



Model Curriculum

QP Name: Automotive Spare Parts Operations Assistant

QP Code: ASC/Q1501

QP Version: 2.0

NSQF Level: 3

Model Curriculum Version: 1.0

Automotive Skill Development Council
Leela Building, 153 GF, Okhla Phase III, Okhla Industrial Area, New Delhi, Delhi 110020

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Training Parameters

Sector	Automotive
Sub-Sector	Automotive Vehicle Service
Occupation	Spare Parts Operations
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4321.0101
Minimum Educational Qualification & Experience	8th Class with 1 year of relevant experience OR Certificate-NSQF (Automotive Packing Assistant Level 2) with 1 Year of experience
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	31/08/2021
Next Review Date	31/08/2024
NSQC Approval Date	31/08/2021
Version	2.0
Model Curriculum Creation Date	31/08/2021
Model Curriculum Valid Up to Date	31/08/2024
Model Curriculum Version	1.0
Minimum Duration of the Course	304 Hours, 0 Minutes
Maximum Duration of the Course	304 Hours, 0 Minutes

Program Overview

This section summarizes the end objectives of the program along with its duration.

Training Outcomes

At the end of the program, the learner should have acquired the listed knowledge and skills.

- Work effectively and efficiently as per schedules and timelines.
- Implement safety practices.
- Optimize the use of resources.
- Communicate effectively using interpersonal skills.
- Identify the role, responsibilities and scope of work of an automotive spare parts operations assistant.
- Demonstrate how to store, issue and maintain spare parts under supervision.

Compulsory Modules

The table lists the modules and their duration corresponding to the Compulsory NOS of the QP.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
Bridge Module	08:00	00:00			08:00
Module 1: Introduction to the role of Automotive Spare Parts Operations Assistant	08:00	0:00	-	-	08:00
ASC/N9801: Organize Work and Resources (Service) NOS Version No. 1.0 NSQF Level 3	16:00	24:00	-	-	40:00
Module 2: Work effectively and efficiently	08:00	16:00	-	-	24:00
Module 3: Optimize resource utilization	08:00	08:00	-	-	16:00
ASC/N9802: Interact Effectively with Colleagues, Customers and Others NOS Version No. 1.0 NSQF Level 3	16:00	24:00	-	-	40:00
Module 4: Communicate effectively and efficiently	16:00	24:00	-	-	40:00
ASC/N1501: Assist in storage, issuance and maintenance of spare parts NOS Version No. 2.0	60:00	156:00	-	-	216:00

NSQF Level 3					
Module 5 : Provide Assistance for Managing Spare Parts	60:00	156:00	-	-	216:00
Total Duration	100:00	204:00	-	-	304:00

Module Details

Module 1- Introduction to the Role of an Automotive Spare Parts Operations Assistant

Bridge Module

Terminal Outcomes:

- Identify the role, responsibilities and scope of work of an automotive spare parts operations assistant.
- Identify the importance of following process, policies, and procedures.

Duration: 08:00	Duration: 0:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none">• Describe the role and responsibilities of an automotive spare parts operations assistant.• List the schedules and checklists pertaining to spare parts use and repairs.• Explain about Automotive Industry in India, workshop structure and role and responsibilities of different people in the workshop.• Elaborate standard operating procedures (SOPs) regarding receiving vehicles, opening job card, allocation of work, invoicing, vehicle delivery, handling complaints etc.• Describe how to work as per organisational and professional code of ethics and standards of practice.• Outline the safety, health and environment policies to be followed for the automotive sector.• Discuss SOPs recommended by OEM w.r.t. spare parts storage, issuance and maintenance in the vehicle.	
Classroom Aids:	
Laptop, white board, marker, projector	
Tools, Equipment and Other Requirements	
PPE kit, job card, protective covers of vehicle, hand tools, spare parts, equipment, etc.	

Module 2 - Work Effectively and Efficiently

Mapped to NOS ASC/N9801 v1.0

Terminal Outcomes:

- Employ appropriate ways to maintain a safe and secure working environment.
- Perform work as per the quality standards.

Duration: <08:00>	Duration: <16:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> ● Outline the organizational structure to be followed to report about health, safety and security breaches to the concerned authorities. ● List the potential workplace related risks and hazards, their causes and preventions. ● State the methods to keep the work area clean and tidy. ● Discuss how to complete the given work within the stipulated time period. ● Explain how to maintain a proper balance between team and individual goals. ● Discuss epidemics and pandemics and their impact on society at large. ● Discuss the significance of conforming to basic hygiene practices such as washing hands, using alcohol-based hand sanitizers. ● Discuss the use of proper PPE for maintaining health and hygiene at workplace and the process of wearing/discarding them. ● Define self-quarantine or self-isolation. ● Discuss the importance of identifying and reporting symptoms to the concerned authorities. ● Explain the significance of following prescribed rules and guidelines during an epidemic or a pandemic. ● Discuss organizational hygiene and sanitation guidelines and ways of reporting breaches/gaps if any. ● Discuss the ways of dealing with stress and anxiety during an epidemic or a pandemic. 	<ul style="list-style-type: none"> ● Perform routine cleaning of tools, equipment and machines. ● Employ various techniques for checking malfunctions in the equipment as per Standard Operating Procedure (SOP). ● Apply basic housekeeping practices to ensure that the work area is clean, such as mopping spills and leaks, cleaning grease stains etc. ● Demonstrate how to evacuate the workplace in case of an emergency. ● Show how to sanitize and disinfect one's work area regularly. ● Demonstrate the correct way of washing hands using soap and water. ● Demonstrate the correct way of sanitizing hands using alcohol-based hand rubs. ● Display the correct way of wearing and removing PPE such as face masks, hand gloves, face shields, PPE suits, etc. ● Demonstrate appropriate social and behavioural etiquette (greeting and meeting people, spitting/coughing/sneezing, etc.). ● Prepare a list of relevant hotline/emergency numbers.
Classroom Aids:	
White board/black board marker/chalk, duster, computer or Laptop attached to LCD projector	
Tools, Equipment and Other Requirements	

Personal Protection Equipment: safety glasses, head protection, rubber gloves, safety footwear, warning signs and tapes, fire extinguisher and first aid kit

Sanitization kit, disinfectants, alcohol-based sanitizers, different types of face masks, shields, suits, etc.

Module 3 - Optimize Resource Utilization

Mapped to NOS ASC/N9801 v1.0

Terminal Outcomes:

- Use the resources efficiently.
- Apply conservation practices at the workplace.

Duration: <08:00>	Duration: <08:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> ● Explain the ways to optimize usage of resources. ● Discuss various methods of waste management and its disposal. ● List the different categories of waste for the purpose of segregation ● Differentiate between recyclable and non-recyclable waste ● State the importance of using appropriate colour dustbins for different types of waste. ● Discuss the common sources of pollution and ways to minimize it. 	<ul style="list-style-type: none"> ● Perform basic checks to identify any spills and leaks and that need to be plugged /stopped. ● Demonstrate different disposal techniques depending upon different types of waste. ● Employ different ways to check if equipment/machines are functioning as per requirements and report malfunctioning, if observed. ● Employ ways for efficient utilization of material and water ● Use energy efficient electrical appliances and devices to ensure energy conservation
Classroom Aids:	
White board/black board marker/chalk, duster, computer or Laptop attached to LCD projector	
Tools, Equipment and Other Requirements	
Different type of waste bins to collect and segregate waste for disposal	

Module 4 - Communicate Effectively and Efficiently

Mapped to NOS ASC/N9802 v1.0

Terminal Outcomes:

- Use effective communication and interpersonal skills.
- Apply sensitivity while interacting with different genders and people with disabilities.

Duration: <16:00>	Duration: <24:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> ● Explain the organizational structure for communicating with colleagues, seniors and others. ● Discuss the ways to adjust the communication styles to reflect sensitivity towards gender and persons with disability (PwD). ● Explain the importance of respecting personal space of colleagues and customers. ● State the procedure to receive work instructions and report problems to the supervisor. ● List the various organizational policies and procedures to be followed at the workplace. ● Describe different ways to rectify commonly occurring errors. ● Explain the importance of complying with the instructions/guidelines and procedures while performing tasks related to the job specifications. ● Discuss the importance of PwD and gender sensitization. 	<ul style="list-style-type: none"> ● Employ different means of communication depending upon the requirement while interacting with others. ● Demonstrate using new ways to maintain good relationships with colleagues and supervisor. ● Prepare a sample report to send the work status to the supervisor. ● Demonstrate how to communicate with different genders and persons with disability (PwD) in a sensitive manner.
Classroom Aids:	
White board/black board marker/chalk, duster, computer or Laptop attached to LCD projector	
Tools, Equipment and Other Requirements	
Sample of escalation matrix, organization structure.	

Module 5 - Provide Assistance for Managing Spare Parts

Mapped to NOS ASC/N1501, v2.0

Terminal Outcomes:

- Perform the steps for unloading and binning spare parts as per requirements.
- Carry out inventory/stock management at the storage facility.
- Demonstrate how to process orders under supervision.

Duration: 60:00	Duration: 156:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain how to collect job details and material requirements (spare parts, lubricants, fluids etc.) from the supervisor or other concerned departments. • Discuss the use of different components/aggregates and their specifications as per auto component manufacturer. • Interpret the storage layout, plan and guidelines. • Discuss the storage facility operations, procedures and processes with the supervisor. • Explain the SOPs recommended by OEM for using tools and equipment commonly used for packaging, loading and unloading of spare parts and items/materials. • Discuss necessary precautions to be considered while handling spare parts and lubricant/fluid containers during unloading/loading • List the tools, equipment and PPE for unloading/loading the spare parts, lubricant/fluid. • Emphasize on the importance of timely reporting any damages/discrepancies in materials received to the person concerned • Describe the guidelines and standards procedures for binning of spare parts and other items at the designated place and plan. • Highlight the significance of following the 5S principle for maintenance of the storage facility. • Explain how to use the spare parts catalogue for identifying part number as per a requirement and vehicle specification. 	<ul style="list-style-type: none"> • Demonstrate how to unload and bin spare parts, lubricant/fluid containers adhering to standards safety precautions and regulations and using correct techniques. • Implement proper ways of using appropriate tools, equipment and material to make tamper-proof packaging of cartons and label them as per requirement. • Perform the steps for unboxing received materials to ensure that it matches the invoice. • Employ proper techniques for disposal of left-over packing material after unloading and binning. • Demonstrate how to physically verify, under supervision, the received and stored inventory at regular intervals as per organisation's policy. • Implement appropriate ways for identifying damaged or dead/obsolete items to be moved/shifted to a least accessible location such that enough space is vacated for storing of moving stock at an easily accessible location. • Employ proper techniques for recording and documenting stock of damaged or dead/obsolete items as well as good items and segregate such items from moving items using storage boxes-bins, plastic separators. • Perform steps to carry out periodic maintenance and upkeep of spare, equipment, components and stored items, such as rotate tyre, in rack to avoid flat spot or other such damage. • Demonstrate how to read and interpret the requisition slip for locating and picking up correct spare parts as per requirements or as instructed by the supervisor.

<ul style="list-style-type: none"> • Discuss with the supervisor how to process orders and move spare parts from one location to other as instructed. • Describe how to prepare for the next day based on appointments communicated by the supervisor and keep the spare parts and kit ready. • Emphasize on the importance of evidence for scrapping and disposing dead/obsolete items as per organisational norms and submit these to the supervisor. 	<ul style="list-style-type: none"> • Implement proper disposal methods for disposing scrap dead/obsolete items using suitable tools.
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Classroom Aids:

Laptop, white board, marker, projector

Tools, Equipment and Other Requirements

PPE kit, job card, protective covers of vehicle, hand tools, equipment, spare parts, etc.

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
ITI	Mechanic Motor Vehicle	3	Four Wheeler Service	1	Four Wheeler Service	NA
ITI	Mechanic Motor Vehicle	4	Four Wheeler Service	0	Four Wheeler Service	NA
Diploma	Automobile Engineering/ Mechanical Engineering	2	Four Wheeler Service	1	Four Wheeler Service	NA
Diploma	Automobile Engineering/ Mechanical Engineering	3	Four Wheeler Service	0	Four Wheeler Service	NA
Certificate-NSQF	Spare Parts Operations Lead Technician Level 5	2	Spare Parts	1	Spare Parts	NA

Trainer Certification	
Domain Certification	Platform Certification
“Automotive spare parts operations assistant”, QP: “ASC/Q1501”, minimum accepted score is 80%	“Trainer”, “MEP/Q2601” with scoring of minimum 80%

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
ITI	Mechanic Motor Vehicle	4	Four Wheeler Service	1	Four Wheeler Service	NA
ITI	Mechanic Motor Vehicle	5	Four Wheeler Service	0	Four Wheeler Service	NA
Diploma	Automobile Engineering/ Mechanical Engineering	3	Four Wheeler Service	1	Four Wheeler Service	NA
Diploma	Automobile Engineering/ Mechanical Engineering	4	Four Wheeler Service	0	Four Wheeler Service	NA
Certificate-NSQF	Spare Parts Operations Lead Technician Level 5	3	Spare Parts	1	Spare Parts	NA

Assessor Certification	
Domain Certification	Platform Certification
“Automotive spare parts operations assistant”, QP: “ASC/Q1501”, minimum accepted score is 80%	“Assessor”, “MEP/Q2701” with scoring of minimum 80%

Assessment Strategy

1. Assessment System Overview:

- Batches assigned to the assessment agencies for conducting the assessment on SIP or email
- Assessment agencies send the assessment confirmation to VTP/TC looping SSC
- Assessment agency deploys the ToA certified Assessor for executing the assessment
- SSC monitors the assessment process & records

2. Testing Environment – The assessor should:

- Confirm that the centre is available at the same address as mentioned on SDMS or SIP
- Check the duration of the training.
- Check the Assessment Start and End time to be as 10 a.m. and 5 p.m.
- If the batch size is more than 30, then there should be 2 Assessors.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.
- Check the mode of assessment—Online (TAB/Computer) or Offline (OMR/PP).
- Confirm the number of TABs on the ground are correct to execute the Assessment smoothly.
- Check the availability of the Lab Equipment for the particular Job Role.

3. Assessment Quality Assurance levels/Framework:

- Question papers are created by the Subject Matter Experts (SME)
- Question papers created by the SME are verified by the other subject Matter Experts
- Questions are mapped with NOS and PC
- Question papers are prepared considering that level 1 to 3 are for the unskilled & semi-skilled individuals, and level 4 and above are for the skilled, supervisor & higher management
- Assessor must be ToA certified & trainer must be ToT Certified
- Assessment agency must follow the assessment guidelines to conduct the assessment

4. Types of evidence or evidence-gathering protocol:

- Time-stamped & geotagged reporting of the assessor from assessment location
- Centre photographs with signboards and scheme specific branding
- Biometric or manual attendance sheet (stamped by TP) of the trainees during the training period
- Time-stamped & geotagged assessment (Theory + Viva + Practical) photographs & videos

5. Method of verification or validation:

- Surprise visit to the assessment location
- Random audit of the batch
- Random audit of any candidate

6. Method for assessment documentation, archiving, and access

- Hard copies of the documents are stored
- Soft copies of the documents & photographs of the assessment are uploaded/accessed from Cloud Storage
- Soft copies of the documents & photographs of the assessment are stored in the Hard Drives

References

Glossary

Term	Description
Declarative Knowledge	Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.
Key Learning Outcome	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
OJT (M)	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
OJT (R)	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
Procedural Knowledge	Procedural knowledge addresses how to do something, or how to perform a task. It is the ability to work, or produce a tangible work output by applying cognitive, affective or psychomotor skills.
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training .
Terminal Outcome	Terminal outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module . A set of terminal outcomes help to achieve the training outcome.

Acronyms and Abbreviations

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
PwD	Persons with Disability
OEM	Original Equipment Manufacturer