



# Model Curriculum

**QP Name: Automotive Warranty Processor**

**QP Code: ASC/Q1428**

**QP Version: 2.0**

**NSQF Level: 4**

**Model Curriculum Version: 1.0**

Automotive Skill Development Council  
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## Training Parameters

<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Automotive Vehicle Service
<b>Occupation</b>	Technical Service & Repair
<b>Country</b>	India
<b>NSQF Level</b>	4
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/4321.0701
<b>Minimum Educational Qualification &amp; Experience</b>	<p>10th Class + 2 years ITI (Mechanic Motor Vehicle/Diesel Mechanic/Mechanic Auto Electrical and Electronics)</p> <p>OR</p> <p>10th Class pass with 2 years relevant experience</p> <p>OR</p> <p>12th Class pass with 1 year relevant experience</p> <p>OR</p> <p>Certificate-NSQF (Two Wheeler Service Assistant /Four Wheeler Service Assistant Level 3) with 2 Years of relevant experience</p>
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	30/09/2021
<b>Next Review Date</b>	30/09/2024
<b>NSQC Approval Date</b>	30/09/2021
<b>Version</b>	1.0
<b>Model Curriculum Creation Date</b>	30/09/2021
<b>Model Curriculum Valid Up to Date</b>	30/09/2024
<b>Model Curriculum Version</b>	1.0
<b>Minimum Duration of the Course</b>	390 Hours, 0 Minutes
<b>Maximum Duration of the Course</b>	390 Hours, 0 Minutes

## Program Overview

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

### Training Outcomes

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

- Work effectively and efficiently as per schedules and timelines.
- Implement safety practices.
- Optimize the use of resources.
- Communicate effectively using interpersonal skills.
- Identify the role, responsibilities and scope of work of an automotive warranty processor.
- Perform proper storing of warranty parts and maintenance of the storage room.
- Carry out appropriate tracking of warranty claim reimbursements or rejections.

### 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>Bridge Module</b>	<b>05:00</b>	<b>00:00</b>	-	-	<b>05:00</b>
Module 1: Introduction to the role of Automotive Warranty Processor	05:00	00:00	-	-	05:00
<b>ASC/N9801: Organize Work and Resources (Service)</b> <b>NOS Version No. 1.0</b> <b>NSQF Level 4</b>	<b>15:00</b>	<b>30:00</b>	-	-	<b>45:00</b>
Module 2: Work effectively and efficiently	09:00	15:00	-	-	24:00
Module 3: Optimize resource utilization	06:00	15:00	-	-	21:00
<b>ASC/N9802: Interact Effectively with Colleagues, Customers and Others</b> <b>NOS Version No. 1.0</b> <b>NSQF Level 4</b>	<b>15:00</b>	<b>25:00</b>	-	-	<b>40:00</b>
Module 4: Communicate effectively and efficiently	15:00	25:00	-	-	40:00
<b>ASC/N1445: Manage and maintain warranty claims</b>	<b>45:00</b>	<b>105:00</b>	-	-	<b>150:00</b>

<b>NOS Version No. 1.0</b> <b>NSQF Level 4</b>					
Module 5 : Carry out management of warranty claims	45:00	105:00	-	-	150:00
<b>ASC/N1446: Perform storage, retrieval and disposal of failed spare parts</b> <b>NOS Version No. 1.0</b> <b>NSQF Level 4</b>	<b>45:00</b>	<b>105:00</b>	-	-	<b>150:00</b>
Module 6 : Carry out management of failed spare parts	45:00	105:00	-	-	150:00
<b>Total Duration</b>	<b>135:00</b>	<b>255:00</b>	-	-	<b>390:00</b>

# Module Details

## Module 1- Introduction to the role of an Automotive Warranty Processor *Bridge Module*

### Terminal Outcomes:

- Identify the role, responsibilities and scope of work of an Automotive Warranty Processor.
- Identify the importance of following process, policies, and procedures.

<b>Duration:</b> 05:00	<b>Duration:</b> 0:00
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Describe the role and responsibilities of an automotive warranty processor.</li> <li>• List the schedules and checklists pertaining to warranty claims, tagging and storing of warranty parts.</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, handling complaints etc.</li> <li>• Describe how to work as per organisational and professional code of ethics and standards of practice.</li> <li>• Outline the safety, health and environment policies to be followed for the automotive sector.</li> <li>• Describe the working process of storing of warranty parts and maintenance of storage room.</li> <li>• Discuss about uploading claims and scarp/disposal of failed parts.</li> <li>• Describe the process of keeping the track of claim reimbursement or rejection.</li> </ul>	
<b>Classroom Aids:</b>	
Laptop, white board, marker, projector	
<b>Tools, Equipment and Other Requirements</b>	
PPE kit, job card, protective covers of vehicle, vehicle's body panels and components etc.	

## Module 2 - Work Effectively and Efficiently

### Mapped to NOS ASC/N9801, v1.0

#### Terminal Outcomes:

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

Duration: 09:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Outline the organizational structure to be followed to report about health, safety and security breaches to the concerned authorities.</li> <li>• List the potential workplace related risks and hazards, their causes and preventions.</li> <li>• State the methods to keep the work area clean and tidy.</li> <li>• Discuss how to complete the given work within the stipulated time period.</li> <li>• Explain how to maintain a proper balance between team and individual goals.</li> <li>• Discuss epidemics and pandemics and their impact on society at large.</li> <li>• Discuss the significance of conforming to basic hygiene practices such as washing hands, using alcohol-based hand sanitizers.</li> <li>• Discuss the use of proper PPE for maintaining health and hygiene at workplace and the process of wearing/discarding them.</li> <li>• Define self-quarantine or self-isolation.</li> <li>• Discuss the importance of identifying and reporting symptoms to the concerned authorities.</li> <li>• Explain the significance of following prescribed rules and guidelines during an epidemic or a pandemic.</li> <li>• Discuss organizational hygiene and sanitation guidelines and ways of reporting breaches/gaps if any.</li> <li>• Discuss the ways of dealing with stress and anxiety during an epidemic or a pandemic.</li> </ul>	<ul style="list-style-type: none"> <li>• Perform routine cleaning of tools, equipment and machines.</li> <li>• Employ various techniques for checking malfunctions in the equipment as per Standard Operating Procedure (SOP).</li> <li>• Apply basic housekeeping practices to ensure that the work area is clean, such as mopping spills and leaks, cleaning grease stains etc.</li> <li>• Demonstrate how to evacuate the workplace in case of an emergency.</li> <li>• Show how to sanitize and disinfect one's work area regularly.</li> <li>• Demonstrate the correct way of washing hands using soap and water.</li> <li>• Demonstrate the correct way of sanitizing hands using alcohol-based hand rubs.</li> <li>• Display the correct way of wearing and removing PPE such as face masks, hand gloves, face shields, PPE suits, etc.</li> <li>• Demonstrate appropriate social and behavioural etiquette (greeting and meeting people, spitting/coughing/sneezing, etc.).</li> <li>• Prepare a list of relevant hotline/emergency numbers.</li> </ul>
<b>Classroom Aids:</b>	
White board/black board marker/chalk, duster, computer or Laptop attached to LCD projector	
<b>Tools, Equipment and Other Requirements</b>	

Personal Protection Equipment: safety glasses, head protection, rubber gloves, safety footwear, warning signs and tapes, fire extinguisher and first aid kit  
Sanitization kit, disinfectants, alcohol-based sanitizers, different types of face masks, shields, suits, etc.



## Module 3 - Optimize Resource Utilization

### Mapped to NOS ASC/N9801 v1.0

#### Terminal Outcomes:

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

<b>Duration:</b> <06:00>	<b>Duration:</b> 15:00
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>● Explain the ways to optimize usage of re-sources.</li> <li>● Discuss various methods of waste management and its disposal.</li> <li>● List the different categories of waste for the purpose of segregation</li> <li>● Differentiate between recyclable and non-recyclable waste</li> <li>● State the importance of using appropriate colour dustbins for different types of waste.</li> <li>● Discuss the common sources of pollution and ways to minimize it.</li> </ul>	<ul style="list-style-type: none"> <li>● Perform basic checks to identify any spills and leaks and that need to be plugged /stopped.</li> <li>● Demonstrate different disposal techniques depending upon different types of waste.</li> <li>● Employ different ways to check if equipment/machines are functioning as per requirements and report malfunctioning, if observed.</li> <li>● Employ ways for efficient utilization of material and water</li> <li>● Use energy efficient electrical appliances and devices to ensure energy conservation</li> </ul>
<b>Classroom Aids:</b>	
White board/black board marker/chalk, duster, computer or Laptop attached to LCD projector	
<b>Tools, Equipment and Other Requirements</b>	
Different type of waste bins to collect and segregate waste for disposal	

## Module 4 - Communicate Effectively and Efficiently

### Mapped to NOS ASC/N9802 v1.0

#### Terminal Outcomes:

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

Duration: <15:00>	Duration: <25:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Explain the organizational structure for communicating with colleagues, seniors and others.</li> <li>• Discuss the ways to adjust the communication styles to reflect sensitivity towards gender and persons with disability (PwD).</li> <li>• Explain the importance of respecting personal space of colleagues and customers.</li> <li>• State the procedure to receive work instructions and report problems to the supervisor.</li> <li>• List the various organizational policies and procedures to be followed at the workplace.</li> <li>• Describe different ways to rectify commonly occurring errors.</li> <li>• Explain the importance of complying with the instructions/guidelines and procedures while performing tasks related to the job specifications.</li> <li>• Discuss the importance of PwD and gender sensitization.</li> </ul>	<ul style="list-style-type: none"> <li>• Employ different means of communication depending upon the requirement while interacting with others.</li> <li>• Demonstrate using new ways to maintain good relationships with colleagues and supervisor.</li> <li>• Prepare a sample report to send the work status to the supervisor.</li> <li>• Demonstrate how to communicate with different genders and persons with disability (PwD) in a sensitive manner.</li> </ul>
<b>Classroom Aids:</b>	
White board/black board marker/chalk, duster, computer or Laptop attached to LCD projector	
<b>Tools, Equipment and Other Requirements</b>	
Sample of escalation matrix, organisation structure.	

## Module 5 – Carry out management of warranty claims

Mapped to NOS ASC/N1445, v1.0

### Terminal Outcomes:

- Demonstrate the process of monitoring and managing the warranty claims as per guidelines.
- Perform the maintenance of warranty claims in the workshop.

Duration: 45:00	Duration: 105:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Identify the information related to warranty claims from sources such as job cards, vehicle history and technician notes.</li> <li>• Explain how to assess the defective parts as per OEM or component manufacturer's specification.</li> <li>• Outline the procedure for recording and processing various types of claims/warranties offered as per the manufacturer guidelines.</li> <li>• Discuss the data for warranty cards with the Service Advisor/Supervisor to gather information on various failed components/aggregates as per the guidelines.</li> <li>• Discuss the importance of adhering to warranty policy and procedures at dealer's end.</li> <li>• Explain the procedure for following up with OEM/auto components manufacturers for payments of warranty claims uploaded on the system.</li> <li>• Ascertain the process for proper assessment of any special service used and evaluate the claim to be made from the respective OEM as per the guidelines given in the warranty manual.</li> <li>• Discuss the issues in overdue claims with representatives and concerned authorities as appropriate manufacturer/concessionaire.</li> <li>• Emphasize on the importance of attending trainings organized by the OEM from time-to-time.</li> <li>• Explain the importance of regular maintenance and not voiding the warranty terms and conditions.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate how to maintain records and documents in the MIS for warranty claims and payments.</li> <li>• Perform the steps to maintain records related to warranty contract and documentation requirements for each procedure.</li> <li>• Employ the prescribed techniques to file and archive the documents to ensure a clear audit trail.</li> <li>• Implement different ways for handling day to day warranty claims for the parts as specified in the warranty manual.</li> <li>• Demonstrate how to validate the claims on resubmission based on previous rejection after correction and report the claim if resubmission is not possible.</li> <li>• Perform the process outlined by the organisation/dealership for warranty claims and closures and proper recording of stock in the warranty room/any other place where failed parts are stocked.</li> <li>• Employ the techniques for checking all documents before processing and managing claims.</li> <li>• Implement the procedure for timely and accurately verifying and maintaining checklists for both internal/external warranty audits.</li> </ul>

- Identify the warranty policy applicable to particular vehicle and segment along with the terms and conditions.
- Describe organisational and professional code of ethics and standards of practice.
- Discuss the tenure for which warranty is applicable.

#### **Classroom Aids:**

Laptop, white board, marker, projector

#### **Tools, Equipment and Other Requirements**

PPE kit, job card, protective covers of vehicle, hand tools, welding & cutting tools and equipment, vehicle's body panels and components etc.

## Module 6 – Carry out management of failed spare parts

Mapped to NOS ASC/N1446, v1.0

### Terminal Outcomes:

- Perform the storage and retrieval of faulty components.
- Carry out the replacement and return the defective parts to OEM's parts call centre.
- Carry out the disposal of scrap and failed parts.

Duration: 45:00	Duration: 105:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Discuss the management and improvement in the ergonomics for processes while handling parts.</li> <li>• Describe the importance of 5S and proper maintenance of the storage facility as per storage guideline/instruction.</li> <li>• Elucidate the process of properly identifying the warranty claims data through warranty portal/Dealer Management System (DMS) and scheduling standard or priority dispatch as per OEM instruction and timeline.</li> <li>• Describe the use of courier service, schedule consignment dispatch in managing warranty claims.</li> <li>• Emphasize on the importance of following safety norms to safely load a consignment for transportation and maintaining documentation related to parts and consignments dispatched.</li> <li>• Describe how to monitor dispatched parts status for approval/rejection by the respective OEM within the system Scrap and dispose the failed parts.</li> <li>• Discuss with the service advisor/workshop manager on proper scrappage or disposal techniques as per the mandated guidelines and verify the method using proper evidence.</li> <li>• Outline the process of escalating any discrepancies observed during disposal or other processes with the auto part manufacturer.</li> <li>• Identify the different part types and the various models of vehicles.</li> <li>• Explain the nomenclature and technical specifications including part numbering, make and variant for the failed parts/aggregates.</li> </ul>	<ul style="list-style-type: none"> <li>• Implement proper techniques to identify defective OEM/component manufacturer's specifications on claims such as manufacturing date, batch code, etc.</li> <li>• Perform the steps to segregate various types of bigger aggregates like axle and gear box from small components so as to avoid any damage to the smaller parts.</li> <li>• Demonstrate how to allocate proper space to store each faulty component/aggregate as per their respective code.</li> <li>• Employ the defines techniques and methods for stocking spare parts as per their claim serial numbers.</li> <li>• Demonstrate how to locate and pick correct defective parts to be dispatch as per requirement.</li> <li>• Implement appropriate ways to identify the correct tools, equipment and material for tamper-proof packaging of cartons and label them as per OEM guidelines.</li> <li>• Perform the procedure for accurately and timely recording required information about the failed components/aggregates with respect to type of the spare part, its condition, cost and part code in the organisations' system/software.</li> <li>• Demonstrate how to scrap or dispose the failed parts according to the directives of the OEM and the environment policies.</li> <li>• Show how to maintain the documentation related to parts scrappage and disposal as per OEM guidelines.</li> <li>• Perform the steps to properly operate material using appropriate handling equipment such as dollies, hand trucks, pallet jacks, forklifts, cranes, and conveyers.</li> <li>• Demonstrate how to use OEM mandated computer storage systems and software to</li> </ul>

- Describe the safety requirements for handling various components/ aggregates as prescribed by the OEM/ auto component manufacturer.
- List the codes and terminologies associated with spare parts for orderly storage and retrieval.
- Discuss the cost and part code with the concerned personnel, indicating the location where the component was procured or manufactured.

manage, control and retrieve various failed spare parts/aggregates.

#### **Classroom Aids:**

Laptop, white board, marker, projector

#### **Tools, Equipment and Other Requirements**

PPE kit, job card, protective covers of vehicle, hand tools, welding & cutting tools and equipment, vehicle's body panels and components etc.

# 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	4	Two/Four Wheeler Service	1	Two/Four Wheeler Service	<b>NA</b>
ITI	Mechanic Motor Vehicle/Mechanic Auto Electrical and Electronics/Diesel Mechanic	5	Two/Four Wheeler Service	0	Two/Four Wheeler Service	<b>NA</b>
Diploma	Automobile Engineering/ Mechanical Engineering	3	Two/Four Wheeler Service	1	Two/Four Wheeler Service	<b>NA</b>
Diploma	Automobile Engineering/ Mechanical Engineering	4	Two/Four Wheeler Service	0	Two/Four Wheeler Service	<b>NA</b>
Certificate- NSQF Level 6	Two/Four Wheeler Master Technician	3	Two/Four Wheeler Service	1	Two/Four Wheeler Service	<b>NA</b>

Trainer Certification	
Domain Certification	Platform Certification
Certified for Job Role: “Automotive Warranty Processor” Level 4 “ASC/Q1405, v2.0”, 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	5	Two/Four Wheeler Service	1	Two/Four Wheeler Service	NA
ITI	Mechanic Motor Vehicle/Mechanic Auto Electrical and Electronics/Diesel Mechanic	6	Two/Four Wheeler Service	0	Two/Four Wheeler Service	NA
Diploma	Automobile Engineering/ Mechanical Engineering	4	Two/Four Wheeler Service	1	Two/Four Wheeler Service	NA
Diploma	Automobile Engineering/ Mechanical Engineering	5	Two/Four Wheeler Service	0	Two/Four Wheeler Service	NA
Certificate- NSQF Level 6	Two/Four Wheeler Master Technician	4	Two/Four Wheeler Service	1	Two/Four Wheeler Service	NA

Assessor Certification	
Domain Certification	Platform Certification
Certified for Job Role: "Automotive Warranty Processor" Level 4 "ASC/Q1405, v2.0", 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 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 are created by the Subject Matter Experts (SME)
- Question papers created by the SME are 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 <b>upon the completion of the training</b> .
<b>Terminal Outcome</b>	Terminal outcome is a statement of what a learner will know, understand and be able to do <b>upon the completion of a module</b> . 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>PwD</b>	Persons with Disability
<b>OEM</b>	Original Equipment Manufacturer