

## 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)



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## Introduction

### Qualifications Pack- Key Account Service Manager

**SECTOR:** AUTOMOTIVE

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

**OCCUPATION:** SERVICE AND SPARE PARTS BUSINESS

**JOB ROLE:** KEY ACCOUNT SERVICE MANAGER

**REFERENCE ID:** ASC/ Q 0604

**ALIGNED TO:** NCO-2004/5220.10

**Key Account Service Manager** is also known as Institutional Service Manager

**Brief Job Description:** A **Key Account Service Manager** is responsible for the proper co-ordination of management and development of key accounts within the region, to maintain and ensure customer satisfaction, drive business growth and achieve sales targets. The individual is responsible for managing availability of spare parts and their proper maintenance.

**Personal Attributes:** The individual should have good understanding of institutions (fleet owners, army, government etc.) including the special service benefits awarded while selling vehicles. The individual should have good interpersonal and communication skills to ensure quick resolution of their complaints through better liaisoning with various stakeholders like OEM, Spare parts distributor etc. to ensure higher customer satisfaction.

Job Details	Qualifications Pack Code	ASC/ Q 0604		
	Job Role	Key Account Service Manager		
	Credits(NSQF)	TBD	Version number	1
	Industry	Automotive	Drafted on	15/07/13
	Sub-sector	Automotive Vehicle Service (OEM)	Last reviewed on	15/07/13
	Occupation	Service & Spare Parts Business	Next review date	15/07/15

Job Role	Key Account Service Manager
Role Description	A Key Account Service Manager is responsible for the proper co-ordination of management and development of key accounts within the region, to maintain and ensure customer satisfaction, drive business growth and achieve sales targets.
NSQF level	6
Minimum Educational Qualifications	B.E/ B.Tech in any discipline or Graduate degree in Advertising/Marketing or graduate degree in any discipline
Maximum Educational Qualifications	Post graduate degree/ diploma in Business Administration with specialization in Marketing/Advertising
Training (Suggested but not mandatory)	On the job training <ul style="list-style-type: none"> <li>Desirable for ASDC Key Accounts Service Manager Level 6 certificate</li> </ul>
Experience	5-10 years of service marketing experience for graduates/post-graduates
Occupational Standards (OS)	<b>Compulsory:</b> ASC/ Q 0605: <a href="#">Supervise Service Support to Institutional Customers</a> ASC/ N 0004: <a href="#">Manage customer relationship and quality service</a> ASC/ N 0001: <a href="#">Plan and organise work to meet expected outcomes</a> ASC/ N 0002: <a href="#">Work effectively in a team</a> ASC/ N 0003: <a href="#">Maintain a healthy, safe and secure working environment</a>

	<b>Optional:</b>  <b>N.A.</b>
<b>Performance Criteria</b>	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.
<b>Keywords /Terms</b>	<b>Description</b>
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

Acronyms

ASC/ N 0605: Supervise services support to institutional customers.

# National Occupational Standards



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## Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Key Account Service Manager who is responsible for supervising service function to ensure proper management of key customers.

**ASC/ N 0605: Supervise services support to institutional customers.**

National Occupational Standard	<b>Unit Code</b>	ASC/ N 1805
	<b>Unit Title (Task)</b>	Supervise services support to institutional customers.
	<b>Description</b>	This OS unit is about a Key Account Service Manager who is responsible for providing proper support to services function to manage key customers of OEM products.
	<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>supervise overall service support to key / institutional customers for proper management of key accounts to ensure higher customer satisfaction which may lead to more sales</li> </ul>
	<b>Performance Criteria (PC) w.r.t. the Scope</b>	
	<b>Element</b>	<b>Performance Criteria</b>
	<b>Supervise overall service support to key / Institutional customers</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. monitor and gather proper information about OEM product’s functioning and generate reports on them</p> <p>PC2. determine the most crucial needs of these key customers and carries them out to ensure that they receive first-class customer care and service</p> <p>PC3. conduct market analysis and research on the dynamics of the account</p> <p>PC4. report to and work closely with the regional sales and customer service manager to provide regular reports on progress towards targets and deputise as required</p> <p>PC5. maintain a detailed knowledge of the products and services offered within the region</p> <p>PC6. proactively maintain and build positive relationships with the sales and services function</p> <p>PC7. conduct business reviews, making presentations, undertaking relationship reviews, responding to customer issues and proactively developing customer relationships</p> <p>PC8. maintain a thorough understanding of the key accounts’ activities relating to OEM products and their key issues</p> <p>PC9. ensure proper growth of the business with key accounts - responding to pre-qualification questionnaires, submitting bids/proposals including unsolicited, preparing tenders, proposals for additional services, up-selling and cross-selling, leading tender vets/bid teams, and identifying all opportunities to improve and widen services to the customers</p> <p>PC10. liaise work with the sales, customer service and the marketing teams, such as to progress relevant opportunities uncovered, actively proposing and contributing to initiatives relevant key accounts, to take over accounts which have be won/grown</p> <p>PC11. assist sales and service function for proper maintenance of the customer database, ensuring all customer contact details are kept up to date</p> <p>PC12. liaise with the national accounts team regarding relevant national accounts, e.g. regarding accounts to be handed over to/from national accounts, or to</p>

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	<p>offer/seek joint working and support</p> <p>PC13. contribute and to comply with the organization’s policies and procedures related with OEM products and services</p> <p>PC14. manage service level agreements through reporting and reviews including identifying exceptions and corrective actions</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 about service marketing process</p> <p>KA2. documentation requirements for each procedure carried out as part of roles and responsibilities</p> <p>KA3. organisational and professional code of ethics and standards of practice</p> <p>KA4. 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 conduct market research identify market requirements for OEM products</p> <p>KB2. how to develop effective strategies for service offerings of OEM product</p> <p>KB3. how to explain value proposition of the products to the sales 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>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. create documentation required on the job (reports of data collected, etc.)</p> <p>SA2. 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>SA3. read brochures and technical specifications of the product launched</p> <p>SA4. 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>SA5. interact with the service function to elicit information on service offerings of OEM products</p>
<b>B. Professional Skills</b>	<b>Decision making</b>



**ASC/ N 0605: Supervise services support to institutional customers.**

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. analyse the results of research conducted on services framework and evaluate best service offering for OEM products</p>
	<p><b>Plan and Organise</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. plan work assigned on a daily basis</p> <p>SB3. interact regularly with the sales function to have proper knowledge about the implementation of service process framework</p>
	<p><b>Customer centricity</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. ensure that sales function has adopted services framework designed</p> <p>SB5. ensure that the service process is done properly and is error free</p>
	<p><b>Problem solving</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. handle unfavourable queries of customers about OEM products and identify specific maintenance techniques</p>
	<p><b>Analytical thinking</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. analyse unique points for service process of OEM product portfolio</p>
	<p><b>Critical thinking</b></p>
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. evaluate the information gathered from the sales function about the extent of inculcation of service process structure</p>	

ASC/ N 0605: Supervise services support to institutional customers.

## NOS Version Control

NOS Code	ASC/ N 0605		
Credits(NSQF)	TBD	Version number	1
Industry	Automotive	Drafted on	15/07/13
Industry Sub-sector	Automotive Vehicle Service (OEM)	Last reviewed on	15/07/13
		Next review date	15/07/15

ASC/ N 0004: Manage customer relationship and quality service

# National Occupational Standards



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## Overview

**This Occupational Standard describes the knowledge, understanding and skills required of an individual to manage relationship with customers, providing quality service and ensuring complete satisfaction.**

**ASC/ N 0004: Manage customer relationship and quality service**

National Occupational Standard	<b>Unit Code</b>	ASC/ N 0004
	<b>Unit Title (Task)</b>	Manage customer relationship and quality service
	<b>Description</b>	This NOS unit is about an individual managing relationship with customers, providing quality service and ensuring complete satisfaction.
	<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>understand complete customer requirements and deliver accordingly to maintain total customer satisfaction with enriching and pleasant customer experience</li> <li>resolve complete customer queries, issues &amp; complaints timely including settlement of warranty claims and other performance related issues as per the various terms &amp; conditions and guidelines</li> </ul>
	<b>Performance Criteria (PC) w.r.t. the Scope</b>	
	<b>Element</b>	<b>Performance Criteria</b>
	<b>Manage the total customer satisfaction with enriching &amp; pleasant customer experience</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. analyse and comprehend all customer requirements and needs            PC2. document complete customer requisites and assess them            PC3. deliver and assist in delivering as per the noted requirements            PC4. understand complete customer queries and complaints            PC5. document all customer queries in the prescribed format of the organisation            PC6. ensure least turnaround time for any customer query handling/redressal especially issues related to warranty claims and other performance related issues            PC7. maximise customer satisfaction through pleasant and excellent customer experience within the organisations framework            PC8. document feedbacks and reviews from the customers &amp; implement within the framework of the organization            PC9. maintain a healthy &amp; professional relationship with the customers especially key accounts and influencers in the market</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 within one's own organisation            KA2. standard operating procedures for query and complaint reporting along with their redressal mechanism in the organisation            KA3. framework and guidelines as prescribed by the organisation for query and complaint redressal            KA4. customer relationship management (CRM) related framework provided by the</p>

**ASC/ N 0004: Manage customer relationship and quality service**

	<p>organisation</p> <p>KA5. terms &amp; conditions agreed between the respective auto component/ aggregate and the various OEMs/ OEM channel partners for supply, procurement of the various auto components/ aggregates</p> <p>KA6. documentation requirements for each procedure carried out as part of roles and responsibilities as per the organizational guidelines</p> <p>KA7. organisational and professional code of ethics and standards of practice</p> <p>KA8. safety and health policies and regulations for the workplace</p>
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. the technical specifications of various OEM vehicles and the different variant/ model of auto components/ aggregates used along with those of the competitor auto component manufacturer</p> <p>KB2. detailed technical and performance specifications of the auto component for various OEM vehicles</p> <p>KB3. how to collaborate with the organizational manufacturing engineering, product management teams along with the service team of the respective OEM vehicle and local channel partner service team</p> <p>KB4. documentation requirements from the customers with respect to warranty claims and other performance related feedback on the for respective OEM vehicle</p> <p>KB5. requirements of the customers and suggest delivery accordingly</p> <p>KB6. software or format used to capture for customer relationship management (CRM) within the organisation</p> <p>KB7. software or format such as MS word, excel, PowerPoint and management information system (MIS)</p> <p>KB8. how to capture customer voice/ feedback on the auto components/ aggregates for various OEM vehicles on price, performance, availability of spares, warranty &amp; other service-related aspects etc.</p>
<p><b>Skills (S) w.r.t. the scope</b></p>	
<p><b>Element</b></p>	<p><b>Skills</b></p>
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Writing skills</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA1. create documents required on the job (including database on key customers/ accounts and major retailers, response or feedback forms, customer-query sheets, response or feedback sheets etc.)</p> <p>SA2. either write or get it done from subordinates, a detailed failure report analysis in case of a failed component/ aggregate escalating to the auto component manufacturer</p> <p>SA3. write in at least one language</p> <p><b>Reading skills</b></p>

**ASC/ N 0004: Manage customer relationship and quality service**

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. read feedback from customers on warranty and other performance related aspects</p> <p>SA5. read the specific requirements, queries that the customer may have on various auto components including any specific technical query</p> <p>SA6. read brochures and technical specifications of the vehicle provided by the OEM and channel partner (dealership)</p> <p>SA7. read policies and regulations pertinent to the job</p>	
	<p><b>Oral Communication (Listening and Speaking skills)</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. interact with the customers for getting their requirements, queries and feedbacks</p> <p>SA9. interact with organisation's internal stakeholders for efficient customer relationship management interact with team members to work efficiently</p>	
<b>B. Professional Skills</b>	<p><b>Decision making</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. analyse information and evaluate results to choose the best solution and solve problems</p> <p>SB2. analyse any potential issue that may affect the performance of the vehicle and convey it in a timely manner</p>	
	<p><b>Plan and Organise</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. plan work assigned on a daily basis</p> <p>SB4. follow up regularly on potential complaints, issues raised by the customer</p>	
	<p><b>Customer centricity</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. ensure that customer needs are assessed and satisfactory service is provided</p> <p>SB6. ensure that performance of the auto component is up to the mark and any pending issues or complaints are resolved in a timely manner according to the terms &amp; conditions mandated by either the OEM or the auto component manufacturer</p>	
	<p><b>Problem solving</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. analyse all the complaints, queries or issues raised by the customers to either the OEM channel partner/ auto component dealer/ retailer in the market</p> <p>SB8. deliver and act as per the organisation provided/guided resolutions</p>	

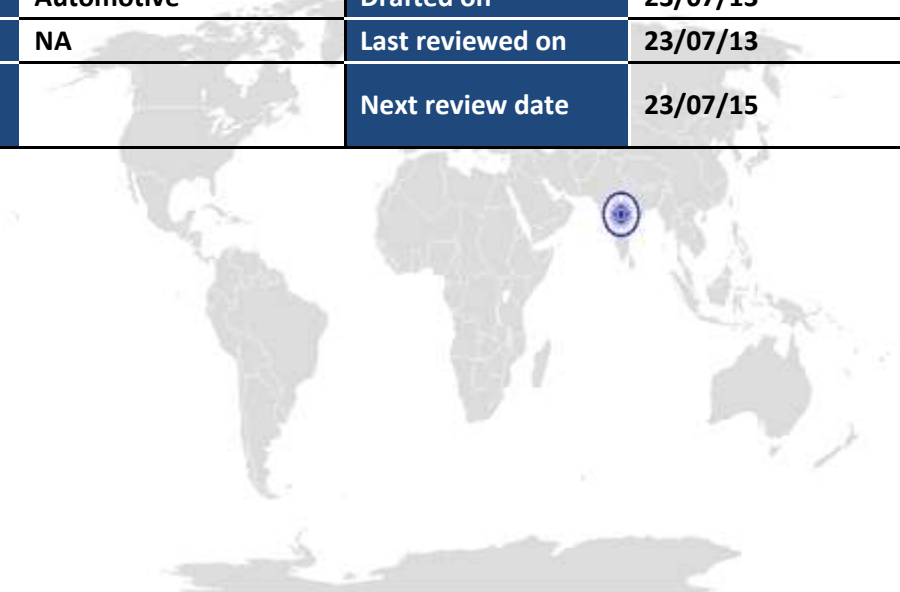
**ASC/ N 0004: Manage customer relationship and quality service**

	SB9. liaise with all stakeholders to ensure hassle-free resolution of the complaints by the concerned customer in a timely fashion
	<b>Analytical thinking</b>
	The user/individual on the job needs to know and understand how to:
	SB10. evaluate and identify areas of complaints from the customer affecting the performance of his vehicle
	SB11. assess time and cost required for customer resolution based on complaints, problems or queries identified
	SB12. evaluate and identify key customer experience enhancing areas
	<b>Critical thinking</b>
	The user/individual on the job needs to know and understand how to:
	SB13. evaluate the information gathered from the customer complaint report and utilise it to identify timely resolutions
	SB14. evaluate the information gathered from the market (including retail segment, key accounts/ customers and OEM along with the OEM channel partners) and use it to ensure higher customer satisfaction

**ASC/ N 0004: Manage customer relationship and quality service**

**NOS Version Control**

<b>NOS Code</b>	ASC/ N 0004		
<b>Credits(NSQF)</b>	TBD	<b>Version number</b>	1
<b>Industry</b>	Automotive	<b>Drafted on</b>	23/07/13
<b>Industry Sub-sector</b>	NA	<b>Last reviewed on</b>	23/07/13
		<b>Next review date</b>	23/07/15





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

# National Occupational Standards



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## 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**

National Occupational Standard	<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>	This unit/task covers the following: <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>	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> <li>PC1. keep immediate work area clean and tidy</li> <li>PC2. treat confidential information as per the organisation's guidelines</li> <li>PC3. work in line with organisation's policies and procedures</li> <li>PC4. work within the limits of job role</li> <li>PC5. obtain guidance from appropriate people, where necessary</li> <li>PC6. ensure work meets the agreed requirements</li> </ul>
	<b>Appropriate use of resources</b>	<ul style="list-style-type: none"> <li>PC7. establish and agree on work requirements with appropriate people</li> <li>PC8. manage time, materials and cost effectively</li> <li>PC9. use resources in a responsible manner</li> </ul>
	<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>	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KA1. the organisation's policies, procedures and priorities for area of work, role and responsibilities in carrying out that work</li> <li>KA2. the limits of responsibilities and when to involve others</li> <li>KA3. specific work requirements and who these must be agreed with</li> <li>KA4. the importance of having a tidy work area and how to do this</li> <li>KA5. how to prioritize workload according to urgency and importance and the benefits of this</li> <li>KA6. the organisation's policies and procedures for dealing with confidential information and the importance of complying with these</li> <li>KA7. the purpose of keeping others updated with the progress of work</li> <li>KA8. who to obtain guidance from and the typical circumstances when this may be required</li> <li>KA9. the purpose and value of being flexible and adapting work plans</li> </ul>	

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

	to reflect change
<b>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand:  KB1. how to complete tasks accurately by following standard procedures KB2. technical resources needed for work and how to obtain and use these
<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>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>B. Professional Skills</b>	<b>Decision Making</b>
	The user/individual on the job needs to know and understand how to:  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>
	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>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**

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



ASC/ N 0002: Work effectively in a team.

# National Occupational Standards



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## 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.**

National Occupational Standard	<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>	This unit/task covers the following: Colleagues: <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>	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> <li>PC1. maintain clear communication with colleagues (by all means including face-to-face, telephonic as well as written)</li> <li>PC2. work with colleagues to integrate work</li> <li>PC3. pass on information to colleagues in line with organisational requirements both through verbal as well as non-verbal means</li> <li>PC4. work in ways that show respect for colleagues</li> <li>PC5. carry out commitments made to colleagues</li> <li>PC6. let colleagues know in good time if cannot carry out commitments, explaining the reasons</li> <li>PC7. identify problems in working with colleagues and take the initiative to solve these problems</li> <li>PC8. follow the organisation's policies and procedures for working with colleagues</li> </ul>
	<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)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KA1. the organisation's policies and procedures for working with colleagues, role and responsibilities in relation to this</li> <li>KA2. the importance of effective communication and establishing good working relationships with colleagues</li> <li>KA3. different methods of communication and the circumstances in which it is appropriate to use these</li> <li>KA4. the importance of creating an environment of trust and mutual respect</li> <li>KA5. the implications of own work on the work and schedule of others</li> </ul>
<b>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand:	

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	<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

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

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

# National Occupational Standards



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## 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**

National Occupational Standard	<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 (Knowledge of the Company/Organisation and its processes)</b>	<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>

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	<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>B. Professional Skills</b>	<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>
<b>B. Professional Skills</b>	The user/individual on the job needs to know and understand how to:
	SB3. build and maintain positive and effective relationships with

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	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



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