

## QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR AUTOMOTIVE

### 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

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### Introduction

#### Qualifications Pack- PUC Attendant Level 2

**SECTOR:** AUTOMOTIVE

**SUB-SECTOR:** PETROL PUMP OPERATIONS

**OCCUPATION:** POLLUTION CONTROL

**JOB ROLE :** PUC ATTENDANT

**REFERENCE ID:** ASC/Q 9601

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

**Brief Job Description:** Individuals at this job need to assist customers in checking the vehicles & understanding the compliance pertaining PUC.

**Personal Attributes:** This job requires the individual to be stationed at the fuel station for long hours under any weather conditions. The individual should demonstrate skills for memory retention for numbers, customer sensitivity, problem perception and sensitivity.

Qualifications Pack Code	ASC/Q9601		
Job Role	PUC Attendant		
Credits(NSQF) [OPTIONAL]	TBD	Version number	1.0
Sector	Automotive	Drafted on	24/05/13
Sub-sector	Petrol Pump Operations	Last reviewed on	14/06/13
Occupation	PUC Attendant	Next review date	30/07/15

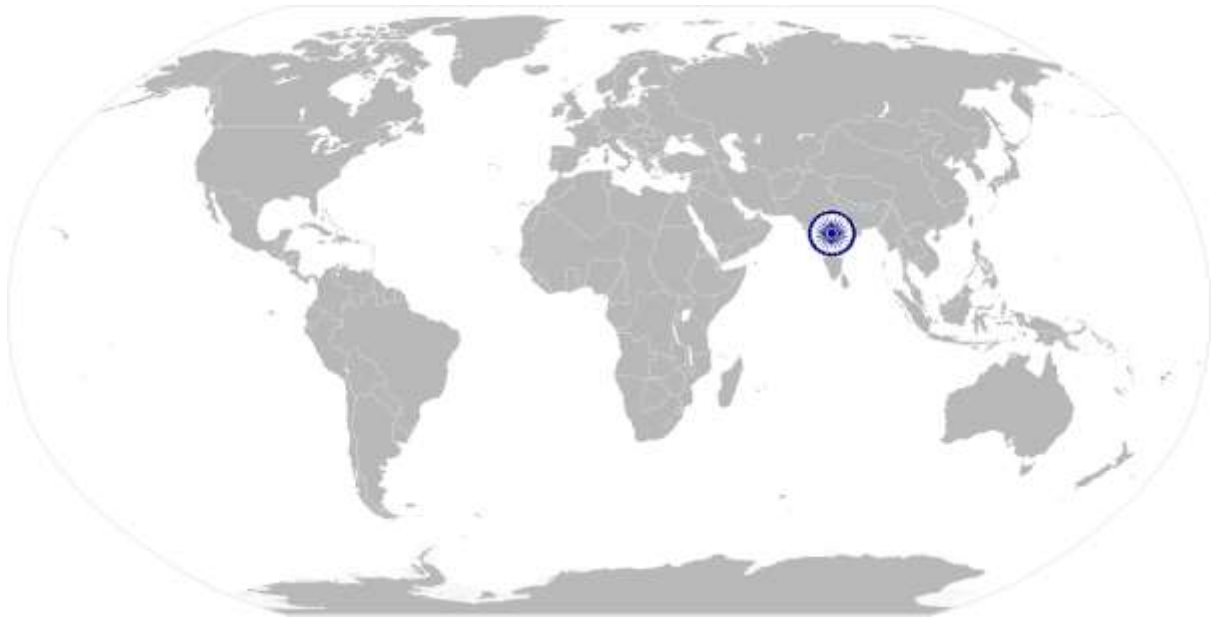
Job Role	PUC Attendant
Role Description	Conduct PUC check for vehicles
NSQF level	2
Minimum Educational Qualifications*	8 <sup>th</sup> pass, basic knowledge (read & write) of local language, English, Hindi
Maximum Educational Qualifications*	Not Applicable
Training (Suggested but not mandatory)	<ul style="list-style-type: none"> <li>Compulsory: operating PUC machine and filling PUC certificate</li> <li>Safety ,Health &amp; Environment Impact</li> </ul>
Experience	<ul style="list-style-type: none"> <li>0 years, if ASDC Petrol Pump operations Level 2 Certificate</li> </ul>
Applicable National Occupational Standards (NOS)	<p><b>Compulsory:</b>            ASC/N9601: <a href="#">PUC for vehicles</a>            ASC/N0003: <a href="#">Maintain a safe , healthy and secure environment</a></p> <p><b>Optional:</b>            N.A.</p>
Performance Criteria	As described in the relevant OS units

Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar business 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.
Occupation	Occupation is a set of job roles, which performs similar/ related set of functions in an industry.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or an 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 OS.
Sub-function	Sub-functions are sub-activities essential to fulfill the achieving the objectives of the function.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance criteria are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (OS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'.
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
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 OS they are looking for.
Scope	Scope is a 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 quality of performance required.
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.
Organizational Context	Organizational 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.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish

	specific designated responsibilities.
Core Skills/ Generic Skills	Core skills or generic skills are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Keywords /Terms	Description
NOS	National Occupational Standard(s)
NVQF	National Vocational Qualifications Framework
NSQF	National Skills Qualifications Framework
NVEQF	National Vocational Education Qualifications Framework
QP	Qualifications Pack
QCP	Quick Care Point
PUC	Pollution Under Check

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# National Occupational Standards



## Overview

This unit is about checking the pollution levels of the vehicle correctly and document the reading in the PUC certificate. The individual also has to inform the customer about his PUC expiration date.

**ASC/N 9601      PUC for vehicles**

<b>Unit Code</b>	<b>ASC/N9601</b>
<b>Unit Title (Task)</b>	<b>PUC for vehicles</b>
<b>Description</b>	This OS unit is about checking the level of emission of harmful gases by the vehicles and certifying the vehicle only if it complies with the norms stated.
<b>Scope</b>	The unit/ task covers the following: <ul style="list-style-type: none"> <li>• checking the previous PUC certificate</li> <li>• managing the queue at the PUC</li> <li>• checking the pollution of the vehicle correctly and noting the reading</li> <li>• entering all details in the PUC certificate without leaving any column blank</li> <li>• issuing the certificate and completing the money transaction for the customer</li> <li>• prompting the customer for any value added services, thanking the customer &amp; requesting him to visit again</li> </ul>
<b>Performance Criteria(PC) with respect to the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Compliance to PUC check</b>	To be competent , the user/individual on the job must be able to: <ul style="list-style-type: none"> <li>PC1. check the previous PUC certificate</li> <li>PC2. perform PUC check as per standard approved procedure using approved software and related hardware.</li> <li>PC3. record vehicle particulars in the appropriate standard format.</li> <li>PC4. ensure vehicle is positioned at the designated place for the purpose of pollution checking</li> <li>PC5. place the nozzle of the sensor at appropriate position in relation to the exhaust manifold</li> <li>PC6. ensure that engine is running at required RPM levels required for the test</li> <li>PC7. ensure that the sensor is correctly plugged in the computer system.</li> <li>PC8. record pollution readings for the required time duration</li> <li>PC9. generate pollution report from the computer.</li> <li>PC10. verify the readings to confirm if these are within acceptable range</li> <li>PC11. inform the customer about discrepancies if any</li> <li>PC12. hand over the printed output of report to the customer</li> <li>PC13. generate a cash bill</li> <li>PC14. receive payment and ensure correct amount as per the bill</li> <li>PC15. perform PUC check as per procedure</li> <li>PC16. make entries in the PUC certificate</li> <li>PC17. manage the queue at the PUC centre</li> </ul>

**ASC/N 9601      PUC for vehicles**

	PC18. don't accept tips from the customer
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. company's policies on: personnel management, duty reporting procedure and associated MIS compliance KA2. reporting structure within organization KA3. problem escalation procedure
<b>B. Technical Knowledge</b>	The individual on the job needs to have knowledge of: KB1. understand and interpret the reading of the PUC machine KB2. intimate the customer incase of higher than acceptable levels for emission of certain gases and possible impact for the same KB3. read computer screens, meters and transfer values in other documents accurately
<b>Skills (S) [Optional]</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Basic reading and writing skills</b>
	The user/ individual on the job needs to know and understand how to: SA1. fill in the attendance sheet and the requisite details SA2. fill in the rows and columns in the PUC certificate
	<b>Communication skills</b>
	The user/individual on the job needs to know and understand how to: SA3. communicate outcome of the PUC test clearly to the customer and his next PUC check date
<b>B. Professional Skills</b>	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand how: SB1. Plan simultaneous activities which can be done efficiently to reducing the queuing.

ASC/N 9601      PUC for vehicles

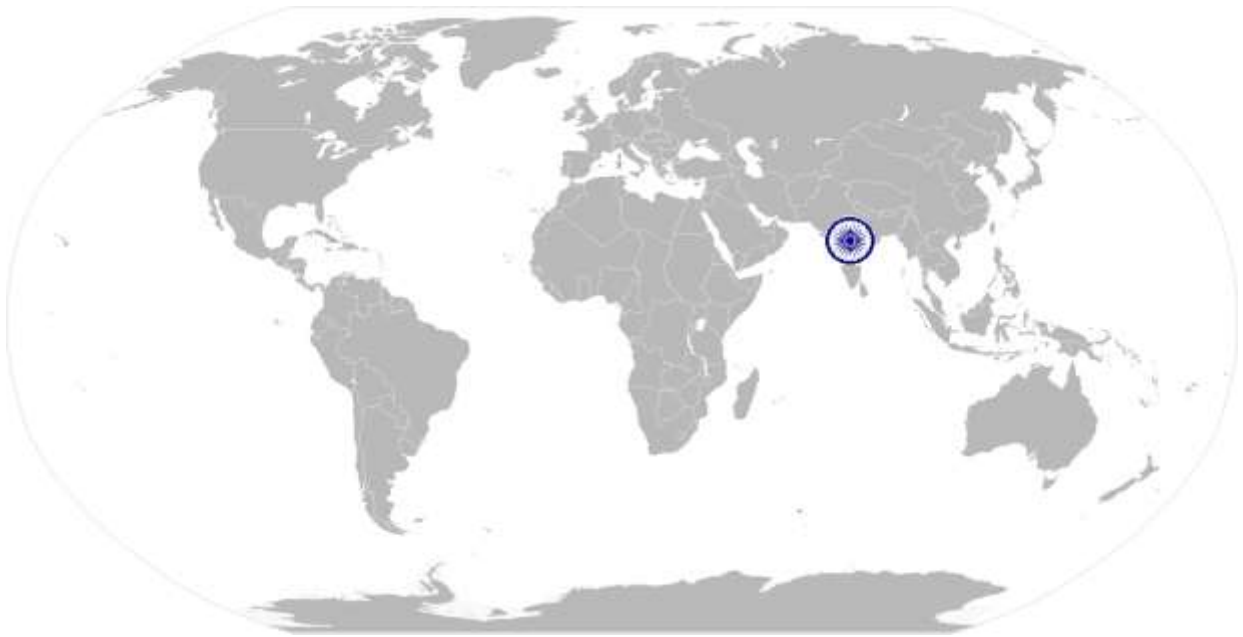
## NOS Version Control

NOS Code	ASC/N9601		
Credits(NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	Automotive	Drafted on	24/06/13
Industry Sub-sector	Petrol Pump Operations	Last reviewed on	20/07/13
Occupation	POLLUTION CHECK	Next review date	30/07/15



ASC/N 0003 Maintain a safe , healthy 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 safe , healthy 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> <p>Emergency procedures in situations of:</p> <ul style="list-style-type: none"> <li>• illness</li> <li>• accidents</li> <li>• fires</li> <li>• other hazardous situations</li> <li>• breaches of security</li> </ul> <p>Resources(needed to achieve the unit objectives):</p> <ul style="list-style-type: none"> <li>• information on appropriate procedures to adopt in each emergency</li> <li>• government agencies in the areas of safety, health and security and their norms and services</li> </ul>
	<b>Performance Criteria (PC) w.r.t. the Scope</b>	
	<b>Element</b>	<b>Performance Criteria</b>
	<b>A. Compulsory</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, security and environmental policies and procedures (e.g. use protective gear and other safety equipment where necessary)</p> <p>PC2. report any identified breaches in health, safety, and security and environmental policies and procedures to the designated person</p> <p>PC3. identify and correct any hazards that can be dealt with safely, competently and within the limits of individual's authority</p> <p>PC4. report any hazards that cannot be dealt with to the relevant person in accordance with organisational procedures and warn other people who may be affected</p> <p>PC5. follow organisation's emergency and disaster management procedures</p> <p>PC6. identify and recommend opportunities for improving health, safety, and security to the designated person (e.g. in case of deviations from recommended policies/ practices of own organisation and suppliers)</p> <p>PC7. complete all the health, safety, security and environmental records required by company and regulatory standards</p>
	<b>B. Optional</b>	N.A.
	<b>Knowledge and Understanding (K) w.r.t. the scope</b>	

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

Element	Knowledge and Understanding
<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 organization'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 (e.g. inflammable/ hazardous/ abrasive materials)</p> <p>KA3. how and when to report hazards</p> <p>KA4. the limits of responsibility for dealing with hazards</p> <p>KA5. the organization's emergency and disaster management 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 organization</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. risks to life and property from different types of breaches in health, safety and security</p> <p>KB3. evacuation procedures for workers and visitors</p> <p>KB4. how to summon medical assistance and the emergency services, where necessary</p> <p>KB5. how to use the health, safety and accident reporting procedures and the importance of these</p>
Skills (S) w.r.t. the scope	
Element	Skills
<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:
<b>A. Core Skills/ Generic Skills</b>	SA2. read instructions, guidelines/procedures/rules
	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how to:
<b>B. Professional Skills</b>	SA3. listen to and orally communicate information with all concerned
	<b>Decision Making</b>
<b>B. Professional Skills</b>	The user/individual on the job needs to know and understand how to:

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

	SB1. make decisions on a suitable course of action or response
	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand how to:
	SB2. plan and organize 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 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. analyze data and activities
	<b>Critical Thinking</b>
	The user/individual on the job needs to know and understand how to:
	SB6. apply balanced judgments to different situations

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

**NOS Version Control**

<b>NOS Code</b>	ASC/N0003		
<b>Credits(NSQF) [OPTIONAL]</b>	TBD	<b>Version number</b>	1.0
<b>Industry</b>	Automotive	<b>Drafted on</b>	24/06/13
<b>Industry Sub-sector</b>	Petrol Pump Operations	<b>Last reviewed on</b>	20/07/13
<b>Occupation</b>	PUC Attendant	<b>Next review date</b>	30/07/15

**Qualification Pack for PUC Attendant**

Criteria for assessment of Trainees
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JOB ROLE	PUC Attendant L2
Qualification Pack	ASC/Q 9601
No. Of NOS	1 Role specific ,1 generic

NOS Title/ NOS Elements	NOS & Performance Criterion Description	Marks allocation	
ASC/N9601	PUC for Vehicles	Viva	Practical
<b>Compliance to PUC check</b>	To be competent , the user/individual on the job must be able to: PC1. check the previous PUC certificate PC2. perform PUC check as per standard approved procedure using approved software and related hardware. PC3. record vehicle particulars in the appropriate standard format.	20	40
	PC4. ensure vehicle is positioned at the designated place for the purpose of pollution checking PC5. place the nozzle of the sensor at appropriate position in relation to the exhaust manifold PC6. ensure that engine is running at required RPM levels required for the test PC7. ensure that the sensor is correctly plugged in the computer system. PC8. record pollution readings for the required time duration PC9. generate pollution report from the computer. PC10.verify the readings to confirm if these are within acceptable range PC11.inform the customer about discrepancies if any PC12.hand over the printed output of report to the customer PC13.generate a cash bill PC14.receive payment and ensure correct amount as per the bill	40	100
	PC15. perform PUC check as per procedure PC16. make entries in the PUC certificate PC17. manage the queue at the PUC centre PC18. don't accept tips from the customer	40	60
	<b>subtotal</b>	<b>100</b>	<b>200</b>
<b>ASC/N 0003</b>	<b>Maintain a safe, healthy &amp; secure environment</b>	<b>Viva</b>	<b>Practical</b>
<b>Compulsory</b>	To be competent, the user/individual on the job must be able to:		

