

# QCP Attendant

QP Code: ASC/Q9602

NSQF Level: 2

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/Q9602: QCP Attendant .....	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/N0003: Maintain a healthy, safe and secure working environment .....	5
ASC/N9602: Quick Care Point for vehicles .....	9
Assessment Guidelines and Weightage .....	13
<i>Assessment Guidelines</i> .....	13
<i>Assessment Weightage</i> .....	13
Acronyms .....	14
Glossary .....	15

## Qualification Pack

### ASC/Q9602: QCP Attendant

#### Brief Job Description

Individuals at this job need to assist customers in checking the vehicles & understanding the compliance pertaining to coolant, water and oil levels.

#### Personal Attributes

This job requires the individual to be stationed at the fuel station for long hours under any weather conditions. The individual should demonstrate skills for memory retention for numbers, customer sensitivity, problem perception and sensitivity.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [ASC/N0003: Maintain a healthy, safe and secure working environment](#)
2. [ASC/N9602: Quick Care Point for vehicles](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Petrol Pump Operations
<b>Occupation</b>	Customer Care
<b>Country</b>	India
<b>NSQF Level</b>	2
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/9623.0601
<b>Minimum Educational Qualification &amp; Experience</b>	Certificate (ASDC PP Level 2 Certificate) with 0-6 Months of experience Not applicable OR Certificate (ASDC PP Level 2 Certificate) with 0-6 Months of experience Not applicable OR Certificate (ASDC PP Level 2 Certificate)
<b>Minimum Level of Education for Training in School</b>	

## Qualification Pack

<b>Pre-Requisite License or Training</b>	Compulsory: way in which oil/coolant is to be filled in a vehicle and to what level Safety, Health & Environment Impact
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	24/05/2013
<b>Next Review Date</b>	31/03/2020
<b>NSQC Approval Date</b>	20/07/2015
<b>Version</b>	1.0

## Qualification Pack

### ASC/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/N9602: Quick Care Point for vehicles

#### Description

This OS unit is about to ensure that the vehicle is having sufficient levels of battery water, engine oil, gear oil coolant etc.

#### Scope

This unit/ task covers the following:

- checking for fan belt, battery water, gear oil, engine oil, radiator coolant
- checking coolant level when vehicle engine has cooled down and follow instructions as per vehicle manual to top up coolant tank
- suggesting and promoting pre-mixed coolant
- filling the oil/coolant taking due care to avoid any spillage
- thanking customer and informing him/her about completion of topping up activity

#### Elements and Performance Criteria

##### *Compliance to Quality Care Point*

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

- PC1..** perform tasks as per the sop and vehicle manual
- PC2..** promote pre-mixed coolant to the customer
- PC3..** clean any spillage caused while filling oil/coolant/battery water
- PC4..** fill coolant as per indicator level mentioned on the side of coolant tank
- PC5..** unscrew cap to pour the coolant/oil; keeping it in safe, dry and clean surface ; add mixture till it reaches the full mark and put the cap back and tighten

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** companys policies on: personnel management, basic compliance to technical requirements and standards; safety and hazards.
- KU2.** reporting structure
- KU3.** escalation procedure

#### Generic Skills (GS)

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

- GS1.** read the brand names, prices, expiry dates, handling instructions and share with the customer the products as per his requirement
- GS2.** carry out the transaction - prepare a bill/ receive money for the purchase

## Qualification Pack

**GS3.** demonstrate the product to the customer and suggest appropriate product based on his requirement

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Compliance to Quality Care Point</i>				
<b>PC1..</b> perform tasks as per the sop and vehicle manual	4	16	-	-
<b>PC2..</b> promote pre-mixed coolant to the customer	4	16	-	-
<b>PC3..</b> clean any spillage caused while filling oil/coolant/battery water	4	16	-	-
<b>PC4..</b> fill coolant as per indicator level mentioned on the side of coolant tank	4	16	-	-
<b>PC5..</b> unscrew cap to pour the coolant/oil; keeping it in safe, dry and clean surface ; add mixture till it reaches the full mark and put the cap back and tighten	4	16	-	-
<b>NOS Total</b>	<b>20</b>	<b>80</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	ASC/N9602
<b>NOS Name</b>	Quick Care Point for vehicles
<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Petrol Pump Operations
<b>Occupation</b>	Customer Care
<b>NSQF Level</b>	2
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	20/06/2013
<b>Next Review Date</b>	30/07/2015
<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 : 60**

#### Assessment Weightage

##### Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
ASC/N0003.Maintain a healthy,safe and secure working environment	25	75	-	-	100	20
ASC/N9602.Quick Care Point for vehicles	20	80	-	-	100	80
<b>Total</b>	<b>45</b>	<b>155</b>	<b>-</b>	<b>-</b>	<b>200</b>	<b>100</b>

## Qualification Pack

### Acronyms

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

## Qualification Pack

### Glossary

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

## Qualification Pack

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