

# Sales Lead (Pre-owned Vehicles)

QP Code: ASC/Q1008

NSQF Level: 7

Automotive Skills Development Council || Automotive Skills Development Council, Sat Paul Mittal Building, 1/6, Siri Institutional Area August Kranti Marg (Khel Gaon Marg) New Delhi - 110049

## Qualification Pack

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## Qualification Pack

### ASC/Q1008: Sales Lead (Pre-owned Vehicles)

#### Brief Job Description

A Sales Lead (Pre-owned Vehicles) is responsible for managing sales of pre-owned automobile units at dealership. Analysing and driving sales as per the business target, managing and maintaining backend operations and supervising sales operations are also some of his responsibilities.

#### Personal Attributes

The individual should work as a part of a team and requires the ability to get the work done from subordinates including stretches especially during month-end. The individual should have good understanding of the vehicles, vehicle loans and general credit and risk policies and programs thereto. Knowledge about statutory compliance and local market procedures, customer preferences and sales nuances is also required. The individual should depict customer centricity in daily behaviour and should be able to talk and convince customers Good understanding of the process of valuation and refurbishment of pre-owned vehicles is an additional attribute for the individual

#### 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/N0004: Manage customer relationship and quality service](#)
5. [ASC/N0005: Supervise and evaluate performance](#)
6. [ASC/N1004: Perform valuation and support activities for pre-owned vehicles](#)
7. [ASC/N1007: Analyse, plan and budget sales operations](#)

#### 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>	7

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<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/3322.1202
<b>Minimum Educational Qualification &amp; Experience</b>	<p>Certificate (ASDC Sales consultant (Pre-owned Vehicles) certificate) with 5-10 Years of experience For other qualifications</p> <p>OR</p> <p>Certificate (ASDC Sales consultant (Pre-owned Vehicles) certificate) with 2-3 Years of experience Not applicable</p> <p>OR</p> <p>Certificate (ASDC Sales consultant (Pre-owned Vehicles) certificate) with 2-3 Years of experience Not applicable</p>
<b>Minimum Level of Education for Training in School</b>	
<b>Pre-Requisite License or Training</b>	On the job training Desirable for ASDC Sales Lead (Pre-owned Vehicles) Level 7 certificate OR Post graduate degree/Diploma in Business Administration Compulsory for all other qualifications
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	10/06/2013
<b>Next Review Date</b>	31/03/2020
<b>NSQC Approval Date</b>	05/08/2015
<b>Version</b>	1.0

## Qualification Pack

### 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>	<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>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

- 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>				
<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>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

## Qualification Pack

### 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>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>	-	-

## Qualification Pack

### 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>NSQC Clearance Date</b>	20/07/2015

## Qualification Pack

### ASC/N0004: Manage customer relationship and quality service

#### Description

This NOS unit is about an individual managing relationship with customers, providing quality service and ensuring complete satisfaction.

#### Scope

This unit/task covers the following:

- understand complete customer requirements and deliver accordingly to maintain total customer satisfaction with enriching and pleasant customer experience
- resolve complete customer queries, issues & complaints timely including settlement of warranty claims and other performance related issues as per the various terms & conditions and guidelines

#### Elements and Performance Criteria

##### *Manage the total customer satisfaction with enriching & pleasant customer experience*

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

- PC1.** . analyse and comprehend all customer requirements and needs
- PC2.** . document complete customer requisites and assess them
- PC3.** . deliver and assist in delivering as per the noted requirements
- PC4.** . understand complete customer queries and complaints
- PC5.** . document all customer queries in the prescribed format of the organisation
- PC6.** ensure least turnaround time for any customer query handling/redressal especially issues related to warranty claims and other performance related issues
- PC6..** ensure least turnaround time for any customer query handling/redressal especially issues related to warranty claims and other performance related issues
- PC7.** . maximise customer satisfaction through pleasant and excellent customer experience within the organisations framework
- PC8.** . document feedbacks and reviews from the customers & implement within the framework of the organization
- PC9.** . maintain a healthy & professional relationship with the customers especially key accounts and influencers in the market

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** standard operating procedures within ones own organisation
- KU2.** standard operating procedures for query and complaint reporting along with their redressal mechanism in the organisation
- KU3.** framework and guidelines as prescribed by the organisation for query and complaint redressal

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- KU4.** customer Relationship Management (CRM) related framework provided by the organisation
- KU5.** terms & conditions agreed between the respective auto component/ aggregate and the various OEMs/ OEM channel partners for supply, procurement of the various auto components/ aggregates
- KU6.** documentation requirements for each procedure carried out as part of roles and responsibilities as per the organizational guidelines
- KU7.** organisational and professional code of ethics and standards of practice
- KU8.** safety and health policies and regulations for the workplace
- KU9.** the technical specifications of various OEM vehicles and the different variant/ model of auto components/ aggregates used along with those of the competitor auto component manufacturer
- KU10.** detailed technical and performance specifications of the auto component for various OEM vehicles
- KU11.** how to collaborate with the organizational manufacturing engineering, product management teams along with the service team of the respective OEM vehicle and local channel partner service team
- KU12.** documentation requirements from the customers with respect to warranty claims and other performance related feedback on the for respective OEM vehicle
- KU13.** requirements of the customers and suggest delivery accordingly
- KU14.** software or format such as MS word, excel, PowerPoint and Management Information System (MIS)
- KU15.** software or format used to capture for Customer Relationship Management (CRM) within the organisation
- KU16.** how to capture customer voice/ feedback on the auto components/ aggregates for various OEM vehicles on price, performance, availability of spares, warranty & other service-related aspects etc.

## Generic Skills (GS)

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

- GS1.** create documents required on the job (including database on key customers/ accounts and major retailers, response or feedback forms, customer-query sheets, response or feedback sheets etc.)
- GS2.** either write or get it done from subordinates, a detailed failure report analysis in case of a failed component/ aggregate escalating to the auto component manufacturer
- GS3.** write in at least one language
- GS4.** read feedback from customers on warranty and other performance related aspects
- GS5.** read the specific requirements, queries that the customer may have on various auto components including any specific technical query
- GS6.** read brochures and technical specifications of the vehicle provided by the OEM and channel partner (Dealership)
- GS7.** read policies and regulations pertinent to the job
- GS8.** interact with the customers for getting their requirements, queries and feedbacks

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- GS9.** interact with organisations internal stakeholders for efficient customer relationship management interact with team members to work efficiently
- GS10.** analyse information and evaluate results to choose the best solution and solve problems
- GS11.** analyse any potential issue that may affect the performance of the vehicle and convey it in a timely manner
- GS12.** plan work assigned on a daily basis
- GS13.** follow up regularly on potential complaints, issues raised by the customer
- GS14.** ensure that customer needs are assessed and satisfactory service is provided
- GS15.** ensure that performance of the auto component is up to the mark and any pending issues or complaints are resolved in a timely manner according to the terms & conditions mandated by either the OEM or the auto component manufacturer
- GS16.** analyse all the complaints, queries or issues raised by the customers to either the OEM channel partner/ auto component dealer/ retailer in the market
- GS17.** deliver and act as per the organisation provided/guided resolutions
- GS18.** liaise with all stakeholders to ensure hassle-free resolution of the complaints by the concerned customer in a timely fashion
- GS19.** evaluate and identify areas of complaints from the customer affecting the performance of his vehicle
- GS20.** assess time and cost required for customer resolution based on complaints, problems or queries identified
- GS21.** evaluate and identify key customer experience enhancing areas
- GS22.** evaluate the information gathered from the customer complaint report and utilise it to identify timely resolutions
- GS23.** evaluate the information gathered from the market (including retail segment, key accounts/ customers and OEM along with the OEM channel partners) and use it to ensure higher customer satisfaction

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Manage the total customer satisfaction with enriching &amp; pleasant customer experience</i>				
<b>PC1.</b> . analyse and comprehend all customer requirements and needs	5	8	-	-
<b>PC2.</b> . document complete customer requisites and assess them	2	7	-	-
<b>PC3.</b> . deliver and assist in delivering as per the noted requirements	3	8	-	-
<b>PC4.</b> . understand complete customer queries and complaints	3	8	-	-
<b>PC5.</b> . document all customer queries in the prescribed format of the organisation <b>PC6.</b> ensure least turnaround time for any customer query handling/redressal especially issues related to warranty claims and other performance related issues	2	7	-	-
<b>PC6..</b> ensure least turnaround time for any customer query handling/redressal especially issues related to warranty claims and other performance related issues	5	9	-	-
<b>PC7.</b> . maximise customer satisfaction through pleasant and excellent customer experience within the organisations framework	5	9	-	-
<b>PC8.</b> . document feedbacks and reviews from the customers & implement within the framework of the organization	2	7	-	-
<b>PC9.</b> . maintain a healthy & professional relationship with the customers especially key accounts and influencers in the market	3	7	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	ASC/N0004
<b>NOS Name</b>	Manage customer relationship and quality service
<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Auto Finance and Insurance
<b>Occupation</b>	Vehicle Sales
<b>NSQF Level</b>	5
<b>Credits</b>	NA
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	17/07/2013
<b>Next Review Date</b>	17/07/2015
<b>NSQC Clearance Date</b>	20/07/2015

## Qualification Pack

### 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

## Qualification Pack

### Assessment Criteria

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

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

## Qualification Pack

# ASC/N1004: Perform valuation and support activities for pre-owned vehicles

## Description

This OS unit is about an individual to appraise the condition of the pre-owned vehicles for purchase and refurbishment, post which value them for sales as pre-owned vehicle.

## Scope

This unit/task covers the following:

- appraise pre-owned vehicles for purchase and refurbishment
- assist in valuation of refurbished vehicles for sale as used / pre-owned vehicles

## Elements and Performance Criteria

### *Appraise the preowned vehicles and assist in valuation*

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

- PC1..** verify the identity of the vehicle and the owner
- PC2. .** ensure that all required documents are available, ownership is well established and there are no potential problems in purchasing the vehicle
- PC3. .** appraise the condition of pre-owned vehicles and the refurbishment required
- PC4. .** ensure that a thorough valuation is carried out for all pre-owned vehicles prior to purchase including the technical checks to understand the exact condition of the main aggregates like engine, gear box, propeller shafts etc.
- PC5..** estimate resale price post-refurbishment or major overhaul of aggregates if required for the vehicles
- PC6..** recommend additional accessories on the existing pre-owned-vehicles as per the customers requirement
- PC7. .** share details about volume discounts and special offers on bulk purchases / sale of pre-owned vehicles (esp. in the commercial vehicle segment when a major project is starting / ending the contractor may want to purchase / sell the preowned vehicles)
- PC8..** liaise with the service team for minor repairs if required on the vehicle to get a better resale value (which may include overhauling of major aggregates)
- PC9..** interact and ask open-ended questions on the condition of the vehicle to be purchased (including whether the vehicle is not an accidental vehicle)
- PC10..** negotiate and close the deal, according to the valuation done for the vehicles, with the customers
- PC11. .** enter customer orders, replacements and refunds in the enterprise management system
- PC12. .** keep in mind dealer profitability, additional costs and on road pricing etc. before finalising the cost of purchase of the pre-owned vehicles
- PC13. .** coordinate with rto for timely and hassle-free re-registration of the used vehicles in the area of the customers choice for improved customer satisfaction

## Qualification Pack

- PC14.** . keep abreast of features, conditions, and warranty status of used vehicle makes and models
- PC15.** . utilize the customer relationship management system (crm) to plan, prioritize, track and measure selling activities

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** standard operating procedures of the oem for valuation of pre-owned vehicles
- KU2.** standard operating procedures of the dealership for valuation of pre-owned vehicles including various physical checks and details check by the service team to find the exact condition of the vehicle aggregates
- KU3.** promotions, discounts, offers available from the dealership and the oem on the pre-owned / used vehicles
- KU4.** prices, taxes and other applicable cost elements for the vehicle especially for the pre-owned vehicles (including the re-registration amount in case the new customer would want the vehicle to be registered at a different transport authority)
- KU5.** documentation requirements for each procedure carried out as part of roles and responsibilities
- KU6.** organisational and professional code of ethics and standards of practice
- KU7.** safety and health policies and regulations for the workplace
- KU8.** the basic technology used in and functioning of various components and aggregates of the vehicle
- KU9.** how to physically inspect the vehicle and understand the overall condition of the vehicle
- KU10.** how to verify the identity of the vehicle and establish ownership credentials
- KU11.** how to ensure proper and correct valuation of the vehicle
- KU12.** how to arrive at a cost estimate for responding to the valuation of any preowned vehicle
- KU13.** calculation of exact pricing for purchase of the pre-owned vehicles
- KU14.** how to calculate refurbishment costs of the vehicle including major / minor overhauling of the aggregates
- KU15.** how to estimate resale price after refurbishment of the vehicle
- KU16.** how to ensure profitability from each pre-owned vehicle keeping in mind registration, on-road costs etc.
- KU17.** how to enter customer orders, replacements and refunds in the enterprise management system
- KU18.** software or format used for financing calculations like ms excel and ms word
- KU19.** software or format used for billing and financing of the vehicle like tally and SAP
- KU20.** requirements for statutory compliance for regulations and other legal aspects
- KU21.** promotions, offers, discounts and other schemes available from the dealership and the OEM
- KU22.** documents required from potential customer to close a purchase deal
- KU23.** detailed technical and performance specifications of the vehicle

## Generic Skills (GS)

## Qualification Pack

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

- GS1.** create documentation required on the job (including estimate sheets, work sheets, etc.)
- GS2.** assist customers in filling forms and other documentation required for registration, insurance and finance
- GS3.** prepare cost estimates for on-road pricing of vehicles
- GS4.** write in at least one language
- GS5.** read brochures and technical specifications of the vehicle provided by the dealership and oem
- GS6.** read policies and regulations pertinent to the job
- GS7.** interact with the potential sellers of vehicles to elicit information on their needs and requirements
- GS8.** interact with the customer to build a positive rapport and influence the selling decision
- GS9.** make customers feel welcomed and relaxed in the showroom environment
- GS10.** analyse information and evaluate results to choose the best solution and solve problems
- GS11.** analyse the customer profiles and offer them all possible options available so that they can choose the best offer
- GS12.** plan work assigned on a daily basis
- GS13.** follow up with services function of the dealership for accurate vehicle valuation
- GS14.** interact with the customer to build a positive rapport and influence the selling decision
- GS15.** ensure that potential customer needs and requirements are assessed
- GS16.** handle unfavourable comparisons of the vehicle with competitors products
- GS17.** ensure that the buying process of pre-owned vehicle is hassle-free
- GS18.** liaise with all stakeholders to ensure all arrangements and documentation are done on time
- GS19.** analyse all technical aspects (including servicing) of the vehicle before purchasing from the potential customer
- GS20.** evaluate the information gathered from the potential customer and utilise it to ensure a smooth purchase process

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Appraise the preowned vehicles and assist in valuation</i>				
<b>PC1..</b> verify the identity of the vehicle and the owner	1	5	-	-
<b>PC2. .</b> ensure that all required documents are available, ownership is well established and there are no potential problems in purchasing the vehicle	3	5	-	-
<b>PC3. .</b> appraise the condition of pre-owned vehicles and the refurbishment required	3	5	-	-
<b>PC4. .</b> ensure that a through valuation is carried out for all pre-owned vehicles prior to purchase including the technical checks to understand the exact condition of the main aggregates like engine, gear box, propeller shafts etc.	1	5	-	-
<b>PC5..</b> estimate resale price post-refurbishment or major overhaul of aggregates if required for the vehicles	3	5	-	-
<b>PC6..</b> recommend additional accessories on the existing pre-owned-vehicles as per the customers requirement	2	5	-	-
<b>PC7. .</b> share details about volume discounts and special offers on bulk purchases / sale of pre-owned vehicles (esp. in the commercial vehicle segment when a major project is starting / ending the contractor may want to purchase / sell the preowned vehicles)	3	4	-	-
<b>PC8..</b> liaise with the service team for minor repairs if required on the vehicle to get a better resale value (which may include overhauling of major aggregates)	1	5	-	-
<b>PC9..</b> interact and ask open-ended questions on the condition of the vehicle to be purchased (including whether the vehicle is not an accidental vehicle)	2	4	-	-
<b>PC10..</b> negotiate and close the deal, according to the valuation done for the vehicles, with the customers	2	5	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC11.</b> . enter customer orders, replacements and refunds in the enterprise management system	2	5	-	-
<b>PC12.</b> . keep in mind dealer profitability, additional costs and on road pricing etc. before finalising the cost of purchase of the pre-owned vehicles	2	4	-	-
<b>PC13.</b> . coordinate with rto for timely and hassle-free re-registration of the used vehicles in the area of the customers choice for improved customer satisfaction	1	5	-	-
<b>PC14.</b> . keep abreast of features, conditions, and warranty status of used vehicle makes and models	2	4	-	-
<b>PC15.</b> . utilize the customer relationship management system (crm) to plan, prioritize, track and measure selling activities	2	4	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	ASC/N1004
<b>NOS Name</b>	Perform valuation and support activities for pre-owned vehicles
<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>	31/12/2015
<b>NSQC Clearance Date</b>	

## Qualification Pack

### ASC/N1007: Analyse, plan and budget sales operations

#### Description

This NOS unit is about an individual who analyses, plans and budget sales operations through the team headed by the individual.

#### Scope

This unit/task covers the following:

- analyse the territory / line of business assigned by the superiors and plan the overall sales operation in the assigned area / line of business
- distribute the overall sales target amongst the team members and drive sales from themes per the business targets

#### Elements and Performance Criteria

##### *Analyse and drive sales from executives as per the business targets*

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

- PC1..** analyse the overall assigned territory / line of business and understand the potential of the area
- PC2..** distribute the overall sales target amongst him team members
- PC3..** devise secondary sales strategy in coordination with the oem sales person and the dealership sales manager / in-charge for the various oem vehicle products which includes:- territory & product portfolio allocation to the sales executives in the team at the channel partner (dealer / distributor) recruiting and managing overall sales performance of the sales executives for the allocated vehicle product-lines of the oem ensure training needs assessment & actual training for all the sales executives including technical aspects and usp of the vehicles over the competitor both for newly launched vehicles / upgraded vehicle range timely communication of incentive schemes for sales representatives and ensure proper distribution of the rewards / incentives to maintain higher levels of motivation regular communication of various schemes announced by the oems / financiers at the zonal / area level and the channel partner at a local level ensure and supervise database management for all customer information
- PC4..** ensure proper receiving of all the customers walking in the showroom and the usp of the vehicle is conveyed to them along with the display of the vehicle and test drive offered to the customers
- PC5..** ensure that all leads captures from all sources are followed up by the team member (including showroom leads, telephonic leads, cold calls, leads captured through at/ btl activities and other market activation events
- PC6..** supervise liaising with executives from banks and insurance companies for hassle free loan approvals and escalate to dealership superiors or oem in case of any delay
- PC7..** plan & implement various local promotional activities through the sales executives and the marketing team to achieve sales volume level in coordination with the marketing manager such as:- road shows mall activations exchange melas canopy promotions local contests loan melas promotional test-drives

## Qualification Pack

- PC8..** supervise and manage complete test drive process at the dealership
- PC9..** ensure additional sales of the accessories and value added service by the team as the targets of these needs to be met through the sales executives
- PC10..** prepare regular reports /updates on sales performance of the against the competitor determine lead and lag sales performance indicators and take corrective steps post the analysis
- PC11..** prepare monthly sales reports and update the company systems accordingly for the area / line of business handled through the team

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** standard operating procedures of the oem related with the overall sales process and financing, insurance and registration of the vehicles
- KU2.** promotions, discounts, freebies offered by the oem to either the end customer (to push secondary sales) or to the channel partner (dealer/ distributor to push primary sales)
- KU3.** prices, taxes and other applicable cost elements for the vehicle and the overall and process flow of financing or loaning and timelines involved for the company
- KU4.** documentation requirements for vehicle finance and insurance
- KU5.** process flow of billing of vehicles to the customers at the dealership
- KU6.** process flow for conducting and facilitating audits by external or internal oem and dealer appointed agencies
- KU7.** documentation requirements for each procedure carried out as part of roles and responsibilities as per the oem guidelines
- KU8.** organisational and professional code of ethics and standards of practice
- KU9.** safety and health policies and regulations for the workplace as well as for automotive trade in general
- KU10.** the technical specifications of various oem vehicular products as well as those manufactured by the competitors
- KU11.** how to conduct market research and surveys to analyse current trends in the market and develop counter strategies
- KU12.** the following appropriate local promotional activities required for attracting potential customers: road shows mall activations exchange melas canopy promotions local contests loan melas promotional test-drives tie-ups with various body-builders (only in case of commercial vehicles) any other local activities jointly done with other agencies/ organization (banks & nbfc) to push sales in rural / semi-urban areas
- KU13.** the competitive landscape including: vehicles (models/ variants) offered by competitors features & functions available in the competitor vehicle usp of the vehicle vis--vis those offered by competitors price differentials with competitors products both in the same territory and that across the adjoining territory
- KU14.** documents required for processing of loan / finance along with the credit and risk policies or guidelines of the oem / bank or nbfc
- KU15.** statutory compliance of the government and legal aspects and various local / regional peculiarities

## Qualification Pack

### Generic Skills (GS)

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

- GS1.** create documentation required on the job (including sales reports, work sheets, etc.)
- GS2.** create regular sales reports in the formats as prescribed by ones organization and the respective oem
- GS3.** prepare estimate sheets for budgeting and costing for all the promotional activities proposed
- GS4.** prepare the discount / final costing of the vehicles in case of deals which are escalated by the executive to their level
- GS5.** write in at least one language
- GS6.** read & understand technical terminologies used in the automotive industry, financial reports
- GS7.** maintain updated knowledge on the evolving trends cutting edge developments in the automotive industry
- GS8.** read general instructions or guidelines for customers, mandatory for loans or financing along with the detailed application forms
- GS9.** read policies and regulations pertinent to the job
- GS10.** read the overall lead capturing document, delivery orders after the approval of loans, final bills and other details associated with final billing of financed or loaned vehicles
- GS11.** read sales reports, presentations, sales targets and other details associated with the overall sales process
- GS12.** interact with the sales team (including both front-end and back-end team) to plan annual sales targets and analyse the periodic performance of the sales executives vis--vis their assigned targets
- GS13.** interact with the customers through the sales executives to elicit their requirements and query information
- GS14.** interact with superiors and other support staff function in the ones own organisation including the service, stockyard and delivery people
- GS15.** manage key customer relationships to get repeat sales from the same customers
- GS16.** analyse the market potential for various models across the product portfolio to distribute the overall sales target across various sales executives
- GS17.** allocate targets and budgets, based on the existing sales report and focussing on growth in the assigned segments / areas
- GS18.** analyse the available information on the hot leads generated by the sales executives and evaluate options to close the lead (for e.g. a customer may want a higher discount or bundled accessories, on which decision may be taken on a case-to-case basis)
- GS19.** plan work according to the required schedule and location
- GS20.** plan sales targets assigned on a periodical basis and achieve the estimated business targets
- GS21.** resolve all the factors associated with the pendency of the vehicle deliveries on a case to case basis
- GS22.** ensure that customer requirements and financial status are assessed and satisfactory service is provided
- GS23.** ensure that the schemes / discounts by the oems are passed on to the customers

## Qualification Pack

- GS24.** ensure that prompt post-sale service is provided to the customer esp. during the warranty period and in case of any issue, it is escalated to the superiors and resolved
- GS25.** clarify and solve all customer queries generated due to any kind of anomalies and take appropriate actions, as required
- GS26.** handle unfavourable comparisons of the vehicle with competitors products
- GS27.** ensure that the sales process is hurdle-free for the potential customer
- GS28.** liaise with stakeholders to ensure all arrangements and documentation are done on time
- GS29.** assess the sales targets received and plan accordingly to achieve maximum numbers through the team of sales executives
- GS30.** analyse unique selling points of the vehicle based on potential customer requirements in each of the micro markets
- GS31.** the information gathered from the potential customer and utilise it to ensure a smooth sales process
- GS32.** use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Analyse and drive sales from executives as per the business targets</i>				
<b>PC1..</b> analyse the overall assigned territory / line of business and understand the potential of the area	2	6	-	-
<b>PC2..</b> distribute the overall sales target amongst him team members	1	7	-	-
<b>PC3..</b> devise secondary sales strategy in coordination with the oem sales person and the dealership sales manager / in-charge for the various oem vehicle products which includes:- territory & product portfolio allocation to the sales executives in the team at the channel partner (dealer / distributor) recruiting and managing overall sales performance of the sales executives for the allocated vehicle product-lines of the oem ensure training needs assessment & actual training for all the sales executives including technical aspects and usp of the vehicles over the competitor both for newly launched vehicles / upgraded vehicle range timely communication of incentive schemes for sales representatives and ensure proper distribution of the rewards / incentives to maintain higher levels of motivation regular communication of various schemes announced by the oems / financiers at the zonal / area level and the channel partner at a local level ensure and supervise database management for all customer information	4	8	-	-
<b>PC4..</b> ensure proper receiving of all the customers walking in the showroom and the usp of the vehicle is conveyed to them along with the display of the vehicle and test drive offered to the customers	2	6	-	-
<b>PC5..</b> ensure that all leads captures from all sources are followed up by the team member (including showroom leads, telephonic leads, cold calls, leads captured through atl/ btl activities and other market activation events	2	7	-	-
<b>PC6..</b> supervise liaising with executives from banks and insurance companies for hassle free loan approvals and escalate to dealership superiors or oem in case of any delay	2	7	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC7..</b> plan & implement various local promotional activities through the sales executives and the marketing team to achieve sales volume level in coordination with the marketing manager such as:- road shows mall activations exchange melas canopy promotions local contests loan melas promotional test-drives	3	8	-	-
<b>PC8..</b> supervise and manage complete test drive process at the dealership	3	8	-	-
<b>PC9..</b> ensure additional sales of the accessories and value added service by the team as the targets of these needs to be met through the sales executives	2	6	-	-
<b>PC10..</b> prepare regular reports /updates on sales performance of the against the competitor determine lead and lag sales performance indicators and take corrective steps post the analysis	2	6	-	-
<b>PC11..</b> prepare monthly sales reports and update the company systems accordingly for the area / line of business handled through the team	2	6	-	-
<b>NOS Total</b>	<b>25</b>	<b>75</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	ASC/N1007
<b>NOS Name</b>	Analyse, plan and budget sales operations
<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Automotive Vehicle Sales (Dealer)
<b>Occupation</b>	Vehicle Sales
<b>NSQF Level</b>	7
<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>NSQC Clearance Date</b>	

## 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

### Qualification Pack

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
ASC/N0004.Manage customer relationship and quality service	30	70	-	-	100	10
ASC/N0005.Supervise and evaluate performance	30	70	-	-	100	5
ASC/N1004.Perform valuation and support activities for pre-owned vehicles	30	70	-	-	100	25
ASC/N1007.Analyse, plan and budget sales operations	25	75	-	-	100	35
<b>Total</b>	<b>190</b>	<b>510</b>	<b>-</b>	<b>-</b>	<b>700</b>	<b>100</b>

## Qualification Pack

### 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.