



Model Curriculum

Service Supervisor

SECTOR: Automotive
SUB-SECTOR: Automotive vehicle service
OCCUPATION: Technical service and repair
REF ID: ASC/Q1412, v1.0
NSQF LEVEL: 7



CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

AUTOMOTIVE SKILL DEVELOPMENT COUNCIL

for the

MODEL CURRICULUM

Complying to National Occupational Standards of
Job Role/ Qualification Pack: 'Service Supervisor' QP No. 'ASC/Q1412 NSQF Level 7'

Date of Issuance: August 12th, 2018

Valid up to*: July 12th, 2020

**Valid up to the next review date of the Qualification Pack*

Authorised Signatory
(Automotive skill development council)



TABLE OF CONTENTS

| | |
|----------------------------------|----|
| 1. Curriculum | 01 |
| 2. Trainer Prerequisites | 07 |
| 3. Annexure: Assessment Criteria | 08 |

Service Supervisor

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “Service Supervisor”, in the “Automotive” Sector/Industry and aims at building the following key competencies amongst the learner

| Program Name | Service Supervisor | | |
|--|---|---------------------|------------|
| Qualification Pack Name & Reference ID. ID | ASC/Q1412, v1.0 | | |
| Version No. | 1.0 | Version Update Date | 06/11/2018 |
| Pre-requisites to Training | Diploma in Mechanical/Automobile Engineering | | |
| Training Outcomes | After completing this programme, participants will be able to: <ul style="list-style-type: none"> • Repair and replace the clutch assembly and related components/ aggregates. • Supervise and evaluate performance of the workshop. • Plan and organise work to meet expected outcomes. • Work effectively in a team. • Maintain a healthy, safe and secure working environment. | | |

This course encompasses 5 out of 5 National Occupational Standards (NOS) of “Service Supervisor” Qualification Pack issued by “Automotive Skill Development Council (ASDC)”.

| Sr. No. | Module | Key learning outcomes | Equipment Required |
|---------|--|---|---|
| 1 | Introduction Theory Duration (hh:mm) 04:00 Practical Duration (hh:mm) 00:00 Corresponding NOS Code Bridge Module | <ul style="list-style-type: none"> Describe the role and responsibilities of a Service Supervisor. Explain functioning of various components and aggregates. Components/ aggregates: engine, gear box, propeller shaft, clutch and brake assembly, transmission systems, axles etc. List major automobile manufacturers. Analyse relevant and up-to-date knowledge of vehicle design, manufacture, consumer and vehicle legislation, industry and trade practices. Interpret accurately OEM (Original Equipment Manufacturer) service manuals and bulletins. State the importance of training and various quality aspects of training. Describe various training methods to train technicians. Interpret specifications of various vehicular products. | Training Kit (Presentations, Trainer Guide), cut sections of engine, gear box, propeller shaft, clutch assembly, brake assembly, axles. |
| 2 | Repair and replace the clutch assembly and related components/ aggregates Theory Duration (hh:mm) 76:00 Practical Duration (hh:mm) 100:00 Corresponding NOS Code ASC/N1424 | <ul style="list-style-type: none"> Describe how to train and provide guidance (both technical and soft skills) to the Technicians/ Component Specialists in all matters related to the overall automotive service, maintenance and repair of OEM vehicle. Interpret correctly SOPs for equipments, auto components/ aggregates, service, repair, maintenance and replacement of various parts/ aggregates issued by OEMs. Explain various types and aspects of retro-fits to be installed in the batch of vehicles. Interpret all details of the required service, maintenance or repair job accurately. Allocate Technicians/ Component Specialists as per the requirements of the service, maintenance or repair to be done on the OEM vehicle. Identify manpower gaps amongst the technicians/ component specialists for | Training Kit (Presentations, Trainer Guide), retro-fitting kits, OEM service manuals, OEM bulletins, job card sample, personal protective equipment (PPE), warranty manual. |

| Sr. No. | Module | Key learning outcomes | Equipment Required |
|---------|--------|---|--------------------|
| | | <p>various workshop bays as per the OEM guidelines.</p> <ul style="list-style-type: none"> Communicate the relevant technical aspects of the job to the technicians through regular meetings. Identify the training gaps and recommend technicians/ component specialists for various trainings to workshop manager. Explain the importance of wearing personal protective equipment for automotive industry. Ensure the availability of prescribed Personal Protective Equipment (PPE) at the shop floor. Drive a relevant 2/3/4 wheeler vehicle which is an important part of the diagnosis of the type of vehicle that is dealt by the relevant OEM by the respective technicians to ensure proper diagnosis before starting of the work on the relevant aggregate of the vehicle. Ensure that the equipment, special tools are used in the correct manner by the technicians/component specialist as per the OEM guidelines. Coordinate with the spare parts manager to ensure supply of materials, parts and other requirements. Ensure proper procurement of unavailable Spare Parts from retail counter in the open market in the most cost-effective manner. Perform troubleshooting for various simple and complex technical issues in a logical sequence, following safety guidelines. Manage quality issues in the work done by the technicians and component/ aggregate specialists to reduce rework or repeat complaints. Ensure that the complaints, service and repair requirements of the customer is resolved within time & cost expectations. Perform actions for effective supervision for thorough inspection of the work carried out by technicians. Coordinate with warranty processor for replacement of failed parts/ aggregates as per the warranty manual and laid down organizational guidelines. | |

| Sr. No. | Module | Key learning outcomes | Equipment Required |
|---------|---|--|--|
| | | <ul style="list-style-type: none"> Perform maintenance of workshop facilities and other tools including fixed equipment regularly. Report to the superiors (Workshop In charge and GM Service) on functioning of the workshop or body shop and on any requirements, challenges and problems faced. | |
| 3 | <p>Supervise and evaluate performance</p> <p>Theory Duration (hh:mm) 30:00</p> <p>Practical Duration (hh:mm) 100:00</p> <p>Corresponding NOS Code ASC/N0005</p> | <ul style="list-style-type: none"> Identify process flow regarding appraisals, incentives, performance evaluation and documentation. Define quantified measures and metrics to measure the performance of the subordinates. Set goals and targets as per organisational directives for all reporting executives. Set tangible and achievable incentives for subordinates as per the goals and targets assigned. Evaluate performance of subordinates and reporting executives on the designed measures and metrics as per the guidelines of the organization. Provide feedback to the technicians on their performance in a constructive manner. Provide instructions and feedback to technicians to improve their performance. Document all performance indicators and metrics of subordinates in the prescribed format of organisation. Prepare appraisal documents in the prescribed format. Handover all the documents and appropriate support measures to human resources department for official records. Interact with HR department to ensure timely performance of appraisal activity. Implement proper process flow for feedbacks and queries received from subordinates. Describe basic working of computing software or format as prescribed by the organization. Software: MS Word, Excel, PowerPoint and Management Information System (MIS) Use basic computing software efficiently. | <p>Training Kit (Presentations, Trainer Guide), computer, office applications, sample performance evaluation matrix, sample HR policies.</p> |

| Sr. No. | Module | Key learning outcomes | Equipment Required |
|---------|--|---|--|
| | | <ul style="list-style-type: none"> Use ethical and realistic techniques to motivate team to achieve the desired results. | |
| 4 | Plan and organize work to meet expected outcomes Theory Duration (hh:mm) 30:00 Practical Duration (hh:mm) 50:00 Corresponding NOS Code ASC/N0001 | <ul style="list-style-type: none"> Interpret Standard Operating Procedures (SOP) and plan sequence of operations correctly. Keep the immediate work area clean and tidy. Organise required tools and equipment for the task to be carried out. Maintain information confidentiality as per the organisation's guidelines. Seek guidance from the appropriate authority, when required. Establish and agree with the work requirements with appropriate people. Manage time, resources and cost effectively to achieve better results. | Training Kit (Presentations, Trainer Guide), standard operating procedure. |
| 5 | Work effectively in a team Theory Duration (hh:mm) 30:00 Practical Duration (hh:mm) 50:00 Corresponding NOS Code ASC/N0002 | <ul style="list-style-type: none"> State the importance of communication. Describe various communication methods. Explain the importance of listening skills in day to day activities. Explain the importance of non- verbal communication. Describe principles of effective team formation Communicate required information to colleagues for necessary action as per the organisation policy and protocols. Interact with customers and colleagues demonstrating respectful behaviour at all times. Adhere to commitments made to complete the work timely and accurately. Demonstrate problem solving and decision making abilities. Collaborate with team members to achieve the task. Carry out required documentation as per the policy. Communicate effectively with colleagues and customers. Read instructions and applicable guidelines accurately. Seek clarification or advice from the concerned authority. Check the quality of work and ensure that the work is complete in all respects. | Training Kit (Presentations, Trainer Guide). |

| Sr. No. | Module | Key learning outcomes | Equipment Required |
|---------|---|--|--|
| 6 | <p>Maintain a healthy, safe and secure working environment</p> <p>Theory Duration (hh:mm) 30:00</p> <p>Practical Duration (hh:mm) 50:00</p> <p>Corresponding NOS Code ASC/N0003</p> | <ul style="list-style-type: none"> Describe organization's policy regarding health, safety and security. Identify potential hazards at the workplace and take necessary actions to avoid such hazards. Report any identified safety breaches to the concerned authority. Identify the components of a first aid kit. Provide first aid to minor injuries at the workplace. Explain the term 'Fire Triangle'. Identify various types of fire extinguishers and state their application. Operate a fire extinguisher to extinguish the fire. Follow organisation's emergency procedures for accidents, fires or any other natural calamity. Identify evacuation procedures for workers and visitors. Summon medical assistance and the emergency services, where necessary. Read and interpret various safety symbols. | <p>Training Kit (Presentations, Trainer Guide), first aid kit, different types of fire extinguishers, personal protective equipment.</p> |
| | <p>Total Duration</p> <p>Theory Duration 200:00</p> <p>Practical Duration 350:00</p> | <p>Unique equipment required: Training Kit (Presentations, Trainer Guide), cut sections of engine, gear box, propeller shaft, clutch assembly, brake assembly, axles, retro-fitting kits, computer, office applications, first aid kit, different types of fire extinguishers.</p> <p>Training Aids: OEM service manuals, Standard Operating Procedure (SOP), OEM bulletins, job card sample, personal protective equipment, warranty manual, sample performance evaluation matrix, sample HR policies.</p> | |

Grand Total Course Duration: **550 Hours, 0 Minutes**

(This syllabus/ curriculum has been approved by Automotive Skill Development Council)

Trainer Prerequisites for Job role: “Service Supervisor” mapped to Qualification Pack: “ASC/Q1412 v1.0”

| Sr. No. | Area | Details |
|---------|---|---|
| 1 | Description | A Trainer for Service Supervisor trains candidates in overseeing service; repairing and performing maintenance work in the workshop as per the OEM guidelines and managing the work done by mechanics and other aggregate specialists within the expected time and cost to ensure minimum repeat complaints. |
| 2 | 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 timely and cost effective service, maintenance and repair of the vehicle. The individual must have a technical bend of mind to understand the technical aspects of various aggregates/ components in the vehicle. The individual should have time management skills to manage the day-to-day operations of the technicians/ aggregate specialists in the workshop. The individual should be methodological and systematic in his way of working to supervise the working of the Technicians and Specialists and ensure adherence to systems and processes. |
| 3 | Minimum Educational Qualifications | Degree/Diploma in Automobile/Mechanical Engineering |
| 4a | Domain Certification | Certified for Job Role: “ <u>Service Supervisor</u> ” mapped to QP: “ <u>ASC/Q1412, v1.0</u> ”. Minimum accepted score is 80% |
| 4b | Platform Certification | Recommended that the Trainer is certified for the Job Role: “ <u>Trainer</u> ”, mapped to the Qualification Pack: “ <u>MEP/Q2601</u> ”. Minimum accepted as per respective SSC guidelines is 80%. |
| 5 | Experience | <ul style="list-style-type: none"> 5-6 years of work experience as a service supervisor 1-2 years of teaching/training experience is preferred |

Annexure: Assessment Criteria

Criteria For Assessment Of Trainees

Job Role: Service Supervisor

Qualification Pack: ASC/Q1412

Sector Skill Council: Automotive Skill Development Council

ASDC assessor would be conducting Practical and Viva as per the criteria provided in the NOS/QP.

Guidelines for Assessment

1. Assessment to be conducted by ASDC as per competency output defined in the NOS/QP and the assessment criteria provided in the NOS/QP.
2. Assessment to be carried out by a third party Assessment Body duly affiliated to the SSC.
3. ASDC assessments will be comprehensive and cover all aspects of acquired knowledge, practical skills and also basic ability to communicate. Accordingly, evaluation process would include:
 - i. Theory/Knowledge test
 - ii. Practical demonstration test
 - iii. Face to Face
4. Theory/Knowledge assessment will be carried out on line through a link provided for each assessment that generates a random paper from a bank of questions available at the back end.
 - On line test would be conducted in the presence of an ASDC assessor till web enabled proctoring is deployed.
5. ASDC assessor would be conducting Practical and Viva as per the criteria provided in the NOS/QP.
6. Cut off criteria for certification (Marks obtained in %): 70%

| | |
|--------------------|----------------------------|
| Job role | Service Supervisor |
| Qualification Pack | ASC/Q 1412 |
| No. Of NOS | 1 Role specific, 4 generic |

| Assessable Outcomes | Assessment criteria | Marks Allocation | | |
|--|--|------------------|--------|------------------|
| | | Out of | Theory | Skills Practical |
| ASC/N1424 Repair and replace the clutch assembly and related components/ aggregates | PC1. allocate technicians/ component specialists as per the requirements of the service, maintenance or repair to be done on the OEM vehicle | 300 | 5 | 10 |
| | PC2. manage quality issues in the work done by the technicians and components/ aggregate specialists to reduce rework or repeat complaints | | 8 | 16 |

| | | | | |
|--|--|--|---|----|
| | PC3. manage day to day troubleshooting of various components and coordinate with technical specialists to ensure that appropriate action is taken on the root cause of the issue | | 6 | 12 |
| | PC4. identify manpower gaps with respect to the technicians/ component's specialists for various workshop bays as per the OEM guidelines | | 5 | 10 |
| | PC5. identify the training gaps and recommend technicians/ component specialists for various trainings to Workshop manager | | 6 | 12 |
| | PC6. ensure that the complaints, service and repair requirements by the customer is resolved within time & cost expectations | | 8 | 16 |
| | PC7. ensure that the equipment's, special tools are used in the correct manner by the technicians/component specialist as per the OEM guidelines | | 8 | 16 |
| | PC8. manage the maintenance of workshop facilities and other tools including fixed equipment | | 7 | 14 |
| | PC9. coordinate with the Spare Parts Manager to ensure supply of materials, parts and other requirements | | 7 | 14 |
| | PC10. ensure proper procurement of unavailable Spare Parts from retail counter in the open market in the most cost-effective manner | | 6 | 12 |
| | PC11. coordinate with warranty processor for replacement of failed parts/ aggregates as per the warranty manual and laid down organizational guidelines | | 7 | 14 |
| | PC12. report to the superiors (Workshop In charge and GM Service) on functioning of the workshop or body shop and on any requirements, challenges and problems faced | | 6 | 12 |
| | PC13. provide personnel protective equipment to all people working on the bays of the workshop to promote a safe working environment | | 7 | 14 |

| | | | | |
|---|---|-----------|------------|------------|
| | PC14. ensure discipline and adherence of technicians/ components specialists to organisation's regulations | | 6 | 12 |
| | PC15. drive a relevant 2/3/4 wheeler vehicle which is an important part of the diagnosis of the type of vehicle that is dealt by the relevant OEM by the respective technicians to ensure proper diagnosis before starting of the work on the relevant aggregate of the vehicle | | 8 | 16 |
| | Sub Total | | 100 | 200 |
| ASC/N0005 Supervise and evaluate performance | PC1. set goals and targets as per organisational directives for all reporting executives | 75 | 2 | 4 |
| | PC2. create quantified measures and metrics to analyse the performance delivered by subordinates | | 3 | 6 |
| | PC3. set tangible and achievable incentives for subordinates as per the goals and targets assigned | | 2 | 4 |
| | PC4. ensure and implement strict adherence of all activities performed by subordinates to organisational guidelines | | 2 | 4 |
| | PC5. monitor and supervise all the activities performed by subordinates and ensure optimisation to achieve the set goals | | 2 | 4 |
| | PC6. evaluate performance of subordinates and reporting executives on the designed measures and metrics as per the guidelines of the organization | | 2 | 4 |
| | PC7. assist and support reporting executives whenever necessary or applicable | | 2 | 4 |
| | PC8. document all performance indicators and metrics of subordinates in the prescribed format of organisation | | 2 | 4 |
| | PC9. perform all appraisal related process flow for subordinates, as per respective performance documents | | 3 | 6 |
| | PC10. handover all the documents and appropriate support measures to human resources department for official records | | 2 | 4 |

| | | | | |
|---|---|------------|-----------|------------|
| | PC11. ensure and implement proper process flow for feedbacks and queries received from subordinates | | 3 | 6 |
| | Sub Total | | 25 | 50 |
| ASC/N0001 Plan and organise work to meet expected outcomes | PC1. keep immediate work area clean and tidy | 150 | 6 | 12 |
| | PC2. treat confidential information as per the organisation's guidelines | | 5 | 10 |
| | PC3. work in line with organisation's policies and procedures | | 5 | 10 |
| | PC4. work within the limits of job role | | 5 | 10 |
| | PC5. obtain guidance from appropriate people, where necessary | | 6 | 12 |
| | PC6. ensure work meets the agreed requirements | | 6 | 12 |
| | PC7. establish and agree on work requirements with appropriate people | | 5 | 10 |
| | PC8. manage time, materials and cost effectively | | 7 | 14 |
| | PC9. use resources in a responsible manner | | 5 | 10 |
| | Sub Total | | 50 | 100 |
| ASC/N0002 Work effectively in a team | PC1. maintain clear communication with colleagues (by all means including face-to-face, telephonic as well as written) | 150 | 6 | 12 |
| | PC2. work with colleagues to integrate work | | 6 | 12 |
| | PC3. pass on information to colleagues in line with organisational requirements both through verbal as well as non-verbal means | | 5 | 10 |
| | PC4. work in ways that show respect for colleagues | | 6 | 12 |
| | PC5. carry out commitments made to colleagues | | 6 | 12 |
| | PC6. let colleagues know in good time if cannot carry out commitments, explaining the reasons | | 7 | 14 |
| | PC7. identify problems in working with colleagues and take the initiative to solve these problems | | 7 | 14 |

| | | | | |
|--|---|------------|------------|------------|
| | PC8. follow the organisation's policies and procedures for working with colleagues | | 7 | 14 |
| | Sub Total | | 50 | 100 |
| ASC/N0003 Maintain a healthy, safe and secure working environment | PC1. comply with organisation's current health, safety and security policies and procedures | 150 | 6 | 12 |
| | PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person | | 6 | 12 |
| | 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. | | 5 | 10 |
| | PC4. identify and correct any hazards like illness, accidents, fires or any other natural calamity safely and within the limits of individual's authority | | 6 | 12 |
| | 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 | | 6 | 12 |
| | PC6. follow organisation's emergency procedures for accidents, fires or any other natural calamity | | 7 | 14 |
| | PC7. identify and recommend opportunities for improving health, safety, and security to the designated person | | 7 | 14 |
| | PC8. complete all health and safety records are updates and procedures well defined | | 7 | 14 |
| | Sub Total | | 50 | 100 |
| | TOTAL | 825 | 275 | 550 |

