

# Warranty Incharge

QP Code: ASC/Q1604

NSQF Level: 6

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

## Qualification Pack

### Contents

ASC/Q1604: Warranty Incharge .....	3
<i>Brief Job Description</i> .....	3
Applicable National Occupational Standards (NOS) .....	3
<i>Compulsory NOS</i> .....	3
<i>Qualification Pack (QP) Parameters</i> .....	3
ASC/N0001: Plan and organise work to meet expected outcomes .....	5
ASC/N0002: Work effectively in a team .....	9
ASC/N0003: Maintain a healthy, safe and secure working environment .....	13
ASC/N0005: Supervise and evaluate performance .....	17
ASC/N1603: Monitor and maintain warranty claims .....	22
ASC/N1604: Supervise storage, retrieval and disposal of failed spare parts .....	28
ASC/N1606: Ensure adherence to warranty policy .....	33
Assessment Guidelines and Weightage .....	38
<i>Assessment Guidelines</i> .....	38
<i>Assessment Weightage</i> .....	38
Acronyms .....	40
Glossary .....	41

## Qualification Pack

### ASC/Q1604: Warranty Incharge

#### Brief Job Description

A Warranty In-charge manages warranty claims and spare parts replaced under warranty. He is responsible for taking all major warranty decisions as per the OEM guidelines/ manual. The individual should provide information on warranty policies and supervise both the replacement of failed parts/ aggregates replaced under warranty as well as disposal of the same.

#### 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 effective warranty decisions along with audits/ quality checks. The individual must have a technical bend of mind to understand the technical aspects of the vehicle and a quick decision maker to take an appropriate warranty decision. The individual should be systems and process oriented person to ensure adherence to the overall warranty manual along with the required procedures.

#### 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/N0005: Supervise and evaluate performance](#)
5. [ASC/N1603: Monitor and maintain warranty claims](#)
6. [ASC/N1604: Supervise storage, retrieval and disposal of failed spare parts](#)
7. [ASC/N1606: Ensure adherence to warranty policy](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Automotive Vehicle Service
<b>Occupation</b>	Workshop operations
<b>Country</b>	India
<b>NSQF Level</b>	6

## Qualification Pack

<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/3315.0501
<b>Minimum Educational Qualification &amp; Experience</b>	Diploma (in any discipline) with Not applicable of experience Not applicable OR Diploma (in any discipline) with Not applicable of experience Not applicable OR Diploma (in any discipline)
<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>	24/06/2013
<b>Next Review Date</b>	31/03/2020
<b>NSQC Approval Date</b>	05/08/2015
<b>Version</b>	1.0

## Qualification Pack

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

#### Description

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

#### Scope

This unit/task covers the following:

- work requirements including various activities, deliverables or work output required in the given time, maintain set quality standards
- appropriate use of resources (both material / equipments and manpower)

#### Elements and Performance Criteria

*Work requirements including various activities within the given time and set quality standards*

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

- PC1.** keep immediate work area clean and tidy
- PC2.** treat confidential information as per the organisations guidelines
- PC3.** work in line with organisations policies and procedures
- PC4.** work within the limits of job role
- PC5.** obtain guidance from appropriate people, where necessary
- PC6.** ensure work meets the agreed requirements

*Appropriate use of resources*

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

- PC7.** establish and agree on work requirements with appropriate people
- PC8.** manage time, materials and cost effectively
- PC9.** use resources in a responsible manner

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the organisations policies, procedures and priorities for area of work, role and responsibilities in carrying out that work
- KU2.** the limits of responsibilities and when to involve others
- KU3.** specific work requirements and who these must be agreed with
- KU4.** the importance of having a tidy work area and how to do this
- KU5.** how to prioritize workload according to urgency and importance and the benefits of this
- KU6.** the organisations policies and procedures for dealing with confidential information and the importance of complying with these
- KU7.** the purpose of keeping others updated with the progress of work

## Qualification Pack

- 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

## Qualification Pack

### 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>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

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

## Qualification Pack

### ASC/N0002: Work effectively in a team

#### Description

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

#### Scope

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

- Superiors
- Members of own work group
- People in other work groups within or outside the organisation
- Face-to-face
- By telephone
- In writing

#### Elements and Performance Criteria

##### *Effective communication*

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

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

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the organisations policies and procedures for working with colleagues, role and responsibilities in relation to this
- KU2.** the importance of effective communication and establishing good working relationships with colleagues
- KU3.** different methods of communication and the circumstances in which it is appropriate to use these
- KU4.** benefits of developing productive working relationships with colleagues
- KU5.** the importance of creating an environment of trust and mutual respect

## Qualification Pack

- 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

## Qualification Pack

### Assessment Criteria

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

## Qualification Pack

### 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

## Qualification Pack

- KU5.** the organisations emergency procedures for different emergency situations and the importance of following these
- KU6.** the importance of maintaining high standards of health, safety and security
- KU7.** implications that any non-compliance with health, safety and security may have on individuals and the organisation
- KU8.** different types of breaches in health, safety and security and how and when to report these
- KU9.** evacuation procedures for workers and visitors
- KU10.** how to summon medical assistance and the emergency services, where necessary
- KU11.** how to use the health, safety and accident reporting procedures and the importance of these

## Generic Skills (GS)

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

- GS1.** complete accurate, well written work with attention to detail
- GS2.** read instructions, guidelines/procedures/rules
- GS3.** listen and orally communicate information
- GS4.** make decisions on a suitable course of action or response
- GS5.** plan and organise work to achieve targets and deadlines
- GS6.** build and maintain positive and effective relationships with colleagues and customers
- GS7.** apply problem solving approaches in different situations
- GS8.** analyse data and activities
- GS9.** apply balanced judgements to different situations
- GS10.** apply good attention to detail
- GS11.** check that the work is complete and free from errors
- GS12.** get work checked by peers
- GS13.** work effectively in a team environment

## Qualification Pack

### Assessment Criteria

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

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

## Qualification Pack

### ASC/N0005: Supervise and evaluate performance

#### Description

This NOS unit is about an individual who supervise and evaluate the performance of subordinates to ensure higher levels of motivation.

#### Scope

This unit/task covers the following:

- supervise all activities performed by subordinates and reporting executives and evaluate their performance
- ensure and implement strict adherence of all activities performed by subordinates to organisational guidelines

#### Elements and Performance Criteria

##### *Supervise & evaluate performance of all subordinates and reporting executives*

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

- PC1..** set goals and targets as per organisational directives for all reporting executives
- PC2..** create quantified measures and metrics to analyse the performance delivered by subordinates
- PC3..** set tangible and achievable incentives for subordinates as per the goals and targets assigned
- PC4..** ensure and implement strict adherence of all activities performed by subordinates to organisational guidelines
- PC5..** monitor and supervise all the activities performed by subordinates and ensure optimisation to achieve the set goals
- PC6.** evaluate performance of subordinates and reporting executives on the designed measures and metrics as per the guidelines of the organization
- PC7..** assist and support reporting executives whenever necessary or applicable
- PC8..** document all performance indicators and metrics of subordinates in the prescribed format of organisation
- PC9..** perform all appraisal related process flow for subordinates, as per respective performance documents
- PC10.** handover all the documents and appropriate support measures to human resources department for official records
- PC11.** ensure and implement proper process flow for feedbacks and queries received from subordinates

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

## Qualification Pack

- KU1.** standard operating procedures of the organisation for appraisals, incentives, promotions and performance evaluation
- KU2.** operating procedures for query and problem reporting and their redressal in the organisation
- KU3.** framework and guidelines prescribed by the organisation for query and problem redressal
- KU4.** framework and guidelines prescribed by the organisation for performance evaluations and based appraisals out of it
- KU5.** documentation requirements for each procedure carried out as part of roles and responsibilities
- KU6.** institutional and professional code of ethics and standards of practice
- KU7.** safety and health policies and regulations for the workplace
- KU8.** documentation requirements for appraisals and other performance evaluations of various subordinate positions
- KU9.** process flow for performance evaluation, documentation and appraisals related with them
- KU10.** subordinate and reporting executives problems and queries and documenting it in the organisations prescribed format
- KU11.** redressal documentations mechanisms available in the organization and acting accordingly in a timely manner
- KU12.** software or Format such as MS Word, Excel, PowerPoint and Management Information System (MIS) as prescribed by the organization

## Generic Skills (GS)

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

- GS1.** communicate information and ideas in writing so that the subordinates and peers can understand
- GS2.** create documents required on the job (including requirement sheets, query sheets, response or feedback sheets etc.)
- GS3.** write at least one local language
- GS4.** read reviews from subordinates in terms of their requirements, queries and feedbacks
- GS5.** read appraisal documents related with any of subordinating position
- GS6.** read policies and regulations pertinent to the job
- GS7.** interact with all subordinates to understanding their requirements, queries and feedbacks on various aspects within the organisation
- GS8.** interact with organisations internal stakeholders to ensure efficient performance evaluation of the subordinates leading to higher levels of satisfaction and motivation
- GS9.** analyse information and evaluate results amongst the various available options or metrics on the performance indicators to choose best way to motivate subordinates through: rewards and recognition schemes promotion transfer to other work stream nominate for an executive training any other monetary or non-monetary benefits
- GS10.** plan work on a daily basis to ensure higher levels of motivated within the teams supervising wherever required and giving freedom and independence to the subordinates to ensure high quality work output with minimum superior guidance leading to holistic development of the subordinate

## Qualification Pack

- GS11.** ensure all activities performed by subordinates and reporting executives is in sync with broader organisational goals to ensure higher customer satisfaction
- GS12.** analyse all the queries or problems posted by subordinates and find an appropriate solution acceptable to the subordinates
- GS13.** deliver and act as per the organisation provided/guided resolutions
- GS14.** evaluate and identify all key requirements of the subordinates and try to solve various issues to ensure higher motivational levels
- GS15.** assess additional cost burden as a result of various incentives schemes and other rewards & recognition schemes for the subordinates and take an optimum decision to ensure the overall profitability of the organisation
- GS16.** assess additional cost burden as a result of various incentives schemes and other rewards & recognition schemes for the subordinates and take an optimum decision to ensure the overall profitability of the organisation

## Qualification Pack

### Assessment Criteria

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

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

## Qualification Pack

### ASC/N1603: Monitor and maintain warranty claims

#### Description

This OS unit is about an individual monitoring and maintaining warranty claims in a workshop as per the mandated guidelines

#### Scope

This unit/task covers the following:

- process and manage warranty claims as per the guidelines of respective component manufacturer/OEM
- ensure proper documentation of the multiple claims for the same vehicles is done as per the guidelines

#### Elements and Performance Criteria

##### *Monitor & maintain the warranty claims*

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

- PC1.** . obtain the information related to warranty claims from job cards, vehicle history, technician notes which includes : service (both free and paid service) record of the vehicle overall maintenance of the vehicle done at multiple workshops previous instances of claims given for the same failure components
- PC2.** . use the procedure and overall process as per the manufacturer guidelines to record and process the claims
- PC3..** maintain warranty data for various failed components/ aggregates as per the guidelines
- PC4.** . handle day to day warranty claims for the parts as specified in the warranty manual
- PC5.** . ensure adherence to warranty policy and procedures at dealers end
- PC6.** . maintain MIS for warranty claims and payments
- PC7.** . follow up with OEM/ auto components manufacturers for payments warranty claims uploaded on the computer system
- PC8.** . maintain records related to warranty contracts
- PC9.** . record any speciality service used and claim the amount form the respective OEM as per the guideline given in the warranty manual
- PC10..** correct and resubmit the rejected claim if it is valid or report about the claim if resubmission is not possible
- PC11..** investigate about overdue claims and discuss the issues with manufacturer/concessionaire representatives and colleagues as appropriate
- PC12..** file and archive the required documents to ensure a clear audit trail which can be clearly followed
- PC13.** . 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)

## Qualification Pack

The individual on the job needs to know and understand:

- KU1.** standard operating procedures of the organisation/ dealership for warranty process along with that for the warranty room/ any other place where failed parts are stocked & maintenance inspection, servicing and repair of vehicles
- KU2.** standard operating procedures for replacement of failed parts/ aggregates as mandated by the OEM/ specific auto component manufacturer
- KU3.** documentation requirements for each procedure carried out for storage, retrieval and disposal of spare parts
- KU4.** various checklists for both internal/ external warranty audits either by field service team/ Plant quality control team both from the OEM/ auto component manufacturer
- KU5.** organisational and professional code of ethics and standards of practice
- KU6.** safety and health policies and regulations for the workplace especially while handling, storage and disposal of the failed parts as an overall warranty monitoring process
- KU7.** the warranty policy applicable to particular vehicle and segment
- KU8.** the different types of warranties offered : manufacturers' warranties extended warranties vehicle service contract mechanical breakdown insurance product warranties
- KU9.** the terms and condition of warranty
- KU10.** how to explain the benefits of warranty
- KU11.** the tenure for which warranty is applicable
- KU12.** the importance of regular maintenance and not voiding the warranty terms and conditions
- KU13.** how to assist in getting the claims submitted and settled
- KU14.** the parameters to be checked before processing and managing claims (both manually or through the OEM mandated computer software)

## Generic Skills (GS)

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

- GS1.** document the required policy changes as communicated by the OEM/ component manufacturer
- GS2.** communicate information and ideas in writing so others will understand
- GS3.** document any rejection of warranty claims either from the OEM/ auto component manufacturer and escalate it to concerned people
- GS4.** record details and archive files related to the failed spare parts replaced under warranty
- GS5.** record and manage data in MIS
- GS6.** write in at least one language
- GS7.** read and interpret the warranty manuals issued by OEM
- GS8.** read and understand technicalities as a result of changes made through the various service & maintenance circulars issued by the OEM/ auto components manufacturer
- GS9.** interact with the Service Advisor / mechanics or technician/ supervisors to ensure proper adherence to the warranty policies and processes as mandated by the OEM
- GS10.** interact with service advisor/ mechanics or technician/ supervisors/ workshop in-charge to ensure proper documentation of the warranty process

## Qualification Pack

- GS11.** interact with the customer in a professional and courteous manner even for the irritant customers whose warranty claims are expected to be rejected
- GS12.** decide the skills and methods required to communicate with technician/ individual
- GS13.** decide on acceptance/ rejection of warranty claims in case of poor adherence of service and maintenance schedule
- GS14.** plan work according to the required schedule and location
- GS15.** plan the daily operations in the morning to ensure proper process adherence for smooth flow of the overall warranty process to ensure adequate adherence to the warranty policy
- GS16.** ensure that changes in policies are communicated appropriately so as to provide satisfactory customer services
- GS17.** communicate the missing/ non adherence of the service and maintenance schedule which could affect the warranty in the future
- GS18.** inspect damaged vehicles and the applicable warranty claims
- GS19.** communicate inform both customer and workshop manpower understand the changes in warranty policy
- GS20.** evaluate the complexity of tasks to be performed within the overall documentation process of failed parts replacement under warranty to determine if it can be carried out
- GS21.** evaluate the information gathered from the job card/ technician notes and assess warranty claims
- GS22.** evaluate and analyse the information gathered from the OEM and auto component manufacturer regarding warranty policy

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Monitor &amp; maintain the warranty claims</i>				
<b>PC1.</b> . obtain the information related to warranty claims from job cards, vehicle history, technician notes which includes : service (both free and paid service) record of the vehicle overall maintenance of the vehicle done at multiple workshops previous instances of claims given for the same failure components	3	6	-	-
<b>PC2.</b> . use the procedure and overall process as per the manufacturer guidelines to record and process the claims	2	8	-	-
<b>PC3..</b> maintain warranty data for various failed components/ aggregates as per the guidelines	2	6	-	-
<b>PC4.</b> . handle day to day warranty claims for the parts as specified in the warranty manual	2	8	-	-
<b>PC5.</b> . ensure adherence to warranty policy and procedures at dealers end	2	5	-	-
<b>PC6.</b> . maintain MIS for warranty claims and payments	2	5	-	-
<b>PC7.</b> . follow up with OEM/ auto components manufacturers for payments warranty claims uploaded on the computer system	2	6	-	-
<b>PC8.</b> . maintain records related to warranty contracts	2	5	-	-
<b>PC9.</b> . record any speciality service used and claim the amount form the respective OEM as per the guideline given in the warranty manual	2	5	-	-
<b>PC10..</b> correct and resubmit the rejected claim if it is valid or report about the claim if resubmission is not possible	2	6	-	-
<b>PC11..</b> investigate about overdue claims and discuss the issues with manufacturer/concessionaire representatives and colleagues as appropriate	2	6	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> file and archive the required documents to ensure a clear audit trail which can be clearly followed	1	5	-	-
<b>PC13.</b> 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	-	-
<b>NOS Total</b>	<b>25</b>	<b>75</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	ASC/N1603
<b>NOS Name</b>	Monitor and maintain warranty claims
<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Automotive Vehicle Service
<b>Occupation</b>	Generic
<b>NSQF Level</b>	6
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	24/06/2013
<b>Next Review Date</b>	24/06/2015
<b>NSQC Clearance Date</b>	

## Qualification Pack

# ASC/N1604: Supervise storage, retrieval and disposal of failed spare parts

## Description

This OS unit is about an individual supervising the storage and retrieval of failed spare parts, which are replaced under warranty

## Scope

This unit/task covers the following:

- receive and sort failed parts as per the various aggregate/ vehicle
- ensure that the failed parts in warranty room is maintained in an orderly manner for any audits/ inspections from either the plant quality control team or the field service team

## Elements and Performance Criteria

### *Supervise the storage of failed parts in an orderly manner for easy retrieval*

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

- PC1.** . identify the part type and model/ variant to which it belongs to
- PC2.** . understand the nomenclature and technical specifications including the part numbering, make and variant for the failed parts/ aggregates
- PC3.** . segregate the various types of bigger aggregates like axle and gear box from small components so as to ensure the small parts are kept in the same condition as removed from the vehicle for the audit/ inspection purposes
- PC4.** . stock the spare parts as per their code
- PC5.** . allocate proper space to each component / aggregate
- PC6.** . manage and improve the parts handling ergonomics
- PC7.** . assess the various components/ aggregates and seek advice of service advisor/ workshop manager on proper disposal techniques as per the mandated guidelines
- PC8.** . contact the auto part manufacturer in case of any observed discrepancies
- PC9.** . record and enters the required information about the failed components/ aggregates with respect to: type of the spare part and its usage spare part condition when replaced under warranty the cost and part code indicating the location where the component procured or manufactured

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** standard operating procedures of the organisation/ dealership for warranty room/ any other place where failed parts are stocked & maintenance
- KU2.** standard operating procedures for replacement of failed parts/ aggregates as mandated by the OEM / specific auto component manufacturer

## Qualification Pack

- KU3.** safety requirements for handling various components/ aggregates as prescribed by the OEM/ auto component manufacturer
- KU4.** documentation requirements for each procedure carried out as part of roles and responsibilities for storage and retrieval and disposal of spare parts
- KU5.** organisational and professional code of ethics and standards of practice
- KU6.** safety and health policies and regulations for the workplace especially while handling, storage and disposal of the failed parts
- KU7.** the part type and model/ variant to which it belongs to
- KU8.** the nomenclature and technical specifications including the part numbering, make and variant for the failed parts/ aggregates
- KU9.** the codes and terminologies associated with spare parts for orderly storage and retrieval
- KU10.** the associated warranty terms and condition for each component/ aggregate as specified in the warranty manual of the respective OEM/ auto component manufacturer
- KU11.** How to manage and control various types of failed parts in the warranty room and forecast the optimise way for its disposal
- KU12.** how to design and improve the parts handling ergonomics in the warranty room/ place where failed parts are stored
- KU13.** how to operate material handling equipment i.e. Dollies hand trucks pallet jacks forklifts cranes conveyers
- KU14.** how to use OEM mandated computer storage systems & softwares to manage and control and retrieve various failed spare parts/ aggregates
- KU15.** the overall process and procedure to be followed for parts retrieval or disposal as mandated by the respective OEM/ auto component manufacturer

## Generic Skills (GS)

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

- GS1.** communicate information and ideas in writing so others will understand
- GS2.** prepare all failure/ complaint investigation for the respective vehicle where failed part has been replaced under warranty
- GS3.** record details and archive files related to the failed spare parts replaced under warranty
- GS4.** record and manage overall data for the warranty room records
- GS5.** write in at least one language
- GS6.** read instructions mentioned on the job card, technician notes and warranty schemes
- GS7.** read and understand various circulars issued by the OEM/ auto components manufacturer on methods and procedure to be followed for storage and disposal of failed warranty parts/ aggregates
- GS8.** interact with the service advisor/ mechanics or technicians/ supervisors to ensure proper storage of failed parts in their designated place after being removed from the vehicle
- GS9.** specify the applicable terms & conditions for providing warranty to the vehicles on specific failed spare parts/ components
- GS10.** interact with team members to work efficiently
- GS11.** manage and control storage and disposal of the failed parts to prevent any loss

## Qualification Pack

- GS12.** ensure the proper tagging of the spare parts which are generally not tagged to a particular aggregate so as to ensure easy retrieval during the warranty audits/ inspection
- GS13.** decide the optimised process at the warranty room to ensure smooth operations
- GS14.** plan work according to the required schedule and location
- GS15.** plan the daily operations at the warranty room in the morning to ensure proper process adherence for smooth flow of storage, retrieval and disposal of the spares
- GS16.** ensure that the failed parts are not disposed in front of the customer
- GS17.** ensure that the customer doesn't have access to the warranty room to avoid the quantum of failed parts being replaced across the product portfolio of the OEM
- GS18.** store and manage the failed spare parts to avoid further damage
- GS19.** how to tag the specific spare parts which can be tagged along with the other common spare parts
- GS20.** evaluate the complexity of tasks to be performed in the Warranty room to determine its feasibility with respect to storage & disposal
- GS21.** evaluate the information gathered from the job card/ technician notes, warranty claims and assess the most cost effective way to store the failed spare
- GS22.** evaluate the various methods of disposals available and chose the most time & cost effective method

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Supervise the storage of failed parts in an orderly manner for easy retrieval</i>				
<b>PC1.</b> . identify the part type and model/ variant to which it belongs to	3	8	-	-
<b>PC2.</b> . understand the nomenclature and technical specifications including the part numbering, make and variant for the failed parts/ aggregates	4	8	-	-
<b>PC3.</b> . segregate the various types of bigger aggregates like axle and gear box from small components so as to ensure the small parts are kept in the same condition as removed from the vehicle for the audit/ inspection purposes	3	9	-	-
<b>PC4.</b> . stock the spare parts as per their code	2	8	-	-
<b>PC5.</b> . allocate proper space to each component / aggregate	2	8	-	-
<b>PC6.</b> . manage and improve the parts handling ergonomics	2	8	-	-
<b>PC7.</b> . assess the various components/ aggregates and seek advice of service advisor/ workshop manager on proper disposal techniques as per the mandated guidelines	5	9	-	-
<b>PC8.</b> . contact the auto part manufacturer in case of any observed discrepancies	2	8	-	-
<b>PC9.</b> . record and enters the required information about the failed components/ aggregates with respect to: type of the spare part and its usage spare part condition when replaced under warranty the cost and part code indicating the location where the component procured or manufactured	2	9	-	-
<b>NOS Total</b>	<b>25</b>	<b>75</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	ASC/N1604
<b>NOS Name</b>	Supervise storage, retrieval and disposal of failed spare parts
<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Automotive Vehicle Service
<b>Occupation</b>	Generic
<b>NSQF Level</b>	6
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	24/06/2013
<b>Next Review Date</b>	24/06/2015
<b>NSQC Clearance Date</b>	

## Qualification Pack

### ASC/N1606: Ensure adherence to warranty policy

#### Description

This OS unit is about an individual communicating the existing warranty policies and update all the technicians/ supervisors regarding any change in the policy and warranty claims.

#### Scope

This unit/task covers the following:

- communicate the existing warranty policies to the technicians/ supervisors
- explain any changes in warranty policy as communicated by the respective OEM/ auto component manufacturer

#### Elements and Performance Criteria

##### *Ensure adherence to the warranty policy*

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

- PC1.** . identify the part type and model/ variant to which it belongs to
- PC2.** . understand the nomenclature and technical specifications including the part numbering, make and variant for the failed parts/ aggregates
- PC3.** . impart knowledge about the existing warranty policy and adherence to the maintenance schedules to ensure continuation of the warranty
- PC4.** . explain the terms and conditions of new or changed policy
- PC5.** . ensure that technicians are adhering to the new or changed policies
- PC6.** . communicate the various documents related to new or changed warranty policies issued by the OEM/ component manufacturer
- PC7..** update policy and documentation requirements for the failed parts replacement as mandated by the new warranty manuals/ service circulars by the OEMs/ auto component ,manufacturer
- PC8.** . analyse the training needs of a particular individual in the workshop to
- PC9..** use questions/ small impromptu tests or any and other measures to assess an technician/ supervisors understanding on the existing or revised warranty policies
- PC10.** . 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 ensure adherence to the overall warranty policy as prescribed by the OEM/ auto component manufacturer
- KU2.** standard operating procedures for servicing, repair and replacement of various auto parts/ aggregates as mandated by the OEM

## Qualification Pack

- KU3.** safety requirements for handling various components/ aggregates as prescribed by the OEM/ auto component manufacturer
- KU4.** documentation requirements for each procedure carried out as part of roles and responsibilities including proper investigation/ diagnosis report supported by photos of the failed part to ensure proper correct warranty decisions as per the warranty manual of the respective OEM/ auto component manufacturer
- KU5.** organisational and professional code of ethics and standards of practice
- KU6.** safety and health policies and regulations for the workplace especially while handling, inspection of the failed part as well as for automotive trade in general (e.g. safe practices while working in pits/ under vehicles)
- KU7.** the part type and model/ variant to which it belongs to
- KU8.** the nomenclature and technical specifications including the part numbering, make and variant for the failed parts/ aggregates
- KU9.** the associated warranty terms and condition for each component/ aggregate as specified in the warranty manual of the respective OEM/ auto component manufacturer
- KU10.** the new warranty policies as indicated in the warranty manuals issued by the respective OEM/ auto component manufacturer
- KU11.** the various changes made in the warranty policies with respect to both replacement of failed components as well as disposal mechanism of these failed component due to any manufacturing defects
- KU12.** how to keep track of various service and maintenance circular issued by the OEMs/ auto components manufacturer and convey them to the technicians/ supervisors/ workshop in-charge
- KU13.** the hand-outs or documents required to explain the changes to technicians
- KU14.** how to design and implement a new plan in the workshop so as to comply with the new and changed terms and conditions
- KU15.** how to use OEM mandated computer storage systems & softwares to manage and control and retrieve various failed spare parts/ aggregates
- KU16.** how to communicate the warranty requirements of the newly launched vehicles/ exiting vehicles with new variants to the technicians/ supervisors/ workshop in-charge

## Generic Skills (GS)

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

- GS1.** document the required policy changes as communicated by the OEM/ component manufacturer
- GS2.** communicate information and ideas in writing so others will understand
- GS3.** document any rejection of warranty claims either from the OEM/ auto component manufacturer and escalate it to concerned people
- GS4.** record details and archive files related to the failed spare parts replaced under warranty
- GS5.** write in at least one language
- GS6.** read and interpret the warranty manual issued by OEM
- GS7.** read and understand technicalities as a result of changes made through the various service & maintenance circulars issued by the OEM/ auto components manufacturer

## Qualification Pack

- GS8.** interact with the service advisor/ mechanics or technician/ supervisors to ensure proper adherence to the warranty policies and processes as mandated by the OEM
- GS9.** interact with service advisor/ mechanics or technician/ supervisors/ workshop in-charge to communicate changes or new policies introduced
- GS10.** specify the applicable terms & conditions for providing warranty to the vehicles on specific failed spare parts/ component
- GS11.** interact with the customer in a professional and courteous manner even for the irritant customers whose warranty claims are expected to be rejected
- GS12.** decide the skills and methods required to communicate with technician/ individual
- GS13.** decide on acceptance/ rejection of warranty claims in case of poor adherence of service and maintenance schedules
- GS14.** decide on whether to build a case of commercial or technical goodwill and in what proportion the cost of the replacement of the part/ aggregated to be shared between the OEM/ dealer/ auto component manufacturer
- GS15.** decide the optimised process for the failed part replacement under warranty (including for the off-road vehicles to be given warranty which have not reported to the workshop) to ensure smooth operations
- GS16.** plan work according to the required schedule and location
- GS17.** plan the daily operations in the morning to ensure proper process adherence for smooth flow of the overall warranty process to ensure adequate adherence to the warranty policy
- GS18.** ensure that changes in policies are communicated appropriately so as to provide satisfactory customer services
- GS19.** ensure proper goodwill case to be build (in either technical or commercial) in case of rejection of warranty due to poor adherence of service and maintenance schedules
- GS20.** communicate inform both customer and workshop manpower understand the changes in warranty policy
- GS21.** evaluate the complexity of tasks to be performed within the overall process of failed parts replacement under warranty to determine if they can successfully carry them out
- GS22.** evaluate and analyse the information gathered from the OEM and auto component manufacturer regarding warranty policy

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Ensure adherence to the warranty policy</i>				
<b>PC1.</b> . identify the part type and model/ variant to which it belongs to	3	7	-	-
<b>PC2.</b> . understand the nomenclature and technical specifications including the part numbering, make and variant for the failed parts/ aggregates	4	7	-	-
<b>PC3.</b> . impart knowledge about the existing warranty policy and adherence to the maintenance schedules to ensure continuation of the warranty	4	8	-	-
<b>PC4.</b> . explain the terms and conditions of new or changed policy	4	7	-	-
<b>PC5.</b> . ensure that technicians are adhering to the new or changed policies	4	9	-	-
<b>PC6.</b> . communicate the various documents related to new or changed warranty policies issued by the OEM/ component manufacturer	4	9	-	-
<b>PC7.</b> .. update policy and documentation requirements for the failed parts replacement as mandated by the new warranty manuals/ service circulars by the OEMs/ auto component ,manufacturer	3	8	-	-
<b>PC8.</b> . analyse the training needs of a particular individual in the workshop to	2	5	-	-
<b>PC9.</b> .. use questions/ small impromptu tests or any and other measures to assess an technician/ supervisors understanding on the existing or revised warranty policies	1	5	-	-
<b>PC10.</b> . 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	5	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	ASC/N1606
<b>NOS Name</b>	Ensure adherence to warranty policy
<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Automotive Vehicle Service
<b>Occupation</b>	Workshop operations
<b>NSQF Level</b>	6
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	24/06/2013
<b>Next Review Date</b>	24/06/2015
<b>NSQC Clearance Date</b>	

## Qualification Pack

### Assessment Guidelines and Assessment Weightage

#### Assessment Guidelines

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

**Recommended Pass % aggregate for QP : 75**

#### Assessment Weightage

##### Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
ASC/N0001.Plan and organise work to meet expected outcomes	25	75	-	-	100	10
ASC/N0002.Work effectively in a team	25	75	-	-	100	10
ASC/N0003.Maintain a healthy,safe and secure working environment	25	75	-	-	100	10
ASC/N0005.Supervise and evaluate performance	30	70	-	-	100	10

### Qualification Pack

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
ASC/N1603.Monitor and maintain warranty claims	25	75	-	-	100	30
ASC/N1604.Supervise storage, retrieval and disposal of failed spare parts	25	75	-	-	100	15
ASC/N1606.Ensure adherence to warranty policy	30	70	-	-	100	15
<b>Total</b>	<b>185</b>	<b>515</b>	<b>-</b>	<b>-</b>	<b>700</b>	<b>100</b>

## Acronyms

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

## Qualification Pack

### Glossary

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

## Qualification Pack

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