

## QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR AUTOMOTIVE INDUSTRY

### What are Occupational Standards (OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

#### Contact Us:

ASDC, Core 4-B, 5th  
Floor, India Habitat  
Centre, Lodhi  
Road, New Delhi

E-mail:  
[skc@asdc.org.in](mailto:skc@asdc.org.in)



### Contents

1. Introduction and Contacts.....P.1
2. Qualifications Pack.....P.2
3. Glossary of Key Terms .....P.3
4. NOS Units.....P.5

## Introduction

### Qualifications Pack-Service Office Manager

**SECTOR:** AUTOMOTIVE

**SUB-SECTOR:** AUTOMOTIVE VEHICLE SERVICE (OEM)

**OCCUPATION:** SERVICE OFFICE MANAGEMENT (OEM)

**JOB ROLE:** SERVICE OFFICE MANAGER

**REFERENCE ID:** ASC/ Q 0902

**ALIGNED TO :** NCO-2004/Nil

**Service Office Manager** is also known as Plant Vehicle Team Manager

**Brief Job Description:** A Service Office Manager ensure liaising between plant and on-field services function for smoother operability and monitor and review reporting of product performance.

**Personal Attributes:** The individual should have good understanding of customer/ client handling. An individual should have an understanding of standard office practices and procedures. An individual should have an organizational awareness, and should be able to co-ordinate with clients, customers and employees and should have good interpersonal skills, communication skills and self-management ability and how to handle queries and complaints of customers. This job requires planning and organising ability to deal with customers.

Job Details

<b>Qualifications Pack Code</b>	ASC/ Q 0902		
<b>Job Role</b>	Service Office Manager		
<b>Credits(NSQF)</b>	TBD	<b>Version number</b>	1
<b>Industry</b>	Automotive	<b>Drafted on</b>	21/09/13
<b>Sub-sector</b>	Automotive Vehicle Service (OEM)	<b>Last reviewed on</b>	21/09/13
<b>Occupation</b>	Service Office Management	<b>Next review date</b>	21/09/15

<b>Job Role</b>	Service Office Manager
<b>Role Description</b>	Monitor Field Service and Plant Coordination
<b>NSQF level</b>	5
<b>Minimum Educational Qualifications</b>	Graduate degree/ diploma in any discipline
<b>Maximum Educational Qualifications</b>	Post graduate degree/ diploma in Business Administration
<b>Training</b> (Suggested but not mandatory)	On the job training <ul style="list-style-type: none"> <li>Desirable for ASDC Service Office Manager certificate or Post graduate degree / diploma in Business Administration</li> <li>Compulsory for all other qualifications</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>0 years if ASDC Service Office Manager certificate or Post graduate degree/ diploma in Business Administration</li> <li>Upto 2 years for other qualifications</li> </ul>

Occupational Standards (OS)	<p><b>Compulsory:</b></p> <p><b>ASC/ Q 0902:</b> <a href="#">Supervise product performance and management of complaints</a></p> <p><b>ASC/ N 0005:</b> <a href="#">Supervise and Evaluate Performance</a></p> <p><b>ASC/ N 0001:</b> <a href="#">Plan and organise work to meet expected outcomes</a></p> <p><b>ASC/ N 0002:</b> <a href="#">Work effectively in a team</a></p> <p><b>ASC/ N 0003:</b> <a href="#">Maintain a healthy, safe and secure working environment</a></p> <p><b>Optional:</b> N.A.</p>
Performance Criteria	As described in the relevant NOS units

Definitions

Keywords /Terms	Description
Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the NOS, these include communication related skills that are applicable to most job roles.
Dealership	A business established or operated under an authorisation to sell or distribute an automotive company's goods and services
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 NOS they are looking for.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of NOS.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in the Indian context
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Organisational Context	Organisational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
Qualifications Pack(QP)	Qualifications Pack comprises the set of NOS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Scope	Scope is the 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 the quality of performance required.
Sector	Sector is a conglomeration of different business operations having similar businesses 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.
Sub-functions	Sub-functions are sub-activities essential to fulfil the achieving the objectives of the function.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Unit Code	Unit Code is a unique identifier for an NOS unit, which can be denoted with an 'N'
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Vehicle	Mode of personal transport including 2-wheelers, 3-wheelers and 4-wheelers (including passenger vehicles and commercial vehicles). This includes gasoline, petrol, CNG, electrical and hybrid vehicles
Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
Keywords /Terms	Description
NOS	National Occupational Standard(s)
NVEQF	National Vocational Education Qualifications Framework
NVQF	National Vocational Qualifications Framework
NSQF	National Skills Qualifications Framework
OEM	Original Equipment Manufacturer
OS	Occupational Standard(s)
QP	Qualifications Pack

ASC/ N 0902: Supervise product performance and management of complaints

# National Occupational Standards



---

## Overview

This Occupational Standard describes the knowledge, understanding and skills required of an individual to supervise OEM product performance and management of complaints.

## ASC/ N 0902: Supervise product performance and management of complaints

National Occupational Standard	<b>Unit Code</b>	<b>ASC/ N 0902</b>
	<b>Unit Title (Task)</b>	<b>Supervise product performance and management of complaints</b>
	<b>Description</b>	This OS unit is about an individual supervising product performance and management of complaints.
	<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• supervise the overall product performance across the various regions</li> <li>• ensure proper feedback is received from the field and is effectively passed on to the quality team to take care on the customer issues / feedback</li> <li>• review all feedback and reports prepared on the service and failure analysis of various aggregates including performance on the newly launched vehicles</li> </ul>
	<b>Performance Criteria (PC) w.r.t. the Scope</b>	
	<b>Element</b>	<b>Performance Criteria</b>
	<b>Supervise product performance and customer complaints management</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. ensure and monitor proper deployment and movement of the trained OEM&amp; dealership services function</p> <p>PC2. ensure and monitor proper functioning of the service training centre and its administration</p> <p>PC3. review the performance of products and generate reports on analysis especially on the failure of various components / aggregates</p> <p>PC4. ensure day to day running of the service training centre assigned</p> <p>PC5. review and monitor all feedbacks from customers, key accounts and dealership networks related to any new product launch</p> <p>PC6. Liaison with other departments in case of any urgent support required (for e.g in case of any urgent requirement of spares not available at any of the warehouse, getting the required part from the assembly line especially in case of accidental or off-road vehicle)</p> <p>PC7. review and monitor feedback regarding all the technical issues</p> <p>PC8. review the performance of products including the newly launched products through customer feedback</p> <p>PC9. review present reports to generate reports on analysed complaints, retro fitments, warranty related issues resolution and new product performance</p>
	<b>Knowledge and Understanding (K) w.r.t. the scope</b>	
	<b>Element</b>	<b>Knowledge and Understanding</b>
	<b>A. Organisational Context</b> (Knowledge of the Company/ Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. standard operating procedures of the organisation/ dealership for responding to sales enquiries</p> <p>KA2. promotions, discounts, offers available from the Dealership and the OEM</p> <p>KA3. prices, taxes and other applicable cost elements for the vehicle</p> <p>KA4. documentation requirements for each procedure carried out as part of roles</p>



**ASC/ N 0902: Supervise product performance and management of complaints**

	<p>and responsibilities</p> <p>KA5. organisational and professional code of ethics and standards of practice</p> <p>KA6. safety and health policies and regulations for the workplace</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. how to review all the reports of the feedbacks from dealership network regarding:</p> <ul style="list-style-type: none"> <li>• technical complaints</li> <li>• retro fitments</li> <li>• warranty related issues</li> <li>• resolution and new product performance</li> <li>• collecting and reporting their reviews</li> </ul> <p>KB2. how to collect and report their reviews</p> <p>KB3. how to manage and monitor service training centre</p>
<b>Skills (S) w.r.t. the scope</b>	
<b>Element</b>	<b>Skills</b>
<b>A. Core Skills/ Generic Skills</b>	<b>Writing skills</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. create document required on the job (including reports generation, service up gradation etc.)</p> <p>SA2. report feedback regarding new products and services</p> <p>SA3. write in at least one language</p>
	<b>Reading skills</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. read brochures and features of services and attributes of products</p> <p>SA5. read policies and regulations pertinent to the job</p>
	<b>Oral Communication (Listening and Speaking skills)</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. interact with the management to resolve complaints of clients and customers</p> <p>SA7. interact with the clients to monitor delivery of services</p> <p>SA8. interact with dealers to make them understand the new services and products</p>
<b>B. Professional Skills</b>	<b>Decision making</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. analyse the performance of products and services to generate proper reports</p>
	<b>Plan and Organise</b>
	<p>The user/individual on the job needs to know and understand how to:</p>



**ASC/ N 0902: Supervise product performance and management of complaints**

	SB2. plan work assigned on daily basis SB3. organise reports on performance of products
	<b>Customer centricity</b>
	The user/individual on the job needs to know and understand how to:  SB4. ensure that customer's complaints are resolved effectively SB5. ensure that the service delivery caters to the satisfaction of customers
	<b>Problem solving</b>
	The user/individual on the job needs to know and understand how to:  SB6. handle unfavourable comparisons of services offered with competitor's services SB7. ensure that the queries are resolved effectively to satisfy customers
	<b>Analytical thinking</b>
	The user/individual on the job needs to know and understand how to:  SB8. analyse unique features of services delivery to ensure satisfaction of customers
	<b>Critical thinking</b>
	The user/individual on the job needs to know and understand how to:  SB9. evaluate the performance of the products to effectively fill the gaps between desired level of performance and current one

ASC/ N 0902: Supervise product performance and management of complaints

## NOS Version Control

NOS Code	ASC/ N 0902		
Credits(NSQF)	TBD	Version number	1
Industry	Automotive	Drafted on	10/06/13
Industry Sub-sector	Automotive Vehicle Service (OEM)	Last reviewed on	10/06/13
		Next review date	10/06/15

ASC/ N 0005: Supervise and evaluate performance

# National Occupational Standards

---

## Overview

**This Occupational Standard describes the knowledge, understanding and skills required of an individual to supervise and evaluate the performance of subordinates to ensure higher levels of motivation.**

ASC/ N 0005: Supervise and evaluate performance

National Occupational Standard

<b>Unit Code</b>	<b>ASC/ N 0005</b>
<b>Unit Title (Task)</b>	<b>Supervise and evaluate performance</b>
<b>Description</b>	This NOS unit is about an individual who supervise and evaluate the performance of one's subordinates to ensure higher levels of motivation.
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>supervise all activities performed by subordinates and reporting executives and evaluate their performance</li> <li>ensure and implement strict adherence of all activities performed by subordinates to organisational guidelines</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Supervise &amp; evaluate performance of all subordinates and reporting executives</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. set goals and targets as per organisational directives for all reporting executives</p> <p>PC2. create quantified measures and metrics to analyse the performance delivered by subordinates</p> <p>PC3. set tangible and achievable incentives for subordinates as per the goals and targets assigned</p> <p>PC4. ensure and implement strict adherence of all activities performed by subordinates to organisational guidelines</p> <p>PC5. monitor and supervise all the activities performed by subordinates and ensure optimisation to achieve the set goals</p> <p>PC6. evaluate performance of subordinates and reporting executives on the designed measures and metrics as per the guidelines of the organization</p> <p>PC7. assist and support reporting executives whenever necessary or applicable</p> <p>PC8. document all performance indicators and metrics of subordinates in the prescribed format of organisation</p> <p>PC9. perform all appraisal related process flow for subordinates, as per respective performance documents</p> <p>PC10. handover all the documents and appropriate support measures to human resources department for official records</p> <p>PC11. ensure and implement proper process flow for feedbacks and queries received from subordinates</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organisational Context</b> (Knowledge of the Company/ Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. standard operating procedures of the organisation for appraisals, incentives, promotions and performance evaluation</p> <p>KA2. standard operating procedures for query and problem reporting and their redressal in the organisation</p> <p>KA3. framework and guidelines prescribed by the organisation for query and</p>

**ASC/ N 0005: Supervise and evaluate performance**

	<p>problem redressal</p> <p>KA4. framework and guidelines prescribed by the organisation for performance evaluations and based appraisals out of it</p> <p>KA5. documentation requirements for each procedure carried out as part of roles and responsibilities</p> <p>KA6. institutional and professional code of ethics and standards of practice</p> <p>KA7. safety and health policies and regulations for the workplace</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. documentation requirements for appraisals and other performance evaluations of various subordinate positions</p> <p>KB2. process flow for performance evaluation, documentation and appraisals related with them</p> <p>KB3. subordinate and reporting executive's problems and queries and documenting it in the organisation's prescribed format</p> <p>KB4. redressal documentations mechanisms available in the organization and acting accordingly in a timely manner</p> <p>KB5. software or format such as MS Word, Excel, PowerPoint and Management Information System (MIS) as prescribed by the organization</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing skills</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA1. communicate information and ideas in writing so that the subordinates and peers can understand</p> <p>SA2. create documents required on the job (including requirement sheets, query sheets, response or feedback sheets etc.)</p> <p>SA3. write at least one local language</p>
	<b>Reading skills</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. read reviews from subordinates in terms of their requirements, queries and feedbacks</p> <p>SA5. read appraisal documents related with any of subordinating position</p> <p>SA6. read policies and regulations pertinent to the job</p>
	<b>Oral Communication (Listening and Speaking skills)</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA7. interact with all subordinates to understanding their requirements, queries and feedbacks on various aspects within the organisation</p> <p>SA8. interact with organisation's internal stakeholders to ensure efficient performance evaluation of the subordinates leading to higher levels of</p>

ASC/ N 0005: Supervise and evaluate performance

	satisfaction and motivation
<b>B. Professional Skills</b>	<b>Decision making</b>
	The user/individual on the job needs to know and understand how to:
	SB1. analyse information and evaluate results amongst the various available options or metrics on the performance indicators to choose best way to motivate subordinates through: <ul style="list-style-type: none"> <li>• rewards and recognition schemes</li> <li>• promotion</li> <li>• transfer to other work stream</li> <li>• nominate for an executive training</li> <li>• any other monetary or non-monetary benefits</li> </ul>
	<b>Plan and Organise</b>
	The user/individual on the job needs to know and understand how to:
	SB2. plan work on a daily basis to ensure higher levels of motivated within the team supervising wherever required and giving freedom and independence to the subordinates to ensure high quality work output with minimum superior guidance leading to holistic development of the subordinate
	<b>Customer centricity</b>
	The user/individual on the job needs to know and understand how to:
	SB3. ensure all activities performed by subordinates and reporting executives is in sync with broader organisational goals to ensure higher customer satisfaction
	<b>Problem solving</b>
	The user/individual on the job needs to know and understand how to:
	SB4. analyse all the queries or problems posted by subordinates and find an appropriate solution acceptable to the subordinates
	SB5. deliver and act as per the organisation provided/guided resolutions
	<b>Analytical thinking</b>
	The user/individual on the job needs to know and understand how to:
	SB6. evaluate and identify all key requirements of the subordinates and try to solve various issues to ensure higher motivational levels
	SB7. assess additional cost burden as a result of various incentives schemes and other rewards & recognition schemes for the subordinates and take an optimum decision to ensure the overall profitability of the organisation
	<b>Critical thinking</b>
	The user/individual on the job needs to know and understand how to:
	SB8. evaluate the information gathered from subordinates, and utilise them to

**ASC/ N 0005: Supervise and evaluate performance**

	find resolutions within the organisational frameworks
--	---



ASC/ N 0005: Supervise and evaluate performance

NOS Version Control

NOS Code	ASC/ N 0005		
Credits(NSQF)	TBD	Version number	1
Industry	Automotive	Drafted on	10/06/13
Industry Sub-sector	NA	Last reviewed on	10/06/13
		Next review date	10/05/15

ASC/ N 0001: Plan and organise work to meet expected outcomes

# National Occupational Standards



---

## Overview

This unit is about planning and organising an individual's work in order to complete it to the required standards, on time and within budget in terms of cost and material.

## ASC/ N 0001: Plan and organise work to meet expected outcomes

<b>Unit Code</b>	<b>ASC/ N 0001</b>
<b>Unit Title (Task)</b>	<b>Plan and organise work to meet expected outcomes</b>
<b>Description</b>	This NOS unit is about planning and organising an individual's work in order to complete it to the required standards on time.
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>work requirements including various activities, deliverables or work output required in the given time, maintain set quality standards</li> <li>appropriate use of resources (both material / equipment's and manpower)</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Work requirements including various activities within the given time and set quality standards</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. keep immediate work area clean and tidy</p> <p>PC2. treat confidential information as per the organisation's guidelines</p> <p>PC3. work in line with organisation's policies and procedures</p> <p>PC4. work within the limits of job role</p> <p>PC5. obtain guidance from appropriate people, where necessary</p> <p>PC6. ensure work meets the agreed requirements</p>
<b>Appropriate use of resources</b>	<p>PC7. establish and agree on work requirements with appropriate people</p> <p>PC8. manage time, materials and cost effectively</p> <p>PC9. use resources in a responsible manner</p>
<b>Knowledge and Understanding (K) w.r.t. the scope</b>	
<b>Element</b>	<b>Knowledge and Understanding</b>
<b>A. Organisational Context (Knowledge of the Company/Organisation and its processes)</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. the organisation's policies, procedures and priorities for area of work, role and responsibilities in carrying out that work</p> <p>KA2. the limits of responsibilities and when to involve others</p> <p>KA3. specific work requirements and who these must be agreed with</p> <p>KA4. the importance of having a tidy work area and how to do this</p> <p>KA5. how to prioritize workload according to urgency and importance and the benefits of this</p> <p>KA6. the organisation's policies and procedures for dealing with confidential information and the importance of complying with these</p> <p>KA7. the purpose of keeping others updated with the progress of work</p> <p>KA8. who to obtain guidance from and the typical circumstances when this may be required</p> <p>KA9. the purpose and value of being flexible and adapting work plans</p>

**ASC/ N 0001: Plan and organise work to meet expected outcomes**

	to reflect change
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. how to complete tasks accurately by following standard procedures</p> <p>KB2. technical resources needed for work and how to obtain and use these</p>
<b>Skills (S) w.r.t. the scope</b>	
<b>Element</b>	<b>Skills</b>
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	The user/individual on the job needs to know and understand how to:
	SA1. write in at least one language
	<b>Reading Skills</b>
	The user/individual on the job needs to know and understand how to:
	SA2. read instructions, guidelines/procedures
<b>B. Professional Skills</b>	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how to:
	SA3. ask for clarification and advice from appropriate persons
	SA4. communicate orally with colleagues
	<b>Decision Making</b>
	The user/individual on the job needs to know and understand how to:
<b>B. Professional Skills</b>	SB1. make a decision on a suitable course of action appropriate for accurately completing the task within resources
	<b>Plan and Organise</b>
	The user/individual on the job needs to know and understand how to:
	SB2. agree objectives and work requirements
	SB3. plan and organise work to achieve targets and deadlines
	<b>Customer Centricity</b>
<b>B. Professional Skills</b>	The user/individual on the job needs to know and understand how to:
	SB4. deliver consistent and reliable service to customers
	SB5. check own work and ensure it meets customer requirements
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to:
	SB6. refer anomalies to the concerned persons
<b>B. Professional Skills</b>	<b>Analytical Thinking</b>

**ASC/ N 0001: Plan and organise work to meet expected outcomes**

	The user/individual on the job needs to know and understand how to:
	SB7. analyse problems and identify work -arounds taking help from concerned persons where required
	<b>Critical Thinking</b>
	The user/individual on the job needs to know and understand how to:
	SB8. apply own judgement to identify solutions in different situations



ASC/ N 0001: Plan and organise work to meet expected outcomes

## NOS Version Control

NOS Code	ASC/ N 0001		
Credits(NSQF)	TBD	Version number	1
Industry	Automotive	Drafted on	10/06/13
Industry Sub-sector	NA	Last reviewed on	10/06/13
		Next review date	10/06/15

ASC/ N 0002: Work effectively in a team.

# National Occupational Standards



---

## Overview

This unit is about working effectively with colleagues, either in own work group or in other work groups within organisation.



**ASC/ N 0002: Work effectively in a team.**

<b>Unit Code</b>	<b>ASC/ N 0002</b>
<b>Unit Title (Task)</b>	<b>Work effectively in a team</b>
<b>Description</b>	This NOS unit is about working effectively within a team, either in individual's own work group or in other work groups outside the organisation.
<b>Scope</b>	<p>This unit/task covers the following:</p> <p>Colleagues:</p> <ul style="list-style-type: none"> <li>interact &amp; communicate effectively with colleagues including member in the own group as well as other groups</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Interact &amp; communicate effectively with colleagues including member in the own group as well as other groups</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. maintain clear communication with colleagues (by all means including face-to-face, telephonic as well as written)</p> <p>PC2. work with colleagues to integrate work</p> <p>PC3. pass on information to colleagues in line with organisational requirements both through verbal as well as non-verbal means</p> <p>PC4. work in ways that show respect for colleagues</p> <p>PC5. carry out commitments made to colleagues</p> <p>PC6. let colleagues know in good time if cannot carry out commitments, explaining the reasons</p> <p>PC7. identify problems in working with colleagues and take the initiative to solve these problems</p> <p>PC8. follow the organisation's policies and procedures for working with colleagues</p>
<b>Knowledge and Understanding (K) w.r.t. the scope</b>	
<b>Element</b>	<b>Knowledge and Understanding</b>
<b>A. Organisational Context</b> (Knowledge of the Company/Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. the organisation's policies and procedures for working with colleagues, role and responsibilities in relation to this</p> <p>KA2. the importance of effective communication and establishing good working relationships with colleagues</p> <p>KA3. different methods of communication and the circumstances in which it is appropriate to use these</p> <p>KA4. the importance of creating an environment of trust and mutual respect</p> <p>KA5. the implications of own work on the work and schedule of others</p>
<b>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand:

**ASC/ N 0002: Work effectively in a team.**

	<p>KB1. different types of information that colleagues might need and the importance of providing this information when it is required</p> <p>KB2. the importance of helping colleagues with problems, in order to meet quality and time standards as a team</p>
<b>Skills (S) w.r.t. the scope</b>	
<b>Element</b>	<b>Skills</b>
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	The user/individual on the job needs to know and understand how to:
	SA1. complete written work with attention to detail
	<b>Reading Skills</b>
	The user/individual on the job needs to know and understand how to:
	SA2. read instructions, guidelines/procedures
<b>B. Professional Skills</b>	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how to:
	SA3. listen effectively and orally communicate information
	SA4. ask for clarification and advice from the concerned person
	<b>Decision Making</b>
	The user/individual on the job needs to know and understand how to:
	SB1. make decisions on a suitable course of action or response keeping in view resource utilization while meeting commitments
	<b>Plan and Organise</b>
	The user/individual on the job needs to know and understand how to:
	SB2. plan and organise work to achieve targets and deadlines
	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to:
	SB3. check that the work meets customer requirements
	SB4. deliver consistent and reliable service to customers
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to:
	SB5. apply problem solving approaches in different situations
	<b>Critical Thinking</b>
	The user/individual on the job needs to know and understand how to:
	SB6. apply balanced judgements to different situations

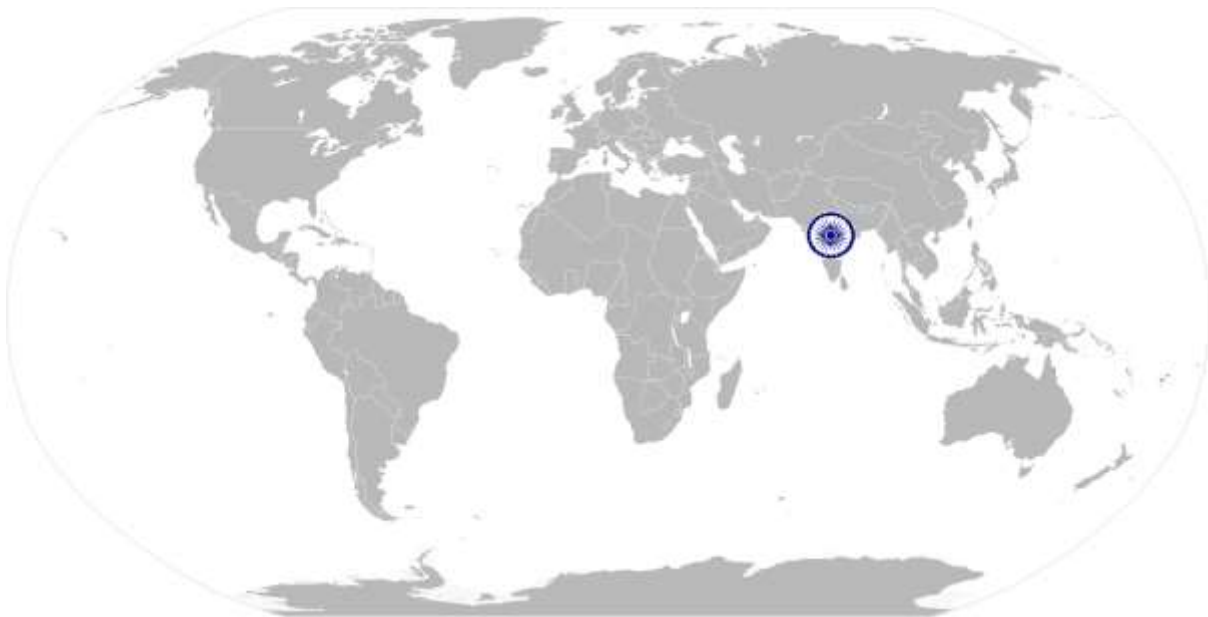
ASC/ N 0002: Work effectively in a team.

## NOS Version Control

NOS Code	ASC/ N 0002		
Credits(NSQF)	TBD	Version number	1
Industry	Automotive	Drafted on	10/06/13
Industry Sub-sector	NA	Last reviewed on	10/06/13
		Next review date	10/06/15

ASC/ N 0003: Maintain a healthy, safe and secure working environment

# National Occupational Standards



---

## Overview

This unit is about monitoring work place practices and making sure they meet requirements for health, safety, security and environmental concerns.

## ASC/ N 0003: Maintain a healthy, safe and secure working environment

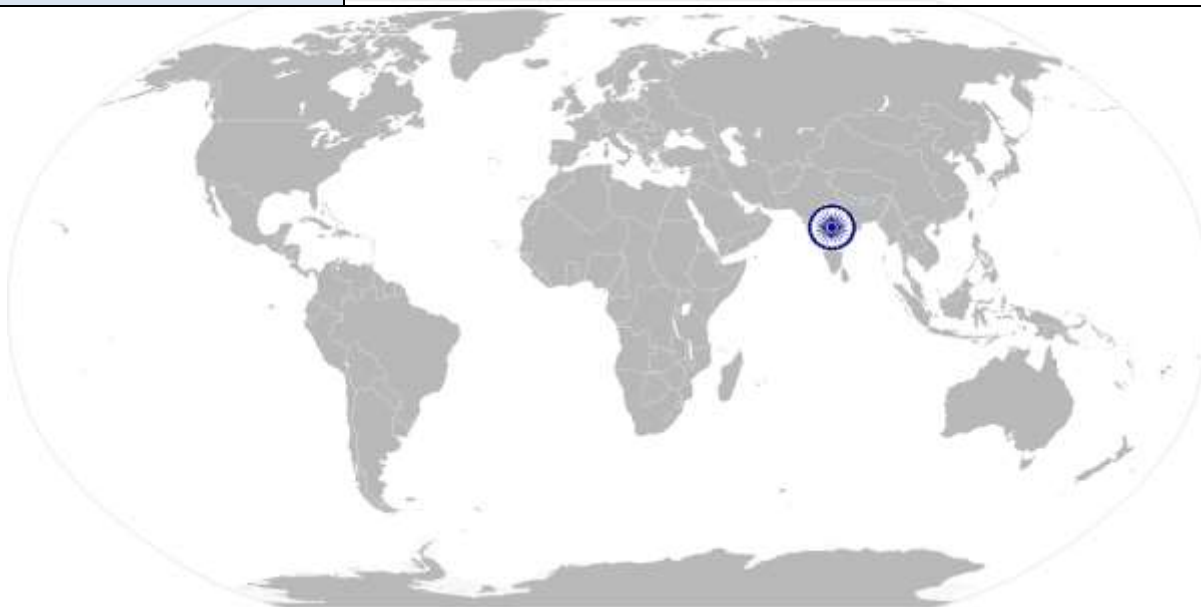
<b>Unit Code</b>	<b>ASC/ N 0003</b>
<b>Unit Title (Task)</b>	<b>Maintain a healthy, safe and secure working environment</b>
<b>Description</b>	This NOS unit is about monitoring the working environment and making sure it meets requirements for health, safety and security.
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>Resources (both material &amp; manpower) needed to maintain a safe working environment as per the prevalent norms &amp; government policies including emergency procedures for illness, accidents, fires or any other reason which may involve evacuation of the premises</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Resources needed to maintain a safe, secure working environment</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. comply with organisation's current health, safety and security policies and procedures</p> <p>PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person</p> <p>PC3. coordinate with other resources at the workplace to achieve the healthy, safe and secure environment for all incorporating all government norms esp. for emergency situations like fires, earthquakes etc.</p> <p>PC4. identify and correct any hazards like illness, accidents, fires or any other natural calamity safely and within the limits of individual's authority</p> <p>PC5. report any hazards outside the individual's authority to the relevant person in line with organisational procedures and warn other people who may be affected</p> <p>PC6. follow organisation's emergency procedures for accidents, fires or any other natural calamity</p> <p>PC7. identify and recommend opportunities for improving health, safety, and security to the designated person</p> <p>PC8. complete all health and safety records are updates and procedures well defined</p>
<b>Knowledge and Understanding (K) w.r.t. the scope</b>	
<b>Element</b>	<b>Knowledge and Understanding</b>
<b>A. Organisational Context</b> (Knowledge of the Company/Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. legislative requirements and organisation's procedures for health, safety and security and individual's role and responsibilities in relation to this</p> <p>KA2. what is meant by a hazard, including the different types of health and safety hazards that can be found in the workplace</p>

**ASC/ N 0003: Maintain a healthy, safe and secure working environment**

	<p>KA3. how and when to report hazards</p> <p>KA4. the limits of responsibility for dealing with hazards</p> <p>KA5. the organisation's emergency procedures for different emergency situations and the importance of following these</p> <p>KA6. the importance of maintaining high standards of health, safety and security</p> <p>KA7. implications that any non-compliance with health, safety and security may have on individuals and the organisation</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. different types of breaches in health, safety and security and how and when to report these</p> <p>KB2. evacuation procedures for workers and visitors</p> <p>KB3. how to summon medical assistance and the emergency services, where necessary</p> <p>KB4. how to use the health, safety and accident reporting procedures and the importance of these</p>
<b>Skills (S) w.r.t. the scope</b>	
<b>Element</b>	<b>Skills</b>
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	The user/individual on the job needs to know and understand how to:
	SA1. complete accurate, well written work with attention to detail
	<b>Reading Skills</b>
	The user/individual on the job needs to know and understand how to:
	SA2. read instructions, guidelines/procedures/rules
<b>B. Professional Skills</b>	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how to:
	SA3. listen to and orally communicate information with all concerned
	<b>Decision Making</b>
	The user/individual on the job needs to know and understand how to:
	SB1. make decisions on a suitable course of action or response
	<b>Plan and Organise</b>
	The user/individual on the job needs to know and understand how to:
	SB2. plan and organise work to achieve targets and deadlines
	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to:
	SB3. build and maintain positive and effective relationships with

**ASC/ N 0003: Maintain a healthy, safe and secure working environment**

	colleagues and customers
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to:
	SB4. apply problem solving approaches in different situations
	<b>Analytical Thinking</b>
	The user/individual on the job needs to know and understand how to:
	SB5. analyse data and activities
	<b>Critical Thinking</b>
	The user/individual on the job needs to know and understand how to:
	SB6. apply balanced judgements to different situations





ASC/ N 0003: Maintain a healthy, safe and secure working environment

## NOS Version Control

NOS Code	ASC/ N 0003		
Credits(NSQF)	TBD	Version number	1
Industry	Automotive	Drafted on	10/06/13
Industry Sub-sector	NA	Last reviewed on	10/06/13
		Next review date	10/06/15

