

Service Advisor

QP Code: ASC/Q1602

NSQF Level: 6

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Qualification Pack

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ASC/Q1602: Service Advisor

Brief Job Description

A Service Advisor manages customer relationships at the workshop promotion. The individual is responsible for understanding the various complaints from the customer and post that identified the service or repair requirements to resolve the customer issues in a timely and cost effective manner as agreed with the customer.

Personal Attributes

An individual on this job must have good communication and interpersonal skills in addition to being a team player, as the job requires coordination with various internal and external stakeholders to ensure timely and cost effective resolution of the customer issues. The individual must have a technical bend of mind to understand the technical aspects of the vehicle. The individual must be patient and good listening ability and highly customer centric attitude is highly desirable to understand various requirements and tackle the irate customers.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [ASC/N0001: Plan and organise work to meet expected outcomes](#)
2. [ASC/N0002: Work effectively in a team](#)
3. [ASC/N0003: Maintain a healthy, safe and secure working environment](#)
4. [ASC/N0004: Manage customer relationship and quality service](#)
5. [ASC/N1605: Prepare time and cost estimates and confirm with customers](#)

Qualification Pack (QP) Parameters

Sector	Automotive
Sub-Sector	Automotive Vehicle Service
Occupation	Workshop operations
Country	India
NSQF Level	6
Aligned to NCO/ISCO/ISIC Code	NCO-2015/3322.2502

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Minimum Educational Qualification & Experience	Graduate (in any discipline) with 5-10 Years of experience Not applicable OR Graduate (in any discipline) OR Graduate (in any discipline)
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	On the job training Desirable for ASDC Service Advisor Level 6 certificate or Post graduate degree in Business Administration Compulsory for all other qualifications
Minimum Job Entry Age	18 Years
Last Reviewed On	26/06/2013
Next Review Date	31/03/2020
NSQC Approval Date	05/08/2015
Version	1.0

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

Description

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

Scope

This unit/task covers the following: work requirements including various activities, deliverables or work output required in the given time, maintain set quality standards appropriate use of resources (both material / 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>	16	47	-	-
PC1. keep immediate work area clean and tidy	2	9	-	-
PC2. treat confidential information as per the organisations guidelines	2	6	-	-
PC3. work in line with organisations policies and procedures	3	8	-	-
PC4. work within the limits of job role	3	6	-	-
PC5. obtain guidance from appropriate people, where necessary	3	7	-	-
PC6. ensure work meets the agreed requirements	3	11	-	-
<i>Appropriate use of resources</i>	9	28	-	-
PC7. establish and agree on work requirements with appropriate people	3	9	-	-
PC8. manage time, materials and cost effectively	3	11	-	-
PC9. use resources in a responsible manner	3	8	-	-
NOS Total	25	75	-	-

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National Occupational Standards (NOS) Parameters

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

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ASC/N0002: Work effectively in a team

Description

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

Scope

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

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

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National Occupational Standards (NOS) Parameters

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

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

Description

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

Scope

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

Elements and Performance Criteria

Resources needed to maintain a safe, secure working environment

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

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Assessment Criteria

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

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National Occupational Standards (NOS) Parameters

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

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ASC/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
- KU4.** customer Relationship Management (CRM) related framework provided by the organisation

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- 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
- GS9.** interact with organisations internal stakeholders for efficient customer relationship management interact with team members to work efficiently

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

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National Occupational Standards (NOS) Parameters

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

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ASC/N1605: Prepare time and cost estimates and confirm with customers

Description

This OS unit is about an individual to listen to the customer voice as he walks in the workshop, understand his issues and post that prepare time, cost estimates, and get a confirmation from the customer to start / commence work on the vehicle

Scope

This unit/task covers the following: listen & understand the customer issue/ complaint estimate the time & overall cost required to carry out repairs, maintenance and service activities required for a vehicle confirm the cost estimates and time schedule with the customer prior to commencing work

Elements and Performance Criteria

Prepare Time & Cost estimates & get the work on the vehicle started

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

- PC1.** . greet and interact with the customer
- PC2.** . hand over all personal belongings to the customer (e.g. papers, documents, money, mobile phones etc.) from the vehicle
- PC3..** organise pick up and drop of vehicles from customer premises
- PC4.** . update customer records and vehicle history
- PC5.** . listen to the customer as he/ she walks in the workshop with a particular issue/ complaint
- PC6.** . understand the customer issue / complaint and the reason for the fault (not applicable in case in case of routine maintenance/ service)
- PC7.** . prepare job card and technician notes based on the information gathered from interaction with the customer
- PC8.** . check and record the condition of the vehicle as received and agree the same with the customer
- PC9.** . check vehicle maintenance and servicing records for the repairs and services covered under warranty and service contracts applicable
- PC10..** prepare a list of all the service, repair and replacement requirements of the vehicle
- PC11..** finalise the list of all the service, repair and replacement requirements of the vehicle in consultation with the technicians and convey to customers
- PC12.** . verify availability of technical manpower in order to estimate time required to service the vehicle
- PC13.** . verify availability and lead time for spare parts, tools and other consumables required
- PC14.** . estimate time and cost of labour required for carrying out repairs, maintenance and service activities in consultation with the technicians
- PC15.** . explain the repairs and services required for the customer
- PC16.** . explain time and cost estimates for repairs and services required to the customer
- PC17.** . estimate cost of spare parts, components and consumables (like oils, filters, paint, etc.) required

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- PC18.** . inform the customer about any deviation from agreed time or cost estimate
- PC19..** use and explain the typical cost sheets recommended by the OEM/ Dealership
- PC20.** . confirm completion of agreed tasks at the time of handing over the vehicle, with the customer and check if any other services are required
- PC21.** . close the job cards after receipt of final billing details
- PC22..** handle special bulletins and recalls issued by the OEM by analysing the impact of the bulletin on services offered and on customers explaining the process to be followed and the impact of this to the customers responding to any queries from workshop employees and customers regarding these bulletins/ recalls
- PC23..** record customer feedback regarding the service provided ensure that the customer is satisfied with the service experience

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** standard operating procedures of the organisation/ dealership for inspection, maintenance, servicing and repair of vehicles
- KU2.** standard operating procedures for servicing, repair and replacement of various auto parts/ aggregates mandated by the OEM
- KU3.** warranty and service contract terms and conditions
- KU4.** documentation requirements for each procedure carried out as part of roles and responsibilities regarding the service, maintenance and repair across various job roles in a workshop as specified by the respective OEM
- KU5.** organisational and professional code of ethics and standards of practice
- KU6.** safety and health 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.** how to draft an estimate of time and material cost
- KU8.** documentation required for taking customer agreement on job cards and cost estimates
- KU9.** estimate costs and obtain information on parts (names, numbers, and price) and flat labour rate times
- KU10.** how to prepare and close the job card/ other documents/ formats after receiving the complete details of the service details and cost structure
- KU11.** typical services and repairs covered under warranty and service contracts
- KU12.** terms and conditions (including cost implications) of the warranty and service contracts offered by the dealership
- KU13.** any special bulletins and recalls issued by the OEM
- KU14.** document all technical and auto body related service, repair and maintenance activities required with the technicians
- KU15.** all value-added services and products (including annual service and maintenance contracts) offered by the dealership
- KU16.** how to use computer-based applications and information systems available in the dealership
- KU17.** how to assess the impact of special bulletins and recalls on services offered and on customers

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Generic Skills (GS)

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

- GS1.** create documentation required on the job (including job cards, work sheets, etc.)
- GS2.** record service details and cost structure in the job card
- GS3.** record and manage data in the workshop MIS (Management Information System)
- GS4.** prepare estimate sheets for repairs, service and maintenance activities proposed
- GS5.** write in at least one language
- GS6.** read instructions from customers and job cards as prepared basis the understanding of the customer complaint
- GS7.** read the warranty and service contract details
- GS8.** read policies and regulations pertinent to the job
- GS9.** interact with the customer to understand the issues/ complaints when the customer reports to the workshop
- GS10.** interact with customer to convey the time and cost estimates prior to commencing work and also convey any changes in times/ cost estimate in case there is some revision
- GS11.** interact with customer while communicating other aspects related to warranty and service claims especially where the cases where warranty is expected to be rejected
- GS12.** interact with the other fellow workshop employees (technicians, aggregate/ component specialists, workshop and body shop In-charge and Warranty executives)
- GS13.** understand the vehicle service record and suggest appropriate free service (if due)
- GS14.** decide the course of action in case any new complaint is to be added by the customer later on (and consider its impact on time and cost revision)
- GS15.** convey to the customer in case of rejection of warranty claims due to reason like improper service, bad handling of the vehicle or any other modifications carried out by the customer
- GS16.** plan work assigned to the technicians on a daily basis according to the expected vehicular population
- GS17.** ensure that customer needs are assessed and every effort is made to provide satisfactory service
- GS18.** communicate to the customer in case of any pending service is due by checking the vehicular records (like any free service, hub greasing, oil/ coolant changes etc. basis the km covered by the vehicle)
- GS19.** ensure that the proper communication to the customer in case of any revision in the time or cost
- GS20.** ensure that the prescribed work as per the customer is carried out along with any additional work related to the same aggregate is also done (like cleaning/ greasing of the attached components)
- GS21.** ensure that the customer has agreed to work to be performed within the prescribed time and cost
- GS22.** ensure that customer queries and complaints are resolved to their satisfaction
- GS23.** liaison with the other internal workshop stakeholders in case of the cases like warranty rejection (with Workshop Manager Warranty manager and Service supervisor)

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- GS24.** liaison with external stakeholders (in case of some issues with the component machining, FIP (Fuel Injection Pump) repair etc.
- GS25.** assess time and cost required based on technical faults identified
- GS26.** in case of any additional work assess the additional time or cost implications
- GS27.** evaluate the information gathered from the customer and create a job card for the technicians
- GS28.** suggest any other pending service requirements especially in case of free/ paid service (like hub greasing, oil/ coolant changes etc. basis the km covered by the vehicle)

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare Time & Cost estimates & get the work on the vehicle started</i>				
PC1. . greet and interact with the customer	1	2	-	-
PC2. . hand over all personal belongings to the customer (e.g. papers, documents, money, mobile phones etc.) from the vehicle	1	2	-	-
PC3. .. organise pick up and drop of vehicles from customer premises	1	2	-	-
PC4. . update customer records and vehicle history	1	2	-	-
PC5. . listen to the customer as he/ she walks in the workshop with a particular issue/ complaint	1	2	-	-
PC6. . understand the customer issue / complaint and the reason for the fault (not applicable in case in case of routine maintenance/ service)	2	3	-	-
PC7. . prepare job card and technician notes based on the information gathered from interaction with the customer	1	3	-	-
PC8. . check and record the condition of the vehicle as received and agree the same with the customer	1	4	-	-
PC9. . check vehicle maintenance and servicing records for the repairs and services covered under warranty and service contracts applicable	1	3	-	-
PC10. .. prepare a list of all the service, repair and replacement requirements of the vehicle	2	5	-	-
PC11. .. finalise the list of all the service, repair and replacement requirements of the vehicle in consultation with the technicians and convey to customers	2	5	-	-
PC12. . verify availability of technical manpower in order to estimate time required to service the vehicle	1	3	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. . verify availability and lead time for spare parts, tools and other consumables required	1	3	-	-
PC14. . estimate time and cost of labour required for carrying out repairs, maintenance and service activities in consultation with the technicians	2	6	-	-
PC15. . explain the repairs and services required for the customer	2	4	-	-
PC16. . explain time and cost estimates for repairs and services required to the customer	2	4	-	-
PC17. . estimate cost of spare parts, components and consumables (like oils, filters, paint, etc.) required	2	5	-	-
PC18. . inform the customer about any deviation from agreed time or cost estimate	1	2	-	-
PC19. .. use and explain the typical cost sheets recommended by the OEM/ Dealership	1	2	-	-
PC20. . confirm completion of agreed tasks at the time of handing over the vehicle, with the customer and check if any other services are required	1	2	-	-
PC21. . close the job cards after receipt of final billing details	1	2	-	-
PC22. .. handle special bulletins and recalls issued by the OEM by analysing the impact of the bulletin on services offered and on customers explaining the process to be followed and the impact of this to the customers responding to any queries from workshop employees and customers regarding these bulletins/ recalls	1	2	-	-
PC23. .. record customer feedback regarding the service provided ensure that the customer is satisfied with the service experience	1	2	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	ASC/N1605
NOS Name	Prepare time and cost estimates and confirm with customers
Sector	Automotive
Sub-Sector	Automotive Vehicle Service
Occupation	workshop Operations
NSQF Level	6
Credits	TBD
Version	1.0
Last Reviewed Date	22/05/2013
Next Review Date	22/05/2015
NSQC Clearance Date	

Qualification Pack

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

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

Recommended Pass % aggregate for QP : 75

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
ASC/N0001.Plan and organise work to meet expected outcomes	25	75	-	-	100	15
ASC/N0002.Work effectively in a team	25	75	-	-	100	15
ASC/N0003.Maintain a healthy,safe and secure working environment	25	75	-	-	100	10

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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	25
ASC/N1605.Prepare time and cost estimates and confirm with customers	30	70	-	-	100	35
Total	135	365	-	-	500	100

Qualification Pack

Acronyms

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

Qualification Pack

Glossary

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

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Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.