

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR AUTOMOTIVE



What are Occupational Standards(OS)?

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

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Introduction

Qualifications Pack- QCP AttendantLevel2

SECTOR: AUTOMOTIVE

SUB-SECTOR: PETROL PUMP OPERATIONS

OCCUPATION: CUSTOMER CARE

JOB ROLE: QCP MECHANIC

REFERENCE ID: ASC/Q 9602

ALIGNED TO: NCO-2004/ Nil

Brief Job Description: Individuals at this job need to assist customers in checking the vehicles & understanding the compliance pertaining to coolant, water and oil levels.

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.

Job Details	Qualifications Pack Code	ASC/Q9602		
	Job Role	QCP Attendant		
	Credits(NSQF) [OPTIONAL]	TBD	Version number	1.0
	Sector	Automotive	Drafted on	24/05/13
	Sub-sector	Petrol Pump Operations	Last reviewed on	20/06/13
	Occupation	QCP Attendant	Next review date	Under revision excepted date of revised version 31-Dec-15
	NSQC Clearance on	20/07/15		

Job Role	QCP Attendant
Role Description	Quick Care Point mechanic
NSQF level	2
Minimum Educational Qualifications*	8th pass, basic knowledge (read & write) of local language and English and Hindi
Maximum Educational Qualifications*	Not Applicable
Training (Suggested but not mandatory)	<ul style="list-style-type: none"> Compulsory: way in which oil/coolant is to be filled in a vehicle and to what level Safety, Health & Environment Impact
Minimum Job Entry Age	<p>1 ASDC recommends that candidates should seek full employment not before attaining an age of 18 years.</p> <p>2 However, as per Factories Act 1948 and Shops & Establishment Act 1953:</p> <p>- No one can be employed before attaining the age of 14</p> <p>3 Please note that under the Factories Act 1948, and Shops & Establishment Act 1953 different States may have slightly varying provision which need to be adhered to.</p>
Experience	<ul style="list-style-type: none"> 0 years if ASDC PP Level 2 Certificate
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> ASC/N 9602:Quick Care Point for vehicles ASC/N 0003:Maintain a healthy, safe and secure working environment <p>Optional: N.A.</p>
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

Acronyms

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
SOP	Standard Operating Procedure

National Occupational Standards



Overview

This unit is about checking the battery water, engine oil, gear oil and coolant levels in the vehicle and help filling the deficit.

Unit Code	ASC/N9602
Unit Title (Task)	Quick Care Point for vehicles
Description	This OS unit is about to ensure that the vehicle is having sufficient levels of battery water, engine oil, gear oil coolant etc.
Scope	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> checking for fan belt, battery water, gear oil, engine oil, radiator coolant checking coolant level when vehicle engine has cooled down and follow instructions as per vehicle manual to top up coolant tank suggesting and promoting pre-mixed coolant filling the oil/coolant taking due care to avoid any spillage thanking customer and informing him/her about completion of topping up activity
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Compliance to Quality Care Point	<p>To be competent , the user/individual on the job must be able to:</p> <p>PC1. perform tasks as per the SOP and vehicle manual</p> <p>PC2. promote pre-mixed coolant to the customer</p> <p>PC3. clean any spillage caused while filling oil/coolant/battery water</p> <p>PC4. fill coolant as per indicator level mentioned on the side of coolant tank</p> <p>PC5. unscrew cap to pour the coolant/oil; keeping it in safe, dry and clean surface ; add mixture till it reaches the full mark and put the cap back and tighten</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. company's policies on: personnel management, basic compliance to technical requirements and standards; safety and hazards.</p> <p>KA2. reporting structure</p> <p>KA3. escalation procedure</p>
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Basic reading and writing skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. read the brand names, prices, expiry dates, handling instructions and share with the customer the products as per his requirement</p> <p>SA2. carry out the transaction - prepare a bill/ receive money for the purchase</p>
	Communication skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Demonstrate the product to the customer and suggest appropriate product based on his requirement</p>

NOS Version Control

NOS Code	ASC/N9602		
Credits(NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	Automotive	Drafted on	24/05/13
Industry Sub-sector	Petrol Pump Operations	Last reviewed on	20/06/13
Occupation	QCP Attendant	Next review date	Under revision excepted 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

National Occupational Standard	Unit Code	ASC/ N 0003
	Unit Title (Task)	Maintain a healthy, safe and secure working environment
	Description	This NOS unit is about monitoring the working environment and making sure it meets requirements for health, safety and security.
	Scope	<p>This unit/task covers the following:</p> <p>Emergency procedures in situations of:</p> <ul style="list-style-type: none"> • illness • accidents • fires • other hazardous situations • breaches of security <p>Resources(needed to achieve the unit objectives):</p> <ul style="list-style-type: none"> • 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	<p>To be competent, the user/individual on the job must be able to:</p> <p>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)</p> <p>PC2. report any identified breaches in health, safety, and security and environmental policies and procedures to the designated person</p> <p>PC3. identify and correct any hazards that can be dealt with safely, competently and within the limits of individual’s authority</p> <p>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</p> <p>PC5. follow organisation’s emergency and disaster management procedures</p> <p>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)</p> <p>PC7. complete all the health, safety, security and environmental records required by company and regulatory standards</p>	
B. Optional	N.A.	
Knowledge and Understanding (K) w.r.t. the scope		
Element	Knowledge and Understanding	

ASC/N 0003

Maintain a healthy, safe and secure working environment

A. Organisational Context (Knowledge of the Company/Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. legislative requirements and organization’s procedures for health, safety and security and individual’s role and responsibilities in relation to this</p> <p>KA2. what is meant by a hazard, including the different types of health and safety hazards that can be found in the workplace(e.g. inflammable/ hazardous/ abrasive materials)</p> <p>KA3. how and when to report hazards</p> <p>KA4. the limits of responsibility for dealing with hazards</p> <p>KA5. the organization’s emergency and disaster management 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. risks to life and property from different types of breaches in health, safety and security</p> <p>KB3. evacuation procedures for workers and visitors</p> <p>KB4. how to summon medical assistance and the emergency services, where necessary</p> <p>KB5. how to use the health, safety and accident reporting procedures and the importance of these</p>
Skills (S) w.r.t. the scope	
Element	Skills
A. Core Skills/ Generic Skills	Writing Skills
	The user/individual on the job needs to know and understand how to:
	SA1. complete accurate, well written work with attention to detail
	Reading Skills
	The user/individual on the job needs to know and understand how to:
	SA2. read instructions, guidelines/procedures/rules
B. Professional Skills	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA3. listen to and orally communicate information with all concerned
	Decision Making
	The user/individual on the job needs to know and understand how to:
	SB1. make decisions on a suitable course of action or response
	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	



ASC/N 0003

Maintain a healthy, safe and secure working environment

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		Next review date	Under revision excepted date of revised version 31-Dec-15
	QCP Attendant		



Qualification Pack for QCP Attendant

Criteria for assessment of Trainees

JOB ROLE	QCP attendant L2
Qualification Pack	ASC/Q 9602
No. Of NOS	1 Role specific ,1 generic

NOS Title/ NOS Elements	NOS & Performance Criterion Description	Marks allocation		
		Theory	Viva	Practical
ASC/N9602	Quick Care Point for vehicles			
Compliance to Quality Care Point	To be competent , the user/individual on the job must be able to: PC1. perform tasks as per the SOP and vehicle manual PC2. promote pre-mixed coolant to the customer PC3. clean any spillage caused while filling oil/coolant/battery water PC4. fill coolant as per indicator level mentioned on the side of coolant tank PC5. unscrew cap to pour the coolant/oil; keeping it in safe, dry and clean surface ; add mixture till it reaches the full mark and put the cap back and tighten		50	100
	Subtotal		50	100
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		30	60
			70	90

Qualification Pack for QCP Attendant

	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			
	subtotal		100	150
	Total	80	150	250