



# Electric Vehicle Service Assistant

Electives: Four Wheeler Electric Vehicle Service Assistant/ Two/Three wheeler Electric Vehicle Service Assistant/ Electric Truck/Bus Service Assistant

QP Code: ASC/Q1435

Version: 1.0

NSQF Level: 3

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

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## ASC/Q1435: Electric Vehicle Service Assistant

### Brief Job Description

An Electric Vehicle Service Assistant is responsible for assisting the service technician in repair, routine servicing and maintenance (including electrical and mechanical aggregates) of Electric and Hybrid 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/N1454: Assist in service, maintenance and repair of electric vehicle](#)

#### Electives (mandatory to select at least one):

##### Elective 1: Four Wheeler Electric Vehicle Service Assistant

This NOS unit is about assisting the technician and performing all tasks related to service, minor repair and diagnosis of the four wheeler electric or hybrid vehicles.

1. [ASC/N1455: Assist in service, maintenance and repair of four wheeler electric/ hybrid vehicle](#)

##### Elective 2: Two/Three wheeler Electric Vehicle Service Assistant

This NOS unit is about assisting the technician and performing all tasks related to service, minor repair and diagnosis on electric two/three wheeler electric vehicle.

2. [ASC/N1456: Assist in service, maintenance and repair of two/three wheeler electric vehicle](#)

##### Elective 3: Electric Truck/Bus Service Assistant

This NOS unit is about assisting the technician and performing all tasks related to service, minor repair and diagnosis on electric truck/bus.

3. [ASC/N1457: Assist in service, maintenance and repair of electric truck/bus](#)

### Qualification Pack (QP) Parameters

<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Automotive Vehicle Service
<b>Occupation</b>	Technical Service & Repair
<b>Country</b>	India
<b>NSQF Level</b>	3
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/3115.0602
<b>Minimum Educational Qualification &amp; Experience</b>	8th Class Pass and pursuing continuous regular schooling OR 8th Class with 1 year of relevant experience OR 8th Class Pass + 2 years ITI OR 10th Class OR Certificate-NSQF (Automotive Washer L2) with 2 years of relevant experience
<b>Minimum Level of Education for Training in School</b>	
<b>Pre-Requisite License or Training</b>	Driving License and Basic Computer Skills
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	28 <sup>th</sup> July, 2022
<b>Next Review Date</b>	28 <sup>th</sup> July, 2025
<b>NSQC Approval Date</b>	28 <sup>th</sup> July, 2022
<b>Version</b>	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>	<b>8</b>	<b>6</b>	-	<b>3</b>
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
<b>NOS Total</b>	<b>50</b>	<b>30</b>	-	<b>20</b>

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	ASC/N9801
<b>NOS Name</b>	Organize work and resources (Service)
<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	30/09/2021
<b>Next Review Date</b>	30/09/2024
<b>Deactivation Date</b>	30/09/2024
<b>NSQC Clearance Date</b>	30/09/2021

## 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
<b>NOS Total</b>	<b>50</b>	<b>30</b>	<b>-</b>	<b>20</b>

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	ASC/N9802
<b>NOS Name</b>	Interact effectively with colleagues, customers and others
<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	30/09/2021
<b>Next Review Date</b>	25/11/2026
<b>Deactivation Date</b>	25/11/2026
<b>NSQC Clearance Date</b>	25/11/2021

## ASC/N1454: Assist in service, maintenance and repair of electric vehicle

### Description

This NOS unit is about assisting the technician in repair, routine servicing and maintenance of electric vehicle.

### Scope

The scope covers the following :

- Assist in preparation for service, maintenance and repair of the vehicle
- Assist in routine service and minor repairs
- Perform post service/repair/diagnostic activities

### Elements and Performance Criteria

#### *Assist in preparation for service, maintenance and repair of the vehicle*

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

- PC1. obtain the instructions from service technician related to work to be carried out on the electric vehicle
- PC2. identify the auto components related to the various aggregates in the electric vehicle
- PC3. ensure no HV (High Voltage) activity is being conducted around workstation prior to commencement of work
- PC4. collect workshop tools/measuring devices/equipment required to carry out job on electric vehicle and check their condition/calibration as per the instructions of service technician
- PC5. prepare the work area by cleaning and placing the tools/equipment in an organised manner
- PC6. assist in positioning the electrical vehicle on a suitable platform for service, maintenance and repair work and safeguard the working area during electrical work
- PC7. wear PPE according to nature of job to be performed on electric vehicle
- PC8. assist service technician in visual inspection of the electric vehicle to identify defects in HV components and indirect faults in electrical/electronic aggregate due to other system/component
- PC9. assist service technician in assessing the mechanical aggregates such as steering gear, suspension, axle, brakes, etc. of the electric vehicle for any external impact/bend/leak/incorrect level/wear & tear
- PC10. report the malfunctions/repairs in the electric vehicle beyond own scope to the concerned person

#### *Assist in routine service and minor repairs*

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

- PC11. work carefully to ensure no damage is caused to any aggregate/component of electric vehicle
- PC12. assist in dismantling or removing parts relevant to various mechanical aggregates of electric vehicle and place them securely as specified by OEM
- PC13. clean and condition dismantled mechanical and electrical components of electric vehicle prior to assembly

- PC14. assist in performing routine service/ maintenance (inspection/ correction/ adjustment/ cleaning/ lubrication) of electric vehicle/ aggregate
- PC15. perform routine service/ maintenance (change/ replenish/top-up - lubricants, fluids, coolant, filters etc.) and minor repair/ replacement (wheels, wiper, mud flap, brake pad, brake shoes, battery, wheel balancing etc.) in electric vehicle/aggregate under supervision of senior
- PC16. maintain the documentation related to inspection, servicing and minor repair performed on the electric vehicle

#### *Post service/repair/diagnostic activities*

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

- PC17. assist in checking the performance of electric vehicle/aggregate post repair
- PC18. check and confirm that battery charge, battery water, brake oil, gear oil, engine oil etc. are filled
- PC19. dispose of materials such as old batteries, scrap of failed parts/aggregates as per organization's policies
- PC20. 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 of the electric vehicle
- KU4. basic technology used in functioning of various systems and components of the electric vehicle including electrical machines and devices such as: DC/DC converters, AC motor, DC motor, charging systems etc.
- 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 electric vehicles such as: principles of storing electrical voltage, ohms law, voltage, current (AC/DC/HV), resistance, power, capacitance, electrostatics, magnetic, inductance, discrete electronic components, and radio frequency (automotive digital computers, automotive communication protocols such as CAN, LIN, MOST, etc.)
- KU7. use of relevant measuring device/equipment and interpretation of all relevant mathematical calculations
- KU8. various electrical and electronic signals such as electrical inputs, outputs, voltage, pulsewidth modulation, digital signal (including infra-red and fiber optics) etc.
- KU9. symbols, units and terms used in wiring diagrams associated with electrical/electric systems/components of the electric vehicle
- KU10. how to use a computer, online application and OEM technical information/assistance portals
- KU11. various sources of information available for assessing service and repair requirements of the electric vehicle including diagnostic displays, visual inspections, test drives,



- vehicle/equipment manufacturer specifications, and tolerance limits of components
- KU12. standard schedules and checklists recommended by the OEM/auto component manufacturer for servicing of electric vehicle
  - KU13. typical symptoms of common faults and failures of mechanical, electrical and electronic systems of the electric vehicle
  - KU14. safety, health and environmental policies and regulations for the workplace as well as for automotive trade in general
  - KU15. Standard Operating Procedures (SOPs) of the organization/ dealership for inspection and diagnosis of faults in the electric vehicle as prescribed by the OEM/components manufacturer
  - KU16. how to work on the HV systems which do not require isolation, troubleshooting and replacing parts on the active HV system
  - KU17. 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, oscilloscopes, etc.
  - KU18. various workshop tools/measuring devices/equipment required to carry out job on electric vehicle and their common errors or defects
  - KU19. documentation requirements for each procedure carried out as part of roles and responsibilities as specified by OEM/ auto component manufacturer
  - KU20. organizational/professional code of ethics and standards of practice
  - KU21. electrical hazards, protective measures and first aid: in case of electric shock, electrical arc in public grid or in an electrical vehicle, impact of electric current/arc, secondary accidents
  - KU22. five safety rules for electrical work on HV systems before starting the work i.e. isolate, safeguard reconnection, verify the non-live state, earth or short-circuit and shroud or safeguard adjacent live parts
  - KU23. safety requirements recommended by the OEM for equipment/electric vehicle components during diagnosis, troubleshooting and root cause analysis on various aggregates
  - KU24. legal regulations that need to be taken into account for handling electric vehicles in the workshop
  - KU25. Occupational Safety and Health (OSH) measures required for working on electric vehicle

## 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 and apply the information gathered from observation, experience, reasoning or communication to act efficiently
- GS5. identify potential workplace problems and take suitable action
- GS6. read various sources of information available for assessing service and repair requirements
- GS7. write any work-related information
- GS8. write in English/regional language

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assist in preparation for service, maintenance and repair of the vehicle</i>	5	14	-	6
PC1. obtain the instructions from service technician related to work to be carried out on the electric vehicle	-	1	-	1
PC2. identify the auto components related to the various aggregates in the electric vehicle	1	2	-	1
PC3. ensure no HV (High Voltage) activity is being conducted around workstation prior to commencement of work	1	1	-	-
PC4. collect workshop tools/measuring devices/equipment required to carry out job on electric vehicle and check their condition/calibration as per the instructions of service technician	1	2	-	1
PC5. prepare the work area by cleaning and placing the tools/equipment in an organised manner	-	1	-	-
PC6. assist in positioning the electrical vehicle on a suitable platform for service, maintenance and repair work and safeguard the working area during electrical work	-	1	-	-
PC7. wear PPE according to nature of job to be performed on electric vehicle	1	1	-	1
PC8. assist service technician in visual inspection of the electric vehicle to identify defects in HV components and indirect faults in electrical/electronic aggregate due to other system/component	-	2	-	1
PC9. assist service technician in assessing the mechanical aggregates such as steering gear, suspension, axle, brakes, etc. of the electric vehicle for any external impact/bend/leak/incorrect level/wear & tear	1	2	-	1
PC10. report the malfunctions/repairs in the electric vehicle beyond own scope to the concerned person	-	1	-	-
<i>Assist in routine service and minor repairs</i>	12	18	-	5
PC11. work carefully to ensure no damage is caused to any aggregate/component of electric vehicle				

PC12. assist in dismantling or removing parts relevant to various mechanical aggregates of electric vehicle and place them securely as specified by OEM				
PC13. clean and condition dismantled mechanical and electrical components of electric vehicle prior to assembly				
PC14. assist in performing routine service/ maintenance (inspection/ correction/ adjustment/ cleaning/ lubrication) of electric vehicle/ aggregate				
PC15. perform routine service/ maintenance (change/ replenish/top-up - lubricants, fluids, coolant, filters etc.) and minor repair/ replacement (wheels, wiper, mud flap, brake pad, brake shoes, battery, wheel balancing etc.) in electric vehicle/aggregate under supervision of senior				
PC16. maintain the documentation related to inspection, servicing and minor repair performed on the electric vehicle				
<i>Post service/repair/diagnostic activities</i>	<b>5</b>	<b>8</b>	<b>-</b>	<b>4</b>
PC17. assist in checking the performance of electric vehicle/aggregate post repair				
PC18. check and confirm that battery charge, battery water, brake oil, gear oil, engine oil etc. are filled				
PC19. dispose of materials such as old batteries, scrap of failed parts/aggregates as per organization's policies				
PC20. return leftover consumable/parts, tools/equipment, and report if any malfunctions are observed to the person concerned				
<b>NOS Total</b>	<b>30</b>	<b>50</b>	<b>-</b>	<b>20</b>

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	ASC/N1454
<b>NOS Name</b>	Assist in service, maintenance and repair of electric vehicle
<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Automotive Vehicle Service
<b>Occupation</b>	Technical Service & Repair
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	28 <sup>th</sup> July, 2022
<b>Next Review Date</b>	28 <sup>th</sup> July, 2025
<b>NSQC Clearance Date</b>	28 <sup>th</sup> July, 2022

## ASC/N1455: Assist in service, maintenance and repair of four wheeler electric/ hybrid vehicle

### Description

This NOS unit is about assisting the technician in repair, routine servicing and maintenance of the four wheeler electric/ hybrid vehicle.

### Scope

- Assist in preparation for service, maintenance and repair of the vehicle
- Assist in routine service and minor repairs
- Perform post service/repair/diagnostic activities

### Elements and Performance Criteria

#### *Assist in preparation for service, maintenance and repair of the vehicle*

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

- PC1. obtain the instructions from service technician related to work to be carried out on the four wheeler electric/ hybrid vehicle
- PC2. identify the auto components related to the various aggregates in the four wheeler electric/ hybrid vehicle
- PC3. ensure no HV (High Voltage) activity is being conducted around workstation prior to commencement of work
- PC4. collect workshop tools/measuring devices/equipment required to carry out job on four wheeler electric/ hybrid vehicle and check their condition/calibration as per the instructions of service technician
- PC5. prepare the work area by cleaning and placing the tools/equipment in an organised manner
- PC6. assist in positioning the four wheeler electric/hybrid vehicle on a suitable platform for service, maintenance and repair work and safeguard the working area during electrical work
- PC7. wear PPE according to nature of job to be performed on electric vehicle
- PC8. assist service technician in visual inspection of the four wheeler electric/hybrid vehicle to identify defects in HV components and indirect faults in electrical/electronic aggregate due to other system/component
- PC9. assist service technician in assessing the mechanical aggregates such as engine/traction motor, transmission, axles, brakes etc. of the four wheeler electric/ hybrid vehicle for any external impact/bend/leak/incorrect level/wear & tear
- PC10. report the malfunctions/repairs in the four wheeler electric/hybrid vehicle beyond own scope to the concerned person

#### *Assist in routine service and minor repairs*

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

- PC11. work carefully to ensure no damage is caused to any aggregate/component of four wheeler electric/hybrid vehicle
- PC12. assist in dismantling or removing parts relevant to various mechanical aggregates of four wheeler electric/hybrid vehicle and place them securely as specified by OEM

- PC13. clean and condition dismantled mechanical and electrical components of four wheeler electric/hybrid vehicle prior to assembly
- PC14. assist in performing routine service/ maintenance (inspection/ correction/ adjustment/ cleaning/ lubrication) of four wheeler electric/hybrid vehicle / aggregate
- PC15. perform routine service/ maintenance (change/ replenish/top-up - lubricants, fluids, coolant, filters etc.) and minor repair/ replacement (wheels, wiper, mud flap, brake pad, brake shoes, battery, wheel balancing etc.) in four wheeler electric/hybrid vehicle/aggregate under supervision of senior
- PC16. maintain the documentation related to inspection, servicing and minor repair performed on the four wheeler electric/hybrid vehicle

#### *Post service/repair/diagnostic activities*

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

- PC17. assist in checking the performance of four wheeler electric/hybrid vehicle/aggregate post repair
- PC18. check and confirm that battery charge, battery water, brake oil, gear oil, engine oil etc. are filled
- PC19. dispose of materials such as old batteries, scrap of failed parts/aggregates as per organization's policies
- PC20. 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 of the vehicle
- KU4. basic technology used in and functioning of various systems and components of the four wheeler electric/ hybrid vehicle such as engine, transmission, batteries, body management system, telematics, brake system, air-conditioning systems, active & passive safety system, media and other systems (including electrical machines and devices used in electric vehicles such as: generator, DC/AC and DC/DC converters, AC motor, DC motor, charging systems etc.)
- 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 four wheeler electric/ hybrid vehicle such as: principles of storing electrical voltage, ohms law, voltage, current (AC/DC/HV), resistance, power, capacitance, electrostatics, magnetic, inductance, discrete electronic components, and radio frequency (automotive digital computers, automotive communication protocols such as CAN, LIN, MOST, etc.)
- KU7. use of relevant measuring device/equipment and interpretation of all relevant mathematical

calculations

- KU8. various electrical and electronic signals such as electrical inputs, outputs, voltage, pulse width modulation, digital signal (including infra-red and fiber optics) etc.
- KU9. symbols, units and terms used in wiring diagrams associated with electrical/electric systems/components of the four wheeler electric/ hybrid vehicle
- KU10. how to use computer, on-line application and OEM technical information/assistance portals
- KU11. various sources of information available for assessing service and repair requirements of the four wheeler electric/ hybrid vehicle including diagnostic displays, visual inspections, test drives, vehicle/equipment manufacturer specifications, and tolerance limits of components
- KU12. standard schedules and checklists recommended by the OEM/auto component manufacturer for servicing of four wheeler electric/ hybrid vehicle
- KU13. typical symptoms of common faults and failures in four wheeler electric/ hybrid vehicle mechanical, electrical and electronic systems
- KU14. safety, health and environmental policies and regulations for the workplace as well as for automotive trade in general
- KU15. Standard Operating Procedures (SOPs) of the organization/ dealership for inspection and diagnosis of faults in a four wheeler electric/ hybrid vehicle as prescribed by the OEM/components manufacturer
- KU16. how to work on the HV systems which do not require isolation, troubleshooting and replacing parts on the active HV system
- KU17. 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, oscilloscopes etc.
- KU18. various workshop tools/measuring devices/equipment required to carry out job on four wheeler electric/ hybrid vehicle and their common errors or defects
- KU19. documentation requirements for each procedure carried out as part of roles and responsibilities as specified by OEM/auto component manufacturer
- KU20. organizational/professional code of ethics and standards of practice
- KU21. electrical hazards, protective measures and first aid: in case of electric shock, electrical arc in public grid or in the four wheeler electric/ hybrid vehicle, impact of electric current/arc, secondary accidents
- KU22. five safety rules for electrical work on HV systems before starting the work i.e. isolate, safeguard reconnection, verify the non-live state, earth or short-circuit and shroud or safeguard adjacent live parts
- KU23. safety requirements recommended by the OEM for equipment /four wheeler electric/ hybrid vehicle components during diagnosis, troubleshooting and root cause analysis on various aggregates
- KU24. legal regulations that need to be taken into account for handling four wheeler electric/ hybrid vehicle in the workshop
- KU25. Occupational Safety and Health (OSH) measures required for working on four wheeler electric/hybrid vehicle

## 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 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. write in English/regional language



## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assist in preparation for service, maintenance and repair of the vehicle</i>	5	14	-	6
PC1. obtain the instructions from service technician related to work to be carried out on the four wheeler electric/ hybrid vehicle	-	1	-	1
PC2. identify the auto components related to the various aggregates in the four wheeler electric/ hybrid vehicle	1	2	-	1
PC3. ensure no HV (High Voltage) activity is being conducted around workstation prior to commencement of work	1	1	-	-
PC4. collect workshop tools/measuring devices/equipment required to carry out job on four wheeler electric/ hybrid vehicle and check their condition/calibration as per the instructions of service technician	1	2	-	1
PC5. prepare the work area by cleaning and placing the tools/equipment in an organised manner	-	1	-	-
PC6. assist in positioning the four wheeler electric/ hybrid vehicle on a suitable platform for service, maintenance and repair work and safeguard the working area during electrical work	-	1	-	-
PC7. wear PPE according to nature of job to be performed on electric vehicle	1	1	-	1
PC8. assist service technician in visual inspection of the four wheeler electric/hybrid vehicle to identify defects in HV components and indirect faults in electrical/electronic aggregate due to other system/component	-	2	-	1
PC9. assist service technician in assessing the mechanical aggregates such as engine/traction motor, transmission, axles, brakes etc. of the four wheeler electric/ hybrid vehicle for any external impact/bend/leak/incorrect level/wear & tear	1	2	-	1
PC10. report the malfunctions/repairs in the four wheeler electric/hybrid vehicle beyond own scope to the concerned person	-	1	-	-
<i>Assist in routine service and minor repairs</i>	12	18	-	5

PC11. work carefully to ensure no damage is caused to any aggregate/component of four wheeler electric/hybrid vehicle				
PC12. assist in dismantling or removing parts relevant to various mechanical aggregates of four wheeler electric/hybrid vehicle and place them securely as specified by OEM				
PC13. clean and condition dismantled mechanical and electrical components of four wheeler electric/hybrid vehicle prior to assembly				
PC14. assist in performing routine service/ maintenance (inspection/ correction/ adjustment/ cleaning/ lubrication) of four wheeler electric/hybrid vehicle / aggregate				
PC15. perform routine service/ maintenance (change/ replenish/top-up - lubricants, fluids, coolant, filters etc.) and minor repair/ replacement (wheels, wiper, mud flap, brake pad, brake shoes, battery, wheel balancing etc.) in four wheeler electric/hybrid vehicle/aggregate under supervision of senior				
PC16. maintain the documentation related to inspection, servicing and minor repair performed on the four wheeler electric/hybrid vehicle				
<i>Post service/repair/diagnostic activities</i>	<b>5</b>	<b>8</b>	<b>-</b>	<b>4</b>
PC17. assist in checking the performance of four wheeler electric/hybrid vehicle/aggregate post repair				
PC18. check and confirm that battery charge, battery water, brake oil, gear oil, engine oil etc. are filled				
PC19. dispose of materials such as old batteries, scrap of failed parts/aggregates as per organization's policies				
PC20. return leftover consumable/parts, tools/equipment, and report if any malfunctions are observed to the person concerned				
<b>NOS Total</b>	<b>30</b>	<b>50</b>	<b>-</b>	<b>20</b>

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	ASC/N1455
<b>NOS Name</b>	Assist in service, maintenance and repair of four wheeler electric / hybrid vehicle
<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Automotive Vehicle Service
<b>Occupation</b>	Technical Service & Repair
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	28 <sup>th</sup> July, 2022
<b>Next Review Date</b>	28 <sup>th</sup> July, 2025
<b>NSQC Clearance Date</b>	28 <sup>th</sup> July, 2022

## ASC/N1456: Assist in service, maintenance and repair of two/three wheeler electric vehicle

### Description

This NOS unit is about assisting the technician in repair, routine servicing and maintenance of two/three wheeler electric vehicle.

### Scope

The scope covers the following :

- Assist in preparation for service, maintenance and repair of the vehicle
- Assist in routine service and minor repairs
- Perform post service/repair/diagnostic activities

### Elements and Performance Criteria

#### *Assist in preparation for service, maintenance and repair of the vehicle*

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

- PC1. obtain the instructions from service technician related to work to be carried out on the two/three wheeler electric vehicle
- PC2. identify the auto components related to the various aggregates in the two/three wheeler electric vehicle
- PC3. ensure no HV (High Voltage) activity is being conducted around workstation prior to commencement of work
- PC4. collect workshop tools/measuring devices/equipment required to carry out job on two/three wheeler electric vehicle and check their condition/calibration as per the instructions of service technician
- PC5. prepare the work area by cleaning and placing the tools/equipment in an organised manner
- PC6. assist in positioning the two/three wheeler electric vehicle on a suitable platform for service, maintenance and repair work and safeguard the working area during electrical work
- PC7. wear PPE according to nature of job to be performed on electric vehicle
- PC8. assist service technician in visual inspection of the two/three wheeler electric vehicle to identify defects in HV components and indirect faults in electrical/electronic aggregate due to other system/component
- PC9. assist service technician in assessing the mechanical aggregates such as brakes, suspension, axles etc. of the two/three wheeler electric vehicle for any external impact/bend/leak/incorrect level/wear & tear
- PC10. report the malfunctions/repairs in the two/three wheeler electric vehicle beyond own scope to the concerned person

#### *Assist in routine service and minor repairs*

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

- PC11. work carefully to ensure no damage is caused to any aggregate/component of two/three wheeler electric vehicle

- PC12. assist in dismantling or removing parts relevant to various mechanical aggregates of two/three wheeler electric vehicle and place them securely as specified by OEM
- PC13. clean and condition dismantled mechanical and electrical components of two/three wheeler electric vehicle prior to assembly
- PC14. assist in performing routine service/ maintenance (inspection/ correction/ adjustment/ cleaning/ lubrication) of two/three wheeler electric vehicle / aggregate
- PC15. perform routine service/ maintenance (change/ replenish/top-up - lubricants, fluids, coolant, filters etc.) and minor repair/ replacement (wheels, brake pad, brake shoes, headlight, battery etc.) in two/three wheeler electric vehicle/aggregate under supervision of senior
- PC16. maintain the documentation related to inspection, servicing and minor repair performed on the two/three wheeler electric vehicle

#### *Post service/repair/diagnostic activities*

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

- PC17. assist in checking the performance of two/three wheeler electric vehicle/aggregate post repair
- PC18. check and confirm that battery charge, battery water, brake oil, gear oil, engine oil etc. are filled
- PC19. dispose of materials such as old batteries, scrap of failed parts/aggregates as per organization's policies
- PC20. 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 two/three wheeler electric vehicle, 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 same
- KU4. basic technology used in and functioning of various systems and components of the two/three wheeler electric vehicle system such as: brakes, suspension, steering, hub drive/chain drive, etc. including electrical machines and devices used in electric vehicles such as: generator, DC/AC and DC/DC converters, Drive motor/hub, charging systems, regenerative braking, etc.
- 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 two/three wheeler electric vehicles such as: principles of storing electrical voltage, ohms law, voltage, current (AC/DC/HV), resistance, power, capacitance, electrostatics, magnetic, inductance, discrete electronic components, and radio frequency (automotive digital computers, automotive communication protocols such as CAN, LIN, etc.)
- KU7. use of relevant measuring device/equipment and interpretation of all relevant mathematical

calculations

- KU8. various electrical and electronic signals such as electrical inputs, outputs, voltage, pulse width modulation, digital signal, etc.
- KU9. symbols, units and terms used in wiring diagrams associated with electrical/electric systems/components of the two/three wheeler electric vehicle
- KU10. how to use computer, on-line application and OEM technical information/assistance portals
- KU11. various sources of information available for assessing service and repair requirements of the two/three wheeler electric vehicle including diagnostic displays, visual inspections, test drives, vehicle/equipment manufacturer specifications, and tolerance limits of components
- KU12. standard schedules and checklists recommended by the OEM/auto component manufacturer for servicing of two/three wheeler electric vehicle or components
- KU13. typical symptoms of common faults and failures in vehicle mechanical, electrical and electronic systems of two/three wheeler electric vehicle
- KU14. safety, health and environmental policies and regulations for the workplace as well as for automotive trade in general
- KU15. Standard Operating Procedures (SOPs) of the organization/ dealership for inspection and diagnosis of faults in a two/three wheeler electric vehicle as prescribed by the OEM/components manufacturer
- KU16. how to work on the HV systems which do not require isolation, troubleshooting and replacing parts on the active HV system
- KU17. 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, oscilloscopes etc.
- KU18. various workshop tools/measuring devices/equipment required to carry out job on two/three wheeler electric vehicle and their common errors or defects
- KU19. documentation requirements for each procedure carried out as part of roles and responsibilities as specified by OEM/ auto component manufacturer
- KU20. organizational/professional code of ethics and standards of practice
- KU21. electrical hazards, protective measures and first aid: in case of electric shock, electrical arc in public grid or in two/three wheeler electric vehicle, impact of electric current/arc, secondary accidents
- KU22. five safety rules for electrical work on HV systems before starting the work i.e. isolate, safeguard reconnection, verify the non-live state, earth or short-circuit and shroud or safeguard adjacent live parts
- KU23. safety requirements recommended by the OEM for equipment/two/three wheeler electric vehicle components during diagnosis, troubleshooting and root cause analysis on various aggregates
- KU24. legal regulations that need to be taken into account for handling two/three wheeler electric vehicle in the workshop
- KU25. Occupational Safety and Health (OSH) measures required for working on two/three wheeler electric vehicle

## 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 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. write in English/regional language

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assist in preparation for service, maintenance and repair of the vehicle</i>	5	14	-	6
PC1. obtain the instructions from service technician related to work to be carried out on the two/three wheeler electric vehicle	-	1	-	1
PC2. identify the auto components related to the various aggregates in the two/three wheeler electric vehicle	1	2	-	1
PC3. ensure no HV (High Voltage) activity is being conducted around workstation prior to commencement of work	1	1	-	-
PC4. collect workshop tools/measuring devices/equipment required to carry out job on two/three wheeler electric vehicle and check their condition/calibration as per the instructions of service technician	1	2	-	1
PC5. prepare the work area by cleaning and placing the tools/equipment in an organised manner	-	1	-	-
PC6. assist in positioning the two/three wheeler electric vehicle on a suitable platform for service, maintenance and repair work and safeguard the working area during electrical work	-	1	-	-
PC7. wear PPE according to nature of job to be performed on electric vehicle	1	1	-	1
PC8. assist service technician in visual inspection of the two/three wheeler electric vehicle to identify defects in HV components and indirect faults in electrical/electronic aggregate due to other system/component	-	2	-	1
PC9. assist service technician in assessing the mechanical aggregates such as brakes, suspension, axles etc. of the two/three wheeler electric vehicle for any external impact/bend/leak/incorrect level/wear & tear	1	2	-	1
PC10. report the malfunctions/repairs in the two/three wheeler electric vehicle beyond own scope to the concerned person	-	1	-	-
<i>Assist in routine service and minor repairs</i>	12	18	-	5



PC11. work carefully to ensure no damage is caused to any aggregate/component of two/three wheeler electric vehicle				
PC12. assist in dismantling or removing parts relevant to various mechanical aggregates of two/three wheeler electric vehicle and place them securely as specified by OEM				
PC13. clean and condition dismantled mechanical and electrical components of two/three wheeler electric vehicle prior to assembly				
PC14. assist in performing routine service/ maintenance (inspection/ correction/ adjustment/ cleaning/ lubrication) of two/three wheeler electric vehicle / aggregate				
PC15. perform routine service/ maintenance (change/ replenish/top-up - lubricants, fluids, coolant, filters etc.) and minor repair/ replacement (wheels, brake pad, brake shoes, headlight, battery etc.) in two/three wheeler electric vehicle/aggregate under supervision of senior				
PC16. maintain the documentation related to inspection, servicing and minor repair performed on the two/three wheeler electric vehicle				
<i>Post service/repair/diagnostic activities</i>	<b>5</b>	<b>8</b>	<b>-</b>	<b>4</b>
PC17. assist in checking the performance of two/three wheeler electric vehicle/aggregate post repair				
PC18. check and confirm that battery charge, battery water, brake oil, gear oil, engine oil etc. are filled				
PC19. dispose of materials such as old batteries, scrap of failed parts/aggregates as per organization's policies				
PC20. return leftover consumable/parts, tools/equipment, and report if any malfunctions are observed to the person concerned				
<b>NOS Total</b>	<b>30</b>	<b>50</b>	<b>-</b>	<b>20</b>

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	ASC/N1456
<b>NOS Name</b>	Assist in service, maintenance and repair of two/three wheeler electric vehicle
<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Automotive Vehicle Service
<b>Occupation</b>	Technical Service & Repair
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	28 <sup>th</sup> July, 2022
<b>Next Review Date</b>	28 <sup>th</sup> July, 2025
<b>NSQC Clearance Date</b>	28 <sup>th</sup> July, 2022

## ASC/N1457: Assist in service, maintenance and repair of electric truck/bus

### Description

This NOS unit is about assisting the technician in repair, routine servicing and maintenance of electric truck/bus.

### Scope

The scope covers the following :

- Assist in preparation for service, maintenance and repair of the vehicle
- Assist in routine service and minor repairs
- Perform post service/repair/diagnostic activities

### Elements and Performance Criteria

#### *Assist in preparation for service, maintenance and repair of the vehicle*

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

- PC1. obtain the instructions from service technician related to work to be carried out on the electric truck/bus
- PC2. identify the auto components related to the various aggregates in the electric truck/bus
- PC3. ensure no HV (High Voltage) activity is being conducted around workstation prior to commencement of work
- PC4. collect workshop tools/measuring devices/equipment required to carry out job on electric truck/bus and check their condition/calibration as per the instructions of service technician
- PC5. prepare the work area by cleaning and placing the tools/equipment in an organised manner
- PC6. assist in positioning the electric truck/bus on a suitable platform for service, maintenance and repair work and safeguard the working area during electrical work
- PC7. wear PPE according to nature of job to be performed on electric vehicle
- PC8. assist service technician in visual inspection of the electric truck/bus to identify defects in HV components and indirect faults in electrical/electronic aggregate due to other system/component
- PC9. assist service technician in assessing the mechanical aggregates such as brakes, suspension, axles, transmission, steering etc. of the electric truck/bus for any external impact/bend/leak/incorrect level/wear & tear
- PC10. report the malfunctions/repairs in the electric truck/bus beyond own scope to the concerned person

#### *Assist in routine service and minor repairs*

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

- PC11. work carefully to ensure no damage is caused to any aggregate/component of electric truck/bus
- PC12. assist in dismantling or removing parts relevant to various mechanical aggregates of electric truck/bus and place them securely as specified by OEM

- PC13. clean and condition dismantled mechanical and electrical components of electric truck/bus prior to assembly
- PC14. assist in performing routine service/ maintenance (inspection/ correction/ adjustment/ cleaning/ lubrication) of electric truck/bus
- PC15. perform routine service/ maintenance (change/ replenish/top-up - lubricants, fluids, coolant, filters etc.) and minor repair/ replacement (wheels, wiper, mud flap, brake pad, brake shoes, battery, wheel balancing etc.) in electric truck/bus under supervision of senior
- PC16. maintain the documentation related to inspection, servicing and minor repair performed on the electric truck/bus

#### *Post service/repair/diagnostic activities*

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

- PC17. assist in checking the performance of electric truck/bus post repair
- PC18. check and confirm that battery charge, battery water, brake oil, gear oil, engine oil etc. are filled
- PC19. dispose of materials such as old batteries, scrap of failed parts/aggregates as per organization's policies
- PC20. 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 electric truck/bus, 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 same
- KU4. basic technology used in and functioning of various systems of the electric truck/bus such as brakes, suspension, steering, body management system, telematics, air- conditioning systems, active & passive safety system, media and other systems brakes, suspension, steering, etc. including electrical devices used in electric vehicles such as: generator, DC/AC and DC/DC converters, AC motor, DC motor, regenerative brakes, etc.
- 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 electric truck/bus such as: principles of storing electrical voltage, ohms law, voltage, current (AC/DC/HV), resistance, power, capacitance, electrostatics, magnetic, inductance, discrete electronic components, and radio frequency (automotive digital computers, automotive communication protocols such as CAN, LIN, MOST, etc.)
- KU7. use of relevant measuring device/equipment and interpretation of all relevant mathematical calculations
- KU8. various electrical and electronic signals such as electrical inputs, outputs, voltage, pulse width modulation, digital signal, etc.
- KU9. symbols, units and terms used in wiring diagrams associated with electrical/electric

systems/components of the electric truck/bus

- KU10. how to use computer, on-line application and OEM technical information/assistance portals
- KU11. various sources of information available for assessing service and repair requirements of the electric truck/bus including diagnostic displays, visual inspections, test drives, vehicle/equipment manufacturer specifications, and tolerance limits of components
- KU12. standard schedules and checklists recommended by the OEM/auto component manufacturer for servicing of electric truck/bus or components
- KU13. typical symptoms of common faults and failures in vehicle mechanical, electrical and electronic systems
- KU14. safety, health and environmental policies and regulations for the workplace as well as for automotive trade in general
- KU15. Standard Operating Procedures (SOPs) of the organization/ dealership for inspection and diagnosis of faults in a electric truck/bus as prescribed by the OEM/components manufacturer
- KU16. how to work on the HV systems which do not require isolation, troubleshooting and replacing parts on the active HV system
- KU17. 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, oscilloscopes etc.
- KU18. various workshop tools/measuring devices/equipment required to carry out job on electric vehicle and their common errors or defects
- KU19. documentation requirements for each procedure carried out as part of roles and responsibilities as specified by OEM/ auto component manufacturer
- KU20. organizational/professional code of ethics and standards of practice
- KU21. electrical hazards, protective measures and first aid: in case of electric shock, electrical arc in public grid or in an electric truck/bus, impact of electric current/arc, secondary accidents
- KU22. five safety rules for electrical work on HV systems before starting the work i.e. isolate, safeguard reconnection, verify the non-live state, earth or short-circuit and shroud or safeguard adjacent live parts
- KU23. safety requirements recommended by the OEM for equipment /electric truck/bus components during diagnosis, troubleshooting and root cause analysis on various aggregates
- KU24. legal regulations that need to be taken into account for handling electric truck/bus in the workshop
- KU25. Occupational Safety and Health (OSH) measures required for working on electric truck/bus

## 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 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. write in English/regional language

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assist in preparation for service, maintenance and repair of the vehicle</i>	5	14	-	6
PC1. obtain the instructions from service technician related to work to be carried out on the electric truck/bus	-	1	-	1
PC2. identify the auto components related to the various aggregates in the electric truck/bus	1	2	-	1
PC3. ensure no HV (High Voltage) activity is being conducted around workstation prior to commencement of work	1	1	-	-
PC4. collect workshop tools/measuring devices/equipment required to carry out job on electric truck/bus and check their condition/calibration as per the instructions of service technician	1	2	-	1
PC5. prepare the work area by cleaning and placing the tools/equipment in an organised manner	-	1	-	-
PC6. assist in positioning the electric truck/bus on a suitable platform for service, maintenance and repair work and safeguard the working area during electrical work	-	1	-	-
PC7. wear PPE according to nature of job to be performed on electric vehicle	1	1	-	1
PC8. assist service technician in visual inspection of the electric truck/bus to identify defects in HV components and indirect faults in electrical/electronic aggregate due to other system/component	-	2	-	1
PC9. assist service technician in assessing the mechanical aggregates such as brakes, suspension, axles, transmission, steering etc.of the electric truck/bus for any external impact/bend/leak/incorrect level/wear & tear	1	2	-	1
PC10. report the malfunctions/repairs in the electric truck/bus beyond own scope to the concerned person	-	1	-	-
<i>Assist in routine service and minor repairs</i>	12	18	-	5
PC11. work carefully to ensure no damage is caused to any aggregate/component of electric truck/bus				

PC12. assist in dismantling or removing parts relevant to various mechanical aggregates of electric truck/bus and place them securely as specified by OEM				
PC13. clean and condition dismantled mechanical and electrical components of electric truck/bus prior to assembly				
PC14. assist in performing routine service/ maintenance (inspection/ correction/ adjustment/ cleaning/ lubrication) of electric truck/bus				
PC15. perform routine service/ maintenance (change/ replenish/top-up - lubricants, fluids, coolant, filters etc.) and minor repair/ replacement (wheels, wiper, mud flap, brake pad, brake shoes, battery, wheel balancing etc.) in electric truck/bus under supervision of senior				
PC16. maintain the documentation related to inspection, servicing and minor repair performed on the electric truck/bus				
<i>Post service/repair/diagnostic activities</i>	<b>5</b>	<b>8</b>	<b>-</b>	<b>4</b>
PC17. assist in checking the performance of electric truck/bus post repair				
PC18. check and confirm that battery charge, battery water, brake oil, gear oil, engine oil etc. are filled				
PC19. dispose of materials such as old batteries, scrap of failed parts/aggregates as per organization's policies				
PC20. return leftover consumable/parts, tools/equipment, and report if any malfunctions are observed to the person concerned				
<b>NOS Total</b>	<b>30</b>	<b>50</b>	<b>-</b>	<b>20</b>



## National Occupational Standards (NOS) Parameters

NOS Code	ASC/N1457
NOS Name	Assist in service, maintenance and repair of electric truck/bus
Sector	Automotive
Sub-Sector	Automotive Vehicle Service
Occupation	Technical Service & Repair
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	28 <sup>th</sup> July, 2022
Next Review Date	28 <sup>th</sup> July, 2025
NSQC Clearance Date	28 <sup>th</sup> July, 2022

## 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/N1454.Carry out routine service or minor repairs and assist in diagnosis	30	50	-	20	100	25
<b>Total</b>	<b>130</b>	<b>110</b>	<b>-</b>	<b>60</b>	<b>300</b>	<b>50</b>

Elective: 1 Four Wheeler Electric Vehicle Service technician

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
ASC/N1455.Carry out routine service or minor repairs on four wheeler electric/ hybrid vehicle and assist in diagnosis	30	50	-	20	100	50
<b>Total</b>	<b>30</b>	<b>50</b>	<b>0</b>	<b>20</b>	<b>100</b>	<b>50</b>

Elective: 2 Two/Three wheeler Electric Vehicle Service technician

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
ASC/N1456.Carry out routine service or minor repairs on two/three wheeler electric vehicle and assist in diagnosis	30	50	-	20	100	50
<b>Total</b>	<b>30</b>	<b>50</b>	<b>0</b>	<b>20</b>	<b>100</b>	<b>50</b>

Elective: 3 Electric Truck/Bus Service technician

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
ASC/N1457.Carry out routine service or minor repairs on electric truck/bus and assist in diagnosis	30	50	-	20	100	50
<b>Total</b>	<b>30</b>	<b>50</b>	<b>0</b>	<b>20</b>	<b>100</b>	<b>50</b>

## 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

## Glossary

<b>Sector</b>	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.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	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.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	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.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	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.
<b>Scope</b>	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.
<b>Knowledge and Understanding (KU)</b>	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.

<b>Organisational Context</b>	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.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	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.
<b>Electives</b>	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.
<b>Options</b>	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.