



Model Curriculum

QP Name: Automotive Detailer Assistant

QP Code: ASC/Q1431

QP Version: 1.0

NSQF Level: 3

Model Curriculum Version: 1.0

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Table of Contents

Training Parameters.....	3
Program Overview	4
Training Outcomes.....	4
Compulsory Modules.....	4
Module 1: Introduction to the role of an Automotive Detailer Assistant	6
Module 2: Work effectively and efficiently	7
Module 3: Optimize resource utilization	9
Module 4: Communicate Effectively and Efficiently.....	10
Module 5: Prepare for vehicle detailing work	11
Module 6: Perform vehicle detailing and post-vehicle detailing activities.....	12
Annexure.....	14
Trainer Requirements	14
Assessor Requirements.....	15
Assessment Strategy	16
References	17
Glossary.....	17
Acronyms and Abbreviations.....	18

Training Parameters

Sector	Automotive
Sub-Sector	Automotive Vehicle Service
Occupation	Technical Service & Repair
Country	India
NSQF Level	3
Aligned to NCO/ISCO/ISIC Code	NCO-2015/3115.0602
Minimum Educational Qualification and Experience	10th Class with 2 Years of experience of relevant experience OR 12th Class OR 10th Class (+1 year ITI or 2 year ITI) with 1 Year of experience relevant experience in case of 1 year ITI
Pre-Requisite License or Training	Driving License and Basic Computer Skills
Minimum Job Entry Age	18 years
Last Reviewed On	30/12/2021
Next Review Date	30/12/2024
NSQC Approval Date	30/12/2021
QP Version	1.0
Model Curriculum Creation Date	30/12/2021
Model Curriculum Valid Up to Date	30/12/2024
Model Curriculum Version	1.0
Minimum Duration of the Course	360 Hours 00 Minutes
Maximum Duration of the Course	360 Hours 00 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.

- Perform preparatory activities such as collection of cleaning material, tools and equipment, inspection of vehicle etc.
- Perform various cleaning and detailing activities on the vehicle.
- Perform post-detailing activities such as inspection and cleaning of vehicle.
- Work effectively and efficiently as per schedules and timelines.
- Implement safety practices.
- Optimize the use of resources to ensure less wastage and maximum conservation.

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					
Module 1: Introduction to the role of an Automotive Detailer Assistant	8:00	0:00			8:00
ASC/N9801 - Organize Work and Resources (Service) NOS Version No. 1.0 NSQF Level 4	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/N1447 – Perform detailing on vehicle interior and exterior NOS Version No. – 1.0 NSQF Level - 3	84:00	188:00			272:00
Module 5: Prepare for vehicle detailing work	28:00	60:00			88:00
Module 6: Perform vehicle detailing and post-vehicle detailing activities	56:00	128:00			184:00

Total Duration	124:00	236:00			360:00
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Module Details

Module 1: Introduction to the role of an Automotive Detailer Assistant

Bridge module

Terminal Outcomes:

- Discuss the role and responsibilities of an Automotive Detailer.

Duration: <08:00>	Duration: <00:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • List the role and responsibilities of an Automotive Detailer Assistant. • Discuss the job opportunities for an Automotive Detailer Assistant in the automobile industry. • Discuss the standard operating procedures (SOP) to be followed for detailing of vehicles and for using tools and equipment. • Describe organisational procedure of receiving vehicles, opening job card, allocation of work, invoicing, vehicle delivery, handling complaints etc. • Outline the safety, health and environment policy to be followed for the automotive sector. • List the standard checklists and schedules recommended by OEM. • Discuss the documentation involved in the different processes such as job sheet, status report, etc. • Describe how to work as per organisational policies and professional code of conduct. 	
Classroom Aids:	
Whiteboard, marker pen, projector, standard checklists and schedules samples	
Tools, Equipment and Other Requirements	

Module 2: Work Effectively and Efficiently

Mapped to ASC/N9801, v1.0

Terminal Outcomes:

- Employ appropriate ways to maintain 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:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	
<ul style="list-style-type: none"> • 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 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 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. • 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:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	
Sample of escalation matrix, organisation structure.	

Module 5: Prepare for vehicle detailing work

Mapped to ASC/N1447, v1.0

Terminal Outcomes:

- Identify tools and equipment required for vehicle detailing work.
- Perform the steps to carry out preparatory activities such as inspection of tools and equipment, inspection of vehicle etc.

Duration: <28:00>	Duration: <60:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe Standard Operating Procedures of the dealership for vehicle washing, cleaning and detailing. • List various interior & exterior segments of vehicle. • Discuss the information derived from the instructions received from supervisor related to vehicle detailing work. • List material, tools & equipment required during work. • Summarise the steps to be performed for checking the material, tools & equipment before use. • Describe various methods of inspecting the vehicle interior & exterior to identify any stains or damages in it. 	<ul style="list-style-type: none"> • Demonstrate the standard operating procedure to use tools and equipment required during work. • Demonstrate organisational procedure of arranging material, tools & equipment required for work. • Apply appropriate ways to check material, tools & equipment for defects and required quality standards before use. • Demonstrate organisational procedure of reporting the defects/ malfunctions in the material, tools & equipment to the concerned person. • Show how to inspect the vehicle interior & exterior to identify any stains or damages in it. • Apply appropriate ways to remove detachable items, seats etc. and place them securely as per SOP. • Role play a situation on how to report about customer belongings found inside the vehicle to the supervisor. • Apply appropriate ways to mix cleaning solutions, abrasive compositions or other compounds as per requirement.
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	
<ul style="list-style-type: none"> • PPT's, teaching aids, job card, demo vehicle • Sealant, wax, polish, buffing machine, buffing pads, masking tape, adhesives, squeegees • Safety materials: Fire extinguisher, safety gloves, aprons, safety glasses, helmet, safety shoe and first-aid kit • Cleaning material: Cleaning equipment, tools and accessories, wire brush (M.S.), cleaning agents, cleaning cloth, waste container, dust pan and brush set, liquid soap, microfiber cloth, solvent sprayer, vacuum cleaner, mops etc. 	

Module 6: Perform vehicle detailing and post-vehicle detailing activities

Mapped to ASC/N1447, v1.0

Terminal Outcomes:

- Demonstrate various activities for vehicle detailing work.
- Perform steps to carry out post-vehicle detailing activities.

Duration: <56:00>	Duration: <128:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the necessary precautions to be taken to avoid any hazard and accident during vehicle detailing activities. • List the steps to be performed for cleaning and detailing on various segment and surfaces of the vehicle. • Describe different types of grime such as scuff marks, soil, dust, oil, grease, dried food and other stains. • Describe methods like brushing, water/air spray, use of chemicals, manual or machine-assisted cleaning for cleaning various grimes. • Discuss the need of covering exterior parts/fittings adjacent to the painted panels. • List the steps to be performed for polishing the painted components of vehicle. • Discuss ways to apply paint sealer/wax on the vehicle parts. • Discuss post-detailing activities like inspection, cleaning, maintenance etc. • Explain the inspection methods for inspecting the surface finish of vehicle parts after vehicle detailing. • Recall organisational recommended procedure for returning leftover consumable/parts, tools and equipment after completion of work. • List different methods for disposing off materials such as debris, old masking paper, empty cans/tube, etc. • Summarise the documents and records needed to be maintained related to various treatment and washing activities done on the vehicle. 	<ul style="list-style-type: none"> • Employ appropriate ways to clean the vehicle interior & exterior components of vehicle. • Demonstrate organizational specified procedure of cleaning and detailing on various segment and surfaces of the vehicle. • Apply appropriate ways to dry the various surfaces of vehicle. • Show how to cover the exterior parts/fittings adjacent to the painted panels with masking tape and paper. • Demonstrate how to remove any contaminants, overspray, or residue left after the cleaning by using clay bar. • Demonstrate organizational specified procedure of polishing the painted components of vehicle by using abrasive compound and buffers. • Apply appropriate ways to give final glossy shine and add a protective layer on the paint. • Apply appropriate inspection methods to inspect the surface finish of vehicle parts and reporting to supervisor about any observation after vehicle detailing activities. • Demonstrate the organisational procedure involved in returning consumable/parts, tools and equipment after completion of work. • Show how to dispose materials such as debris, old masking paper, empty cans/tube, etc. as per organisational guidelines. • Apply appropriate ways to record the details of various treatment and washing activities done on the vehicle in job card.
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	

- PPT's, teaching aids, job card, demo vehicle
- Sealant, wax, polish, buffing machine, buffing pads, masking tape, adhesives, squeegees
- **Safety materials:** Fire extinguisher, safety gloves, aprons, safety glasses, helmet, safety shoe and first-aid kit
- **Cleaning material:** Cleaning equipment, tools and accessories, wire brush (M.S.), cleaning agents, cleaning cloth, waste container, dust pan and brush set, liquid soap, microfiber cloth, solvent sprayer, vacuum cleaner, mops etc.

Annexure

Trainer Requirements

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

Trainer Certification	
Domain Certification	Platform Certification
“Automotive Detailer Assistant, ASC/Q1431, version 1.0”. Minimum accepted score is 80%.	“Trainer, MEP/Q2601 v1.0” Minimum accepted score is 80%.

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience		Remarks
		Years	Specialization	Years	Specialization	
ITI	Automobile Engineering/ Mechanical Engineering/ Mechanic Motor Vehicle	4	Automotive Service	1	Automotive Service	NA
ITI	Automobile Engineering/ Mechanical Engineering/ Mechanic Motor Vehicle	5	Automotive Service	0	Automotive Service	NA
Diploma	Automobile Engineering/ Mechanical Engineering/ Mechanic Motor Vehicle	4	Automotive Service	1	Automotive Service	NA
Diploma	Automobile Engineering/ Mechanical Engineering/ Mechanic Motor Vehicle	5	Automotive Service	0	Automotive Service	NA
Certificate – NSQF Level 5	Two Wheeler Service Lead Technician/Four Wheeler Service Lead Technician	4	Automotive Service	1	Automotive Service	NA

Assessor Certification	
Domain Certification	Platform Certification
“Automotive Detailer Assistant, ASC/Q1431, version 1.0”. Minimum accepted score is 80%.	“Assessor; MEP/Q2701 v1.0” Minimum accepted score is 80%.

Assessment Strategy

1. Assessment System Overview:
 - Batches assigned to the assessment agencies for conducting the assessment on SDMS/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:
 - 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 created by the Subject Matter Experts (SME)
 - Question papers created by the SME 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
SOP	Standard Operating Procedure
WI	Work Instructions
PPE	Personal Protective equipment