



Heavy Commercial Vehicle Service Technician

QP Code: ASC/Q1432

Version: 1.0

NSQF Level: 4

Automotive Skills Development Council || 153, GF, Okhla Industrial Area, Phase 3
New Delhi 110020

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ASC/Q1432: Heavy Commercial Vehicle Service Technician

Brief Job Description

A Heavy Commercial Vehicle Service Technician is responsible for the repair, routine servicing and maintenance (including electrical and mechanical aggregates) of vehicles

Personal Attributes

An individual in this job must have good communication and interpersonal skills. The person should be patient, organised, team-oriented, customer centric and have the ability to work for long hours in adverse conditions. The individual should be a keen observer and have an eye for detail and quality.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [ASC/N9801: Organize work and resources \(Service\)](#)
2. [ASC/N9802: Interact effectively with colleagues, customers and others](#)
3. [ASC/N1453: Carry out routine service or minor repairs a heavy commercial vehicle and assist in diagnosis](#)

Qualification Pack (QP) Parameters

Sector	Automotive
Sub-Sector	Automotive Vehicle Service
Occupation	Technical Service & Repair
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/3115.0602

Minimum Educational Qualification & Experience	<p>10th Class with 2 Years of experience of relevant experience</p> <p>OR</p> <p>10th Class (+ 2 years I.T.I (Motor Mechanic/Diesel Motor Vehicle/Electronic Mechanic))</p> <p>OR</p> <p>Certificate-NSQF (Four Wheeler Service Assistant level 3) with 2 Years of experience of relevant experience</p>
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	28/04/2022
Next Review Date	28/04/2025
NSQC Approval Date	28/04/2022
Version	1.0

ASC/N9801: Organize work and resources (Service)

Description

This NOS unit is about implementing safety, planning work, adopting sustainable practices for optimising use of resources

Scope

The scope covers the following :

- Maintain safe and secure working environment
- Perform work as per quality standards
- Health and hygiene
- Material/energy conservation practices
- Effective waste management practices

Elements and Performance Criteria

Maintain safe and secure working environment

To be competent, the user/individual on the job must be able to:

- PC1. organise work as per organisation's current health, safety and security policies and procedures
- PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person
- PC3. identify the risks and hazards associated with work activities, their causes and prevention

Perform work as per quality standards

To be competent, the user/individual on the job must be able to:

- PC4. ensure work area is clean and tidy
- PC5. ensure that work is accomplished as per the requirements within the specified timeline
- PC6. ensure team goals are given preference over individual goals

Health and hygiene

To be competent, the user/individual on the job must be able to:

- PC7. sanitize workstation and equipment regularly
- PC8. clean hands with soap, alcohol-based sanitizer regularly
- PC9. avoid contact with ill people and self-isolate in a similar situation
- PC10. wear and dispose PPEs regularly and appropriately
- PC11. report advanced hygiene and sanitation issues to appropriate authority
- PC12. follow stress and anxiety management techniques

Material/energy conservation practices

To be competent, the user/individual on the job must be able to:

- PC13. identify ways to optimise usage of material in various tasks/activities/processes
- PC14. use resources, including water, in a responsible manner
- PC15. check for spills/leakages in various tasks/activities/processes

- PC16. plug spills/leakages and escalate to appropriate authority if unable to rectify
- PC17. carry out routine cleaning of tools, machines and equipment
- PC18. check if the equipment/machine is functioning normally before commencing work and rectify wherever required
- PC19. report malfunctioning (fumes/sparks/emission/vibration/noise) and lapse in maintenance of equipment
- PC20. ensure electrical equipment and appliances are properly connected and turned off when not in use

Effective waste management practices

To be competent, the user/individual on the job must be able to:

- PC21. identify recyclable and non-recyclable, and hazardous waste generated
- PC22. segregate waste into different categories
- PC23. dispose non-recyclable waste appropriately
- PC24. deposit recyclable and reusable material at identified location
- PC25. follow processes specified for disposal of hazardous waste

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. organisation procedures for health, safety and security, and individual role and responsibilities in this context
- KU2. the organisations emergency procedures for different emergency situations and the importance of following the same
- KU3. evacuation procedures for workers and visitors
- KU4. how and when to report hazards as well as the limits of responsibility for dealing with hazards
- KU5. potential hazards, risks and threats based on the nature of work
- KU6. the implications of own work on the schedule and work of others
- KU7. efficient utilisation of material and water
- KU8. basics of electricity and prevalent energy efficient devices
- KU9. ways to recognise common electrical problems
- KU10. common practices of conserving electricity
- KU11. common sources of pollution and ways to minimize it
- KU12. categorisation of waste into dry, wet, recyclable, non-recyclable and items of single-use plastics
- KU13. usage of different colours of dustbins
- KU14. waste management and methods of waste disposal
- KU15. significance of greening
- KU16. organisation's policies to maintain personal health and hygiene at workplace

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1. read instructions/guidelines/standard operating procedures
- GS2. complete statutory documents relevant to safety and hygiene
- GS3. modify work practices to improve them
- GS4. ask for clarifications from superior about the job requirement
- GS5. work with supervisors/team members to carry out work related tasks
- GS6. complete tasks efficiently and accurately within stipulated time
- GS7. inform/report to concerned person in case of any problem
- GS8. make timely decisions for efficient utilization of resources
- GS9. write in at least one language and complete written work with attention to detail
- GS10. record data on waste disposal at workplace
- GS11. be punctual, utilize time and manage workload efficiently
- GS12. evaluate strategies to maintain, enhance or reduce the intensity of heightened emotional response

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain safe and secure working environment</i>	8	4	-	3
PC1. organise work as per organisation's current health, safety and security policies and procedures	-	2	-	1
PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person	3	1	-	-
PC3. identify the risks and hazards associated with work activities, their causes and prevention	5	1	-	2
<i>Perform work as per quality standards</i>	12	8	-	6
PC4. ensure work area is clean and tidy	4	2	-	-
PC5. ensure that work is accomplished as per the requirements within the specified timeline	6	4	-	2
PC6. ensure team goals are given preference over individual goals	2	2	-	4
<i>Health and hygiene</i>	12	8	-	5
PC7. sanitize workstation and equipment regularly	2	2	-	2
PC8. clean hands with soap, alcohol-based sanitizer regularly	2	1	-	-
PC9. avoid contact with ill people and self-isolate in a similar situation	2	1	-	-
PC10. wear and dispose PPEs regularly and appropriately	2	2	-	1
PC11. report advanced hygiene and sanitation issues to appropriate authority	2	2	-	2
PC12. follow stress and anxiety management techniques	2	-	-	-
<i>Material/energy conservation practices</i>	10	4	-	3
PC13. identify ways to optimise usage of material in various tasks/activities/processes	2	-	-	1

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. use resources, including water, in a responsible manner	2	-	-	-
PC15. check for spills/leakages in various tasks/activities/processes	-	1	-	-
PC16. plug spills/leakages and escalate to appropriate authority if unable to rectify	-	1	-	1
PC17. carry out routine cleaning of tools, machines and equipment	2	-	-	-
PC18. check if the equipment/machine is functioning normally before commencing work and rectify wherever required	-	1	-	1
PC19. report malfunctioning (fumes/sparks/emission/vibration/noise) and lapse in maintenance of equipment	2	1	-	-
PC20. ensure electrical equipment and appliances are properly connected and turned off when not in use	2	-	-	-
<i>Effective waste management practices</i>	8	6	-	3
PC21. identify recyclable and non-recyclable, and hazardous waste generated	2	-	-	1
PC22. segregate waste into different categories	-	2	-	-
PC23. dispose non-recyclable waste appropriately	2	2	-	1
PC24. deposit recyclable and reusable material at identified location	2	1	-	-
PC25. follow processes specified for disposal of hazardous waste	2	1	-	1
NOS Total	50	30	-	20

National Occupational Standards (NOS) Parameters

NOS Code	ASC/N9801
NOS Name	Organize work and resources (Service)
Sector	Automotive
Sub-Sector	Generic
Occupation	Generic
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	30/12/2021
Next Review Date	30/12/2024
NSQC Clearance Date	30/12/2021

ASC/N9802: Interact effectively with colleagues, customers and others

Description

This NOS unit is about communicating with customers and colleagues/superiors, either in own work group or in other work groups within organisation.

Scope

The scope covers the following :

- Communicate effectively with colleagues, customers and others
- Interact with supervisor or superior

Elements and Performance Criteria

Communicate effectively with colleagues, customers and others

To be competent, the user/individual on the job must be able to:

- PC1. maintain clear communication with colleagues, customers and others, wherever needed, through all means i.e. face-to-face, telephonic or written
- PC2. adjust communication styles to reflect gender and persons with disability (PwD) sensitivity
- PC3. work in a way that shows respect for colleagues and others
- PC4. follow the organisation's policies and procedures while working in a team
- PC5. respect personal space of colleagues and customers

Interact with supervisor or superior

To be competent, the user/individual on the job must be able to:

- PC6. identify work requirements by receiving instructions from reporting supervisor
- PC7. escalate problems to supervisors that cannot be handled including repairs and maintenance of machine
- PC8. report the completed work
- PC9. rectify errors as per feedback

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. the importance of effective communication and establishing good working relationships with colleagues and supervisor
- KU2. different methods of communication as per the circumstances
- KU3. gender based concepts, issues and legislation

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1. read instructions/guidelines/procedures

- GS2. listen effectively and orally communicate information
- GS3. ask for clarification and advice from the concerned person
- GS4. maintain positive and effective relationships with colleagues and customers
- GS5. evaluate the possible solution(s) to the problem
- GS6. deliver consistent and reliable service to customers
- GS7. complete written work with attention to detail
- GS8. check that the work meets customer requirements

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Communicate effectively with colleagues, customers and others</i>	36	11	-	14
PC1. maintain clear communication with colleagues, customers and others, wherever needed, through all means i.e. face-to-face, telephonic or written	8	-	-	4
PC2. adjust communication styles to reflect gender and persons with disability (PwD) sensitivity	8	-	-	-
PC3. work in a way that shows respect for colleagues and others	7	4	-	3
PC4. follow the organisation's policies and procedures while working in a team	7	4	-	3
PC5. respect personal space of colleagues and customers	6	3	-	4
<i>Interact with supervisor or superior</i>	14	19	-	6
PC6. identify work requirements by receiving instructions from reporting supervisor	7	4	-	-
PC7. escalate problems to supervisors that cannot be handled including repairs and maintenance of machine	-	5	-	3
PC8. report the completed work	7	5	-	-
PC9. rectify errors as per feedback	-	5	-	3
NOS Total	50	30	-	20

National Occupational Standards (NOS) Parameters

NOS Code	ASC/N9802
NOS Name	Interact effectively with colleagues, customers and others
Sector	Automotive
Sub-Sector	Generic
Occupation	Generic
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	31/03/2022
Next Review Date	31/01/2025
NSQC Clearance Date	31/03/2022

ASC/N1453: Carry out routine service or minor repairs a heavy commercial vehicle and assist in diagnosis

Description

This NOS unit is about an Heavy Commercial Vehicle (HCV) service technician carrying out service, repairs and maintenance activities of various aggregates, including electrical and mechanical aggregates on HCV

Scope

The scope covers the following :

- Prepare to carry out routine service or minor repair on Heavy Commercial Vehicle (HCV)
- Assist lead technician in diagnosis or troubleshooting the faults on Heavy Commercial Vehicle (HCV)
- Perform routine service and minor repairs on Heavy Commercial Vehicle (HCV)
- Post service/repair/diagnostic activities

Elements and Performance Criteria

Prepare to carry out routine service or minor repair on Heavy Commercial Vehicle (HCV)

To be competent, the user/individual on the job must be able to:

- PC1. review the job card and understand work to be carried out on Heavy Commercial Vehicle (HCV)
- PC2. identify the auto components related to the various aggregates in the Heavy Commercial Vehicle (HCV)
- PC3. place the Heavy Commercial Vehicle (HCV) on suitable platform according to nature of job to be performed
- PC4. conduct visual inspection on Heavy Commercial Vehicle (HCV) to lead technician to assess defects, such as: any external impact/bend/leak/incorrect level/wear & tear etc.
- PC5. collect workshop tools/measuring devices/equipment required to carry out job on Heavy Commercial Vehicle (HCV) and check their condition/calibration
- PC6. wear PPE according to nature of job to be performed on the Heavy Commercial Vehicle (HCV)
- PC7. report the malfunctions/repairs in Heavy Commercial Vehicle (HCV) beyond own scope to the concerned person

Assist lead technician in diagnosis or troubleshooting the faults on HCV

To be competent, the user/individual on the job must be able to:

- PC8. take precautions to avoid damage to the Heavy Commercial Vehicle (HCV) and its components while working on various aggregates
- PC9. conduct test drive of the Heavy Commercial Vehicle (HCV) to assist the lead technician in assessing the service/repair requirement or calibration/adjustments, if any
- PC10. follow lead technician instructions to choose and use the appropriate device/equipment to inspect/test the Heavy Commercial Vehicle's (HCV) system/component performance to diagnose or defect faults
- PC11. carry out inspection or test on mechanical and electrical systems of Heavy Commercial Vehicle's (HCV) according to lead technician instructions

- PC12. interpret and compare results of diagnostic inspections/tests with Heavy Commercial Vehicle (HCV) specifications or regulatory requirements
- PC13. maintain the documentation related to inspections and troubleshooting performed on the Heavy Commercial Vehicle (HCV)
- PC14. report the results to lead technician and seek assistance if further tests or inspections are required to conclude the diagnosis

Perform routine service and minor repairs on HCV

To be competent, the user/individual on the job must be able to:

- PC15. use appropriate tools, equipment, and consumables as per nature of job and Standard Operating Procedure (SOP) recommended by the organisation
- PC16. test the Heavy Commercial Vehicle's (HCV) electrical/electronic components performance wherever applicable as per OEM SOP
- PC17. remove parts relevant to various mechanical aggregates of Heavy Commercial Vehicle (HCV) and place them securely as specified by OEM
- PC18. clean and condition dismantled mechanical and electrical components of Heavy Commercial Vehicle (HCV) prior to assembly
- PC19. perform minor repair/replacement/calibration on Heavy Commercial Vehicle (HCV) systems such as: engine, multi-axle, differential, propeller shaft, mechanical/air suspension systems, air brakes & steering systems etc. including HVAC wherever applicable
- PC20. refill/replace, as required quantity and appropriate grade of coolant engine oil, brake/steering fluid and lubricant in the Heavy Commercial Vehicle (HCV) as per OEM guidelines
- PC21. maintain the documentation related to servicing and minor repair performed on the Heavy Commercial Vehicle (HCV)

Perform post service/repair/diagnostic activities

To be competent, the user/individual on the job must be able to:

- PC22. check the performance of Heavy Commercial Vehicle (HCV)/aggregate post repair and report to lead technician/supervisor if further inspection is required by another specialist
- PC23. ensure completeness of tasks assigned before releasing the Heavy Commercial Vehicle's (HCV) for the next procedure
- PC24. dispose of materials such as used oils, coolant, old batteries, scrap of failed parts/aggregates as per organization's policies
- PC25. return leftover consumable/parts, tools/equipment, and report if any malfunctions are observed to the person concerned

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. the automotive industry in India, workshop structure and role and responsibilities of different people in the workshop
- KU2. SOP for receiving vehicles, opening job card, allocation of work, invoicing, vehicle delivery, handling complaints, etc.
- KU3. different components/aggregates as well as auto component manufacturer's specifications for the Heavy Commercial Vehicle's (HCV)

- KU4. basic technology used in and functioning of various systems of the Heavy Commercial Vehicle's (HCV) such as air-brakes, suspension, differential, multi-axle, steering, telematics, air- conditioning systems, active & passive safety system, media and other systems
- KU5. interconnection of systems with each other and effect of one system on other system
- KU6. fundamental terms, laws and principles of electricity used in Heavy Commercial Vehicle's (HCV) such as: ohms law, voltage, current (AC/DC), resistance, power, capacitance, magnetism, inductance, radio frequency, etc.
- KU7. use of relevant measuring device/equipment and interpretation of all relevant mathematical calculations
- KU8. how to use computer, on-line application and OEM technical information/assistance portals
- KU9. various sources of information available for assessing service and repair requirements of the Heavy Commercial Vehicle's (HCV) including diagnostic displays, visual inspections, test drives, vehicle/equipment manufacturer specifications, and tolerance limits of components
- KU10. standard schedules and checklists recommended by the OEM/auto component manufacturer for servicing of Heavy Commercial Vehicle's (HCV)
- KU11. typical symptoms of common faults and failures in vehicle mechanical, electrical and electronic systems of Heavy Commercial Vehicle's (HCV)
- KU12. safety, health and environmental policies and regulations for the workplace as well as for automotive trade in general
- KU13. Standard Operating Procedures (SOPs) of the organization/ dealership for inspection and diagnosis of faults in a vehicle as prescribed by the OEM/components manufacturer
- KU14. SOP recommended by OEM for using tools/equipment for diagnosis or troubleshooting such as special service tools, measuring instrument, volt meters, ammeters, ohmmeters, battery tester, dedicated and computer based diagnostic equipment, etc.
- KU15. various workshop tools, measuring devices/equipment, personal protective equipment, required to carry out job on Heavy Commercial Vehicle's (HCV) and their common errors or defects
- KU16. documentation requirements for each procedure carried out as part of roles and responsibilities as specified by OEM/ auto component manufacturer
- KU17. organizational/professional code of ethics and standards of practice
- KU18. safety requirements recommended by the OEM for equipment/Heavy Commercial Vehicle's (HCV) components during diagnosis/troubleshooting
- KU19. legal regulations that need to be taken into account for handling Heavy Commercial Vehicle's (HCV) in the workshop
- KU20. Occupational Safety and Health (OSH) measures required for working on Heavy Commercial Vehicle's (HCV)

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1. read and interpret workplace related documentation
- GS2. interpret the needs of customers by understanding the key issues
- GS3. communicate using terms, names, grades and other nomenclature pertaining to the automotive trade

- GS4. analyse, evaluate and apply the information gathered from observation, experience, reasoning or communication to act efficiently
- GS5. identify potential workplace problem and take suitable action
- GS6. read various sources of information available for assessing service and repair requirements
- GS7. write any work related information
- GS8. communicate effectively at the workplace
- GS9. complete and maintain workplace records on inspection and diagnosis
- GS10. write in English/regional language
- GS11. analyse the complexity of work to determine if it can be successfully carried out or needs to be referred to a superior/specialist

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare to carry out routine service or minor repair on Heavy Commercial Vehicle (HCV)</i>	4	10	-	5
PC1. review the job card and understand work to be carried out on Heavy Commercial Vehicle (HCV)	-	1	-	1
PC2. identify the auto components related to the various aggregates in the Heavy Commercial Vehicle (HCV)	1	2	-	1
PC3. place the Heavy Commercial Vehicle (HCV) on suitable platform according to nature of job to be performed	-	1	-	-
PC4. conduct visual inspection on Heavy Commercial Vehicle (HCV) to lead technician to assess defects, such as: any external impact/bend/leak/incorrect level/wear & tear etc.	-	2	-	1
PC5. collect workshop tools/measuring devices/equipment required to carry out job on Heavy Commercial Vehicle (HCV) and check their condition/calibration	1	2	-	1
PC6. wear PPE according to nature of job to be performed on the Heavy Commercial Vehicle (HCV)	1	1	-	1
PC7. report the malfunctions/repairs in Heavy Commercial Vehicle (HCV) beyond own scope to the concerned person	1	1	-	-
<i>Assist lead technician in diagnosis or troubleshooting the faults on HCV</i>	9	16	-	6
PC8. take precautions to avoid damage to the Heavy Commercial Vehicle (HCV) and its components while working on various aggregates	1	2	-	1
PC9. conduct test drive of the Heavy Commercial Vehicle (HCV) to assist the lead technician in assessing the service/repair requirement or calibration/adjustments, if any	1	3	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. follow lead technician instructions to choose and use the appropriate device/equipment to inspect/test the Heavy Commercial Vehicle's (HCV) system/component performance to diagnose or defect faults	1	1	-	1
PC11. carry out inspection or test on mechanical and electrical systems of Heavy Commercial Vehicle's (HCV) according to lead technician instructions	2	3	-	1
PC12. interpret and compare results of diagnostic inspections/tests with Heavy Commercial Vehicle (HCV) specifications or regulatory requirements	2	3	-	1
PC13. maintain the documentation related to inspections and troubleshooting performed on the Heavy Commercial Vehicle (HCV)	1	2	-	1
PC14. report the results to lead technician and seek assistance if further tests or inspections are required to conclude the diagnosis	1	2	-	1
<i>Perform routine service and minor repairs on HCV</i>	12	16	-	6
PC15. use appropriate tools, equipment, and consumables as per nature of job and Standard Operating Procedure (SOP) recommended by the organisation	1	1	-	1
PC16. test the Heavy Commercial Vehicle's (HCV) electrical/electronic components performance wherever applicable as per OEM SOP	2	2	-	1
PC17. remove parts relevant to various mechanical aggregates of Heavy Commercial Vehicle (HCV) and place them securely as specified by OEM	1	2	-	1
PC18. clean and condition dismantled mechanical and electrical components of Heavy Commercial Vehicle (HCV) prior to assembly	2	3	-	1
PC19. perform minor repair/replacement/calibration on Heavy Commercial Vehicle (HCV) systems such as: engine, multi-axle, differential, propeller shaft, mechanical/air suspension systems, air brakes & steering systems etc. including HVAC wherever applicable	3	4	-	1

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC20. refill/replace, as required quantity and appropriate grade of coolant engine oil, brake/steering fluid and lubricant in the Heavy Commercial Vehicle (HCV) as per OEM guidelines	2	3	-	1
PC21. maintain the documentation related to servicing and minor repair performed on the Heavy Commercial Vehicle (HCV)	1	1	-	-
<i>Perform post service/repair/diagnostic activities</i>	5	8	-	3
PC22. check the performance of Heavy Commercial Vehicle (HCV)/aggregate post repair and report to lead technician/supervisor if further inspection is required by another specialist	2	3	-	1
PC23. ensure completeness of tasks assigned before releasing the Heavy Commercial Vehicle's (HCV) for the next procedure	1	2	-	1
PC24. dispose of materials such as used oils, coolant, old batteries, scrap of failed parts/aggregates as per organization's policies	1	2	-	1
PC25. return leftover consumable/parts, tools/equipment, and report if any malfunctions are observed to the person concerned	1	1	-	-
NOS Total	30	50	-	20

National Occupational Standards (NOS) Parameters

NOS Code	ASC/N1453
NOS Name	Carry out routine service or minor repairs a heavy commercial vehicle and assist in diagnosis
Sector	Automotive
Sub-Sector	Automotive Vehicle Service
Occupation	Technical Service & Repair
NSQF Level	4
Credits	TBD
Version	1.0
Next Review Date	28/04/2025

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

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 the proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on the knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for the theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 70

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
ASC/N9801.Organize work and resources (Service)	50	30	-	20	100	15
ASC/N9802.Interact effectively with colleagues, customers and others	50	30	-	20	100	10
ASC/N1453.Carry out routine service or minor repairs a heavy commercial vehicle and assist in diagnosis	30	50	-	20	100	75
Total	130	110	-	60	300	100

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
PwD	Persons with Disability
HCV	Heavy Commercial Vehicle

Glossary

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 perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
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 (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	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 (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.

<p>Organisational Context</p>	<p>Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.</p>
<p>Technical Knowledge</p>	<p>Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.</p>
<p>Core Skills/ Generic Skills (GS)</p>	<p>Core skills or Generic Skills (GS) 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.</p>
<p>Electives</p>	<p>Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.</p>
<p>Options</p>	<p>Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.</p>