



Model Curriculum

QP Name: Two Wheeler Service Assistant

QP Code: ASC/Q1423

NSQF Level: 3

Automotive Skill Development Council
E-113, Gr Floor, Okhla Industrial Area, Phase – III, New Delhi-110020

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Training Parameters

Sector	Automotive
Sub-Sector	Automotive Vehicle Service
Occupation	Technical Service and Repair
Country	India
NSQF Level	3
Aligned to NCO/ISCO/ISIC Code	NCO-2015/7231.0501
Minimum Educational Qualification & Experience	5th Class pass with 4 years of relevant experience OR 8th Class with 1 year of relevant experience OR 9th Class pass OR Certificate-NSQF (Automotive Washer L2) with 2 years of relevant experience
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	29/01/2021
Next Review Date	29/01/2026
NSQC Approval Date	29/01/2021
QP Version	2.0
Model Curriculum Creation Date	29/01/2021
Model Curriculum Valid Up to Date	29/01/2026
Model Curriculum Version	1.0
Minimum Duration of the Course	390 Hours, 0 Minutes
Maximum Duration of the Course	390 Hours, 0 Minutes

Program Overview

This section summarizes the end objectives of the program along with its duration.

Training Outcomes

At the end of the program, the learner should have acquired the listed knowledge and skills.

- Work effectively and efficiently as per schedules and timelines while complying with the health and hygiene
- Implement safety practices.
- Optimize the use of resources to ensure less wastage and maximum conservation.
- Communicate, develop interpersonal skills
- Develop sensitization towards gender and person with disability (PwD)
- Perform servicing maintenance and repair of a two-wheeler under supervision

Compulsory Modules

The table lists the modules and their duration corresponding to the Compulsory NOS of the QP.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
Bridge Module	05:00	00:00	-	-	05:00
Module 1- Introduction to the Role of a Two Wheeler Service Assistant	05:00	00:00	-	-	05:00
ASC/N9801 – Organize work and resources (Service)					
NOS Version No. 1.0	20:00	35:00	-	-	55:00
NSQF Level 3					
Module 2- Work effectively and efficiently	10:00	20:00	-	-	30:00
Module 3- Optimize resource utilization	10:00	15:00	-	-	25:00

ASC/N1434 – Assist in service, maintenance and repair of two wheelers NOS Version No. 1.0 NSQF Level 3	100:00	170:00	30:00	-	300:00
Module 4- Assist in Service, Maintenance and Repair	100:00	170:00	30:00	-	300:00
DGT/VSQ/N0101 - Employability Skills (30 hours) NOS Version No. – 1.0 NSQF Level – 2	12:00	18:00			30:00
Module 5: Introduction to Employability Skills	0.5:00	0.5:00			1:00
Module 6: Constitutional values - Citizenship	0.5:00	0.5:00			1:00
Module 7: Becoming a Professional in the 21st Century	0.5:00	0.5:00			1:00
Module 8: Basic English Skills	1:00	1:00			2:00
Module 9: Communication Skills	1.5:00	2.5:00			4:00
Module 10: Diversity & Inclusion	0.5:00	0.5:00			1:00
Module 11: Financial and Legal Literacy	1.5:00	2.5:00			4:00
Module 12: Essential Digital Skills	1:00	2:00			3:00
Module 13: Entrepreneurship	2.5:00	4.5:00			7:00
Module 14: Customer Service	1.5:00	2.5:00			4:00
Module 15: Getting ready for apprenticeship & Jobs	1:00	1:00			2:00
Total Duration	137:00	223:00	30:00	-	390:00

Module Details

Module 1 - Introduction to the Role of a Two Wheeler Service Assistant

Bridge Module

Terminal Outcomes:

- Identify the role, responsibilities of a Two Wheeler Service Assistant

Duration: 05:00	Duration: 00:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Describe the role and responsibilities of a two wheeler service assistant such as identification of parts to be repaired, performing minor repairs etc. List the SOP to be followed for service and minor repair of two wheelers Identify the tools, equipment and accessories to be used for service, maintenance and repair of two wheelers Identify the storage location for tools and equipment List the safety, health and environment policy to be followed for the automotive sector Identify the type, code and quality of components at the time of replacement of parts List the parameters for performing pollution check 	
Classroom Aids:	
Laptop, white board, marker, projector	
Tools, Equipment and Other Requirements	
Tools, required equipment, service manual, PUC software	

Module 2 - Work Effectively and Efficiently

Mapped to NOS ASC/N9801, v1.0

Terminal Outcomes:

- Employ appropriate ways to maintain a safe and secure working environment.
- Perform work as per the quality standards

Duration: 10:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Outline the organizational structure to be followed to report about health, safety and security breaches to the concerned authorities. List the potential workplace related risks and hazards, their causes and preventions. State the methods to keep the work area clean and tidy. Discuss how to complete the given work within the stipulated time period. Explain how to maintain a proper balance between team and individual goals. Discuss epidemics and pandemics and their impact on society at large. Discuss the significance of conforming to basic hygiene practices such as washing hands, using alcohol-based hand sanitizers. Discuss the use of proper PPE for maintaining health and hygiene at workplace and the process of wearing/discard them. Define self-quarantine or self-isolation. Discuss the importance of identifying and reporting symptoms to the concerned authorities. Explain the significance of following prescribed rules and guidelines during an epidemic or a pandemic. Discuss organizational hygiene and sanitation guidelines and ways of reporting breaches/gaps if any. Discuss the ways of dealing with stress and anxiety during an epidemic or a pandemic. 	<ul style="list-style-type: none"> Perform routine cleaning of tools, equipment and machines. Employ various techniques for checking malfunctions in the equipment as per Standard Operating Procedure (SOP). Apply basic housekeeping practices to ensure that the work area is clean, such as mopping spills and leaks, cleaning grease stains etc. Demonstrate how to evacuate the workplace in case of an emergency. Show how to sanitize and disinfect one's work area regularly. Demonstrate the correct way of washing hands using soap and water. Demonstrate the correct way of sanitizing hands using alcohol-based hand rubs. Display the correct way of wearing and removing PPE such as face masks, hand gloves, face shields, PPE suits, etc. Demonstrate appropriate social and behavioural etiquette (greeting and meeting people, spitting/coughing/sneezing, etc.). Prepare a list of relevant hotline/emergency numbers.

Classroom Aids:

White board/black board marker/chalk, duster, computer or Laptop attached to LCD projector

Tools, Equipment and Other Requirements

Personal Protection Equipment: safety glasses, head protection, rubber gloves, safety footwear, warning signs and tapes, fire extinguisher and first aid kit

Sanitization kit, disinfectants, alcohol-based sanitizers, different types of face masks, shields, suits, etc.

Module 3 - Optimize Resource Utilization

Mapped to NOS ASC/N9801, v1.0

Terminal Outcomes:

- Use the resources efficiently.
- Apply conservation practices at the workplace.

Duration: 10:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the ways to optimize usage of resources. • Discuss various methods of waste management and its disposal. • List the different categories of waste for the purpose of segregation • Differentiate between recyclable and non-recyclable waste • State the importance of using appropriate colour dustbins for different types of waste. • Discuss the common sources of pollution and ways to minimize it. 	<ul style="list-style-type: none"> • Perform basic checks to identify any spills and leaks and that need to be plugged /stopped. • Demonstrate different disposal techniques depending upon different types of waste. • Employ different ways to check if equipment/machines are functioning as per requirements and report malfunctioning, if observed. • Employ ways for efficient utilization of material and water • Use energy efficient electrical appliances and devices to ensure energy conservation

Classroom Aids:

White board/black board marker/chalk, duster, computer or Laptop attached to LCD projector

Tools, Equipment and Other Requirements

Different type of waste bins to collect and segregate waste for disposal

Module 4 – Assist in Service, Maintenance and Repair

Mapped to NOS ASC/N1434, v1.0

Terminal Outcomes:

- Apply appropriate steps to prepare for service, maintenance and repair of the vehicle.
- Discuss how to assist seniors in repair and maintenance related tasks
- Perform the steps to check the pollution level and prepare the PUC certificate.

Duration: 100:00	Duration: 200:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the auto component manufacturer specifications of various vehicles. • List the various precautions to be taken to avoid any damage to the vehicle/components. • Recall the types of errors or defects in the tools/equipment. • List various standard operating procedures (SOP)/service manuals to be followed for repairing, servicing, routine maintenance, using workshop tools and equipment etc. • Outline the SOPs related to receiving vehicles, opening job card, allocation of work, vehicle delivery, etc. • Discuss the importance of recording the service and repair activities performed as specified by OEM. • Discuss the various policies related to activities such as disposing off materials/used oils and returning tools/leftovers. • Outline the details of the Automotive industry in India, workshop structure and role and responsibilities of different people in the workshop. • Discuss the safety, health and environmental policies and regulations for the workplace as well as for automotive trade in general. • Identify the right materials for the job such as lubricants, seals, etc. • Explain the basic technology used in and functioning of various components and aggregates of the vehicle. • Outline organisational and professional code of ethics and standards of practice. 	<ul style="list-style-type: none"> • Demonstrate steps to position the vehicle on the platform for service, maintenance/repair. • Show how to inspect and service the vehicle/aggregate. • Perform routine service/maintenance and repairs in the vehicle/aggregate as instructed by technician. • Employ different ways of dismantling components/aggregates such as engine, axles etc. • Perform steps for collecting/fetching required service tools etc. • Use various measuring and servicing tools and equipment like feeler gauge, torque wrench, fuel pressure testers, etc. • Apply basic housekeeping practices to clean the work area and place tools/equipment in an organised manner as per the policies. • Demonstrate how to report malfunction in vehicles, tools and equipment that are beyond one's scope of work to concerned person. • Use appropriate software and hardware to perform PUC (Pollution Under Control) check as per SOP. • Prepare a report of the PUC readings and compare it with the set standards • Role play on how to escalate any discrepancy in PUC reading to the concerned person. • Prepare a PUC certificate using appropriate software, if required by taking details from previous/existing certificate.

<ul style="list-style-type: none"> • List the documentation required for each procedure. 	<ul style="list-style-type: none"> • Read the values of measuring instruments such as vernier calliper, multi-meter, pressure indicator etc. as per OEM specification. • Demonstrate how to use computers.
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Classroom Aids:

Laptop, white board, marker, projector

Tools, Equipment and Other Requirements

Hydraulic ramp, manual operated hydraulic ramp, vehicle washer, spark plug cleaner & tester, PUC monitor, waste oil collection trolley, moisture separator, pneumatic tools, screw driver, wrenches, battery tester, oil dispenser, lubricating machine, garage air compressors etc.

Module 5: Introduction to Employability Skills

Mapped to DGT/VSQ/N0101

Terminal Outcomes:

- Discuss about Employability Skills in meeting the job requirements

Duration: <0.5:00>	Duration: <0.5:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the importance of Employability Skills in meeting the job requirements 	<ul style="list-style-type: none"> • Demonstrate Employability Skills
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	

Module 6: Constitutional values - Citizenship

Mapped to DGT/VSQ/N0101

Terminal Outcomes:

- Discuss about constitutional values to be followed to become a responsible citizen

Duration: <0.5:00>	Duration: <0.5:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Explain constitutional values, civic rights, duties, citizenship, responsibility towards society etc. that are required to be followed to become a responsible citizen. 	<ul style="list-style-type: none"> Show how to practice different environmentally sustainable practices
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	

Module 7: Becoming a Professional in the 21st Century

Mapped to DGT/VSQ/N0101

Terminal Outcomes:

- Demonstrate professional skills required in 21st century

Duration: <0.5:00>	Duration: <0.5:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss 21st century skills. 	<ul style="list-style-type: none"> Display positive attitude, self -motivation, problem solving, time management skills and continuous learning mindset in different situations.
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	

Module 8: Basic English Skills

Mapped to DGT/VSQ/N0101

Terminal Outcomes:

- Practice basic English speaking.

Duration: <1:00>	Duration: <1:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss need of basic English skills. 	<ul style="list-style-type: none"> Use appropriate basic English sentences/phrases while speaking
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	

Module 9: Communication Skills

Mapped to DGT/VSQ/N0101

Terminal Outcomes:

- Practice basic communication skills.

Duration: <1.5:00>	Duration: <2.5:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss need of communication skills Describe importance of team work 	<ul style="list-style-type: none"> Demonstrate how to communicate in a well -mannered way with others. Demonstrate working with others in a team
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	

Module 10: Diversity & Inclusion

Mapped to DGT/VSQ/N0101

Terminal Outcomes:

- Describe PwD and gender sensitisation.

Duration: <0.5:00>	Duration: <0.5:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss the significance of reporting sexual harassment issues in time 	<ul style="list-style-type: none"> Show how to conduct oneself appropriately with all genders and PwD
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	

Module 11: Financial and Legal Literacy

Mapped to DGT/VSQ/N0101

Terminal Outcomes:

- Describe ways of managing expenses, income, and savings.

Duration: <1.5:00>	Duration: <2.5:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss the significance of using financial products and services safely and securely. Explain the importance of managing expenses, income, and savings. Explain the significance of approaching the concerned authorities in time for any exploitation as per legal rights and laws 	<ul style="list-style-type: none"> Demonstrate ways of managing expenses, income, and savings.
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	

Module 12: Essential Digital Skills

Mapped to DGT/VSQ/N0101

Terminal Outcomes:

- Demonstrate procedure of operating digital devices and associated applications safely.

Duration: <1:00>	Duration: <2:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss the significance of using internet for browsing, accessing social media platforms, safely and securely 	<ul style="list-style-type: none"> Show how to operate digital devices and use the associated applications and features, safely and securely
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	

Module 13: Entrepreneurship

Mapped to DGT/VSQ/N0101

Terminal Outcomes:

- Describe opportunities as an entrepreneur.

Duration: <2.5:00>	Duration: <4.5:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss the need for identifying opportunities for potential business, sources for arranging money and potential legal and financial challenges 	<ul style="list-style-type: none"> Demonstrate ways for identifying opportunities for potential business, sources for arranging money and potential legal and financial challenges
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	

Module 14: Customer Service

Mapped to DGT/VSQ/N0101

Terminal Outcomes:

- Describe ways of maintaining customer.

Duration: <1.5:00>	Duration: <2.5:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Differentiate between types of customers. Explain the significance of identifying customer needs and addressing them. Discuss the significance of maintaining hygiene and dressing appropriately. 	<ul style="list-style-type: none"> Show how to maintain hygiene and dressing appropriately.
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	

Module 15: Getting ready for apprenticeship & Jobs

Mapped to DGT/VSQ/N0101

Terminal Outcomes:

- Describe ways of preparing for apprenticeship & Jobs appropriately.

Duration: <1:00>	Duration: <1:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss the significance of dressing up neatly and maintaining hygiene for an interview Discuss how to search and register for apprenticeship opportunities 	<ul style="list-style-type: none"> Create a biodata Use various sources to search and apply for jobs
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
ITI	Mechanic Motor Vehicle	3	Two/Four Wheeler Service	1	Two/Four Wheeler Service	NA
ITI	Mechanic Motor Vehicle	4	Two/Four Wheeler Service	0	Two/Four Wheeler Service	NA
Diploma	Automobile Engineering/ Mechanical Engineering	2	Two/Four Wheeler Service	1	Two/Four Wheeler Service	NA
Diploma	Automobile Engineering/ Mechanical Engineering	3	Two/Four Wheeler Service	0	Two/Four Wheeler Service	NA

Trainer Certification	
Domain Certification	Platform Certification
Certified for Job Role: "Two Wheeler Service Assistant" "ASC/Q1423", Minimum accepted score is 80%	Recommended that the Trainer is certified for the Job Role: "MEP/Q2601, Trainer (VET and Skills), Version-2", Minimum accepted score is 80%

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
ITI	Mechanic Motor Vehicle	4	Two/Four Wheeler Service	1	Two/Four Wheeler Service	NA
ITI	Mechanic Motor Vehicle	5	Two/Four Wheeler Service	0	Two/Four Wheeler Service	NA
Diploma	Automobile Engineering/ Mechanical Engineering	3	Two/Four Wheeler Service	1	Two/Four Wheeler Service	NA
Diploma	Automobile Engineering/ Mechanical Engineering	4	Two/Four Wheeler Service	0	Two/Four Wheeler Service	NA

Assessor Certification	
Domain Certification	Platform Certification
Certified for Job Role: "Two Wheeler Service Assistant" "ASC/Q1423", Minimum accepted score is 80%	Recommended that the Assessor is certified for the Job Role: "MEP/Q2701, Assessor (VET and Skills), Version-2"

Assessment Strategy

1. Assessment System Overview:
 - Batches assigned to the assessment agencies for conducting the assessment on SDMS/SIP or email
 - Assessment agencies send the assessment confirmation to VTP/TC looping SSC
 - Assessment agency deploys the ToA certified Assessor for executing the assessment
 - SSC monitors the assessment process & records
2. Testing Environment: The assessor should
 - Confirm that the centre is available at the same address as mentioned on SDMS or SIP
 - Check the duration of the training.
 - Check the Assessment Start and End time to be as 10 a.m. and 5 p.m.
 - If the batch size is more than 30, then there should be 2 Assessors.
 - Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.
 - Check the mode of assessment—Online (TAB/Computer) or Offline (OMR/PP).
 - Confirm the number of TABs on the ground are correct to execute the Assessment smoothly.
 - Check the availability of the Lab Equipment for the particular Job Role.
3. Assessment Quality Assurance levels / Framework:
 - Question papers created by the Subject Matter Experts (SME)
 - Question papers created by the SME verified by the other subject Matter Experts
 - Questions are mapped with NOS and PC
 - Question papers are prepared considering that level 1 to 3 are for the unskilled & semi-skilled individuals, and level 4 and above are for the skilled, supervisor & higher management
 - Assessor must be ToA certified & trainer must be ToT Certified
 - Assessment agency must follow the assessment guidelines to conduct the assessment
4. Types of evidence or evidence-gathering protocol:
 - Time-stamped & geotagged reporting of the assessor from assessment location
 - Centre photographs with signboards and scheme specific branding
 - Biometric or manual attendance sheet (stamped by TP) of the trainees during the training period
 - Time-stamped & geotagged assessment (Theory + Viva + Practical) photographs & videos
5. Method of verification or validation:
 - Surprise visit to the assessment location
 - Random audit of the batch
 - Random audit of any candidate
6. Method for assessment documentation, archiving, and access
 - Hard copies of the documents are stored
 - Soft copies of the documents & photographs of the assessment are uploaded / accessed from Cloud Storage
 - Soft copies of the documents & photographs of the assessment are stored in the Hard Drives

References

Glossary

Term	Description
Declarative Knowledge	Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.
Key Learning Outcome	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
OJT (M)	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
OJT (R)	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
Procedural Knowledge	Procedural knowledge addresses how to do something, or how to perform a task. It is the ability to work, or produce a tangible work output by applying cognitive, affective or psychomotor skills.
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training .
Terminal Outcome	Terminal outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module . A set of terminal outcomes help to achieve the training outcome.

Acronyms and Abbreviations

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