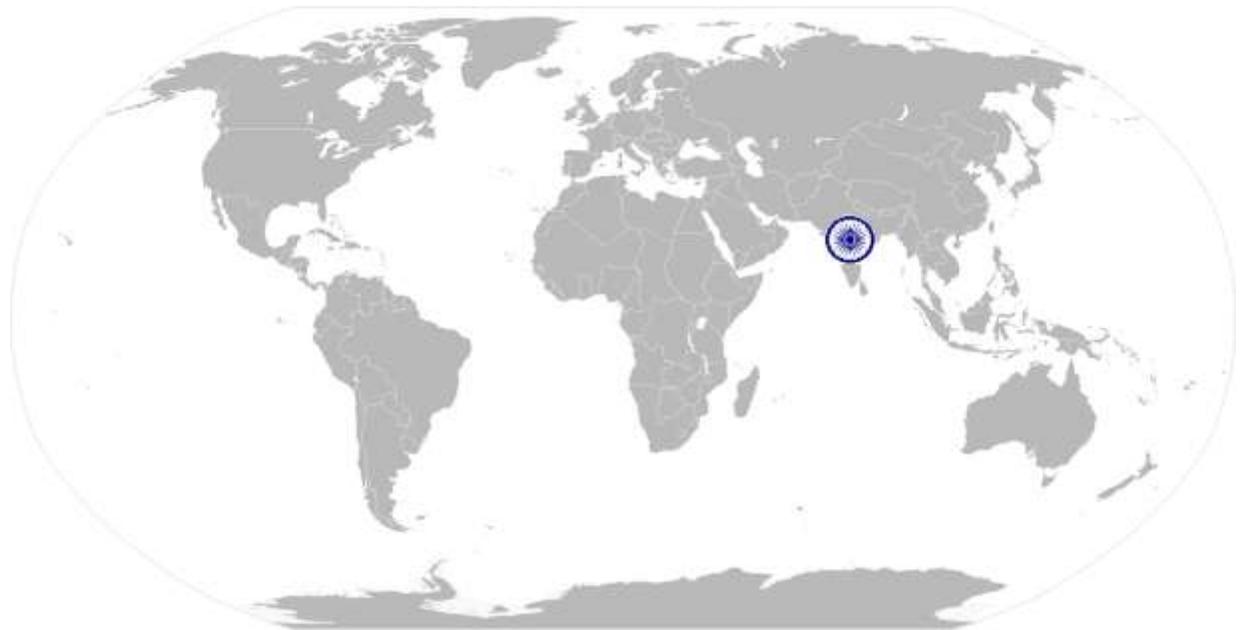
Overview

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

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:

Emergency procedures in situations of:
- illness
- accidents
- fires
- other hazardous situations
- breaches of security

Resources(needed to achieve the unit objectives):
- information on appropriate procedures to adopt in each emergency
- government agencies in the areas of safety, health and security and their norms and services

Performance Criteria (PC) w.r.t. the Scope

Element	Performance Criteria
A. Compulsory	To be competent, the user/individual on the job must be able to: PC1. comply with organisation's current health, safety, security and environmental policies and procedures(e.g. use protective gear and other safety equipment where necessary) PC2. report any identified breaches in health, safety, and security and environmental policies and procedures to the designated person PC3. identify and correct any hazards that can be dealt with safely, competently and within the limits of individual's authority PC4. report any hazards that cannot be dealt with to the relevant person in accordance with organisational procedures and warn other people who may be affected PC5. follow organisation's emergency and disaster management procedures PC6. identify and recommend opportunities for improving health, safety, and security to the designated person(e.g. in case of deviations from recommended policies/ practices of own organisation and suppliers) PC7. complete all the health, safety, security and environmental records required by company and regulatory standards
B. Optional	N.A.

Knowledge and Understanding (K) w.r.t. the scope

ASC/N 0003 Maintain a healthy, safe and secure working environment

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: KA1. legislative requirements and organization'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(e.g. inflammable/ hazardous/ abrasive materials) KA3. how and when to report hazards KA4. the limits of responsibility for dealing with hazards KA5. the organization's emergency and disaster management procedures for different emergency situations and the importance of following these KA6. the importance of maintaining high standards of health, safety and security KA7. implications that any non-compliance with health, safety and security may have on individuals and the organization
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. different types of breaches in health, safety and security and how and when to report these KB2. risks to life and property from different types of breaches in health, safety and security KB3. evacuation procedures for workers and visitors KB4. how to summon medical assistance and the emergency services, where necessary KB5. how to use the health, safety and accident reporting procedures and the importance of these
Skills (S) w.r.t. the scope	
Element	**Skills**
A. Core Skills/ Generic Skills	**Writing Skills**
	The user/individual on the job needs to know and understand how to: SA1. complete accurate, well written work with attention to detail
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA2. read instructions, guidelines/procedures/rules
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA3. listen to and orally communicate information with all concerned
B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to:

ASC/N 0003 Maintain a healthy, safe and secure working environment

	SB1. make decisions on a suitable course of action or response
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB2. plan and organize work to achieve targets and deadlines
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB3. build and maintain positive and effective relationships with colleagues and customers
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB4. apply problem solving approaches in different situations
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB5. analyze data and activities
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB6. apply balanced judgments to different situations

NOS Version Control

NOS Code	ASC/N0003		
Credits(NSQF) [*OPTIONAL*]	TBD	Version number	1.0
Industry	Automotive	Drafted on	24/06/13
Industry Sub-sector	Petrol Pump Operations	Last reviewed on	20/07/13
Occupation	PUC Attendant	Next review date	Under revision expected date of revised version 31-Dec-15

Qualification Pack for PUC Attendant

Criteria for assessment of Trainees

JOB ROLE	PUC Attendant L2
Qualification Pack	ASC/Q 9601
No. Of NOS	1 Role specific ,1 generic

NOS Title/ NOS Elements	NOS & Performance Criterion Description		Marks allocation	
ASC/N9601	**PUC for Vehicles**	**Theory**	**Viva**	**Practical**
Compliance to PUC check	To be competent , the user/individual on the job must be able to: PC1. check the previous PUC certificate PC2. perform PUC check as per standard approved procedure using approved software and related hardware. PC3. record vehicle particulars in the appropriate standard format.		20	40
	PC4. ensure vehicle is positioned at the designated place for the purpose of pollution checking PC5. place the nozzle of the sensor at appropriate position in relation to the exhaust manifold PC6. ensure that engine is running at required RPM levels required for the test PC7. ensure that the sensor is correctly plugged in the computer system. PC8. record pollution readings for the required time duration PC9. generate pollution report from the computer. PC10. verify the readings to confirm if these are within acceptable range PC11. inform the customer about discrepancies if any PC12. hand over the printed output of report to the customer PC13. generate a cash bill PC14. receive payment and ensure correct amount as per the bill		40	100
	PC15. perform PUC check as per procedure PC16. make entries in the PUC certificate PC17. manage the queue at the PUC centre PC18. don't accept tips from the customer		40	60
	subtotal		**100**	**200**

Qualification Pack for PUC Attendant

ASC/N 0003	Maintain a healthy, safe and secure working environment	Theory	Viva	Practical
Compulsory	To be competent, the user/individual on the job must be able to: PC1. comply with organisation's current health, safety, security and environmental policies and procedures(e.g. use protective gear and other safety equipment where necessary) PC2. report any identified breaches in health, safety, and security and environmental policies and procedures to the designated person PC3. identify and correct any hazards that can be dealt with safely, competently and within the limits of individual's authority PC4. report any hazards that cannot be dealt with to the relevant person in accordance with organisational procedures and warn other people who may be affected PC5. follow organisation's emergency and disaster management procedures PC6. identify and recommend opportunities for improving health, safety, and security to the designated person (e.g. in case of deviations from recommended policies/ practices of own organisation and suppliers) PC7. complete all the health, safety, security and environmental records required by company and regulatory standards		30 70	50 100
	subtotal		100	150
	Total	**100**	**200**	**350**