

Regional Sales Manager (Used/Pre-owned Vehicles)

QP Code: ASC/Q0105

NSQF Level: 6

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Qualification Pack

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ASC/Q0105: Regional Sales Manager (Used/Pre-owned Vehicles)

Brief Job Description

A Regional Sales Manager (Pre-owned Vehicles) is responsible for planning and analysing sales for used / pre-owned vehicles and coordinate with sales & service functions to manage & supervise the used / pre-owned vehicle sales at the channel partner over a specified area.

Personal Attributes

The individual should have ability to provide direction and leadership to the field regional sales staff to ensure the overall sales and operations in the region. The individual should have strong interpersonal and leadership skills to manage the channel partners and lead a team. Ability to understand technical product concepts and a track record of collaborating with Service function are desirable for this job. The individual should have skills related with valuations, forecasting and financial management relative to the profitable execution of used vehicles sales plans.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [ASC/N0001: Plan and organise work to meet expected outcomes](#)
2. [ASC/N0002: Work effectively in a team](#)
3. [ASC/N0003: Maintain a healthy, safe and secure working environment](#)
4. [ASC/N0005: Supervise and evaluate performance](#)
5. [ASC/N0107: Supervise all used vehicle sales and related valuation and support activities](#)
6. [ASC/N0108: Plan sales targets & monitor the sales performance for a defined region](#)

Qualification Pack (QP) Parameters

Sector	Automotive
Sub-Sector	Automotive Vehicle Sales (Oem)
Occupation	Vehicle Sales
Country	India
NSQF Level	6
Aligned to NCO/ISCO/ISIC Code	NCO-2015/3322.1201

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Minimum Educational Qualification & Experience	B.E./B.Tech (in any discipline) with 5-10 Years of experience 8-10 years of relevant sales experience in automotive industry for Engineering Graduates OR B.E./B.Tech (in any discipline) OR B.E./B.Tech (in any discipline)
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	18/07/2013
Next Review Date	31/03/2020
NSQC Approval Date	05/08/2015
Version	1.0

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ASC/N0001: Plan and organise work to meet expected outcomes

Description

This NOS unit is about planning and organising an individuals work in order to complete it to the required standards on time.

Scope

This unit/task covers the following:

- work requirements including various activities, deliverables or work output required in the given time, maintain set quality standards
- appropriate use of resources (both material / equipments and manpower)

Elements and Performance Criteria

Work requirements including various activities within the given time and set quality standards

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

- PC1.** keep immediate work area clean and tidy
- PC2.** treat confidential information as per the organisations guidelines
- PC3.** work in line with organisations policies and procedures
- PC4.** work within the limits of job role
- PC5.** obtain guidance from appropriate people, where necessary
- PC6.** ensure work meets the agreed requirements

Appropriate use of resources

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

- PC7.** establish and agree on work requirements with appropriate people
- PC8.** manage time, materials and cost effectively
- PC9.** use resources in a responsible manner

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the organisations policies, procedures and priorities for area of work, role and responsibilities in carrying out that work
- KU2.** the limits of responsibilities and when to involve others
- KU3.** specific work requirements and who these must be agreed with
- KU4.** the importance of having a tidy work area and how to do this
- KU5.** how to prioritize workload according to urgency and importance and the benefits of this
- KU6.** the organisations policies and procedures for dealing with confidential information and the importance of complying with these
- KU7.** the purpose of keeping others updated with the progress of work

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- KU8.** who to obtain guidance from and the typical circumstances when this may be required
- KU9.** the purpose and value of being flexible and adapting work plans
- KU10.** how to complete tasks accurately by following standard procedures
- KU11.** technical resources needed for work and how to obtain and use these

Generic Skills (GS)

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

- GS1.** write in at least one language
- GS2.** read instructions, guidelines/procedures
- GS3.** ask for clarification and advice from appropriate persons
- GS4.** communicate orally with colleagues
- GS5.** make a decision on a suitable course of action appropriate for accurately completing the task within resources
- GS6.** agree objectives and work requirements
- GS7.** plan and organise work to achieve targets and deadlines
- GS8.** deliver consistent and reliable service to customers
- GS9.** check own work and ensure it meets customer requirements
- GS10.** anomalies to the concerned persons
- GS11.** analyse problems and identify work-arounds taking help from
- GS12.** apply own judgement to identify solutions in different situations

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Work requirements including various activities within the given time and set quality standards</i>	16	47	-	-
PC1. keep immediate work area clean and tidy	2	9	-	-
PC2. treat confidential information as per the organisations guidelines	2	6	-	-
PC3. work in line with organisations policies and procedures	3	8	-	-
PC4. work within the limits of job role	3	6	-	-
PC5. obtain guidance from appropriate people, where necessary	3	7	-	-
PC6. ensure work meets the agreed requirements	3	11	-	-
<i>Appropriate use of resources</i>	9	28	-	-
PC7. establish and agree on work requirements with appropriate people	3	9	-	-
PC8. manage time, materials and cost effectively	3	11	-	-
PC9. use resources in a responsible manner	3	8	-	-
NOS Total	25	75	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	ASC/N0001
NOS Name	Plan and organise work to meet expected outcomes
Sector	Automotive
Sub-Sector	Manufacturing and R&D, Sales and Service, Road Transportation
Occupation	Auto Components /Aggregates Repair
NSQF Level	4
Credits	NA
Version	1.0
Last Reviewed Date	10/06/2013
Next Review Date	10/06/2015
NSQC Clearance Date	20/07/2015

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ASC/N0002: Work effectively in a team

Description

This NOS unit is about working effectively with colleagues, either in individuals own work group or in other work groups within organisation

Scope

This unit/task covers the following: Colleagues: Superiors Members of own work group People in other work groups within or outside the organisation Communicate: Face-to-face By telephone In writing

- Superiors
- Members of own work group
- People in other work groups within or outside the organisation
- Face-to-face
- By telephone
- In writing

Elements and Performance Criteria

Effective communication

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

- PC1.** maintain clear communication with colleagues
- PC2.** work with colleagues
- PC3.** pass on information to colleagues in line with organisational requirements
- PC4..** work in ways that show respect for colleagues
- PC5.** carry out commitments made to colleagues
- PC6.** let colleagues know in good time if cannot carry out commitments, explaining the reasons
- PC7.** identify problems in working with colleagues and take the initiative to solve these problems
- PC8.** follow the organisations policies and procedures for working with colleagues
- PC9.** ability to share resources with other members as per priority of tasks

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the organisations policies and procedures for working with colleagues, role and responsibilities in relation to this
- KU2.** the importance of effective communication and establishing good working relationships with colleagues
- KU3.** different methods of communication and the circumstances in which it is appropriate to use these
- KU4.** benefits of developing productive working relationships with colleagues
- KU5.** the importance of creating an environment of trust and mutual respect

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- KU6.** whether not meeting commitments, will have implications on individuals and the organisation
- KU7.** different types of information that colleagues might need and the importance of providing this information when it is required
- KU8.** the importance of problems, from colleagues perspective and how to provide support, where necessary, to resolve these

Generic Skills (GS)

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

- GS1.** complete well written work with attention to detail
- GS2.** read instructions, guidelines/procedures
- GS3.** listen effectively and orally communicate information
- GS4.** make decisions on a suitable course of action or response
- GS5.** plan and organise work to achieve targets and deadlines
- GS6.** check that the work meets customer requirements
- GS7.** deliver consistent and reliable service to customers
- GS8.** apply problem solving approaches in different situations
- GS9.** apply balanced judgements to different situations
- GS10.** apply good attention to detail
- GS11.** check that the work is complete and free from errors
- GS12.** get work checked by peers
- GS13.** work effectively in a team environment

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Effective communication</i>				
PC1. maintain clear communication with colleagues	4	10	-	-
PC2. work with colleagues	2	7	-	-
PC3. pass on information to colleagues in line with organisational requirements	3	8	-	-
PC4.. work in ways that show respect for colleagues	3	8	-	-
PC5. carry out commitments made to colleagues	2	8	-	-
PC6. let colleagues know in good time if cannot carry out commitments, explaining the reasons	2	8	-	-
PC7. identify problems in working with colleagues and take the initiative to solve these problems	4	9	-	-
PC8. follow the organisations policies and procedures for working with colleagues	3	9	-	-
PC9. ability to share resources with other members as per priority of tasks	2	8	-	-
NOS Total	25	75	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	ASC/N0002
NOS Name	Work effectively in a team
Sector	Automotive
Sub-Sector	Manufacturing and R&D, Sales and Service, Road Transportation
Occupation	Maintenance
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	23/09/2013
Next Review Date	30/09/2015
NSQC Clearance Date	28/09/2015

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ASC/N0003: Maintain a healthy, safe and secure working environment

Description

This NOS unit is about monitoring the working environment and making sure it meets requirements for health, safety and security

Scope

This unit/task covers the following:

- Resources (both material & manpower) needed to maintain a safe working environment as per the prevalent norms & government policies including emergency procedures for illness, accidents, fires or any other reason which may involve evacuation of the premises

Elements and Performance Criteria

Resources needed to maintain a safe, secure working environment

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

- PC1.** comply with organisations 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..** Coordinate with other resources at the workplace to achieve the healthy, safe and secure environment for all incorporating all government norms esp. for emergency situations like fires, earthquakes etc.
- PC4.** identify and correct any hazards like illness, accidents, fires or any other natural calamity safely and within the limits of individuals authority
- PC5.** report any hazards outside the individuals authority to the relevant person in line with organisational procedures and warn other people who may be affected
- PC6.** follow organisations emergency procedures for accidents, fires or any other natural calamity
- PC7.** identify and recommend opportunities for improving health, safety, and security to the designated person
- PC8.** complete all health and safety records are updates and procedures well defined

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** legislative requirements and organisations procedures for health, safety and security and individuals role and responsibilities in relation to this
- KU2.** what is meant by a hazard, including the different types of health and safety hazards that can be found in the workplace
- KU3.** how and when to report hazards
- KU4.** the limits of responsibility for dealing with hazards

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- KU5.** the organisations emergency procedures for different emergency situations and the importance of following these
- KU6.** the importance of maintaining high standards of health, safety and security
- KU7.** implications that any non-compliance with health, safety and security may have on individuals and the organisation
- KU8.** different types of breaches in health, safety and security and how and when to report these
- KU9.** evacuation procedures for workers and visitors
- KU10.** how to summon medical assistance and the emergency services, where necessary
- KU11.** how to use the health, safety and accident reporting procedures and the importance of these

Generic Skills (GS)

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

- GS1.** complete accurate, well written work with attention to detail
- GS2.** read instructions, guidelines/procedures/rules
- GS3.** listen and orally communicate information
- GS4.** make decisions on a suitable course of action or response
- GS5.** plan and organise work to achieve targets and deadlines
- GS6.** build and maintain positive and effective relationships with colleagues and customers
- GS7.** apply problem solving approaches in different situations
- GS8.** analyse data and activities
- GS9.** apply balanced judgements to different situations
- GS10.** apply good attention to detail
- GS11.** check that the work is complete and free from errors
- GS12.** get work checked by peers
- GS13.** work effectively in a team environment

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Resources needed to maintain a safe, secure working environment</i>				
PC1. comply with organisations current health,safety and security policies and procedures	3	9	-	-
PC2. report any identified breaches in health,safety, and security policies and procedures to the designated person	3	10	-	-
PC3.. Coordinate with other resources at the workplace to achieve the healthy, safe and secure environment for all incorporating all government norms esp. for emergency situations like fires,earthquakes etc.	3	10	-	-
PC4. identify and correct any hazards like illness, accidents, fires or any other natural calamity safely and within the limits of individuals authority	5	10	-	-
PC5. report any hazards outside the individuals authority to the relevant person in line with organisational procedures and warn other people who may be affected	3	9	-	-
PC6. follow organisations emergency procedures for accidents, fires or any other natural calamity	3	10	-	-
PC7. identify and recommend opportunities for improving health,safety, and security to the designated person	3	8	-	-
PC8. complete all health and safety records are updates and procedures well defined	2	9	-	-
NOS Total	25	75	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	ASC/N0003
NOS Name	Maintain a healthy, safe and secure working environment
Sector	Automotive
Sub-Sector	Manufacturing and R&D, Sales and Service, Road Transportation
Occupation	Auto Components/Aggregates Repair
NSQF Level	4
Credits	NA
Version	1.0
Last Reviewed Date	10/06/2013
Next Review Date	10/06/2015
NSQC Clearance Date	20/07/2015

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ASC/N0005: Supervise and evaluate performance

Description

This NOS unit is about an individual who supervise and evaluate the performance of subordinates to ensure higher levels of motivation.

Scope

This unit/task covers the following:

- supervise all activities performed by subordinates and reporting executives and evaluate their performance
- ensure and implement strict adherence of all activities performed by subordinates to organisational guidelines

Elements and Performance Criteria

Supervise & evaluate performance of all subordinates and reporting executives

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

- PC1..** set goals and targets as per organisational directives for all reporting executives
- PC2..** create quantified measures and metrics to analyse the performance delivered by subordinates
- PC3..** set tangible and achievable incentives for subordinates as per the goals and targets assigned
- PC4..** ensure and implement strict adherence of all activities performed by subordinates to organisational guidelines
- PC5..** monitor and supervise all the activities performed by subordinates and ensure optimisation to achieve the set goals
- PC6.** evaluate performance of subordinates and reporting executives on the designed measures and metrics as per the guidelines of the organization
- PC7..** assist and support reporting executives whenever necessary or applicable
- PC8..** document all performance indicators and metrics of subordinates in the prescribed format of organisation
- PC9..** perform all appraisal related process flow for subordinates, as per respective performance documents
- PC10.** handover all the documents and appropriate support measures to human resources department for official records
- PC11.** ensure and implement proper process flow for feedbacks and queries received from subordinates

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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- KU1.** standard operating procedures of the organisation for appraisals, incentives, promotions and performance evaluation
- KU2.** operating procedures for query and problem reporting and their redressal in the organisation
- KU3.** framework and guidelines prescribed by the organisation for query and problem redressal
- KU4.** framework and guidelines prescribed by the organisation for performance evaluations and based appraisals out of it
- KU5.** documentation requirements for each procedure carried out as part of roles and responsibilities
- KU6.** institutional and professional code of ethics and standards of practice
- KU7.** safety and health policies and regulations for the workplace
- KU8.** documentation requirements for appraisals and other performance evaluations of various subordinate positions
- KU9.** process flow for performance evaluation, documentation and appraisals related with them
- KU10.** subordinate and reporting executives problems and queries and documenting it in the organisations prescribed format
- KU11.** redressal documentations mechanisms available in the organization and acting accordingly in a timely manner
- KU12.** software or Format such as MS Word, Excel, PowerPoint and Management Information System (MIS) as prescribed by the organization

Generic Skills (GS)

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

- GS1.** communicate information and ideas in writing so that the subordinates and peers can understand
- GS2.** create documents required on the job (including requirement sheets, query sheets, response or feedback sheets etc.)
- GS3.** write at least one local language
- GS4.** read reviews from subordinates in terms of their requirements, queries and feedbacks
- GS5.** read appraisal documents related with any of subordinating position
- GS6.** read policies and regulations pertinent to the job
- GS7.** interact with all subordinates to understanding their requirements, queries and feedbacks on various aspects within the organisation
- GS8.** interact with organisations internal stakeholders to ensure efficient performance evaluation of the subordinates leading to higher levels of satisfaction and motivation
- GS9.** analyse information and evaluate results amongst the various available options or metrics on the performance indicators to choose best way to motivate subordinates through: rewards and recognition schemes promotion transfer to other work stream nominate for an executive training any other monetary or non-monetary benefits
- GS10.** plan work on a daily basis to ensure higher levels of motivated within the teams supervising wherever required and giving freedom and independence to the subordinates to ensure high quality work output with minimum superior guidance leading to holistic development of the subordinate

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- GS11.** ensure all activities performed by subordinates and reporting executives is in sync with broader organisational goals to ensure higher customer satisfaction
- GS12.** analyse all the queries or problems posted by subordinates and find an appropriate solution acceptable to the subordinates
- GS13.** deliver and act as per the organisation provided/guided resolutions
- GS14.** evaluate and identify all key requirements of the subordinates and try to solve various issues to ensure higher motivational levels
- GS15.** assess additional cost burden as a result of various incentives schemes and other rewards & recognition schemes for the subordinates and take an optimum decision to ensure the overall profitability of the organisation
- GS16.** assess additional cost burden as a result of various incentives schemes and other rewards & recognition schemes for the subordinates and take an optimum decision to ensure the overall profitability of the organisation

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Supervise & evaluate performance of all subordinates and reporting executives</i>				
PC1.. set goals and targets as per organisational directives for all reporting executives	4	7	-	-
PC2.. create quantified measures and metrics to analyse the performance delivered by subordinates	4	7	-	-
PC3.. set tangible and achievable incentives for subordinates as per the goals and targets assigned	3	8	-	-
PC4.. ensure and implement strict adherence of all activities performed by subordinates to organisational guidelines	3	8	-	-
PC5.. monitor and supervise all the activities performed by subordinates and ensure optimisation to achieve the set goals	3	8	-	-
PC6. evaluate performance of subordinates and reporting executives on the designed measures and metrics as per the guidelines of the Organization	3	7	-	-
PC7.. assist and support reporting executives whenever necessary or applicable	2	5	-	-
PC8.. document all performance indicators and metrics of subordinates in the prescribed format of organisation	2	5	-	-
PC9.. perform all appraisal related process flow for subordinates, as per respective performance documents	2	5	-	-
PC10. handover all the documents and appropriate support measures to human resources department for official records	1	5	-	-
PC11. ensure and implement proper process flow for feedbacks and queries received from subordinates	3	5	-	-
NOS Total	30	70	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	ASC/N0005
NOS Name	Supervise and evaluate performance
Sector	Automotive
Sub-Sector	Auto Components (Manufacturers & Dealers)
Occupation	Auto Components After Market Sales & Service
NSQF Level	7
Credits	TBD
Version	1.0
Last Reviewed Date	26/07/2013
Next Review Date	26/07/2015
NSQC Clearance Date	

Qualification Pack

ASC/N0107: Supervise all used vehicle sales and related valuation and support activities

Description

This OS unit is about an individual who is responsible for supervising all used / preowned vehicles sales and related support activated like proper valuation and other service related aspects of the vehicle.

Scope

This unit/task covers the following:

- supervise the overall used / pre-owned vehicle sales and other related activities like valuations, service aspects of the vehicle including proper finance, insurance and delivery of used / pre-owned vehicles according to the needs of customers

Elements and Performance Criteria

Supervise the overall used vehicle sale and other related support activities

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

- PC1..** supervise the overall sales planning and profitability of the used / pre-owned vehicle business at a zonal / regional level
- PC2. .** ensure profitability of dealers and sales function of the defined region by offering proper pricing of used vehicles
- PC3. .** supervise exact valuation of used vehicles from the keeping in mind the overall costs to be added and reselling price, according to the needs of the customers
- PC4. .** ensure higher customer satisfaction with the pre-owned vehicles through proper delivery, registration and post-sale servicing of vehicles as per the customer preferences
- PC5. .** co-ordinate with sales workforce at both the OEM and channel partner level to ensure proper valuations and servicing of the vehicles prior to being brought from customer or sold to other customers
- PC6. .** monitor competitor activities, conduct competitor analysis, keep abreast of market trends
- PC7. .** propose sales promotion plan/schemes to the sales head and successfully implement sales support activities to generate and close new leads
- PC8..** ensure implementation of company/OEM guided framework of cost analysis for both buying and selling of used vehicles

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** standard operating procedures of the OEM related with the used / pre-owned vehicular sales
- KU2.** promotions, discounts, freebies offered by the OEM at a zonal/ national level to either the end customer or to the channel partner (dealer/ distributor) to push sales of used/ pre-owned vehicles

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- KU3.** standard operating procedures of the OEM for valuation of used vehicles
- KU4.** standard operating procedures of the dealership for valuation of used vehicles
- KU5.** promotions, discounts, offers available from the dealership and the OEM to the end-customers for sale of used / pre-owned vehicles
- KU6.** prices, taxes and other applicable cost elements like servicing (cost of overhaul of few aggregates) for the vehicle prior to being sold as used / preowned vehicle
- KU7.** documentation requirements for each procedure carried out as part of roles and responsibilities
- KU8.** institutional and professional code of ethics and standards of practice
- KU9.** safety, health, environmental policies and regulations for the workplace as well as for automotive trade in general (e.g. safe practices while working in pits/ under vehicles)
- KU10.** the technical specifications of various OEM vehicular products as well as those manufactured by the competitors
- KU11.** how to analyse trends of market and competitors strategies to ensure proper valuation of used vehicles
- KU12.** how to quote proper pricing of used vehicles keeping in mind overall profitability through the used vehicle business
- KU13.** financial management for the overall region including budgeting, forecasting, calculations including costing as a result of service/ overhaul of certain aggregates before the vehicle is sold as a used/ pre-owned vehicle
- KU14.** how to respond to queries about technical, cost and service aspects of the vehicle
- KU15.** how to create regular reports on sales performance for the across the region/ territory and assist the OEM sales managers to create similar reports for the channel partners on the used / pre-owned vehicles
- KU16.** how to monitor the overall process of sales and allied function like insurance and finance follow the overall guidance as laid down by the OEM through the OEM and channel partner sales workforce
- KU17.** the competitive landscape including: overall business growth of the used / pre-owned vehicles of the competitors overall profitability of the channel partners for the used/ pre-owned vehicle business of the competitor through both sales and service of these vehicles models, variants fetching higher prices in the market as used / preowned vehicles price differentials between the vehicles of similar model, year and variant by the competitors used vehicle showrooms additional revenue generated by the competitor through bundling of accessories and value added services with the used / pre-owned vehicles

Generic Skills (GS)

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

- GS1.** ability to communicate information and ideas in writing so others will understand
- GS2.** write in at least one language
- GS3.** read & understand technical terminologies used in the automotive industry, financial reports, and basic legal documents related to contracts
- GS4.** read policies and regulations pertinent to the job as specified in the OEM manual

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- GS5.** interact with the OEM sales team to ensure supervision of the overall sales and valuations and analyse the overall performance of the channel partner in terms of both sales and overall systems and processes for the used/ preowned vehicles
- GS6.** interact with the pre-owned sales head / dealer principal in case any improvements are required in terms of the overall process etc. (for e.g. an additional finance scheme may be required to push the sales)
- GS7.** analyse the market potential for various pre-owned models and develop schemes accordingly to push sales for these models
- GS8.** decide on improvements required at the dealership to ensure proper adherence to the overall processes as per the OEM guidelines for used / preowned vehicles
- GS9.** take data-backed decisions (including various market activations) through the various sales trends available for the region as per the market conditions for the pre-owned / used vehicles
- GS10.** plan work according to the required schedule and location
- GS11.** plan the overall sale process improvements at the channel partners
- GS12.** ensure that markets needs and requirements for used / pre-owned vehicles are assessed by the OEM sales executives and adequate customer satisfaction levels are maintained in coordination with the service manpower
- GS13.** ensure proper message is conveyed to the targeted customer for the service related aspects of the used / pre-owned vehicles to ensure higher customer satisfaction
- GS14.** ensure that the re-registration and overall finance and insurance is hurdle-free for the customers during the purchase of used / pre-owned vehicles
- GS15.** ensure that the pricing of used vehicles aligns with the needs of customers
- GS16.** identify complex problems and reviewing related information to develop and evaluate options and implement solutions
- GS17.** liaison with various OEM service functions to ensure proper arrangements and overhauling of certain aggregates if required before selling the used /preowned vehicle
- GS18.** resolve any issues which may prove as a hindrance to the overall implementation of the sales process and operations at the channel partner in terms of selling the used / pre-owned vehicle
- GS19.** analyse the key differentiators offered by the OEM to sell the pre-owned vehicles over the competitors to the potential customer is conveyed and any hindrances in that communication is evaluated and appropriate action taken
- GS20.** monitor and analyse the overall operation and process implementation at the channel partner for the sale of used /pre-owned vehicles and take appropriate steps to improve it
- GS21.** using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Supervise the overall used vehicle sale and other related support activities</i>				
PC1.. supervise the overall sales planning and profitability of the used / pre-owned vehicle business at a zonal / regional level	5	10	-	-
PC2. . ensure profitability of dealers and sales function of the defined region by offering proper pricing of used vehicles	4	10	-	-
PC3. . supervise exact valuation of used vehicles from the keeping in mind the overall costs to be added and reselling price, according to the needs of the customers	4	10	-	-
PC4. . ensure higher customer satisfaction with the pre-owned vehicles through proper delivery, registration and post-sale servicing of vehicles as per the customer preferences	4	8	-	-
PC5. . co-ordinate with sales workforce at both the OEM and channel partner level to ensure proper valuations and servicing of the vehicles prior to being brought from customer or sold to other customers	4	8	-	-
PC6. . monitor competitor activities, conduct competitor analysis, keep abreast of market trends	3	8	-	-
PC7. . propose sales promotion plan/schemes to the sales head and successfully implement sales support activities to generate and close new leads	3	8	-	-
PC8.. ensure implementation of company/OEM guided framework of cost analysis for both buying and selling of used vehicles	3	8	-	-
NOS Total	30	70	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	ASC/N0107
NOS Name	Supervise all used vehicle sales and related valuation and support activities
Sector	Automotive
Sub-Sector	Automotive Vehicle Sales (Oem)
Occupation	Vehicle Sales
NSQF Level	6
Credits	TBD
Version	1.0
Last Reviewed Date	18/07/2013
Next Review Date	18/07/2015
NSQC Clearance Date	08/05/2015

Qualification Pack

ASC/N0108: Plan sales targets & monitor the sales performance for a defined region

Description

This OS unit is about an individual who is responsible for planning and managing annual sales for a defined region.

Scope

This unit/task covers the following:

- analyse sales budget according to the organisation.
- plan annual sales according to the budget and needs of the market and monitor the sales performance regularly

Elements and Performance Criteria

Plan sales targets & monitor the sales performance for a defined region

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

- PC1.** . analyse the sales requirements of the business plan on a quarterly basis and the company's overall business planning objectives
- PC2.** . identify annual sales objectives of the defined region including sales revenue, sales units and market share percentages for the OEM products
- PC3.** . segment the targeted customers into specified tiers and plan specific sales tactics for each tier and sales call frequencies patterns for each tier
- PC4.** . create sales revenue & market share objectives of the OEM products
- PC5.** . define primary sales tactics of the OEM products which includes:- planning structure of sales force planning recruiting and selecting of sales representatives for the OEM products planning needs and requirements of training and incentive schemes for sales representatives
- PC6.** . plan branding and local promotional activities to achieve annual sales targets such as:- road shows canopy promotion local contests
- PC7.** . plan and implement consumer and commercial sales activities for OEM products in an assigned area of responsibility
- PC8.** . ensure proper delivery of vehicles according to the preference of customers regarding location and time.
- PC9.** . ensure proper registration of vehicles as per customer conveniences
- PC10.** . prepare monthly reports on performance of sales function and determine leading and lagging indicators of sales performance

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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- KU1.** standard operating procedures of the OEM related with the sales of the vehicles
- KU2.** promotions, discounts, offers available from the dealership and the OEM
- KU3.** prices, taxes and other applicable cost elements for the vehicle
- KU4.** documentation requirements for each procedure carried out as part of roles and responsibilities
- KU5.** organisational and professional code of ethics and standards of practice
- KU6.** safety and health policies and regulations for the workplace
- KU7.** detailed technical and performance specifications of the vehicle.
- KU8.** how to collaborate with engineering and product management teams.
- KU9.** the sales requirements of OEM business.
- KU10.** how to conduct market research and surveys to analyse current trends of OEM market
- KU11.** how to allocate sales budget for OEM products according to the availability of fund and facilities.
- KU12.** the following appropriate local promotional activities required for attracting potential customers: road shows canopy promotion local contests
- KU13.** documents required for registration of a vehicle
- KU14.** documents required for vehicle insurance and finance
- KU15.** processes required to order the vehicle and customise it according to customer preferences
- KU16.** documents required from potential customer to close a sale
- KU17.** facilities for insurance and finance offered by the dealership
- KU18.** the competitive landscape including: vehicles offered by competitors pros and cons of the vehicle vis--vis those offered by competitors price differentials with competitors products

Generic Skills (GS)

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

- GS1.** ability to communicate information and ideas in writing so others will understand.
- GS2.** write in at least one language
- GS3.** ability to read common scientific and technical journals, financial reports, and legal documents to maintain knowledge and stay on the leading edge of developments in the industry.
- GS4.** read policies and regulations pertinent to the job
- GS5.** interact with the sales function to plan and analyse annual sales target
- GS6.** analyse the needs of the market for the product to establish annual sales target
- GS7.** plan work assigned on a daily basis.
- GS8.** analyse proper forecasting techniques to analyse sales target
- GS9.** ensure that markets needs and requirements are assessed.
- GS10.** ensure that the targeted sales budget caters to the original sales of the product
- GS11.** identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- GS12.** ensure that the sales target is hurdle-free for the sales function.

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- GS13.** liaise with OEM sales function to ensure all arrangements and documentation are done on time
- GS14.** analyse unique forecasting tools that are required in the organization
- GS15.** using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Plan sales targets & monitor the sales performance for a defined region</i>				
PC1. . analyse the sales requirements of the business plan on a quarterly basis and the company's overall business planning objectives	4	7	-	-
PC2. . identify annual sales objectives of the defined region including sales revenue, sales units and market share percentages for the OEM products	3	7	-	-
PC3. . segment the targeted customers into specified tiers and plan specific sales tactics for each tier and sales call frequencies patterns for each tier	3	7	-	-
PC4. . create sales revenue & market share objectives of the OEM products	4	8	-	-
PC5. . define primary sales tactics of the OEM products which includes:- planning structure of sales force planning recruiting and selecting of sales representatives for the OEM products planning needs and requirements of training and incentive schemes for sales representatives	4	8	-	-
PC6. . plan branding and local promotional activities to achieve annual sales targets such as:- road shows canopy promotion local contests	3	7	-	-
PC7. . plan and implement consumer and commercial sales activities for OEM products in an assigned area of responsibility	3	7	-	-
PC8. .. ensure proper delivery of vehicles according to the preference of customers regarding location and time.	2	6	-	-
PC9. . ensure proper registration of vehicles as per customer conveniences	2	6	-	-
PC10. .. prepare monthly reports on performance of sales function and determine leading and lagging indicators of sales performance	2	7	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	30	70	-	-

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National Occupational Standards (NOS) Parameters

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NOS Name	Plan sales targets & monitor the sales performance for a defined region
Sector	Automotive
Sub-Sector	Automotive Vehicle Sales (Oem)
Occupation	Vehicle Sales
NSQF Level	7
Credits	TBD
Version	1.0
Last Reviewed Date	18/07/2013
Next Review Date	18/07/2015
NSQC Clearance Date	

Qualification Pack

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each Element/ PC.
2. The assessment for the theory part will be based on 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 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. To pass the Qualification Pack assessment, every trainee should score the Recommended Pass % aggregate for the QP.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Recommended Pass % aggregate for QP : 75

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
ASC/N0001.Plan and organise work to meet expected outcomes	25	75	-	-	100	10
ASC/N0002.Work effectively in a team	25	75	-	-	100	10
ASC/N0003.Maintain a healthy,safe and secure working environment	25	75	-	-	100	5
ASC/N0005.Supervise and evaluate performance	30	70	-	-	100	10

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National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
ASC/N0107. Supervise all used vehicle sales and related valuation and support activities	30	70	-	-	100	35
ASC/N0108. Plan sales targets & monitor the sales performance for a defined region	30	70	-	-	100	30
Total	165	435	-	-	600	100

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training

Qualification Pack

Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

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Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	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.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	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.
Electives	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.
Options	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.