



# Model Curriculum

**QP Name: Automotive Service Advisor**

**QP Code: ASC/Q1426**

**NSQF Level: 4.5**

Automotive Skills Development Council | E-113, Okhla Industrial Estate, Phase- III,  
New Delhi – 110020

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## Training Parameters

<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Automotive Vehicle Service
<b>Occupation</b>	Technical Service and Repair
<b>Country</b>	India
<b>NSQF Level</b>	4.5
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/3322.2502
<b>Minimum Educational Qualification and Experience</b>	10th Class + 1 Year NAC/NTC with 3 Years of relevant experience OR 3 years Diploma (Automobile/Mechanical/ Electrical/ Electronics) from recognized regulatory body with 1.5 Year of relevant experience after Class 12th OR Certificate-NSQF (Four Wheeler Lead Technician Level 4) with 1.5 Years of relevant experience
<b>Pre-Requisite License or Training</b>	Driving License
<b>Minimum Job Entry Age</b>	19 years
<b>Last Reviewed On</b>	27-08-2024
<b>Next Review Date</b>	27-08-2027
<b>NSQC Approval Date</b>	27-08-2024
<b>Model Curriculum Creation Date</b>	27-08-2024
<b>Model Curriculum Valid Up to Date</b>	27-08-2027
<b>Minimum Duration of the Course</b>	570 Hours
<b>Maximum Duration of the Course</b>	570 Hours

## 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.

- Plan and manage work and resources efficiently ensuring least wastage and optimal usage.
- Supervise team to ensure implementation safety practices.
- Communicate effectively and develop interpersonal skills with others.
- Display sensitivity towards all genders and differently abled people.
- Demonstrate preparing time and cost estimates for service jobs.

### 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
<b>ASC/N9813 - Manage work and resources (Service) NOS Version No. 1.0 NSQF Level 5</b>	<b>25:00</b>	<b>35:00</b>			<b>60:00</b>
Module 1: Introduction to the role of an Automotive Service Advisor	5:00	0:00			5:00
Module 2: Plan work effectively, implement safety practices and optimize resources	20:00	35:00			55:00
<b>ASC/N1439: Prepare time and cost estimates to meet customer requirements NOS Version No. –1.0 NSQF Level - 5</b>	<b>95:00</b>	<b>115:00</b>	<b>240:00</b>		<b>450:00</b>
Module 3: Time and Cost Estimate Preparation for Services	95:00	115:00	240:00		450:00
<b>DGT/VSQ/N0102 - Employability Skills (60 hours) NOS Version No. – 1.0 NSQF Level – 4.5</b>	<b>24:00</b>	<b>36:00</b>			<b>60:00</b>
Module 4: Introduction to Employability Skills	0.5:00	1:00			1.5:00
Module 5: Constitutional values - Citizenship	0.5:00	1:00			1.5:00
Module 6: Becoming a Professional in the 21st	1:00	1.5:00			2.5:00

Century					
Module 7: Basic English Skills	4:00	6:00			10:00
Module 8: Career Development & Goal Setting	1:00	1:00			2:00
Module 9: Communication Skills	2:00	3:00			5:00
Module 10: Diversity & Inclusion	1:00	1.5:00			2.5:00
Module 11: Financial and Legal Literacy	2:00	3:00			5:00
Module 12: Essential Digital Skills	4:00	6:00			10:00
Module 13: Entrepreneurship	3:00	4:00			7:00
Module 14: Customer Service	2:00	3:00			5:00
Module 15: Getting ready for apprenticeship & Jobs	3:00	5:00			8:00
<b>Total Duration</b>	<b>144:00</b>	<b>186:00</b>	<b>240:00</b>		<b>570:00</b>

# Module Details

## Module 1: Introduction to the role of an Automotive Service Advisor

*Mapped to ASC/N9813, v1.0*

### Terminal Outcomes:

- Discuss the role and responsibilities of an Automotive Service Advisor.

<b>Duration: &lt;05:00&gt;</b>	<b>Duration: &lt;00:00&gt;</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• List the role and responsibilities of an Automotive Service Advisor.</li> <li>• Explain about automotive industry in India, workshop structure and role and responsibilities of different people in the workshop.</li> <li>• Elaborate standard operating procedures (SOPs) regarding receiving vehicles, opening job card, allocation of work, invoicing, vehicle delivery, handling complaints etc.</li> <li>• Recall the documentation involved in the different processes as specified by OEM/ auto component manufacturer.</li> <li>• Discuss the importance of inspection and diagnosis of faults by optimum utilization of tools and equipment as per SOP.</li> <li>• Discuss the importance of working as per organisational policies, professional code of ethics and standards of practice.</li> <li>• Outline the safety, health and environmental policies and regulations for the work place as well as for automotive trade in general.</li> <li>• Discuss occupational health and safety measures (OSH) required for working on vehicles.</li> <li>• Discuss the legal regulations pertaining to vehicles.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<b>Classroom Aids:</b>	
Whiteboard, marker pen, projector	
<b>Tools, Equipment and Other Requirements</b>	

## Module 2: Plan work effectively, implement safety practices and optimize resources

### Mapped to ASC/N9813, v1.0

#### Terminal Outcomes:

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

Duration: <20:00>	Duration: <35:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• List the potential workplace related risks and hazards, their causes and preventions.</li> <li>• Outline the organizational structure to be followed to report about health, safety and security breaches to the concerned authorities.</li> <li>• Describe the procedures to report accident and health related issues as per SOP</li> <li>• Identify the importance of standard operating procedures of the company w.r.t. privacy, confidentiality and security.</li> <li>• List and explain work requirements to be followed by the team</li> <li>• List some common practices for efficient utilisation of energy, material and water.</li> <li>• Discuss the specified quality standards for work requirements and corrective action to be taken in case work fails to meet the requirements.</li> <li>• Discuss the importance of conducting trainings to develop work expertise.</li> <li>• Discuss the importance of working as per the agreed and assigned requirement.</li> <li>• Identify the issues with process flow improvements, quality of output, product defects received from previous process, repairs and maintenance of tools and machinery and handle them</li> <li>• Define ways to optimize usage of resources</li> <li>• Discuss different set of problems along with their causes and possible solutions.</li> <li>• Discuss the concept of waste management and methods of waste disposal</li> <li>• List the different categories of waste for the purpose of segregation</li> <li>• State the importance of timely completion</li> </ul>	<ul style="list-style-type: none"> <li>• Apply appropriate techniques in the work process to save cost and time.</li> <li>• Employ ways to ensure that the team complies with organisation’s health, safety policies and procedures.</li> <li>• Keep a check on the routine cleaning of tools, machine and equipment.</li> <li>• Employ different ways to ensure that the team periodically checks tools, equipment and machines.</li> <li>• Apply appropriate techniques to use the resources judiciously.</li> <li>• Demonstrate checking for malfunctions in equipment and report as per SOP</li> <li>• Employ ways to ensure that the team periodically checks for spills and leaks and plugs the same and keeps work area clean and tidy.</li> <li>• Demonstrate segregation of hazardous waste.</li> <li>• Show how to dispose non-recyclable waste and hazardous waste responsibly.</li> <li>• Demonstrate how to follow the organisation’s emergency procedures for different emergencies.</li> <li>• Prepare a sample layout of the workshop depicting the location of all the electrical, hydraulic and thermal equipment used.</li> </ul>

<p>of tasks</p> <ul style="list-style-type: none"> <li>• Discuss the significance of sanitizing the workplace, equipment etc.</li> <li>• Summarise hygiene and sanitation regulations.</li> <li>• Discuss the ways of helping team members deal with stress and anxiety</li> <li>• Explain various ways of time and cost management</li> <li>• Discuss the use of proper PPE for maintaining health and hygiene at workplace and the process of wearing/discarding them.</li> <li>• List some common electrical problems and practices of conserving electricity.</li> <li>• State the importance of using appropriate colour dustbins for different types of waste.</li> <li>• Discuss organizational procedures for minimizing waste.</li> <li>• Discuss the importance of maintaining quality and timely delivery of the services as per the goals set by the manager.</li> <li>• Discuss the common sources of pollution and ways to minimize it.</li> <li>• Discuss organisation's policies for maintaining personal health and hygiene at workplace.</li> <li>• Discuss the significance of greening.</li> <li>• List the requirements like running water, sanitizers, etc. to be checked beforehand at workplace.</li> <li>• Recall the key performance indicators for the new tasks.</li> </ul>	
<p><b>Classroom Aids:</b></p>	
<p>Whiteboard, marker pen, projector</p>	
<p><b>Tools, Equipment and Other Requirements</b></p>	
<p>Personal Protection Equipment: safety glasses, head protection, rubber gloves, safety footwear, warning signs and tapes, fire extinguisher and first aid kit</p>	



## Module 3: Time and Cost Estimate Preparation for Services

### Mapped to ASC/N1439, v1.0

#### Terminal Outcomes:

- Perform steps to coordinate with the customer to prepare the job card.
- Demonstrate preparing time and cost estimate based on the job card.
- Perform steps to prepare invoice and post service/repair activities to effectively manage customer relationship.

Duration: <95:00>	Duration: <115:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Identify the value-added services and products, terms and conditions of warranty and latest schemes/campaigns offered by the dealership or OEM.</li> <li>• Describe how to retrieve and review vehicle information from the system through records maintained of previous visits of the vehicle.</li> <li>• Explain how to record the customer contact details in the job card along with the list of all the service, repair and replacement requirements as communicated by the customer.</li> <li>• Discuss the availability of technical workforce/team, spare parts, tools and other consumables required as per the job card and vehicle variant/model specifications before commencing the work.</li> <li>• Emphasize on the importance of timely communication of the time and cost estimates to the customer based on the technician inputs to ensure that the customer approves and confirms the estimates before commencing the job.</li> <li>• Discuss the list of all service, repair and replacement requirements with the technicians as per the customer confirmation.</li> <li>• Describe the process for confirming the progress of the job on the vehicle from the floor team and timely informing the customer about any delays, deviation in time or cost or any other discrepancy.</li> <li>• Outline the steps of communicating with the customer about services closed as per the job card, amount of the pre-invoice, and eventually assisting the customer for</li> </ul>	<ul style="list-style-type: none"> <li>• Employ various techniques for collecting information about vehicles and customers through different customer care sources.</li> <li>• Demonstrate how to interact with the customer to understand requirements, analyse the environmental condition of the vehicle, identify any malfunction or defects and record these accordingly into the system/job card as per the format.</li> <li>• Perform the steps to visually inspect the vehicle for creating the job card/inspection sheet in the format prescribed by the organization/dealership, ensuring that all personal items are handed over to the customer.</li> <li>• Implement proper methods to estimate the cost and time for the job, record the estimate in the required format and confirm the finalised list of work requirements with the technicians as well as the customer.</li> <li>• Demonstrate how to conduct final inspection of the vehicle to verify completion all service, repair and replacement as per the job card.</li> <li>• Employ organization's procedures for timely closing the job card, creating a pre-invoice and verifying completion of all required services to timely apprise the customer about delivery time.</li> <li>• Perform the steps for taking customer's feedback on the service provided, record it in the Customer Relationship Management (CRM) software and then helping them in the payment and delivery.</li> <li>• Demonstrate how to carry out follow-up calls to the customer for Post Service Feedback (PSF) and record the same in the</li> </ul>

<p>visual inspection of vehicle before delivery.</p> <ul style="list-style-type: none"> <li>• Explain to the customer in case of a follow- up required or any pending repair requirements.</li> <li>• Discuss the process for reporting customers' issues/complaints to concerned person/department and in case of escalations, timely seek help of the manager.</li> <li>• Emphasize on the significance of least turnaround time for customer query resolution related to services and warranty claims or any other performance related issues to achieve maximum customer satisfaction.</li> </ul>	<p>specified format as per OEM.</p> <ul style="list-style-type: none"> <li>• Employ different ways of ensuring customer satisfaction by maintaining a healthy and professional relationship with customers and providing a hassle free, pleasant experience at the workshop/dealership.</li> </ul>
<p><b>Classroom Aids:</b></p>	
<p>Whiteboard, marker pen, projector</p>	
<p><b>Tools, Equipment and Other Requirements</b></p>	
<p>Reports, job cards, documents used in the bodyshop</p>	

## Module 4: Introduction to Employability Skills

### *Mapped to DGT/VSQ/N0102*

#### Terminal Outcomes:

- Discuss about Employability Skills in meeting the job requirements

<b>Duration:</b> <0.5:00>	<b>Duration:</b> <1:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the importance of Employability Skills in meeting the job requirements</li> </ul>	<ul style="list-style-type: none"> <li>• List different learning and employability related GOI and private portals and their usage</li> </ul>
<b>Classroom Aids:</b>	
Whiteboard, marker pen, projector	
<b>Tools, Equipment and Other Requirements</b>	

## Module 5: Constitutional values - Citizenship

### Mapped to DGT/VSQ/N0102

#### Terminal Outcomes:

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

<b>Duration:</b> <0.5:00>	<b>Duration:</b> <1:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain constitutional values, civic rights, duties, citizenship, responsibility towards society etc. that are required to be followed to become a responsible citizen.</li> </ul>	<ul style="list-style-type: none"> <li>• Show how to practice different environmentally sustainable practices</li> </ul>
<b>Classroom Aids:</b>	
Whiteboard, marker pen, projector	
<b>Tools, Equipment and Other Requirements</b>	

## Module 6: Becoming a Professional in the 21st Century

### *Mapped to DGT/VSQ/N0102*

#### Terminal Outcomes:

- Demonstrate professional skills required in 21<sup>st</sup> century

<b>Duration:</b> <1:00>	<b>Duration:</b> <1.5:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss 21st century skills.</li> <li>• Describe the benefits of continuous learning</li> </ul>	<ul style="list-style-type: none"> <li>• Exhibit 21st century skills like Self-Awareness, Behavior Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life.</li> </ul>
<b>Classroom Aids:</b>	
Whiteboard, marker pen, projector	
<b>Tools, Equipment and Other Requirements</b>	

## Module 7: Basic English Skills

### *Mapped to DGT/VSQ/N0102*

#### Terminal Outcomes:

- Practice basic English speaking.

<b>Duration:</b> <4:00>	<b>Duration:</b> <6:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Describe basic communication skills</li> <li>• Discuss ways to read and interpret text written in basic English</li> </ul>	<ul style="list-style-type: none"> <li>• Show how to use basic English sentences for everyday conversation in different contexts, in person and over the telephone</li> <li>• Read and interpret text written in basic English</li> <li>• Write a short note/paragraph / letter/e - mail using basic English</li> </ul>
<b>Classroom Aids:</b>	
Whiteboard, marker pen, projector	
<b>Tools, Equipment and Other Requirements</b>	

## Module 8: Career Development & Goal Setting

### Mapped to DGT/VSQ/N0102

#### Terminal Outcomes:

- Demonstrate Career Development & Goal Setting skills.

<b>Duration:</b> <1:00>	<b>Duration:</b> <1:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss need of career development plan</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate how to communicate in a well-mannered way with others.</li> <li>• Create a career development plan with well-defined short- and long-term goals</li> </ul>
<b>Classroom Aids:</b>	
Whiteboard, marker pen, projector	
<b>Tools, Equipment and Other Requirements</b>	

## Module 9: Communication Skills

### Mapped to DGT/VSQ/N0102

#### Terminal Outcomes:

- Practice basic communication skills.

<b>Duration:</b> <2:00>	<b>Duration:</b> <3:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain the importance of active listening for effective communication</li> <li>• Discuss the significance of working collaboratively with others in a team</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette</li> </ul>
<b>Classroom Aids:</b>	
Whiteboard, marker pen, projector	
<b>Tools, Equipment and Other Requirements</b>	



## Module 10: Diversity & Inclusion

### Mapped to DGT/VSQ/N0102

#### Terminal Outcomes:

- Describe PwD and gender sensitisation.

<b>Duration:</b> <1:00>	<b>Duration:</b> <1.5:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the significance of reporting sexual harassment issues in time</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate how to behave, communicate, and conduct oneself appropriately with all genders and PwD</li> </ul>
<b>Classroom Aids:</b>	
Whiteboard, marker pen, projector	
<b>Tools, Equipment and Other Requirements</b>	

## Module 11: Financial and Legal Literacy

### *Mapped to DGT/VSQ/N0102*

#### Terminal Outcomes:

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

<b>Duration:</b> <2:00>	<b>Duration:</b> <3:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• List the common components of salary and compute income, expenditure, taxes, investments etc.</li> <li>• Discuss the legal rights, laws, and aids</li> </ul>	<ul style="list-style-type: none"> <li>• Outline the importance of selecting the right financial institution, product, and service</li> <li>• Demonstrate how to carry out offline and online financial transactions, safely and securely</li> </ul>
<b>Classroom Aids:</b>	
Whiteboard, marker pen, projector	
<b>Tools, Equipment and Other Requirements</b>	

## Module 12: Essential Digital Skills

### Mapped to DGT/VSQ/N0102

#### Terminal Outcomes:

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

<b>Duration:</b> <4:00>	<b>Duration:</b> <6:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Describe the role of digital technology in today's life</li> <li>• Discuss the significance of using internet for browsing, accessing social media platforms, safely and securely</li> </ul>	<ul style="list-style-type: none"> <li>• Show how to operate digital devices and use the associated applications and features, safely and securely</li> <li>• Create sample word documents, excel sheets and presentations using basic features</li> <li>• Utilize virtual collaboration tools to work effectively</li> </ul>
<b>Classroom Aids:</b>	
Whiteboard, marker pen, projector	
<b>Tools, Equipment and Other Requirements</b>	

## Module 13: Entrepreneurship

### Mapped to DGT/VSQ/N0102

#### Terminal Outcomes:

- Describe opportunities as an entrepreneur.

<b>Duration:</b> <3:00>	<b>Duration:</b> <4:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>Explain the types of entrepreneurship and enterprises</li> <li>Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan</li> <li>Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement</li> </ul>	<ul style="list-style-type: none"> <li>Create a sample business plan, for the selected business opportunity</li> </ul>
<b>Classroom Aids:</b>	
Whiteboard, marker pen, projector	
<b>Tools, Equipment and Other Requirements</b>	

## Module 14: Customer Service

### *Mapped to DGT/VSQ/N0102*

#### Terminal Outcomes:

- Describe ways of maintaining customer.

<b>Duration:</b> <2:00>	<b>Duration:</b> <3:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain the significance of identifying customer needs and addressing them.</li> <li>• Explain the significance of identifying customer needs and responding to them in a professional manner.</li> <li>• Discuss the significance of maintaining hygiene and dressing appropriately.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate how to maintain hygiene and dressing appropriately.</li> </ul>
<b>Classroom Aids:</b>	
Whiteboard, marker pen, projector	
<b>Tools, Equipment and Other Requirements</b>	

## Module 15: Getting ready for apprenticeship & Jobs

### Mapped to DGT/VSQ/N0102

#### Terminal Outcomes:

- Describe ways of preparing for apprenticeship & Jobs appropriately.

<b>Duration:</b> <3:00>	<b>Duration:</b> <5:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>Discuss the significance of maintaining hygiene and confidence during an interview</li> <li>List the steps for searching and registering for apprenticeship opportunities</li> </ul>	<ul style="list-style-type: none"> <li>Create a professional Curriculum Vitae (CV)</li> <li>Use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals respectively</li> <li>Perform a mock interview</li> </ul>
<b>Classroom Aids:</b>	
Whiteboard, marker pen, projector	
<b>Tools, Equipment and Other Requirements</b>	

# Annexure

## Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
ITI	Mechanic Motor Vehicle/Mechanic Auto Electrical and Electronics/ Diesel Mechanic	7	Industry	1	Industry	NA
ITI	Mechanic Motor Vehicle/Mechanic Auto Electrical and Electronics/ Diesel Mechanic	8	Industry	0	Industry	NA
Diploma	Mechanical / Automobile	6	Industry	1	Industry	NA
Diploma	Mechanical / Automobile	7	Industry	0	Industry	NA
BE/ B. Tech	Mechanical / Automobile	5	Industry	1	Industry	NA

Trainer Certification	
Domain Certification	Platform Certification
Certified for Job Role “Automotive Service Advisor” mapped to QP: “ASC/Q1426, version 2.0”. Minimum accepted score is 80%.	Recommended that the trainer is certified for the job role “Trainer (VET and Skills)”, Mapped to Qualification Pack: MEP/Q2601, V2.0” Minimum accepted score is 80%.

## Assessor Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
ITI	Mechanic Motor Vehicle/Mechanic Auto Electrical and Electronics/ Diesel Mechanic	8	Industry	1	Industry	NA
ITI	Mechanic Motor Vehicle/Mechanic Auto Electrical and Electronics/ Diesel Mechanic	9	Industry	0	Industry	NA
Diploma	Mechanical / Automobile	7	Industry	1	Industry	NA
Diploma	Mechanical / Automobile	8	Industry	0	Industry	NA
BE/ B. Tech	Mechanical / Automobile	6	Industry	1	Industry	NA

Assessor Certification	
Domain Certification	Platform Certification
Certified for Job Role “Automotive Service Advisor” mapped to QP: “ASC/Q1426, version 2.0”. Minimum accepted score is 80%.	Recommended that the Assessor is certified for the job role “Assessor (VET and Skills)”, Mapped to Qualification Pack: MEP/Q2701, V2.0” Minimum accepted score is 80%.



## 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:
  - 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
<b>Declarative Knowledge</b>	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.
<b>Key Learning Outcome</b>	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).
<b>OJT (M)</b>	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
<b>OJT (R)</b>	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
<b>Procedural Knowledge</b>	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.
<b>Training Outcome</b>	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training.
<b>Terminal Outcome</b>	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

<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
<b>SOP</b>	Standard Operating Procedure
<b>WI</b>	Work Instructions
<b>PPE</b>	Personal Protective equipment