



Model Curriculum

QP Name: Automotive Service Supervisor

QP Code: ASC/Q1412

QP Version: 2.0

NSQF Level: 6

Model Curriculum Version: 1.0

Automotive Skills Development Council
Leela Building, 153 GF, Okhla Phase III, Okhla Industrial Area, New Delhi, Delhi 110020

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Training Parameters

Sector	Automotive Skills Development Council
Sub-Sector	Automotive Vehicle Service
Occupation	Technical Service & Repair
Country	India
NSQF Level	6
Aligned to NCO/ISCO/ISIC Code	NCO-2015/3322.2501
Minimum Educational Qualification & Experience	10th Class + I.T.I (Mechanic Auto Electrical and Electronics/ Mechanic Diesel/ Mechanic Motor Vehicle (MMV)) with 4 Years of relevant experience OR 3 years Diploma (Automobile/Mechanical Electrical/Electronics) from recognized regulatory body with 3 Year of relevant experience after Class 12th OR Certificate-NSQF (Four Wheeler Lead Technician Level 5) with 3 Years of relevant experience
Pre-Requisite License or Training	Permanent driving Licence
Minimum Job Entry Age	23 years
Last Reviewed On	31/08/2021
Next Review Date	31/08/2024
NSQC Approval Date	31/08/2021
Version	2.0
Model Curriculum Creation Date	31/08/2021
Model Curriculum Valid Up to Date	31/08/2024
Model Curriculum Version	1.0
Minimum Duration of the Course	570 Hours, 0 Minutes
Maximum Duration of the Course	570 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.

- 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 effective supervision of team and perform performance evaluation.
- Perform necessary steps to effectively supervise workshop operations.

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 an Automotive Service Supervisor <i>Bridge Module</i>	05:00	00:00	-	-	05:00
ASC/N9813 - Manage work and resources (Service) NOS Version No. 1.0 NSQF Level 6	20:00	40:00	-	-	60:00
Module 2: Plan work effectively, implement safety practices and optimize resources	20:00	40:00	-	-	60:00
ASC/N9812 – Interact effectively with team, customers and others NOS Version No. 1.0 NSQF Level 6	20:00	35:00	-	-	55:00
Module 3: Communicate effectively and efficiently	20:00	35:00	-	-	55:00
ASC/N1440: Supervise team and evaluate performance NOS Version No. 2.0 NSQF Level 7	30:00	90:00	-	-	120:00

Module 4: Perform team supervision and performance evaluation	30:00	90:00	-	-	120:00
ASC/N1424: Manage and supervise workshop operations NOS Version No. 2.0 NSQF Level 6	120:00	210:00	-	-	330:00
Module 5: Supervise Workshop Operations	120:00	210:00	-	-	330:00
Total Duration	195:00	375:00			570:00

Module Details

Module 1: Introduction to the Role of an Automotive Service Supervisor *Bridge Module*

Terminal Outcomes:

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

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

Module 2: Plan Work Effectively and Implement Safety Practices

Mapped to NOS 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: 40:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • List the potential workplace related risks and hazards, their causes and preventions. • Outline the organizational structure to be followed to report about health, safety and security breaches to the concerned authorities. • Describe the procedures to report accident and health related issues as per SOP • Identify the importance of standard operating procedures of the company w.r.t. privacy, confidentiality and security. • List and explain work requirements to be followed by the team • List some common practices for efficient utilisation of energy, material and water. • Discuss the specified quality standards for work requirements and corrective action to be taken in case work fails to meet the requirements. • Discuss the importance of conducting trainings to develop work expertise. • Discuss the importance of working as per the agreed and assigned requirement. • 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 • Define ways to optimize usage of resources • Discuss different set of problems along with their causes and possible solutions. 	<ul style="list-style-type: none"> • Apply appropriate techniques in the work process to save cost and time . • Employ ways to ensure that the team complies with organisation's health, safety policies and procedures. • Keep a check on the routine cleaning of tools, machine and equipment. • Employ different ways to ensure that the team periodically checks tools, equipment and machines. • Apply appropriate techniques to use the resources judiciously. • Demonstrate checking for malfunctions in equipment and report as per SOP • Employ ways to ensure that the team periodically checks for spills and leaks and plugs the same and keeps work area clean and tidy. • Demonstrate segregation of hazardous waste. • Show how to dispose non-recyclable waste and hazardous waste responsibly. • Demonstrate how to follow the organisation's emergency procedures for different emergencies. • Prepare a sample layout of the workshop depicting the location of all the electrical, hydraulic and thermal equipment used.

- Discuss the concept of waste management and methods of waste disposal
- List the different categories of waste for the purpose of segregation
- State the importance of timely completion of tasks
- Discuss the significance of sanitizing the workplace, equipment etc.
- Summarise hygiene and sanitation regulations.
- Discuss the ways of helping team members deal with stress and anxiety
- Explain various ways of time and cost management
- Discuss the use of proper PPE for maintaining health and hygiene at workplace and the process of wearing/discarding them.
- List some common electrical problems and practices of conserving electricity.
- State the importance of using appropriate colour dustbins for different types of waste.
- Discuss organizational procedures for minimizing waste.
- Discuss the importance of maintaining quality and timely delivery of the services as per the goals set by the manager.
- Discuss the common sources of pollution and ways to minimize it.
- Discuss organisation's policies for maintaining personal health and hygiene at workplace.
- Discuss the significance of greening.
- List the requirements like running water, sanitizers, etc. to be checked beforehand at workplace.
- Recall the key performance indicators for the new tasks.

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

Module 3: Communicate Effectively and Efficiently

Mapped to NOS ASC/N9812, v1.0

Terminal Outcomes:

- Use effective communication and interpersonal skills.
- Apply sensitivity while interacting with different genders and people with disabilities.

Duration: 20:00	Duration: 35:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the importance of complying with organizational requirements to share information with team members. • Discuss the ways to adjust the communication styles to reflect sensitivity towards gender and persons with disability (PwD). • Explain the importance of respecting personal space of colleagues and customers. • Describe the ways to manage and coordinate with team members for work integration. • State the importance of team goals over individual goals, keeping commitment made to team members, and informing them in case of delays. • Discuss the importance of following the organisation's policies and procedures • Discuss the importance of rectifying errors as per feedback and minimizing mistakes. • Discuss gender-based concepts, issues and legislation as well organization standards, guidelines, rights and duties of PwD. • Discuss the importance of PwD and gender sensitization to ensure that team shows sensitivity towards them. • State the importance of following organizational standards and guidelines related to PwD. • Recall the rights and duties at workplace with respect to PwD. • Outline organisation policies and procedures pertaining to written and verbal communication. 	<ul style="list-style-type: none"> • Employ different means and methods of communication depending upon the requirement to interact with the team members. • Employ appropriate ways to maintain good relationships with team members and superiors. • Apply appropriate techniques to resolve conflicts and manage team members for smooth workflow. • Conduct training sessions to train the team members on proper reporting of completed work and receiving feedback. • Employ suitable ways to escalate problems to superiors as and when required. • Prepare a sample report on the progress and team performance. • Role play a situation on how to offer help to people with disability (PwD) if required at work.
Classroom Aids:	

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

Tools, Equipment and Other Requirements

Module 4: Perform Team Supervision and Performance Evaluation

Mapped to NOS ASC/N1440, v2.0

Terminal Outcomes:

- Demonstrate how to supervise and evaluate performance of the service team.
- Perform steps to complete workshop records and documentation.

Duration: 30:00	Duration: 90:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe how to set goals and targets for the service team. • Identify the set Standard Operating Procedures (SOP) for appraisals, incentives, promotions and performance evaluation of personnel as prescribed by the organisation. • Explain how to set tangible and achievable incentives closely aligned to the organizational goals for the team members. • Discuss the importance of assisting and supporting team members as and when necessary. • Discuss the SOPs for query resolution and problem reporting of team members. • Emphasize on the significance of following proper process flow for implementing improvements based on the feedbacks and queries from team members. • Explain the process of handing over all the evaluation/performance documents and records of team members to human resources department for further processing. • Describe the various formalities and documentation requirements pertaining to the job role and responsibilities. • Emphasize on the importance of documenting the problems and queries reported by the team members in proper formats. 	<ul style="list-style-type: none"> • Demonstrate how to create metrics for analysing the performance of the team using quantifiable measures. • Implement proper techniques to monitor the team activities and ensure that the team adheres to planned activities as per the standards and procedures of the organisation. • Employ various methods to evaluate performance of team members based on designed measures and metrics using software authorized by the organisation. • Perform the steps to conduct team appraisals based on the designed performance parameters of the organisation. • Demonstrate how to document all Key Performance Indicators (KPIs) and metrics of the reporting team members using the software and formats of the organisation.
Classroom Aids:	
Laptop, white board, marker, projector	
Tools, Equipment and Other Requirements	
Documents at workshop/bodyshop and their formats Software for maintaining documentations and records	

Module 5: Supervise Workshop Operations

Mapped to NOS ASC/N1424, v2.0

Terminal Outcomes:

- Demonstrate how to supervise technicians and their utilization of tools, equipment and spare parts.
- Carry out supervision of all workshop operations.
- Demonstrate how to supervise and evaluate performance of the service team.

Duration: 120:00	Duration: 210:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Identify new service requests using job cards on daily basis. • List workforce gaps for technicians/component specialists required for workshop bays as per OEM guidelines or industry norms. • Inform workshop manager about trainings for technicians/component specialists after identifying the training gaps. • List any requirements, challenges and problems faced to be reported to the service manager or GM Service on functioning of the workshop. • Explain how to instruct technicians/components specialists to adhere to organisation's regulations and provide support in case of any requirements/concern. • Discuss how to arrange supply of materials, parts and other requirements by coordinating with the spare parts manager. • Identify faults and issues in vehicle components/aggregates to provide solutions. • Discuss how to provide assistance to team to resolve critical issues requiring urgent action or specialist intervention. • Discuss how to arrange appropriate personal protective equipment (PPE) to be used by people working on workshop bays to encourage a safe and healthy working environment. • Explain how to set and assign goals and targets for executives as per organisational directives along with clear and possible incentives for team. • Discuss how to evaluate additional cost burden due to incentives/rewards/recognition schemes 	<ul style="list-style-type: none"> • Prepare a workplan for service or repair requirements for vehicles based on schedule and service location including prioritization with respect to technician, spare parts allocation, etc. • Demonstrate how to carry out workshop load calculation to plan and allocate technicians/component specialists as per maintenance or repair requirements of the vehicle service. • Carry out test drive of a 2/3/4 wheeler vehicle as per requirement to confirm diagnosis by technicians. • Demonstrate how to coordinate with technical specialists to supervise troubleshooting on daily basis. • Manage appropriate usage of equipment and special tools by the technicians/component specialists as per the OEM guidelines. • Supervise the maintenance of workshop facilities and other tools including fixed equipment. • Manage replacement of failed parts/aggregates in coordination with warranty processor as per warranty manual and organisational guidelines. • Implement ways to procure cost-effective urgently required spare parts from the market, if not available at workshop spares counter. • Prepare a plan to carry out optimised processes at the various bays such as AMC bay, quick repair bay etc. of the workshop. • Plan service/repair schedule for placed vehicles on the designated bays. • Demonstrate how to resolve customers' complaints, service and repair requirements

for the team including profitability of the organisation.

- Explain appraisal process flow to team w.r.t. performance documents.
- Discuss latest vehicle design, manufacturer, consumer and vehicle legislation, industry and trade practices.
- Explain technical specifications of OEM vehicular products and those manufactured by the competitors.
- List required documents/reports for service, maintenance and repair as specified by OEM.
- Discuss how to perform vehicle test drive for fault analysis.
- Explain how to conduct training (both technical and soft skills) and provide guidance to the technicians/component specialists for automotive service, maintenance/repair of vehicle.
- Discuss technical aspects shared through service circulars.
- Explain how to assist technicians/component specialists to resolve technical issues.
- Describe basic technology used in functioning of components/aggregates.
- Discuss equipment and auto components/aggregates OEM safety requirements.
- List tools and equipment used in the workshop including maintenance requirements.
- List the spares market in the town/area.
- Discuss warranty and insurance policies.
- Discuss SOPs of the organisation/dealership for inspection, servicing, repair/replacement of various parts/aggregates as suggested by the OEM.
- Explain SOPs for appraisals, incentives, incentive policy and procedures, promotions, performance evaluation, query and problem reporting along with their redressal in the organisation.
- Explain how to use software or format such as MS Office and Management Information System (MIS) as agreed by the organisation.
- Discuss framework and guidelines for performance evaluations and appraisals,

within estimated cost/time and up to their satisfaction level.

- Implement ways to supervise work done by the technicians and components/aggregate specialists to handle quality issues and reduce rework or repeat complaints.
- Carry out final inspection on completion of service and repair operations in case of unavailability of quality inspector.
- Demonstrate how to create diagnostic and repair reports by coordinating with components specialists and technical manager.
- Manage monitoring and supervising of activities performed by the team to accomplish set goals along with adherence to the organisational guidelines.
- Prepare work plan on daily basis to motivate team and achieve quality work output with minimum supervision required.
- Resolve conflicts and provide support to reporting executives.
- Demonstrate how to analyse the performance of subordinates by creating quantified measures and metrics.
- Implement ways for performance evaluation of reporting subordinates/executives based on designed measures and metrics and document all performance indicators as per organisational guidelines.
- Demonstrate how to implement process flow for feedbacks/queries raised by the subordinates.

<p>query and problem redressal as prescribed by the organisation.</p> <ul style="list-style-type: none"> • Explain process flow for performance evaluation, documentation and appraisals • Discuss redressal documentation mechanisms of the organisation. 	
Classroom Aids:	
White board/ black board marker / chalk, duster, computer or Laptop attached to LCD projector	
Tools, Equipment and Other Requirements	
Reports, job cards, documents used in the bodyshop	

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	Two/Four Wheeler Service	1	Two/Four Wheeler service	NA
ITI	Mechanic Motor Vehicle/ Mechanic Auto Electrical and Electronics/ Diesel Mechanic	8	Two/Four Wheeler Service	0	Two/Four Wheeler service	NA
Diploma	Automobile Engineering/ Mechanical Engineering	6	Two/Four Wheeler service	1	Two/Four Wheeler service	NA
Diploma	Automobile Engineering/ Mechanical Engineering	7	Two/Four Wheeler Service	0	Two/Four Wheeler service	NA
BE/ B. Tech	Automobile Engineering/ Mechanical Engineering	5		1	Two/ four wheeler service	NA

Trainer Certification	
Domain Certification	Platform Certification
Certified for Job Role: "Automotive Service Supervisor Level 6" "ASC/Q1412, v1.0", Minimum accepted score is 80%	Recommended that the Trainer is certified for the Job Role: "Trainer", "MEP/Q2601, v1.0", 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/ Mechanic Auto Electrical and Electronics/ Diesel Mechanic	8	Two/Four Wheeler Service	1	Two/Four Wheeler service	NA
ITI	Mechanic Motor Vehicle/ Mechanic Auto Electrical and Electronics/ Diesel Mechanic	9	Two/Four Wheeler Service	0	Two/Four Wheeler service	NA
Diploma	Automobile Engineering/ Mechanical Engineering	7	Two/Four Wheeler Service	1	Two/Four Wheeler service	NA
Diploma	Automobile Engineering/ Mechanical Engineering	8	Two/Four Wheeler Service	0	Two/Four Wheeler service	NA
BE/ B. Tech	Automobile engineering/ Mechanical engineering	6		1	Two/ four wheeler service	NA

Assessor Certification	
Domain Certification	Platform Certification
Certified for Job Role: "Automotive Service Supervisor Level 6" "ASC/Q1412, v1.0", Minimum accepted score is 80%	Recommended that the Assessor is certified for the Job Role: "Assessor" "MEP/Q2701, v1.0"

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
- Center 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
OEM	Original Equipment Manufacturer