

Qualification Pack



Automotive Service Advisor

QP Code: ASC/Q1426

Version: 2.0

NSQF Level: 4.5

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ASC/Q1426: Automotive Service Advisor

Brief Job Description

The individual is responsible for handling customer relationships at the workshop operations. The individual understands customer issues/complaints and identify the repair/service requirements accordingly in a timely and cost effective manner.

Personal Attributes

The individual should have good communication and interpersonal skills. The individual should be a good team player as coordination is required with internal and external stakeholders in order to provide time and cost effective solutions to customer issues. The individual must have technical knowledge related to automobiles in order to understand the technical aspects of the vehicle. The individual must have good listening skills and have patience as this job requires interaction with different customers and understand individual requirements.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [ASC/N9810: Manage work and resources \(Manufacturing\)](#)
2. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)
3. [ASC/N1439: Prepare time and cost estimates to meet customer requirements](#)

Qualification Pack (QP) Parameters

Sector	Automotive
Sub-Sector	Automotive Vehicle Service
Occupation	Technical Service & Repair
Country	India
NSQF Level	4.5
Credits	19
Aligned to NCO/ISCO/ISIC Code	NCO-2015/3322.2502

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Minimum Educational Qualification & Experience	10th grade pass plus 1-year NTC/ NAC with 3 Years of experience OR Completed 1st year of diploma (after 12th) (Automobile/Mechanical/ Electrical/ Electronics) with 1-2 Years of experience OR Previous relevant Qualification of NSQF Level ((Four Wheeler Lead Technician Level 4) with 1-2 Years of experience
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	Permanent driving Licence
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	27/08/2027
NSQC Approval Date	27/08/2024
Version	2.0
Reference code on NQR	QG-4.5-AU-02947-2024-V2-ASDC
NQR Version	2

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ASC/N9810: Manage work and resources (Manufacturing)

Description

This NOS unit is about implementing safety, planning work, adopting sustainable practices for optimising the use of resources.

Scope

The scope covers the following :

- Maintain safe and secure working environment
- Maintain Health and Hygiene
- Effective waste management practices
- Material/energy conservation practices

Elements and Performance Criteria

Maintain safe and secure working environment

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

- PC1.** identify hazardous activities and the possible causes of risks or accidents in the workplace
- PC2.** implement safe working practices for dealing with hazards to ensure safety of self and others
- PC3.** conduct regular checks of the machines with support of the maintenance team to identify potential hazards
- PC4.** ensure that all the tools/equipment/fasteners/spare parts are arranged as per specifications/utility into proper trays, cabinets, lockers as mentioned in the 5S guidelines/work instructions
- PC5.** organise safety drills or training sessions to create awareness amongst others on the identified risks and safety practices
- PC6.** fill daily check sheet to report improvements done and risks identified
- PC7.** ensure that relevant safety boards/signs are placed on the shop floor for the safety of self and others
- PC8.** report any identified breaches in health, safety and security policies and procedures to the designated person

Maintain Health and Hygiene

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

- PC9.** ensure workplace, equipment, restrooms etc. are sanitized regularly
- PC10.** ensure team is aware about hygiene and sanitation regulations and following them on the shop floor
- PC11.** ensure availability of running water, hand wash and alcohol-based sanitizers at the workplace
- PC12.** report advanced hygiene and sanitation issues to appropriate authority
- PC13.** follow stress and anxiety management techniques and support employees to cope with stress, anxiety etc
- PC14.** wear and dispose PPEs regularly and appropriately

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Effective waste management practices

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

PC15. ensure recyclable, non-recyclable and hazardous wastes are segregated as per SOP

PC16. ensure proper mechanism is followed while collecting and disposing of non-recyclable, recyclable and reusable waste

Material/energy conservation practices

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

PC17. ensure malfunctioning (fumes/sparks/emission/vibration/noise) and lapse in maintenance of equipment are resolved effectively

PC18. prepare and analyze material and energy audit reports to decipher excessive consumption of material and water

PC19. identify possibilities of using renewable energy and environment friendly fuels

PC20. identify processes where material and energy/electricity utilization can be optimized

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organisation procedures for health, safety and security, individual role and responsibilities in this context

KU2. the organisation's emergency procedures for different emergency situations and the importance of following the same

KU3. evacuation procedures for workers and visitors

KU4. how and when to report hazards as well as the limits of responsibility for dealing with hazards

KU5. potential hazards, risks and threats based on the nature of work

KU6. various types of fire extinguisher

KU7. various types of safety signs and their meaning

KU8. appropriate first aid treatment relevant to different condition e.g. bleeding, minor burns, eye injuries etc.

KU9. relevant standards, procedures and policies related to 5S followed in the company

KU10. the various materials used and their storage norms

KU11. importance of efficient utilisation of material and water

KU12. basics of electricity and prevalent energy efficient devices

KU13. common practices of conserving electricity

KU14. common sources and ways to minimize pollution

KU15. categorisation of waste into dry, wet, recyclable, non-recyclable and items of single-use plastics

KU16. waste management techniques

KU17. significance of greening

Generic Skills (GS)

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

- GS1.** read safety instructions/guidelines
- GS2.** modify work practices to improve them
- GS3.** work with supervisors/team members to carry out work related tasks
- GS4.** complete tasks efficiently and accurately within stipulated time
- GS5.** inform/report to concerned person in case of any problem
- GS6.** make timely decisions for efficient utilization of resources
- GS7.** write reports such as accident report, in at least English/regional language

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain safe and secure working environment</i>	20	13	-	8
PC1. identify hazardous activities and the possible causes of risks or accidents in the workplace	4	2	-	2
PC2. implement safe working practices for dealing with hazards to ensure safety of self and others	3	1	-	2
PC3. conduct regular checks of the machines with support of the maintenance team to identify potential hazards	2	2	-	1
PC4. ensure that all the tools/equipment/fasteners/spare parts are arranged as per specifications/utility into proper trays, cabinets, lockers as mentioned in the 5S guidelines/work instructions	3	2	-	1
PC5. organise safety drills or training sessions to create awareness amongst others on the identified risks and safety practices	2	-	-	-
PC6. fill daily check sheet to report improvements done and risks identified	2	2	-	-
PC7. ensure that relevant safety boards/signs are placed on the shop floor for the safety of self and others	2	2	-	1
PC8. report any identified breaches in health, safety and security policies and procedures to the designated person	2	2	-	1
<i>Maintain Health and Hygiene</i>	13	7	-	5
PC9. ensure workplace, equipment, restrooms etc. are sanitized regularly	3	2	-	1
PC10. ensure team is aware about hygiene and sanitation regulations and following them on the shop floor	2	1	-	-
PC11. ensure availability of running water, hand wash and alcohol-based sanitizers at the workplace	2	2	-	1

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. report advanced hygiene and sanitation issues to appropriate authority	1	1	-	1
PC13. follow stress and anxiety management techniques and support employees to cope with stress, anxiety etc	2	1	-	1
PC14. wear and dispose PPEs regularly and appropriately	3	-	-	1
<i>Effective waste management practices</i>	6	4	-	1
PC15. ensure recyclable, non-recyclable and hazardous wastes are segregated as per SOP	3	2	-	-
PC16. ensure proper mechanism is followed while collecting and disposing of non-recyclable, recyclable and reusable waste	3	2	-	1
<i>Material/energy conservation practices</i>	11	6	-	6
PC17. ensure malfunctioning (fumes/sparks/emission/vibration/noise) and lapse in maintenance of equipment are resolved effectively	2	2	-	1
PC18. prepare and analyze material and energy audit reports to decipher excessive consumption of material and water	3	2	-	1
PC19. identify possibilities of using renewable energy and environment friendly fuels	3	1	-	2
PC20. identify processes where material and energy/electricity utilization can be optimized	3	1	-	2
NOS Total	50	30	-	20

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National Occupational Standards (NOS) Parameters

NOS Code	ASC/N9810
NOS Name	Manage work and resources (Manufacturing)
Sector	Automotive
Sub-Sector	Generic
Occupation	Generic
NSQF Level	5
Credits	2
Version	2.0
Last Reviewed Date	27/08/2024
Next Review Date	27/08/2027
NSQC Clearance Date	27/08/2024

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DGT/VSQ/N0102: Employability Skills (60 Hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Career Development & Goal Setting
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

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

- PC1.** identify employability skills required for jobs in various industries
- PC2.** identify and explore learning and employability portals

Constitutional values - Citizenship

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

- PC3.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC4.** follow environmentally sustainable practices

Becoming a Professional in the 21st Century

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

- PC5.** recognize the significance of 21st Century Skills for employment
- PC6.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

Basic English Skills

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

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- PC7.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC8.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC9.** write short messages, notes, letters, e-mails etc. in English

Career Development & Goal Setting

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

- PC10.** understand the difference between job and career
- PC11.** prepare a career development plan with short- and long-term goals, based on aptitude

Communication Skills

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

- PC12.** follow verbal and non-verbal communication etiquette and active listening techniques in various settings
- PC13.** work collaboratively with others in a team

Diversity & Inclusion

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

- PC14.** communicate and behave appropriately with all genders and PwD
- PC15.** escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

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

- PC16.** select financial institutions, products and services as per requirement
- PC17.** carry out offline and online financial transactions, safely and securely
- PC18.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC19.** identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

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

- PC20.** operate digital devices and carry out basic internet operations securely and safely
- PC21.** use e- mail and social media platforms and virtual collaboration tools to work effectively
- PC22.** use basic features of word processor, spreadsheets, and presentations

Entrepreneurship

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

- PC23.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC24.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC25.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

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

- PC26.** identify different types of customers
- PC27.** identify and respond to customer requests and needs in a professional manner.

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PC28. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC29. create a professional Curriculum vitae (Résumé)

PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

PC31. apply to identified job openings using offline /online methods as per requirement

PC32. answer questions politely, with clarity and confidence, during recruitment and selection

PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills and different learning and employability related portals

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

KU4. Twenty first (21st) century skills and their importance

KU5. how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

KU6. importance of career development and setting long- and short-term goals

KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

KU10. different types of financial institutes, products, and services

KU11. how to compute income and expenditure

KU12. importance of maintaining safety and security in offline and online financial transactions

KU13. different legal rights and laws

KU14. different types of digital devices and the procedure to operate them safely and securely

KU15. how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.

KU16. how to identify business opportunities

KU17. types and needs of customers

KU18. how to apply for a job and prepare for an interview

KU19. apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

GS1. read and write different types of documents/instructions/correspondence

GS2. communicate effectively using appropriate language in formal and informal settings

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- GS3.** behave politely and appropriately with all
- GS4.** how to work in a virtual mode
- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization to avoid infection

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values - Citizenship</i>	1	1	-	-
PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC4. follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	2	4	-	-
PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC6. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC9. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development & Goal Setting</i>	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. understand the difference between job and career	-	-	-	-
PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
<i>Communication Skills</i>	2	2	-	-
PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC13. work collaboratively with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	2	-	-
PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	2	3	-	-
PC16. select financial institutions, products and services as per requirement	-	-	-	-
PC17. carry out offline and online financial transactions, safely and securely	-	-	-	-
PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	3	4	-	-
PC20. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
PC22. use basic features of word processor, spreadsheets, and presentations	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Entrepreneurship</i>	2	3	-	-
PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	1	2	-	-
PC26. identify different types of customers	-	-	-	-
PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
PC28. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	2	3	-	-
PC29. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC31. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
NOS Total	20	30	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	27/08/2024
Next Review Date	27/08/2027
NSQC Clearance Date	27/08/2024

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ASC/N1439: Prepare time and cost estimates to meet customer requirements

Description

This OS unit is about understanding customer requirements and issues when a vehicle comes to the workshop for service and provide time and cost estimates. This unit is also about explaining service or repair done to customer and manage customer relationship.

Scope

The scope covers the following :

- Connect with the customer to prepare the job card
- Prepare time and cost estimate
- Carry out activity for vehicle return/invoicing as per agreement
- Perform post service/repair activities and manage customer relationship

Elements and Performance Criteria

Connect with the customer to prepare the job card

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

- PC1.** collect information about the vehicle and customer allocated by front desk or customer care executive w.r.t walk in or advance booking, as specified by OEM or dealership
- PC2.** review vehicle information such as validity of insurance, extended warranty, road side assistance, special bulletins and recalls issued by OEM, service/replacement, requirement based on vehicle service history
- PC3.** interact with the customer to understand the requirement or any specific concern other than routine/periodic maintenance/service
- PC4.** communicate with the customer and note down the environmental condition of the vehicle to address or reproduce any malfunction
- PC5.** communicate with the customer and note down the environmental condition of the vehicle to address or reproduce any malfunction
- PC6.** carry out visual inspection of the vehicle and create the job card/inspection sheet based on the vehicle condition and details given by the customer
- PC7.** hand over all personal belongings to the customer from the vehicle and collect necessary documents required for service
- PC8.** update customer contact details and complete the job card including list of all the service, repair and replacement requirements of the vehicle

Prepare time and cost estimate

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

- PC9.** verify availability of technical workforce/team, spare parts, tools and other consumables required
- PC10.** estimate cost of service/repairs including parts, consumables, labour and expected time of delivery using typical cost sheets recommended by OEM/organisation.

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- PC11.** explain the required repairs and services along with their time and cost estimates to the customer and accordingly record job refusal or confirmation in the job card/repair order
- PC12.** finalise the list of all the service, repair and replacement requirements of the vehicle in consultation with the technicians and get customer's confirmation/acknowledgement to start the service

Carry out activity for vehicle return/invoicing as per agreement

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

- PC13.** confirm the service/repair progress status update of vehicle from floor team and inform the customer about any deviation from the communicated time or cost estimate
- PC14.** carry out final inspection of the vehicle and verify completion all the service, repair and replacement including vehicle washing and cleaning
- PC15.** close the job card, prepare a pre-invoice and verify all the service, repair and replacement are as per job card
- PC16.** confirm completion of service/repairs and delivery time to customer
- PC17.** explain the overall service and tasks performed on the vehicle to the customer with the help of itemised pre-invoice
- PC18.** assist customer to locate the vehicle and perform joint inspection, offer test ride to check vehicle performance post service/repair
- PC19.** explain to the customer about the next service schedule or pending repair requirement if any
- PC20.** record customer's feedback regarding the service provided to ensure that the customer is satisfied with the service experience
- PC21.** assist customer in making payment, getting gate pass and collect the vehicle

Perform post service/repair activities and manage customer relationship

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

- PC22.** call the customer to seek Post Service Feedback (PSF) as specified by OEM, note down the responses and update customer about follow-ups required, if any
- PC23.** update customers' PSF in specified format as per OEM
- PC24.** report customers' issues/complaints immediately to concerned person/department and seek assistance from seniors to resolve the same
- PC25.** ensure least turnaround time for any customer query handling/redressal, especially issues related to warranty claims and other performance related issues
- PC26.** maximise customer satisfaction by ensuring pleasant and excellent customer experience as per OEM standards and guideline
- PC27.** maintain a healthy and professional relationship with customers, especially key accounts and influencers in the market

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the automotive industry in India, workshop structure and role and responsibilities of different people in the workshop
- KU2.** SOP for receiving vehicles, opening job card, allocation of work, invoicing, vehicle delivery, customer grievances handling, etc.

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- KU3.** the technical specifications of various model/variant of the vehicle including specification of their components/aggregates
- KU4.** functioning of various mechanical, electrical and electronic systems of the vehicle
- KU5.** SOPs of the organisation/dealership for inspection, maintenance, servicing and repair of vehicles/replacement of various auto parts/aggregates mandated by the OEM
- KU6.** all value-added services and products, including annual service and maintenance contracts, offered by the dealership
- KU7.** typical services, terms and conditions (including cost implications) of the warranty and service contracts offered by the dealership
- KU8.** technical bulletins, recall campaign, part or process change circular, common product issues identified by OEM, etc.
- KU9.** the format of job card, other related documentation requirement and information/details to be captured in them for each procedure carried out as part of roles and responsibilities
- KU10.** how to use computer-based applications and information systems available in the dealership including latest software or format such as MS Office and Management Information System (MIS)
- KU11.** how to draft an estimate of time and material cost, obtain information on parts (names, numbers, and price) and flat labour rate times
- KU12.** how to prepare and close the job card/other documents/formats after receiving the complete details of the service details and cost structure
- KU13.** how to capture customer voice/feedback on the auto components/aggregates for various OEM vehicles on price, performance, availability of spares, warranty & other service-related aspects etc.
- KU14.** Customer Relationship Management (CRM) related framework provided by the organisation
- KU15.** safety and health policies and regulations for the workplace as well as for automotive trade in general
- KU16.** organisational and professional code of ethics and standards of practice

Generic Skills (GS)

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

- GS1.** read and interpret workplace documentation
- GS2.** write in English and at least one regional language
- GS3.** operate computer to accomplish basic tasks
- GS4.** interact with others in a professional and courteous manner
- GS5.** plan work according to the daily operations, required schedules, locations and time management policies
- GS6.** take appropriate and timely decision as per the urgency of the task
- GS7.** motivate stakeholders of the organization to bring forth a desired behaviour or response from them
- GS8.** perform crisis management to deal with crises in a manner that minimizes damage
- GS9.** analyse and apply the information gathered from observation, experience, reasoning or communication to act efficiently

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Connect with the customer to prepare the job card</i>	12	12	-	6
PC1. collect information about the vehicle and customer allocated by front desk or customer care executive w.r.t walk in or advance booking, as specified by OEM or dealership	2	1	-	-
PC2. review vehicle information such as validity of insurance, extended warranty, road side assistance, special bulletins and recalls issued by OEM, service/replacement, requirement based on vehicle service history	2	1	-	2
PC3. interact with the customer to understand the requirement or any specific concern other than routine/periodic maintenance/service	1	2	-	-
PC4. communicate with the customer and note down the environmental condition of the vehicle to address or reproduce any malfunction	2	1	-	2
PC5. communicate with the customer and note down the environmental condition of the vehicle to address or reproduce any malfunction	1	2	-	-
PC6. carry out visual inspection of the vehicle and create the job card/inspection sheet based on the vehicle condition and details given by the customer	2	2	-	2
PC7. hand over all personal belongings to the customer from the vehicle and collect necessary documents required for service	1	2	-	-
PC8. update customer contact details and complete the job card including list of all the service, repair and replacement requirements of the vehicle	1	1	-	-
<i>Prepare time and cost estimate</i>	6	8	-	4
PC9. verify availability of technical workforce/team, spare parts, tools and other consumables required	1	1	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. estimate cost of service/repairs including parts, consumables, labour and expected time of delivery using typical cost sheets recommended by OEM/organisation.	3	2	-	2
PC11. explain the required repairs and services along with their time and cost estimates to the customer and accordingly record job refusal or confirmation in the job card/repair order	-	3	-	-
PC12. finalise the list of all the service, repair and replacement requirements of the vehicle in consultation with the technicians and get customer's confirmation/acknowledgement to start the service	2	2	-	2
<i>Carry out activity for vehicle return/invoicing as per agreement</i>	12	12	-	6
PC13. confirm the service/repair progress status update of vehicle from floor team and inform the customer about any deviation from the communicated time or cost estimate	1	1	-	1
PC14. carry out final inspection of the vehicle and verify completion all the service, repair and replacement including vehicle washing and cleaning	2	2	-	1
PC15. close the job card, prepare a pre-invoice and verify all the service, repair and replacement are as per job card	2	1	-	2
PC16. confirm completion of service/repairs and delivery time to customer	1	1	-	-
PC17. explain the overall service and tasks performed on the vehicle to the customer with the help of itemised pre-invoice	2	2	-	2
PC18. assist customer to locate the vehicle and perform joint inspection, offer test ride to check vehicle performance post service/repair	-	2	-	-
PC19. explain to the customer about the next service schedule or pending repair requirement if any	1	1	-	-
PC20. record customer's feedback regarding the service provided to ensure that the customer is satisfied with the service experience	2	1	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC21. assist customer in making payment, getting gate pass and collect the vehicle	1	1	-	-
<i>Perform post service/repair activities and manage customer relationship</i>	10	8	-	4
PC22. call the customer to seek Post Service Feedback (PSF) as specified by OEM, note down the responses and update customer about follow-ups required, if any	2	2	-	-
PC23. update customers' PSF in specified format as per OEM	1	1	-	-
PC24. report customers' issues/complaints immediately to concerned person/department and seek assistance form seniors to resolve the same	2	2	-	2
PC25. ensure least turnaround time for any customer query handling/redressal, especially issues related to warranty claims and other performance related issues	2	1	-	-
PC26. maximise customer satisfaction by ensuring pleasant and excellent customer experience as per OEM standards and guideline	1	1	-	1
PC27. maintain a healthy and professional relationship with customers, especially key accounts and influencers in the market	2	1	-	1
NOS Total	40	40	-	20

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	ASC/N1439
NOS Name	Prepare time and cost estimates to meet customer requirements
Sector	Automotive
Sub-Sector	Automotive Vehicle Service
Occupation	Technical Service & Repair
NSQF Level	6
Credits	TBD
Version	1.0
Last Reviewed Date	27/08/2024
Next Review Date	27/08/2027
NSQC Clearance Date	27/08/2024

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.

Qualification Pack

Minimum Aggregate Passing % at QP Level : 70

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
ASC/N9810.Manage work and resources (Manufacturing)	50	30	-	20	100	15
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	10
ASC/N1439.Prepare time and cost estimates to meet customer requirements	40	40	-	20	100	75
Total	110	100	-	40	250	100

Qualification Pack

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
PPE	Personal Protective Equipment
SOP	Standard Operating Procedure
OEM	Original Equipment Manufacturer
MIS	Management Information System
CRM	Customer Relationship Management
PPE	Personal Protective Equipment
SOP	Standard Operating Procedure
OEM	Original Equipment Manufacturer
MIS	Management Information System
CRM	Customer Relationship Management
PPE	Personal Protective Equipment
SOP	Standard Operating Procedure
OEM	Original Equipment Manufacturer
MIS	Management Information System
CRM	Customer Relationship Management

Qualification Pack

Glossary

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

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