

## Qualification Pack



# Home Installer/Home delivery Manager

QP Code: ASC/Q1006

Version: 1.0

NSQF Level: 6

Automotive Skills Development Council || 153, Gr Floor, Okhla Industrial Area, Phase - III, Leela Building  
New Delhi - 110020

## Qualification Pack

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## Qualification Pack

### ASC/Q1006: Home Installer/Home delivery Manager

#### Brief Job Description

A Home Delivery Manager is responsible for delivering vehicles to the customers and explaining all service related activities to the customer, while delivering the vehicle. They also ensure proper pickup and delivery of vehicles as per the customers service schedule.

#### Personal Attributes

This job requires individuals to work as a part of team and requires the ability to work for erratic hours basis the requirements of the customer. The individual should know how to drive all variants of vehicles (including manual / automatic transmission etc.).The individual should have good technical understanding of the vehicles and proper knowledge of the service related aspects, schedules and preventive maintenance of various aggregates of the vehicle. The individual should depict customer centricity in daily behaviour and should be patient enough to be able to show various members of the family all features available in the given vehicle model / variant talk and convince customers.

#### 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/N1006: Deliver vehicle to customer and explain all features available in the vehicle variant](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Automotive Vehicle Sales (Dealer)
<b>Occupation</b>	Vehicle Sales
<b>Country</b>	India
<b>NSQF Level</b>	6
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/1221.0301

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<b>Minimum Educational Qualification &amp; Experience</b>	12th Class OR Diploma (preferably in Automobile/Mechanical Egg.)
<b>Minimum Level of Education for Training in School</b>	
<b>Pre-Requisite License or Training</b>	On the job training
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	10/06/2013
<b>Next Review Date</b>	24/09/2021
<b>Deactivation Date</b>	24/09/2021
<b>NSQC Approval Date</b>	05/08/2015
<b>Version</b>	1.0
<b>Reference code on NQR</b>	2015/AUT/ASDC/01117
<b>NQR Version</b>	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 / equipment's 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>	<b>16</b>	<b>47</b>	-	-
<b>PC1.</b> keep immediate work area clean and tidy	2	9	-	-
<b>PC2.</b> treat confidential information as per the organisations guidelines	2	6	-	-
<b>PC3.</b> work in line with organisations policies and procedures	3	8	-	-
<b>PC4.</b> work within the limits of job role	3	6	-	-
<b>PC5.</b> obtain guidance from appropriate people, where necessary	3	7	-	-
<b>PC6.</b> ensure work meets the agreed requirements	3	11	-	-
<i>Appropriate use of resources</i>	<b>9</b>	<b>28</b>	-	-
<b>PC7.</b> establish and agree on work requirements with appropriate people	3	9	-	-
<b>PC8.</b> manage time, materials and cost effectively	3	11	-	-
<b>PC9.</b> use resources in a responsible manner	3	8	-	-
<b>NOS Total</b>	<b>25</b>	<b>75</b>	-	-

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### National Occupational Standards (NOS) Parameters

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

## Qualification Pack

### 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

#### 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
- KU6.** whether not meeting commitments, will have implications on individuals and the organisation

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

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### National Occupational Standards (NOS) Parameters

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

## Qualification Pack

### 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>	<b>25</b>	<b>75</b>	-	-
<b>PC1.</b> comply with organisations current health,safety and security policies and procedures	3	9	-	-
<b>PC2.</b> report any identified breaches in health,safety, and security policies and procedures to the designated person	3	10	-	-
<b>PC3..</b> 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	-	-
<b>PC4.</b> identify and correct any hazards like illness, accidents, fires or any other natural calamity safely and within the limits of individuals authority	5	10	-	-
<b>PC5.</b> 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	-	-
<b>PC6.</b> follow organisations emergency procedures for accidents, fires or any other natural calamity	3	10	-	-
<b>PC7.</b> identify and recommend opportunities for improving health,safety, and security to the designated person	3	8	-	-
<b>PC8.</b> complete all health and safety records are updates and procedures well defined	2	9	-	-
<b>NOS Total</b>	<b>25</b>	<b>75</b>	-	-

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### National Occupational Standards (NOS) Parameters

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

## Qualification Pack

# ASC/N1006: Deliver vehicle to customer and explain all features available in the vehicle variant

## Description

This NOS unit is about an individual who handles overall delivery of all vehicles sold from the dealership and explains the various features of the variant of the vehicle to all stakeholders

## Scope

This unit/task covers the following:

- handle overall delivery of all vehicles sold from the dealership
- explain all features of the vehicles including various accessories features and proper explanation of all the service related activities to the customer

## Elements and Performance Criteria

### *Handle overall vehicle delivery explaining all vehicle & accessories features*

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

- PC1.** . ensure the correct variant of vehicle is delivered to the address and the accessories demanded by the customer have been fitted as per his requirement
- PC2.** . make sure that all vehicle orders are delivered at a predefined time to the customer along with the all the relevant documents
- PC3.** . ensure that delivery vehicle complies with all company and local legal regulations enforced by the transport department at all times
- PC4.** . load and deliver vehicles that are in a visible saleable condition
- PC5.** . load delivery vehicle: using safe handling techniques in a way that prevents damage to the vehicle in a sequence relevant to the delivery schedule to meet weight distribution requirements does not exceed vehicle weight requirements
- PC6.** . report any anticipated delays and problems in making deliveries to the relevant stakeholders including the customer
- PC7.** . store payments collected from customers, if any
- PC8.** . ensure that all the features of the vehicle are explained to all the stakeholders
- PC9.** . ensure proper explanation of all the service related activities and schedule to the customer

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** standard operating procedures of the dealership and oem for all the home deliveries of the vehicles
- KU2.** standard operating procedures of explaining and demonstrating the overall features in the particular variant of the vehicle and its overall usage (for ex. usage of the back camera in case of reversing the vehicle or use of automatic wipers in case of rains)

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- KU3.** standard operating procedures for explaining the installed accessories in the vehicle as mandated by the oem
- KU4.** any recommended changes/ refreshes on the process of maintenance of a particular model/ brand of vehicle
- KU5.** safety requirements for various aggregates of the vehicle and their correct usage (esp. the high end vehicle and aggregates) as prescribed by the oem / accessory manufacturer
- KU6.** documentation requirements for each procedure carried out as part of roles and responsibilities
- KU7.** process flow of pre and post home deliveries of the vehicles at the dealership
- KU8.** institutional and professional code of ethics and standards of practice
- KU9.** safety and health policies and regulations for the workplace as well as automotive trade in general
- KU10.** right brand/ make/ variant of accessories available for a particular vehicle model as specified by the respective oem and its correct usage for the right segment amongst the stakeholders (for e.g. advance gps system might be required for the lady driving the car who is not well versed with the roads, music system for the kids who love connecting the latest i-pods / i-pads to the car stereo system)
- KU11.** technical specifications of all accessories and their correct usage / application in various models such as exterior accessories vehicle protection accessories interior accessories audio-visual and navigation accessories security related accessories
- KU12.** current relevant legislation, regulations , codes of practice and guidelines related to the delivery of vehicles and spare parts (like, road traffic act)
- KU13.** detailed working of various newly launched technologically advanced accessories having complex electronics/ electrical aggregates
- KU14.** the value proposition for each value added service and accessory along with its usp
- KU15.** how to handle loading and unloading of vehicles & protect aggregates / accessories fitted from damage during transit
- KU16.** how to visually check the vehicle for damage
- KU17.** how to plan deliveries to take account of local conditions
- KU18.** how to complete documentation
- KU19.** the importance of loading vehicles in a sequence to match deliveries and weight distribution

## Generic Skills (GS)

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

- GS1.** create documentation required on the job (including delivery report, work sheets, etc.)
- GS2.** get customer delivery confirmation signatures
- GS3.** maintain an appropriate knowledge of key features available in the various models / variants of the vehicle through the brochures available while explaining it to the customer s in written format
- GS4.** write in at least one local language
- GS5.** read general instructions or guidelines from oem, mandatory for delivery of vehicle and delivery related documents

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- GS6.** read the technical specifications and understand the correct usage of various accessories
- GS7.** read the technologically advanced new accessory launched in various vehicle including the ones of the competitor
- GS8.** read policies and regulations pertinent to the job, including oem guidelines, health and safety instructions etc.
- GS9.** interact with the customers to ensure proper explanation of all features available for various stakeholders (e.g. advance gps system might be required for the lady driving the car who is not well versed with the roads, music system for the kids who love connecting the latest i-pods / i-pads to the car stereo system)
- GS10.** clearly communicate workplace information and ideas with colleagues (verbal & non-verbal)
- GS11.** interact and communicate with the various stakeholders along with the customers to ensure any customized fitment of the accessory according to their preferences (for e.g. kids in the family might want to have a music system with bluetooth so that they can connect their phones with the music system of the car)
- GS12.** interact with dealership manpower to sort any pending issues that might be of an urgent requirement (for e.g. while giving a demo of the vehicle, some additional changes might be required and needs to be resolved at the earliest like customer may want an window shades on the car windows etc.)
- GS13.** communicate with the customer on the terms and condition of value added service which the customer may have opted for.
- GS14.** identify the new product/accessories for the targeted customers for a particular vehicle model
- GS15.** analyse an effective delivery route that takes into account all local conditions as specified by the transport department and is time and cost effective
- GS16.** help other stakeholders in the customers family to decide on any additional accessory that can be fitted on a particular vehicle model basis the requirement
- GS17.** analyse delivery problems or some other emergency and should take on the spot decision just before the deliver is to be done
- GS18.** decide which vehicle or accessories features might appeal to which member of the family, and accordingly explain the features to as to ensure full utilization of all features in the vehicle
- GS19.** plan a visual check on the vehicle for insuring that its damage free
- GS20.** plan and organise deliveries taking account of local conditions
- GS21.** plan delivery routes to enable vehicle to be delivered in a cost and time efficient manner
- GS22.** plan the overall pitch explaining all the features of the vehicle to all the family member
- GS23.** ensure that all desired accessories as per customers requirements are fitted and their features explained to all members of the family while the delivery of the vehicle
- GS24.** ensure that customers requirements are assessed and satisfactory service is provided
- GS25.** clarify and solve all customer queries generated during delivery of the vehicle
- GS26.** handle customer complaints regarding the problem related to particular accessory / features which is not working during the deliver at home
- GS27.** refer problems outside area of responsibility to appropriate person (e.g. in case of any service related issue while delivery, convey to the service / spare parts team)
- GS28.** implement delivering correct vehicle to the customer

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- GS29.** apply balanced judgements to different situations
- GS30.** use the existing knowledge and specification of various available features / accessories in the vehicle to convince the family about their utility which is applicable to the respective member of the family

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Handle overall vehicle delivery explaining all vehicle &amp; accessories features</i>	<b>25</b>	<b>75</b>	-	-
<b>PC1.</b> . ensure the correct variant of vehicle is delivered to the address and the accessories demanded by the customer have been fitted as per his requirement	4	11	-	-
<b>PC2.</b> . make sure that all vehicle orders are delivered at a predefined time to the customer along with the all the relevant documents	2	8	-	-
<b>PC3.</b> . ensure that delivery vehicle complies with all company and local legal regulations enforced by the transport department at all times	2	8	-	-
<b>PC4.</b> . load and deliver vehicles that are in a visible saleable condition	2	7	-	-
<b>PC5.</b> . load delivery vehicle: using safe handling techniques in a way that prevents damage to the vehicle in a sequence relevant to the delivery schedule to meet weight distribution requirements does not exceed vehicle weight requirements	2	8	-	-
<b>PC6.</b> . report any anticipated delays and problems in making deliveries to the relevant stakeholders including the customer	2	7	-	-
<b>PC7.</b> . store payments collected from customers, if any	3	8	-	-
<b>PC8.</b> . ensure that all the features of the vehicle are explained to all the stakeholders	4	9	-	-
<b>PC9.</b> . ensure proper explanation of all the service related activities and schedule to the customer	4	9	-	-
<b>NOS Total</b>	<b>25</b>	<b>75</b>	-	-

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	ASC/N1006
<b>NOS Name</b>	Deliver vehicle to customer and explain all features available in the vehicle variant
<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Automotive Vehicle Sales (Dealer)
<b>Occupation</b>	Vehicle Sales
<b>NSQF Level</b>	6
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	10/06/2013
<b>Next Review Date</b>	10/06/2015
<b>Deactivation Date</b>	NA
<b>NSQC Clearance Date</b>	20/07/2015

## 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 %

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aggregate for the QP.

7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

### Minimum Aggregate Passing % at QP Level : 75

(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/N0001.Plan and organise work to meet expected outcomes	25	75	-	-	100	15
ASC/N0002.Work effectively in a team	25	75	-	-	100	15
ASC/N0003.Maintain a healthy,safe and secure working environment	25	75	-	-	100	10
ASC/N1006.Deliver vehicle to customer and explain all features available in the vehicle variant	25	75	-	-	100	60
<b>Total</b>	<b>100</b>	<b>300</b>	<b>-</b>	<b>-</b>	<b>400</b>	<b>100</b>

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### Acronyms

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

## Qualification Pack

### 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.

## Qualification Pack

<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.