



Car Washer and Assistant Service Technician

QP Code: ASC/Q1417

Version: 1.0

NSQF Level: 3

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

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ASC/Q1417: Car Washer and Assistant Service Technician

Brief Job Description

The car washer and assistant service technician is responsible for washing, scrubbing and polishing the interiors and exteriors of vehicles to protect their appearance. The individual also assist in service, maintenance and repair of the vehicle.

Personal Attributes

An individual on this job must have strong eyes for doing visual inspection and notice minute surface defect. The individual should have knowledge and understanding of technical aspects of various components & aggregates so as not to cause any demange to vehicle parts, while washing with high pressure water hose.

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/N1101: Perform vehicle cleaning and washing](#)
5. [ASC/N1401: Assist in service, maintenance and repair of the vehicle.](#)

Qualification Pack (QP) Parameters

Sector	Automotive
Sub-Sector	Automotive Vehicle Service
Occupation	Technical Service and Repair
Country	India
NSQF Level	3
Aligned to NCO/ISCO/ISIC Code	NCO-2015/7231.0900,7231.0400
Minimum Educational Qualification & Experience	5th Class (Preferably)
Minimum Level of Education for Training in School	

Pre-Requisite License or Training	On the job training Desirable for ASDC Washer certificate or Class XII Compulsory for all other qualifications
Minimum Job Entry Age	18 Years
Last Reviewed On	18/10/2016
Next Review Date	30/06/2020
Deactivation Date	30/06/2020
NSQC Approval Date	19/12/2018
Version	1.0

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

- 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

Assessment Criteria

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

National Occupational Standards (NOS) Parameters

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

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

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

Assessment Criteria

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

National Occupational Standards (NOS) Parameters

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

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
- 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

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

National Occupational Standards (NOS) Parameters

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

ASC/N1101: Perform vehicle cleaning and washing

Description

This NOS unit is about an individual who performs all tasks related to vehicle cleaning and washing.

Scope

This unit/task covers the following:

- clean bodywork and exteriors of vehicle
- clean the interiors of vehicle

Elements and Performance Criteria

Clean exterior & interior of the vehicle including washing

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

- PC1..** inspect parts, equipment, or vehicles for cleanliness
- PC2..** understand the instructions given by supervisor regarding the washing, routine and any other specific cleaning requirements
- PC3..** mix cleaning solutions, abrasive compositions, or other compounds as advised by a supervisor
- PC4..** scrub, scrape, or spray machine parts, equipment, or vehicles, using scrapers, brushes, clothes, cleaners, disinfectants, insecticides, acid, abrasives, vacuums, or hoses
- PC5..** transport materials, equipment, or supplies to or from work areas, using carts or hoists
- PC6..** pre-soak or rinse machine parts, equipment, or vehicles parts by immersing objects in cleaning solutions or water, manually or using hoists
- PC7..** operate and activate cleaning equipment or machines and notify the supervisors in case of any malfunctions
- PC8..** turn valves or handles on equipment to regulate pressure or flow of water, air, steam, or abrasives from sprayer nozzles
- PC9..** clean: interior and exterior surfaces of vehicles plastic work inside cars, using paintbrushes vehicle windows seat frames, backs and bottoms and blacken tyres driver seat, seating area, windshield, drivers side glass and vehicle dash passenger grab rails and stanchions floor to remove gum, dirt and grease Electrical & Electronic component, couplers, connection etc
- PC10..** rinse objects and place them on drying racks
- PC11..** use cloth, squeegees, or air compressors to dry surfaces
- PC12..** sweep, shovel, or vacuum loose debris or salvageable scrap into containers
- PC13..** maintain specified distance and pressure while washing engine compartment
- PC14..** remove debris and other dirt containers from work areas
- PC15..** maintain cleanliness of the work and shop areas to ensure a safe work environment

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** standard operating procedures of the dealership for vehicle cleaning
- KU2.** standard operating procedures recommended by the dealership for using water hose pipe or any other machine which may be required to carry out the exterior or interior cleaning
- KU3.** documentation requirements for each procedure carried out as part of roles and responsibilities as specified by the organisation
- KU4.** organisational and professional code of ethics and standards of practice
- KU5.** safety, health and environmental policies and regulations for the workplace as well as for automotive trade in general (e.g. safe practices while working in pits/ under vehicles)
- KU6.** how to drive vehicles to ensure cleaning at the desired location within the organizational setup
- KU7.** how to operate the machines and equipment to perform cleaning tasks
- KU8.** the different types of grime and the method used for cleaning each, including: graffiti (e.g., paint, ink) encrusted human waste scuff marks soil and dust oil and other grease dried food and other non-hazardous stains other stains
- KU9.** the various methods used for cleaning including: scraping use of squeegee and chamois use of chemicals machine-assisted or manual cleaning washing or scrubbing/cleaning brushing sweeping blowing off with air
- KU10.** how to adjust machines, devices, moving parts, and equipment post cleaning
- KU11.** the various implements, tools and safety equipment used for cleaning includes: absorbent cloths lint free cleaning cloths buckets brushes hand brooms hoses dust pans spotting spray bottles applicators squeegees (various sizes) chamois scrapers air blowing equipment air compressors extension poles ladders and scaffold chemicals and cleaning solutions specialised graffiti removal agents rubber gloves face masks protective clothing including overalls and safety boots breathing filters safety glasses
- KU12.** how to: vacuum, clean and maintain vehicle interiors, including dashboards, consoles, carpet and car seats clean door trims and hinges wash and polish vehicle exteriors and blacken tyres fit boot spoilers, side skirts, or mud flaps drive vehicles through automatic car washes blacken tyres
- KU13.** how to use regulate pressure or flow of water, air, steam, or abrasives from sprayer nozzles
- KU14.** how to lubricate machinery and the required masking materials to preserve, protect and condition the vehicle

Generic Skills (GS)

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

- GS1.** create documentation required for the cleaning process (including work sheets, etc.)
- GS2.** assist in maintaining appropriate records related to cleaning of the vehicle
- GS3.** write in at least one language
- GS4.** read work orders, materials, etc. related to the cleaning of the vehicle
- GS5.** interact with superiors and other support staff function
- GS6.** interact with the customers in case of any specific requirement related to cleaning of a particular part (either in the exterior or the interior) of the vehicle
- GS7.** analyse available information regarding the cleaning of the vehicle and evaluate the best possible means to clean/ wash the particular vehicle

- GS8.** decide when to contact supervisor in case of any discrepancy in the machine and equipment used in cleaning and washing
- GS9.** plan work according to the required schedule and location
- GS10.** ensure timely cleaning of the vehicle so that other work to be done on the vehicle is not affected
- GS11.** plan a visual check on the piece for insuring that it is clean and dirt free
- GS12.** ensure that customers additional requirements for cleaning a particular part is assessed and the vehicle is cleaned/ washed accordingly
- GS13.** ensure that the vehicle is cleaned/ washed in case any requirement arises post the work done by the technicians/ specialists (for e.g. after the work done there are grease marks on the body panel)
- GS14.** identify any error or cause of defects while cleaning the vehicle and report it to superiors
- GS15.** analyse the information and instructions given by supervisor to perform the cleaning process efficiently
- GS16.** use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Clean exterior & interior of the vehicle including washing</i>	25	75	-	-
PC1.. inspect parts, equipment, or vehicles for cleanliness	1	5	-	-
PC2.. understand the instructions given by supervisor regarding the washing, routine and any other specific cleaning requirements	2	5	-	-
PC3.. mix cleaning solutions, abrasive compositions, or other compounds as advised by a supervisor	3	5	-	-
PC4.. scrub, scrape, or spray machine parts, equipment, or vehicles, using scrapers, brushes, clothes, cleaners, disinfectants, insecticides, acid, abrasives, vacuums, or hoses	3	7	-	-
PC5.. transport materials, equipment, or supplies to or from work areas, using carts or hoists	1	4	-	-
PC6.. pre-soak or rinse machine parts, equipment, or vehicles parts by immersing objects in cleaning solutions or water, manually or using hoists	1	4	-	-
PC7.. operate and activate cleaning equipment or machines and notify the supervisors in case of any malfunctions	2	7	-	-
PC8.. turn valves or handles on equipment to regulate pressure or flow of water, air, steam, or abrasives from sprayer nozzles	1	6	-	-
PC9.. clean: interior and exterior surfaces of vehicles plastic work inside cars, using paintbrushes vehicle windows seat frames, backs and bottoms and blacken tyres driver seat, seating area, windshield, drivers side glass and vehicle dash passenger grab rails and stanchions floor to remove gum, dirt and grease Electrical & Electronic component, couplers, connection etc	3	7	-	-
PC10.. rinse objects and place them on drying racks	1	5	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11.. use cloth, squeegees, or air compressors to dry surfaces	1	5	-	-
PC12.. sweep, shovel, or vacuum loose debris or salvageable scrap into containers	1	5	-	-
PC13.. maintain specified distance and pressure while washing engine compartment	2	3	-	-
PC14.. remove debris and other dirt containers from work areas	1	4	-	-
PC15.. maintain cleanliness of the work and shop areas to ensure a safe work environment	2	3	-	-
NOS Total	25	75	-	-

National Occupational Standards (NOS) Parameters

NOS Code	ASC/N1101
NOS Name	Perform vehicle cleaning and washing
Sector	Automotive
Sub-Sector	Automotive Vehicle Service
Occupation	Technical Service & Repair
NSQF Level	2
Credits	TBD
Version	1.0
Last Reviewed Date	23/07/2013
Next Review Date	31/12/2015
NSQC Clearance Date	20/07/2015

ASC/N1401: Assist in service, maintenance and repair of the vehicle.

Description

This OS unit is about an individual assisting in vehicle service, maintenance and technical repairs in a vehicle including petrol, diesel, CNG, LPG, electric and hybrid vehicles .

Scope

This unit/task covers the following:

- assist in performing vehicle service and maintenance
- assist in performing the actual repair/ replacement of various parts/ aggregates in a vehicle

Elements and Performance Criteria

Assist in service, maintenance and actual repair of the vehicle

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

- PC1.** . collect and safely handover personal belongings of customer like phone, pen, documents etc, at the time of taking a vehicle for servicing or repairs
- PC2.** . place the vehicle on a suitable platform, before the painting actually starts
- PC3.** . assist in organising the secure parking area and moving vehicles around as directed
- PC4.** . lift raw materials, finished products, and packed items, manually or using hoists
- PC5.** . understand the autocomponent manufacturer specifications related to the various components/ aggregates in the vehicle
- PC6.** . ensure that service, maintenance and repair activities are carried out on the vehicle without causing damage to any other other aggregate/ component
- PC7.** . run errands at the direction of the senior technician such as gettingfetching parts,tools, gauges, instruments, fixtures, workshop supplies, taking vehicles to dealerships etc.
- PC8.** . assist in performing service or repair of vehicles under supervision of senior technician such as: carrying out minor component repair or replacement carrying out oil changes and lubrication washing vehicles as per prescribed standard process fetching correct materials or tools or gauges mixing cleaning solutions, abrasive compositions, or other compounds, as per the directions given by senior technician
- PC9.** . dismantle aggregates like wheels,suspension system, steering column,braking system,engine assembly etc.
- PC10..** count and report serviced or repaired vehicles to determine if product orders are complete
- PC11.** . assist in maintaining and managing the workshop, tools, equipment and machinery in required condition by: cleaning and lubricating equipment rinsing objects, tools and equipment and placing them on drying racks using cloth, squeegees or air compressors to dry surfaces cleaning and organising the workshop placing tools at their shelf after use keeping workshop clean of debris
- PC12.** . follow standard operating procedures specially vehicle service manuals for using workshop tools and equipments
- PC13.** . ensure any malfunctions or repair requirements observed in vehicles (and beyond own scope of work) are reported to the concerned person

- PC14.** . ensure any malfunctions observed in tools and equipments are reported to the concerned persons
- PC15.** . assist in fitting and balancing the replaced and refitted parts
- PC16.**.. ensure that trainings organized by the OEM from time-to-time are attended and knowledge levels are upgraded (esp. in case of newly launched products, product refreshes)

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** standard operating procedures of the organisation/ dealership for inspection, servicing and repair of vehicles to be followed
- KU2.** standard operating procedures recommended by the dealership/ suppliers/OEM for using tools and equipment to be followed as per the manufacturer instructions
- KU3.** safety requirements for equipment and components/ aggregates as prescribed by the OEM(e.g. preventing/ dealing with oil spillage and inflammable materials)
- KU4.** documentation requirements for each procedure carried out as part of roles and responsibilities as specified by OEM/ autocomponent manufacturer
- KU5.** organisational and professional code of ethics and standards of practice
- KU6.** safety, health and environmental policies and regulations for the workplace as well as for automotive trade in general (e.g. safe practices while working in pits/ under vehicles)
- KU7.** workplace policies and schedules for housekeeping activities and equipment maintenance
- KU8.** the basic functioning of various components and aggregates of vehicles including: engines and fuel system (diesel, petrol, electrical, gas, hybrid etc.) cooling system air supply systems emission and exhaust system ignition systems clutch assembly clutch operating system gearbox (manual and automatic) drivelines and hubs drive-train assembly and transmission systems (manual, automatic etc.) steering system suspension system brake system (including regenerative braking systems) tyres and wheels (including wheel alignment) radiator batteries and power storage system power-generating systems (including charging systems especially for electrical and hybrid vehicles) electrical wire harness, lighting, ignition, electronic and air-conditioning systems etc. energy recuperation systems, if applicable (e.g. in electric, gas and hybrid vehicles) electronic systems including active and passive safety, media and other systems electronic control unit hydraulic and pneumatic system various lubrication systems
- KU9.** the storage location for the tools and materials used in the workshop
- KU10.** the tools used during routine servicing and repairs, including use of: pressure indicators: fuel pressure testers, manifold gauge sets, oil pressure gauges, tire pressure gauges etc. pullers: ball joint separators, bearing pullers, gear puller tools, slide hammers etc. specialty wrenches: alignment wrenches, chain wrenches, locking wrenches, lug wrenches etc. measuring equipment: veneer calipers, micrometer, feeler gauges, etc.
- KU11.** the type, quality and codification system of components specified by the OEM for use as replacement parts
- KU12.** the instructions related to grade of oils, lubricants and greases specified by the OEM for use

Generic Skills (GS)

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

- GS1.** record and document the basic details of repairs and maintenance performed on various aggregates/ components
- GS2.** record all diagnostics done by senior technicians as per the prescribed format recommended by the OEM/ autocomponent manufacturer
- GS3.** write in at least one language
- GS4.** read the basic specification of a vehicle or any other component or part
- GS5.** read work orders, specifications etc. related to the job including instructions mentioned on the job card
- GS6.** read the service circulars/ sign boards placed in the workshop with respect to the overall process to be followed for service, repair and maintenance of the vehicle
- GS7.** read any specific safety related guideline (applicable for CNG/ LPG/ Electric vehicle)
- GS8.** interact with customer/ service advisor and senior technicians
- GS9.** interact with team members including colleagues in the workshop to work efficiently
- GS10.** judge when to seek assistance from a superior
- GS11.** decide on the level of top up required of various lubricants/ oil/ coolant/ grease for routine maintenance of the vehicle after judging the current levels
- GS12.** plan work according to the required schedule and location
- GS13.** organise the schedule to complete the work on the vehicle timely in case other aggregate repairs/ maintenance work is also required to be done
- GS14.** organise the workplace and work according to the principles of 5S
- GS15.** ensure that customer needs are assessed and every effort is made to provide satisfactory service
- GS16.** assist in repairs under the supervision of the senior technician
- GS17.** bring any noticeable issues (both in the aggregates currently working or any other aggregate on which there is no work to be done) to the attention of the supervisor
- GS18.** evaluate the complexity of the tasks to determine if he/she needs any assistance from the senior technician
- GS19.** analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assist in service, maintenance and actual repair of the vehicle</i>	30	70	-	-
PC1. . collect and safely handover personal belongings of customer like phone, pen, documents etc, at the time of taking a vehicle for servicing or repairs	2	4	-	-
PC2. . place the vehicle on a suitable platform, before the painting actually starts	1	4	-	-
PC3. . assist in organising the secure parking area and moving vehicles around as directed	2	3	-	-
PC4. . lift raw materials, finished products, and packed items, manually or using hoists	2	5	-	-
PC5. . understand the autocomponent manufacturer specifications related to the various components/ aggregates in the vehicle	2	4	-	-
PC6. . ensure that service, maintenance and repair activities are carried out on the vehicle without causing damage to any other other aggregate/ component	2	4	-	-
PC7. . run errands at the direction of the senior technician such as gettingfetching parts,tools, gauges, instruments, fixtures, workshop supplies, taking vehicles to dealerships etc.	2	4	-	-
PC8. . assist in performing service or repair of vehicles under supervision of senior technician such as: carrying out minor component repair or replacement carrying out oil changes and lubrication washing vehicles as per prescribed standard process fetching correct materials or tools or gauges mixing cleaning solutions, abrasive compositions, or other compounds, as per the directions given by senior technician	2	5	-	-
PC9. . dismantle aggregates like wheels,suspension system, steering column,braking system,engine assembly etc.	2	5	-	-
PC10. .. count and report serviced or repaired vehicles to determine if product orders are complete	2	5	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. . assist in maintaining and managing the workshop, tools, equipment and machinery in required condition by: cleaning and lubricating equipment rinsing objects, tools and equipment and placing them on drying racks using cloth, squeegees or air compressors to dry surfaces cleaning and organising the workshop placing tools at their shelf after use keeping workshop clean of debris	2	5	-	-
PC12. . follow standard operating procedures specially vehicle service manuals for using workshop tools and equipments	2	5	-	-
PC13. . ensure any malfunctions or repair requirements observed in vehicles (and beyond own scope of work) are reported to the concerned person	2	5	-	-
PC14. . ensure any malfunctions observed in tools and equipments are reported to the concerned persons	2	4	-	-
PC15. . assist in fitting and balancing the replaced and refitted parts	2	4	-	-
PC16.. ensure that trainings organized by the OEM from time-to-time are attended and knowledge levels are upgraded (esp. in case of newly launched products, product refreshes)	1	4	-	-
NOS Total	30	70	-	-

National Occupational Standards (NOS) Parameters

NOS Code	ASC/N1401
NOS Name	Assist in service, maintenance and repair of the vehicle.
Sector	Automotive
Sub-Sector	Automotive Vehicle Service
Occupation	Technical service & Repair
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	19/06/2013
Next Review Date	19/06/2015
NSQC Clearance Date	20/07/2015

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each Element/ PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score the Recommended Pass % aggregate for the QP.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Recommended Pass % : 65

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
ASC/N0001.Plan and organise work to meet expected outcomes	25	75	-	-	100	15
ASC/N0002.Work effectively in a team	25	75	-	-	100	15
ASC/N0003.Maintain a healthy,safe and secure working environment	25	75	-	-	100	20
ASC/N1101.Perform vehicle cleaning and washing	25	75	-	-	100	25

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
ASC/N1401.Assist in service, maintenance and repair of the vehicle.	30	70	-	-	100	25
Total	130	370	-	-	500	100

Acronyms

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

Glossary

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

<p>Organisational Context</p>	<p>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.</p>
<p>Technical Knowledge</p>	<p>Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.</p>
<p>Core Skills/ Generic Skills (GS)</p>	<p>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.</p>
<p>Electives</p>	<p>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.</p>
<p>Options</p>	<p>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.</p>