

# Finance, Insurance and Registration Coordinator

QP Code: ASC/Q1201

NSQF Level: 5

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## Qualification Pack

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## Qualification Pack

### ASC/Q1201: Finance, Insurance and Registration Coordinator

#### Brief Job Description

A Finance, Insurance and Registration Coordinator is responsible for handling financing and insurance of the vehicle prior to its sale and registration process after the sale of the vehicle at the dealership. The individual is also responsible for managing the financing & insurance liaison with of OEM& finance / Insurance Banks / NBFCs.

#### Personal Attributes

This job requires individuals to work as a part of a team. 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, local customer preferences, geographic nuances and finance peculiarities is also required. The individual should depict customer centricity in daily behaviour and should be able to talk and convince customers . The individual should also liaison with external / internal stakeholders leading to the sale of the vehicle

#### 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/N1201: Coordinate finance and insurance processes](#)
5. [ASC/N1202: Ensure completion of the registration process after the sale of the vehicle](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Automotive Vehicle Sales (Dealer)
<b>Occupation</b>	Finance and Insurance
<b>Country</b>	India
<b>NSQF Level</b>	5
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/3321.0201

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<b>Minimum Educational Qualification &amp; Experience</b>	12th Class OR Diploma (Preferably in Finance/Commerce)
<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>	31/03/2020
<b>NSQC Approval Date</b>	20/07/2015
<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 / 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
- KU8.** who to obtain guidance from and the typical circumstances when this may be required

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- 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

#### 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
- 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

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### 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>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
- 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

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- 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>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>	-	-

## 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/N1201: Coordinate finance and insurance processes

#### Description

This NOS unit is about a Finance, Insurance and Registration Coordinator (Dealer) who coordinate the overall finance and insurance processes at the dealership prior to the sale of the vehicle

#### Scope

This unit/task covers the following: implement the financing & insurance framework prior to the sale of the vehicle, completing all formalities at the dealership end liaison and coordinate with financial and insurance executives of the Banks / NBFCs and OEM Sales team for sanction of loans (vehicle finance) and insurance process of the vehicle

#### Elements and Performance Criteria

*Implement the overall finance & insurance process at the dealership and liaison with the Banks / NBFCs*

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

- PC1..** implement the financing & insurance framework of OEM at the dealership
- PC2..** train and provide the sales team with information on finance and insurance on the vehicle & convey the process to be followed and documents to be collected for faster processing
- PC3..** liaison and coordinate with financial and insurance executives from the various public / private banks and NBFCs for determining various schemes, discounts, rebates, offers and other terms & conditions etc.
- PC4..** promote extended service agreements, other financing tools, credit life, and other financial / insurance products bundled with the vehicle finance / insurance like accident and health insurance plans for the customers
- PC5. .** develop incentive structures for salespeople to cross-sell insurance and finance along with the vehicle at the dealership
- PC6. .** verify all the documents collected for the purpose of loan / insurance & take a decision if any additional documents are required and the bank / NBFC where they need to be put up for an early sanction of finance / insurance of the vehicle
- PC7. .** liaise with internal stakeholders like admin, sales, service and workshop function of the dealership to ensure early processing of the financing / insurance of the vehicle

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** standard operating procedures of the Banks / NBFCs for loans, financial product and insurance of the vehicles
- KU2.** standard operating procedures within the dealership for loans, financial product and insurance of the vehicles
- KU3.** standard operating procedures to be followed as desired by the OEM for loans, financial product and insurance of the vehicles

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- KU4.** documentation requirements for each procedure carried out as part of roles and responsibilities
- KU5.** process flow of financing, loaning, insurance and timelines involved of the various Banks / NBFCs
- KU6.** institutional and professional code of ethics and standards of practice
- KU7.** safety and health policies and regulations for the workplace
- KU8.** details of the loan and insurance application form and the various documents required to complete the form
- KU9.** documents required for processing and sanctioning of the loan or insurance product
- KU10.** calculation for credit history and assess the overall financial status of the customer before the case is logged in the finance company
- KU11.** software or format used for financing calculations like MS Excel and MS Word prescribed by both the OEM and the financiers (Banks / NBFC)
- KU12.** software or format used for billing, financing and insurance of the vehicle like Tally and SAP to be used for internal
- KU13.** the various technical information available for the vehicle and the financial / insurance product offered for the competitor in the same segment by the Bank / NBFC
- KU14.** credit and risk policies or guidelines of both the OEM & the Banks / NBFCs, so that the customer is conveyed of the exact terms & conditions for the finance / insurance product
- KU15.** policies or guidelines of the OEM and the dealership regarding the overall procedure / process to be followed before the sanction of the loan
- KU16.** statutory compliance of the government and legal aspects
- KU17.** local market procedures of the area in which the dealership operates and the terms & conditions set by the various Banks / NBFCs. (For ex. Some areas / territories are negative areas where the Banks / NBFC might want more collaterals before sanctioning of the loans)
- KU18.** local customer preferences of that area for a particular loan / insurance product (for ex. In some areas customer may prefer a longer loan period yet a lesser rate of interest esp. for commercial vehicle to be used in long term projects and are tied up on a long-term lease with a construction company)

## Generic Skills (GS)

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

- GS1.** create documentation required on the job (including reports, work sheets, etc. for maintaining the record of the finance / insurance cases logged-in)
- GS2.** fill loan and insurance application form with details
- GS3.** create sales reports (weekly, monthly, quarterly, half yearly and yearly) to capture the overall trend of loans / insurance for the dealership across various banks / NBFC
- GS4.** prepare estimate sheets for loaning or financing and insurance premium activities
- GS5.** write in at least one language
- GS6.** read general instructions or guidelines for customers, mandatory for loans or financing and insurance
- GS7.** read policies and regulations pertinent to the job

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- GS8.** read survey reports, loan application forms and various other financial or insurance documents required
- GS9.** read delivery orders and cover notes generated after financing and insurance activities
- GS10.** read about terms & conditions offered by various Banks / NBFCs to vehicle offerings in all similar segments across various competitors
- GS11.** interact with the customers to elicit their requirements and query information on the financing and insurance of the vehicles to help them select the right finance / insurance product of the respective Bank / NBFC
- GS12.** interact with the customer to confirm and clear all doubts regarding various cost components with respect to various processes
- GS13.** convey to the customers all plans, along with the minutest details and all charges across the finance / insurance of the vehicle so that the customer can make an informed choice about the best plan most suited under the given conditions
- GS14.** interact with sales, service and administrative function of the dealership in case of any clarifications required
- GS15.** interact with superiors and other support staff function at the dealership in case any case for finance / insurance is struck at any level so that it can be escalated and resolved keeping the best interest of customer in mind
- GS16.** analyse information disclosed by various Banks / NBFC for their products and help the customer decide on the best option available to him for a particular condition
- GS17.** analyse the financial information of the customers and fill the documents accordingly to log-in the case in the appropriate Bank / NBFC to ensure quick approvals (ex. if a particular Bank / NBFC has a corporate tie-up with an organization where the customer works, so he can be offered special rates and approval in a day, the case should be logged-in with that particular financier to ensure quicker approvals)
- GS18.** plan business targets assigned by the dealership and Banks / NBFC on a periodical basis and achieve appropriate results through strategies developed with the dealership Sales Manager
- GS19.** plan the overall flow of work (esp. during month-ends) to tackle the struck finance cases at any levels and escalate at appropriate levels in case if it is required
- GS20.** ensure that customer requirements and financial status are assessed and satisfactory finance / Insurance product is suggested
- GS21.** ensure that customer is told all small information and any hidden charges for the finance / insurance products in detail to help him make an informed choice
- GS22.** clarify and solve all customer queries or doubts that the customer may have regarding the finance / insurance product's prior to the purchase of the vehicle and take appropriate actions, as required
- GS23.** dispel any doubts that the customer may have regarding any
- GS24.** evaluate financial status and credit history of the customers and suggest various finance / insurance plans accordingly
- GS25.** suggest the customers according to their needs and requirements, the best suited vehicles available in that segment with the dealership

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Implement the overall finance &amp; insurance process at the dealership and liaison with the Banks / NBFCs</i>	<b>20</b>	<b>80</b>	-	-
<b>PC1..</b> implement the financing & insurance framework of OEM at the dealership	3	10	-	-
<b>PC2..</b> train and provide the sales team with information on finance and insurance on the vehicle & convey the process to be followed and documents to be collected for faster processing	2	10	-	-
<b>PC3..</b> liaison and coordinate with financial and insurance executives from the various public / private banks and NBFCs for determining various schemes, discounts, rebates, offers and other terms & conditions etc.	3	12	-	-
<b>PC4..</b> promote extended service agreements, other financing tools, credit life, and other financial / insurance products bundled with the vehicle finance / insurance like accident and health insurance plans for the customers	3	12	-	-
<b>PC5. .</b> develop incentive structures for salespeople to cross-sell insurance and finance along with the vehicle at the dealership	3	12	-	-
<b>PC6. .</b> verify all the documents collected for the purpose of loan / insurance & take a decision if any additional documents are required and the bank / NBFC where they need to be put up for an early sanction of finance / insurance of the vehicle	3	12	-	-
<b>PC7. .</b> liaise with internal stakeholders like admin, sales, service and workshop function of the dealership to ensure early processing of the financing / insurance of the vehicle	3	12	-	-
<b>NOS Total</b>	<b>20</b>	<b>80</b>	-	-

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	ASC/N1201
<b>NOS Name</b>	Coordinate finance and insurance processes
<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Automotive Vehicle Sales (Dealer)
<b>Occupation</b>	Finance & Insurance
<b>NSQF Level</b>	5
<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>	20/07/2015

## Qualification Pack

# ASC/N1202: Ensure completion of the registration process after the sale of the vehicle

## Description

This NOS unit is about a Finance, Insurance and Registration Coordinator (Dealer) to ensure completion of the overall registration process post the sale of the vehicle

## Scope

This unit/task covers the following: coordinate with transport office for the process of completion of the registration of the vehicle including re-registration of the pre-owned / used vehicles handle clearing of all the pending and stuck cases of registration and transfer of registration once the customer transfers his vehicle to a different location

## Elements and Performance Criteria

### *Co-ordinate with the Transport authority for the vehicle registration*

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

- PC1..** coordinate with regional transportation office for smoother and quicker vehicle registration for newly sold vehicle and re-registrations for pre-owned vehicle / vehicles to be transferred to be new territory
- PC2. .** verify all the documents collected for the purpose of registration of the vehicle & take a decision if any additional documents are required by a relevant transport authority
- PC3..** handle clearing of all the pending and stuck registration cases due to some issue and help them resolve
- PC4. .** ensure early registration of the sold vehicles from the dealers in the desired transport authority
- PC5..** clear all prerequisites required for registration of all kinds of vehicles at the dealership including submission of the relevant documents
- PC6. .** ensure appropriate fitment of number plates on the vehicles post the registration process of desired number in case customer want a specific number as his vehicle registration number
- PC7. .** identify all kinds of non-availability and shortages of number plates and escalate to appropriate authorities
- PC8. .** liaise with external stakeholders other than the transport authority (like OEM for relevant documents) due to which the registration process can be delayed

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** standard operating procedures of the local transport authority for the registration of all kinds of vehicles
- KU2.** documentation requirements for each procedure carried out as part of roles and responsibilities

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- KU3.** flow of the process of pre and post registrations at the dealership involving the local transport authority
- KU4.** institutional and professional code of ethics and standards of practice
- KU5.** safety and health policies and regulations for the workplace
- KU6.** technical details of the all the vehicles being registered
- KU7.** documents required for all vehicular registrations under the various types (for ex. registration under personal / commercial segment for the passenger vehicle demand different set of documents)
- KU8.** process flow of vehicular registrations at the various regional transport office
- KU9.** software or format used for preparing reports like MS Excel and MS Word
- KU10.** how to take impressions of engine and chassis and any other such process that is required as a part of filling up of the registration forms (which include the knowledge of the location of where the engine/ chassis no. is punched in various models of the vehicle)
- KU11.** policies or guidelines of the OEM and the dealership with respect to the overall registration process
- KU12.** statutory compliance of the government and legal aspects including any new compliance as floated by the Transport department (ex. a particular norms of vehicular models may be passes by the transport department like for some cities BS -3 vehicles can only be registered in rural areas and not in the urban areas)

## Generic Skills (GS)

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

- GS1.** create documentation required on the job (including reports, work sheets, etc.)
- GS2.** fill vehicle registration forms of the regional transport office
- GS3.** write in at least one language
- GS4.** read general instructions or guidelines of the regional transport office for vehicular registrations
- GS5.** read policies and regulations pertinent to the job
- GS6.** read vehicular registration application forms
- GS7.** interact with sales, service and administrative function of the dealership post the sale of the vehicle to understand the registration requirements
- GS8.** interact with superiors and other support staff function at the dealership in case the registration process of the vehicle is struck at some level
- GS9.** interact with the official staffs of the regional transport office to quicken the overall process of registration
- GS10.** analyse information regarding the location for registration of the vehicle and evaluate the best location basis the ease of registration and customer preferences
- GS11.** analyse all the pre and post checks for the vehicles before being registered by the local transport authority
- GS12.** plan and manage smooth and quick vehicular registrations
- GS13.** plan the overall day at the regional transport authority to ensure the process of registration for most of the vehicle sold by the dealer

## Qualification Pack

- GS14.** ensure that customers requirements and queries regarding the registration are assessed and satisfactory service is provided
- GS15.** ensure that the vehicle is registered in a transport authority as desired by the customer both for the new vehicle and re-registration for the pre-owned vehicle
- GS16.** ensure that the customers preference for a particular registration number is taken into account which registering the vehicle at a particular transport authority
- GS17.** handle clearing of all the pending and stuck cases of registration and transfer of registration and escalation to superiors in case required
- GS18.** identify all kinds of non-availability and shortages of number plates and escalate to the appropriate superior
- GS19.** resolve the locational preference of the transport authority by the customer in case the residence of the customer is outside the purview of the authority (for ex. a person may want the vehicle to be registered in a city like Delhi while he resides in the suburbs of Delhi either in Haryana or U.P and its becomes difficult to get it registered in Delhi)
- GS20.** evaluate all the vehicular registrations for their quick processing and report them all to the customers in case of any delay
- GS21.** ensure quick and smooth registrations of all the vehicles at the dealership for increased customer satisfaction and experience



## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Co-ordinate with the Transport authority for the vehicle registration</i>	<b>20</b>	<b>80</b>	-	-
<b>PC1..</b> coordinate with regional transportation office for smoother and quicker vehicle registration for newly sold vehicle and re-registrations for pre-owned vehicle / vehicles to be transferred to be new territory	2	11	-	-
<b>PC2. .</b> verify all the documents collected for the purpose of registration of the vehicle & take a decision if any additional documents are required by a relevant transport authority	3	11	-	-
<b>PC3..</b> handle clearing of all the pending and stuck registration cases due to some issue and help them resolve	3	11	-	-
<b>PC4. .</b> ensure early registration of the sold vehicles from the dealers in the desired transport authority	2	9	-	-
<b>PC5..</b> clear all prerequisites required for registration of all kinds of vehicles at the dealership including submission of the relevant documents	4	11	-	-
<b>PC6. .</b> ensure appropriate fitment of number plates on the vehicles post the registration process of desired number in case customer want a specific number as his vehicle registration number	2	11	-	-
<b>PC7. .</b> identify all kinds of non-availability and shortages of number plates and escalate to appropriate authorities	2	8	-	-
<b>PC8. .</b> liaise with external stakeholders other than the transport authority (like OEM for relevant documents) due to which the registration process can be delayed	2	8	-	-
<b>NOS Total</b>	<b>20</b>	<b>80</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	ASC/N1202
<b>NOS Name</b>	Ensure completion of the registration process after the sale of the vehicle
<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Automotive Vehicle Sales (Dealer)
<b>Occupation</b>	Finance & Insurance
<b>NSQF Level</b>	5
<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>	20/07/2015

## 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	15
ASC/N0002.Work effectively in a team	25	75	-	-	100	10
ASC/N0003.Maintain a healthy,safe and secure working environment	25	75	-	-	100	10

### Qualification Pack

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
ASC/N1201.Coordinate finance and insurance processes	20	80	-	-	100	40
ASC/N1202.Ensure completion of the registration process after the sale of the vehicle	20	80	-	-	100	25
<b>Total</b>	<b>115</b>	<b>385</b>	<b>-</b>	<b>-</b>	<b>500</b>	<b>100</b>