

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

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Introduction

Qualifications Pack- Sales Representative

SECTOR: AUTOMOTIVE

SUB-SECTOR: AUTO COMPONENTS (MANUFACTURERS AND DEALERS)

OCCUPATION: AUTO COMPONENTS AFTER MARKET SALES & SERVICE

JOB ROLE: SALES REPRESENTATIVE

REFERENCE ID: ASC/ Q1801

ALIGNED TO : NCO-2004/Nil

Sales Representative is also known as Sales Associate and Sales Executive

Brief Job Description: A **Sales Representative** is responsible for maximizing the sales, growth and account penetration within an assigned market segment by effectively selling the auto components / aggregates either in the retail market, to OEM dealers/ distributors or directly to the key customers/ accounts. The person is also responsible for developing new markets for the auto component products and securing new business accounts/customers.

Personal Attributes: An individual on this job must have good communication and interpersonal skills in addition to being a team player, as the job requires coordination with various internal and external stakeholders to ensure higher sales through creative and fact-based selling. The individual should be persuasive and high adaptability to maintain high levels of motivations and perform even in hard circumstances. The individual should have excellent communication and presentation skills.

	ASC/ Q 1801		
Job Role	Sales Representative		
Credits(NSQF)	TBD	Version number	1.0
Industry	Automotive	Drafted on	24/07/13
Sub-sector	Auto Components (Manufacturers & Dealers)	Last reviewed on	24/07/13
Occupation	Auto Components After Market Sales & Service	Next review date	16/07/15

Job Role	Sales Representative
Role Description	Generate and handle potential customer leads, present value proposition of the auto components for OEM vehicles and manage sales in the retail market along with developing new avenues for business growth.
NSQF level	5
Minimum Educational Qualifications	Graduate degree/ diploma in any discipline
Maximum Educational Qualifications	Post graduate degree/ diploma in Business Administration
Training (Suggested but not mandatory)	On the job training <ul style="list-style-type: none"> Desirable for ASDC Sales Representative Level 5 certificate OR Post graduate degree / diploma in Business Administration
Experience	<ul style="list-style-type: none"> 1-2 years of relevant sales experience in any industry for Graduates/ Post-Graduates
Occupational Standards (OS)	Compulsory: ASC/ N 1801: Maintain complete sales process at the auto component dealership ASC/ N 0004: Manage customer relationship and quality service ASC/ N 0101: Plan and organise work to meet expected outcomes ASC/ N 0102: Work effectively in a team ASC/ N 0103: Maintain a healthy, safe and secure working environment Optional: N.A.
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.

Qualifications Pack For Sales Representative

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
OEM	Original Equipment Manufacturer
OS	Occupational Standard(s)
QP	Qualifications Pack

ASC/ N 1801: Manage complete sales process at the auto component dealership

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of an individual who is responsible for analysing sales trends within the OEM market and generating and close sales lead for the auto components/ aggregate products along with developing new markets/ customers/ accounts to bring additional sales.

ASC/ N 1801: Manage complete sales process at the auto component dealership

National Occupational Standard	Unit Code	ASC/ N 1801
	Unit Title (Task)	Manage complete sales process at the dealership
	Description	This OS unit is about an individual who is responsible for analysing sales trends in the OEM market and generating and close sales lead for the auto components/ aggregate products along with developing new markets/ customers/ accounts to bring additional sales
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> collate sales leads from various sources (including cold calls, telephonic enquiries etc. from both retail market, OEM dealers/ distributors or key customers/ accounts) and follow up on the leads to deliver a sales pitch to generate sales for the auto component dealership develop new markets/ customers/ accounts to bring additional sales
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Generate sales for the dealership though collated leads & through newly developed markets	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. monitor competition and recommend changes by gathering current marketplace information on pricing, products, new products, delivery schedules, etc.</p> <p>PC2. service existing accounts, obtains orders, and establishes new accounts by planning and organizing daily work schedule to call on existing or potential sales outlets and other trade factors.</p> <p>PC3. present price, credit and terms in accordance with standard procedures</p> <p>PC4. how to greet and meet potential customers who enquire about the product</p> <p>PC5. make calls to potential/ existing customers and maintain complete and accurate records of calls</p> <p>PC6. generate new sales by providing product and technical information in a timely manner</p> <p>PC7. educate customers about terminology, features and benefits of products in order to improve related sales and customer satisfaction</p> <p>PC8. deliver a sales pitch highlighting unique selling points of the product tailored to requirements of the various OEMs</p> <p>PC9. accurately process customer transactions such as orders and quotes</p> <p>PC10. respond to all customer enquiries on the various products available, promotions, price etc.</p> <p>PC11. respond to unfavourable comparisons of the product for the OEM vehicle vis-à-vis competitor's products</p> <p>PC12. follow company marketing and calling procedures and policies</p> <p>PC13. keeps management informed by submitting activity and results reports, such as daily call reports, weekly work plans, and monthly and annual territory analysis</p>
	Knowledge and Understanding (K) w.r.t. the scope	
	Element	Knowledge and Understanding

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A. Organisational Context (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 auto component manufacturer related with the sales of the product to the respective OEM</p> <p>KA2. promotions, discounts, offers available from the auto component dealership, auto component manufacturer and the respective OEM and its channel partners</p> <p>KA3. terms & 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>KA4. prices, taxes and other applicable cost elements for the auto component/ aggregate</p> <p>KA5. documentation requirements for each procedure carried out as part of roles and responsibilities as per the auto component manufacturer guidelines</p> <p>KA6. organisational and professional code of ethics and standards of practice</p> <p>KA7. safety and health policies and regulations for the workplace</p>
B. Technical Knowledge	<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. how to collaborate with the auto component manufacturing engineering, product management along with the service team of the respective OEM vehicle and local channel partner service team</p> <p>KB3. how to conduct market research and surveys to analyse current sales trends of OEM vehicles along with failure rate of various components/ aggregates to forecast expected sales of the various auto components/ aggregate products</p> <p>KB4. how to make effective sales calls for generating new sales for the auto component/ aggregate for various OEM vehicles</p> <p>KB5. how to respond to all customer enquiries on the auto components/ aggregates for various OEM vehicles on price, performance, availability of spares, warranty & other service-related aspects etc.</p> <p>KB6. how to create periodic reports on the sales performance across the assigned territory/ area</p> <p>KB7. how to respond to queries about technical, cost and service aspects of the various auto components/ aggregates for various OEM vehicles</p> <p>KB8. detailed technical and performance specifications of the auto component for various OEM vehicles</p> <p>KB9. the competitive landscape including:</p> <ul style="list-style-type: none"> • various OEM channel partners & reach of the competitor component manufacturer in the area • components/ aggregates offered by competitors • pros and cons of the auto component/ aggregate offered vis-à-vis those offered by competitors • price differentials with competitor's products

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	<ul style="list-style-type: none"> newly launched dealership of the competitor in the area tieups secured by competitors in the retail market basis better terms & conditions and payment cycles tieups secured by the competitor with key accounts/ customers for supply of auto components/ aggregates
skills (s) w.r.t. the scope	
Element	Skills
A. Core Skills/ Generic Skills	Writing skills
	The user/ individual on the job needs to know and understand how to:
	SA1. communicate information and ideas in writing so others can understand
	SA2. create documentation required on the job (including databases on key customers/ accounts and major retailers to manage leads,)
	SA3. write in at least one language
	Reading skills
	The user/individual on the job needs to know and understand how to:
	SA4. read & understand technical terminologies used in the automotive industry, sales reports generated on a regular basis for a territory/ area
	SA5. maintain updated knowledge on evolving trends and cutting-edge developments in the automotive industry
	SA6. read brochures and technical specifications of the vehicle provided by the dealership and OEM
	SA7. read policies and regulations pertinent to the job as specified by the auto component manufacturer
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA1. interact with customers to present product information, respond to questions, resolve problems and to negotiate prices and delivery dates
	SA2. interact with their supervisors to determine sales goals, to exchange customer and product information, to receive directions and instructions and to discuss problems
B. Professional Skills	Decision making
	The user/individual on the job needs to know and understand how to:
	SB1. decide whether to extend credit to a customer and whether they should reduce prices to keep a customer
	SB2. analyse various means to increase penetration of the product in the retail market or through the OEM channel partner
	SB3.
	Plan and Organise

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	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. plan work assigned on a daily basis</p> <p>SB5. follow up regularly on potential leads to close them</p>
	Customer centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. ensure that potential customer needs and requirements are assessed</p> <p>SB7. ensure that the terms & conditions along with the payment cycle is negotiated well and is tailored to needs and requirements of the potential customer keeping the auto component manufacturer profitability in mind</p> <p>SB8. ensure that proper message is conveyed to the targeted customer to ensure higher customer satisfaction</p>
	Problem solving
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. handle unfavourable comparisons with competitor's products</p> <p>SB10. ensure that the sales process is hurdle-free for the potential customer</p> <p>SB11. liaise with all stakeholders to ensure hassle-free delivery of the auto components to the concerned customer in a timely fashion</p>
	Analytical thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB12. analyse unique selling points of the product based on requirements of the individual OEM vehicle</p>
	Critical thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB13. evaluate the information gathered from the potential customer and utilise it to ensure a smooth sales process</p> <p>SB14. evaluate the information gathered from the market (including retail segment, key accounts/ customers and OEM along with the OEM channel partners) and use for better positioning of the product for the end customer</p>

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NOS Version Control

NOS Code	ASC/ N 1801		
Credits(NSQF)	TBD	Version number	1
Industry	Automotive	Drafted on	24/07/13
Industry Sub-sector	Auto Components (Manufacturer & Dealers)	Last reviewed on	24/07/13
		Next review date	24/07/15

ASC/ N 0004: Maintain customer relationship and quality service

National Occupational Standards

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: Maintain customer relationship and quality service

National Occupational Standard	Unit Code	ASC/ N 0004
	Unit Title (Task)	Manage customer relationship and quality service
	Description	This NOS unit is about an individual managing relationship with customers, providing quality service and ensuring complete satisfaction
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> understand complete customer requirements and deliver accordingly to maintain total customer satisfaction with enriching and pleasant customer experience resolve complete customer queries, issues & complaints timely including settlement of warranty claims and other performance related issues as per the various terms & conditions and guidelines
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Manage the total customer satisfaction with enriching & pleasant customer experience	<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</p> <p>PC2. document complete customer requisites and assess them</p> <p>PC3. deliver and assist in delivering as per the noted requirements</p> <p>PC4. understand complete customer queries and complaints</p> <p>PC5. document all customer queries in the prescribed format of the organisation</p> <p>PC6. ensure least turnaround time for any customer query handling/redressal especially issues related to warranty claims and other performance related issues</p> <p>PC7. maximise customer satisfaction through pleasant and excellent customer experience within the organisations framework</p> <p>PC8. document feedbacks and reviews from the customers & implement within the framework of the organization</p> <p>PC9. maintain a healthy & professional relationship with the customers especially key accounts and influencers in the market</p>
	A. Optional	N.A.
	Knowledge and Understanding (K) w.r.t. the scope	
	Element	Knowledge and Understanding
	A. Organisational Context (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</p> <p>KA2. standard operating procedures for query and complaint reporting along with their redressal mechanism in the organisation</p> <p>KA3. framework and guidelines as prescribed by the organisation for query and complaint redressal</p> <p>KA4. customer relationship management (CRM) related framework provided by</p>

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	<p>the organisation</p> <p>KA5. terms & 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>
B. Technical Knowledge	<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 & other service-related aspects etc.</p>
Skills (S) w.r.t. the scope	
Element	Skills
A. Core Skills/ Generic Skills	Writing skills
	<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>
	Reading skills

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	<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>
	Oral Communication (Listening and Speaking skills)
	<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. Professional Skills	Decision making
	<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>
	Plan and Organise
	<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>
	Customer centricity
	<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 & conditions mandated by either the OEM or the auto component manufacturer</p>
	Problem solving
	<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> <p>SB9. liaise with all stakeholders to ensure hassle-free resolution of the complaints by the concerned customer in a timely fashion</p>

ASC/ N 0004: Maintain customer relationship and quality service

	Analytical thinking
	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
	Critical thinking
	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

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NOS Version Control

NOS Code	ASC/ N 0004		
Credits(NSQF)	TBD	Version number	1
Industry	Automotive	Drafted on	24/07/13
Industry Sub-sector	NA	Last reviewed on	24/07/13
		Next review date	24/07/15

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

Unit Code	ASC/ N 0001
Unit Title (Task)	Plan and organise work to meet expected outcomes
Description	This NOS unit is about planning and organising an individual's work in order to complete it to the required standards on time.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> work requirements including various activities, deliverables or work output required in the given time, maintain set quality standards appropriate use of resources (both material / equipment's and manpower)
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Work requirements including various activities within the given time and set quality standards	<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>
Appropriate use of resources	<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>
Knowledge and Understanding (K) w.r.t. the scope	
Element	Knowledge and Understanding
A. Organisational Context (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, 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. Technical Knowledge	<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>
Skills (S) w.r.t. the scope	
Element	Skills
A. Core Skills/ Generic Skills	Writing Skills
	The user/individual on the job needs to know and understand how to:
	SA1. write in at least one language
	Reading Skills
	The user/individual on the job needs to know and understand how to:
	SA2. read instructions, guidelines/procedures
B. Professional Skills	Oral Communication (Listening and Speaking skills)
	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
	Decision Making
	The user/individual on the job needs to know and understand how to:
B. Professional Skills	SB1. make a decision on a suitable course of action appropriate for accurately completing the task within resources
	Plan and Organise
	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
	Customer Centricity
B. Professional Skills	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
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB6. refer anomalies to the concerned persons
B. Professional Skills	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
	SB7. analyse problems and identify work -arounds taking help from

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

	concerned persons where required
	Critical Thinking
	The user/individual on the job needs to know and understand how to:
	SB8. apply own judgement to identify solutions in different situations



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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

Unit Code	ASC/ N 0002
Unit Title (Task)	Work effectively in a team
Description	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.
Scope	<p>This unit/task covers the following:</p> <p>Colleagues:</p> <ul style="list-style-type: none"> Interact & communicate effectively with colleagues including member in the own group as well as other groups
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Interact & communicate effectively with colleagues including member in the own group as well as other groups	<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>
Knowledge and Understanding (K) w.r.t. the scope	
Element	Knowledge and Understanding
A. Organisational Context (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. Technical Knowledge	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>
Skills (S) w.r.t. the scope	
Element	Skills
A. Core Skills/ Generic Skills	Writing Skills
	The user/individual on the job needs to know and understand how to:
	SA1. complete written work with attention to detail
	Reading Skills
	The user/individual on the job needs to know and understand how to:
	SA2. read instructions, guidelines/procedures
B. Professional Skills	Oral Communication (Listening and Speaking skills)
	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
	Decision Making
	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
	Plan and Organise
	The user/individual on the job needs to know and understand how to:
	SB2. plan and organise work to achieve targets and deadlines
	Customer Centricity
	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
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB5. apply problem solving approaches in different situations
	Critical Thinking
	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

Unit Code	ASC/ N 0003
Unit Title (Task)	Maintain a healthy, safe and secure working environment
Description	This NOS unit is about monitoring the working environment and making sure it meets requirements for health, safety and security.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Resources (both material & manpower) needed to maintain a safe working environment as per the prevalent norms & government policies including emergency procedures for illness, accidents, fires or any other reason which may involve evacuation of the premises
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Resources needed to maintain a safe, secure working environment	<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>
Knowledge and Understanding (K) w.r.t. the scope	
Element	Knowledge and Understanding
A. Organisational Context (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> <p>KA3. how and when to report hazards</p>

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

	<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. Technical Knowledge	<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>
Skills (S) w.r.t. the scope	
Element	Skills
A. Core Skills/ Generic Skills	Writing Skills
	The user/individual on the job needs to know and understand how to:
	SA1. complete accurate, well written work with attention to detail
	Reading Skills
	The user/individual on the job needs to know and understand how to:
	SA2. read instructions, guidelines/procedures/rules
B. Professional Skills	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA3. listen to and orally communicate information with all concerned
	Decision Making
	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. Professional Skills	Plan and Organise
	The user/individual on the job needs to know and understand how to:
	SB2. plan and organise work to achieve targets and deadlines
	Customer Centricity
	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. Professional Skills	Problem Solving
	The user/individual on the job needs to know and understand how to:

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

	SB4. apply problem solving approaches in different situations
	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
	SB5. analyse data and activities
	Critical Thinking
	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

Qualifications Pack for Sales Representative- Auto Components

Criteria for assessment of Trainees
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JOB ROLE	Sales Representative–Auto Components L5
Qualification Pack	ASC/Q 1801
No. Of NOS	1 Role specific ,4 generic

NOS Title/ NOS Elements	NOS & Performance Criterion Description	Marks allocation	
ASC/N 1801	Maintain complete Sales process at the auto dealership	Viva	Practical
Generate sales for the dealership through collated leads & through newly developed markets	To be competent, the user/individual on the job must be able to:		
	PC1. monitor competition and recommend changes by gathering current marketplace information on pricing, products, new products, delivery schedules, etc.		
	PC2. service existing accounts, obtains orders, and establishes new accounts by planning and organizing daily work schedule to call on existing or potential sales outlets and other trade factors.		
	PC3. present price, credit and terms in accordance with standard procedures	20	30
	PC4. how to greet and meet potential customers who enquire about the product		
	PC5. make calls to potential/ existing customers and maintain complete and accurate records of calls		
	PC6. generate new sales by providing product and technical information in a timely manner		
	PC7. educate customers about terminology, features and benefits of products in order to improve related sales and customer satisfaction		
	PC8. deliver a sales pitch highlighting unique selling points of the product tailored to requirements of the various OEMs		
	PC9. accurately process customer transactions such as orders and quotes	30	60
	PC10. respond to all customer enquiries on the various products available, promotions, price etc.		
	PC11. respond to unfavourable comparisons of the product for the OEM vehicle vis-à-vis competitor's products		
	PC12. follow company marketing and calling procedures and policies		
	PC13. keeps management informed by submitting activity and results reports, such as daily call reports, weekly work		

Qualifications Pack for Sales Representative- Auto Components

	plans, and monthly and annual territory analysis		
	subtotal	50	90
ASC/N 0004	Manage customer relationship & quality of service	Viva	Practical
Manage the total customer satisfaction with enriching & pleasant customer experience	<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</p> <p>PC2. document complete customer requisites and assess them</p> <p>PC3. deliver and assist in delivering as per the noted requirements</p> <p>PC4. understand complete customer queries and complaints</p> <p>PC5. document all customer queries in the prescribed format of the organisation</p> <p>PC6. ensure least turnaround time for any customer query handling/redressal especially issues related to warranty claims and other performance related issues</p> <p>PC7. maximise customer satisfaction through pleasant and excellent customer experience within the organisations framework</p> <p>PC8. document feedbacks and reviews from the customers & implement within the framework of the organization</p> <p>PC9. maintain a healthy & professional relationship with the customers especially key accounts and influencers in the market</p>	30	70
	Subtotal	30	70
ASC/N 0001	Plan & organize work to meet expected outcome	Viva	Practical
Work requirements including various activities within the given time and set quality standards	<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>	10	30
Appropriate use of resources	<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>	20	20

Qualifications Pack for Sales Representative- Auto Components

	subtotal	30	50
ASC/N 0002	Work effectively in a team	Viva	Practical
Interact & communicate effectively with colleagues including member in the own group as well as other groups	<p>To be competent, the user/individual on the job must be able to:</p> <ul style="list-style-type: none"> PC1. maintain clear communication with colleagues (by all means including face-to-face, telephonic as well as written) PC2. work with colleagues to integrate work PC3. pass on information to colleagues in line with organisational requirements both through verbal as well as non-verbal means PC4. work in ways that show respect for colleagues PC5. carry out commitments made to colleagues PC6. let colleagues know in good time if cannot carry out commitments, explaining the reasons PC7. identify problems in working with colleagues and take the initiative to solve these problems PC8. follow the organisation's policies and procedures for working with colleagues 	50	50
	subtotal	50	50
ASC/N 0003	Maintain safe , healthy environment friendly workplace	Viva	Practical
Resources needed to maintain a safe, secure working environment	<p>To be competent, the user/individual on the job must be able to:</p> <ul style="list-style-type: none"> PC1. comply with organisation's current health, safety and security policies and procedures PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person 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. PC4. identify and correct any hazards like illness, accidents, fires or any other natural calamity safely and within the limits of individual's authority 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 PC6. follow organisation's emergency procedures for accidents, fires or any other natural calamity PC7. identify and recommend opportunities for improving health, safety, and security to the designated person PC8. complete all health and safety records are updates and 	40	40

Qualifications Pack for Sales Representative- Auto Components

	procedures well defined		
	subtotal	40	40
	Total	200	300

