

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- Regional Retail Finance and Insurance Manager

SECTOR: AUTOMOTIVE

SUB-SECTOR: AUTOMOTIVE VEHICLE SALES (OEM)

OCCUPATION: FINANCE AND INSURANCE

JOB ROLE: REGIONAL RETAIL FINANCE AND INSURANCE MANAGER

REFERENCE ID: ASC/ Q 0401

ALIGNED TO: NCO-2004/5220.90

Regional Retail Finance and Insurance Manager is also known as Regional Sales Support Finance Manager

Brief Job Description: A **Regional Retail Finance and Insurance Manager** is responsible for assisting and supervising in financing process of the automobile units at the overall dealership network of the region.

Personal Attributes: The individual should have thorough understanding of automobile industry. The individual should have a good knowledge of dealership finance and insurance procedures. Strong communication skills in order to work with customers, employees and finance and insurance vendors are desirable for this job. The individual should have good reading, computer, mathematics skills and leadership skills. Ability to learn new technology and repair and service procedures and specifications are desirable.

Job Details

Qualifications Pack Code	ASC/ Q 0401		
Job Role	Regional Retail Finance And Insurance Manager		
Credits(NSQF)	TBD	Version number	1
Industry	Automotive	Drafted on	20/07/13
Sub-sector	Automotive Vehicle Sales (OEM)	Last reviewed on	20/07/13
Occupation	Finance and Insurance	Next review date	20/07/15

Job Role	Regional Retail Finance And Insurance Manager
Role Description	A Regional Retail Finance And Insurance Manager is responsible for assisting and supervising in financing process of the automobile units at the overall dealership network of the region.
NSQF level	6
Minimum Educational Qualifications	B.E/ B.Tech 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 Regional Finance and Insurance Manager Level 6 certificate.
Experience	<ul style="list-style-type: none"> 4-10 years of experience of automotive industry in motor finance and insurance for Graduates/ Post-Graduates.
Occupational Standards (OS)	Compulsory: ASC/ N 0401: Design and supervise implementation of the financing framework of the automobile units all across the dealership network ASC/ N 0402: Manage finance and insurance operations ASC/ N 0001: Plan and organise work to meet expected outcomes ASC/ N 0002: Work effectively in a team ASC/ N 0003: 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.

Sub-Sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Sub-functions	Sub-functions are sub-activities essential to fulfil the achieving the objectives of the function.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Unit Code	Unit Code is a unique identifier for an NOS unit, which can be denoted with an 'N'
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Vehicle	Mode of personal transport including 2-wheelers, 3-wheelers and 4-wheelers (including passenger vehicles and commercial vehicles). This includes gasoline, petrol, CNG, electrical and hybrid vehicles
Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
Keywords /Terms	Description
NOS	National Occupational Standard(s)
NVEQF	National Vocational Education Qualifications Framework
NVQF	National Vocational Qualifications Framework
NSQF	National Skills Qualifications Framework
OEM	Original Equipment Manufacturer
OS	Occupational Standard(s)
QP	Qualifications Pack

ASC/ N 0401: Design and supervise implementation of the financing framework of the automobile units all across the dealership network

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of an individual who is responsible for attainment and gross production of financial services' goals and objectives of OEM products at dealership level.

ASC/ N 0401: Design and supervise implementation of the financing framework of the automobile units all across the dealership network

National Occupational Standard

Unit Code	ASC/ N 0401
Unit Title (Task)	Design and supervise implementation of the financing & insurance framework of OEM at the dealership level.
Description	This OS unit is about an individual who is responsible for attainment and gross production of financial services' goals and objectives of OEM products at dealership level.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> design protocols for financing of automobile units at dealership level including determining financial offers and schemes for automobile units
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Develop and design newer schemes for better financing and insurance for automotive vehicles	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. determine need for automobile financing by interviewing customer and exploring payment options</p> <p>PC2. ensure compliance with all laws and regulatory obligations relative to financial services and products</p> <p>PC3. determine customer credit worthiness by studying customer credit application</p> <p>PC4. collate, prepare and interpret reports of budgets, accounts, and financial statements related with automobile units</p> <p>PC5. prepare transaction documents by completing loan agreements of motor vehicle registration, and related documents</p> <p>PC6. confirm automobile sales contract information by disclosing data, provisions, finance charges, and interest rates to customer</p> <p>PC7. offer reliable vehicle financing and insurance schemes to customers</p> <p>PC8. maintain turnover process which will ensure a maximum turnover ratio to the finance department</p> <p>PC9. provide customers a thorough explanation of aftermarket products and extended warranties and also explanation of manufacturer and dealership service procedures and policies</p> <p>PC10. verify automobile purchase information by reviewing sales contract data, conferring with sales department and make adjustments as needed</p> <p>PC11. search for lenders in information system and forward applications to them conferring with loan underwriters and loan processors</p> <p>PC12. sell products and services by reviewing need for automobile insurance, credit insurance, extended warranties, anti-theft devices, appearance protection packages, etc.; explaining options, provisions, and premiums</p> <p>PC13. maintain dealership reputation by building and maintaining customer rapport by</p> <ul style="list-style-type: none"> providing information to customers;

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	<ul style="list-style-type: none"> resolving discrepancies and dissatisfactions of customers; maintaining a satisfactory Customer Satisfaction Index <p>PC14. update job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations</p> <p>PC15. accomplish organization goals by accepting ownership for accomplishing new and different requests and exploring opportunities to add value to job accomplishments</p> <p>PC16. seek new lending institutions and maintain good working relationships with the customers to secure competitive interest rates and financing programs</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. standard operating procedures of the organisation/ dealership related with the financing of automobile units</p> <p>KA2. standard operating procedures of the organisation/ dealership about the insurance and loan process of automobile units</p> <p>KA3. documentation requirements for each procedure carried out as part of roles and responsibilities</p> <p>KA4. organisational and professional code of ethics and standards of practice</p> <p>KA5. 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. how to conduct market research to gather information on competitor's strategies related with financing of automobile units</p> <p>KB2. how to generate reports on budgets, and account statements related with automobile units</p> <p>KB3. how to analyse and create better financial options for the customers</p> <p>KB4. how to review customer credit applications</p> <p>KB5. documents required for vehicle insurance and finance</p> <p>KB6. the competitive landscape including:</p> <ol style="list-style-type: none"> financial facilities for vehicles offered by competitors pros and cons of the vehicle vis-à-vis those offered by competitors price differentials with competitor's products
skills (s) w.r.t. the scope	
Element	Skills
A. Core Skills/	Writing skills

ASC/ N 0401: Design and supervise implementation of the financing framework of the automobile units all across the dealership network

Generic Skills	The user/ individual on the job needs to know and understand how to: SA1. ability to communicate information and ideas in writing so others will understand SA2. write in at least one language
	Reading skills
	The user/individual on the job needs to know and understand how to: SA3. ability to read common scientific and technical journals, financial reports, and legal documents to maintain knowledge and stay on the leading edge of developments in the industry SA4. read policies and regulations pertinent to the job
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA5. interact with the sales function to explain methods of selling financing and leasing facilities of OEM products to customers
B. Professional Skills	Decision making
	The user/individual on the job needs to know and understand how to: SB1. analyse the preferences of customers and decide which financing option is better to inculcate for selling of OEM products
	Plan and Organise
	The user/individual on the job needs to know and understand how to: SB2. plan work assigned on a daily basis SB3. organise proper financing options for OEM products
	Customer centricity
	The user/individual on the job needs to know and understand how to: SB4. ensure that customer's needs and requirements are assessed SB5. provide thorough explanation on benefits of financing and insurance facilities to the customers
	Problem solving
	The user/individual on the job needs to know and understand how to: SB6. identify complex problems and reviewing related information to develop and evaluate options and implement solutions SB7. liaise with OEM sales function to ensure all arrangements and documentation are done on time related with financing of OEM products
	Analytical thinking

ASC/ N 0401: Design and supervise implementation of the financing framework of the automobile units all across the dealership network

	The user/individual on the job needs to know and understand how to:
	SB8. analyse unique methods of selling financing and insurance facilities for the OEM products
	Critical thinking
	The user/individual on the job needs to know and understand how to:
	SB9. use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems



ASC/ N 0401: Design and supervise implementation of the financing framework of the automobile units all across the dealership network

NOS Version Control

NOS Code	ASC/ N 0401		
Credits(NSQF)	TBD	Version number	1
Industry	Automotive	Drafted on	20/07/13
Industry Sub-sector	Automotive Vehicle Sales (OEM)	Last reviewed on	20/07/13
		Next review date	20/07/15

ASC/ N 0402: Manage finance and insurance operations

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of an individual who is responsible for closing of all financial deals and ensure training and providing information to sales staff regarding lease schemes and other financing schemes.

ASC/ N 0402: Manage finance and insurance operations

National Occupational Standard

Unit Code	ASC/ N 0402
Unit Title (Task)	Manage finance and insurance operations.
Description	This OS unit is about an individual who is responsible for closing of all financial deals and ensure training and providing information to sales staff regarding lease schemes and other financing schemes
Scope	This unit/task covers the following: <ul style="list-style-type: none"> • closing of financing and insurance projects related with OEM products • train sales function on various aspects of financial and leasing options
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Manage overall finance and insurance operations through better closure of deals and training the manpower	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC1. conduct market research to gather information on competitor's strategies related with financing of automobile units PC2. design proper incentives for sales function to sell financial and leasing options to the customers PC3. motivate sales function by providing proper financial incentives to sell financing and insurance facilities PC4. make extended service contracts and other owner protection programs available to customers PC5. ensure promotion of extended service agreements, financial plans, insurance plans, etc. to customers PC6. how to train sales function to explain them methods of selling financing and leasing options to customers PC7. monitor pending deals of financing related with OEM products at dealership PC8. resolve and clarify pending financial deals related with OEM products at dealership PC9. supervise sales function to ensure smoother flow of sales process for better customer satisfaction
Knowledge and Understanding (K) w.r.t. the scope	
Element	Knowledge and Understanding
A. Organisational Context (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"> KA1. standard operating procedures of the organisation/ dealership related with the financing of automobile units KA2. standard operating procedures of the organisation/ dealership about the insurance and loan process of automobile units KA3. documentation requirements for each procedure carried out as part of roles and responsibilities KA4. organisational and professional code of ethics and standards of practice

ASC/ N 0402: Manage finance and insurance operations

	KA5. safety and health policies and regulations for the workplace
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. how to conduct market research to gather information on competitor's strategies related with financing of automobile units</p> <p>KB2. how to design proper incentives for sales function to sell financial and leasing options to the customers</p> <p>KB3. how to train sales function to sell financing and leasing schemes related with the OEM products</p> <p>KB4. vehicle finance and insurance schemes</p> <p>KB5. how to analyse and create better financial options for the customers</p> <p>KB6. documents required for vehicle insurance and finance</p> <p>KB7. the competitive landscape including:</p> <ul style="list-style-type: none"> a. financial facilities for vehicles offered by competitors b. pros and cons of the vehicle vis-à-vis those offered by competitors c. price differentials with competitor's products
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>SA6. ability to communicate information and ideas in writing so others will understand</p> <p>SA7. write in at least one language</p>
	Reading skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. ability to read common scientific and technical journals, financial reports, and legal documents to maintain knowledge and stay on the leading edge of developments in the industry</p> <p>SA9. 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>SA10. interact with the sales function to explain methods of selling financing and leasing facilities of OEM products to customers</p>
B. Professional Skills	Decision making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. analyse the preferences of customers and decide which financing option is</p>

ASC/ N 0402: Manage finance and insurance operations

	better to inculcate for selling of OEM products
	Plan and Organise
	The user/individual on the job needs to know and understand how to:
	SB2. plan work assigned on a daily basis SB3. Organise proper financing options for OEM products
	Customer centricity
	The user/individual on the job needs to know and understand how to:
	SB4. ensure that customer's needs and requirements are assessed SB5. provide thorough explanation on benefits of financing and insurance facilities to the customers
	Problem solving
	The user/individual on the job needs to know and understand how to:
	SB6. identify complex problems and reviewing related information to develop and evaluate options and implement solutions SB7. liaise with OEM sales function to ensure all arrangements and documentation are done on time related with financing of OEM products
	Analytical thinking
	The user/individual on the job needs to know and understand how to:
	SB8. analyse unique methods of selling financing and insurance facilities for the OEM products
	Critical thinking
	The user/individual on the job needs to know and understand how to:
	SB9. use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems

ASC/ N 0402: Manage finance and insurance operations

NOS Version Control

NOS Code	ASC/ N 0402		
Credits(NSQF)	TBD	Version number	1
Industry	Automotive	Drafted on	20/07/13
Industry Sub-sector	Automotive Vehicle Sales (OEM)	Last reviewed on	20/07/13
		Next review date	20/07/15

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
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA1. write in at least one language</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. read instructions, guidelines/procedures</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. ask for clarification and advice from appropriate persons</p> <p>SA4. communicate orally with colleagues</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. make a decision on a suitable course of action appropriate for accurately completing the task within resources</p>
	Plan and Organise
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. agree objectives and work requirements</p> <p>SB3. plan and organise work to achieve targets and deadlines</p>
	Customer Centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. deliver consistent and reliable service to customers</p> <p>SB5. check own work and ensure it meets customer requirements</p>
	Problem Solving
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. refer anomalies to the concerned persons</p>
	Analytical Thinking

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
	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



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

NOS Version Control

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

ASC/ N 0002: Work effectively in a team.

National Occupational Standards



Overview

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

ASC/ N 0002: Work effectively in a team.

National Occupational Standard	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	This unit/task covers the following: Colleagues: <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	To be competent, the user/individual on the job must be able to: <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
	Knowledge and Understanding (K) w.r.t. the scope	
	Element	Knowledge and Understanding
	A. Organisational Context (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"> KA1. the organisation's policies and procedures for working with colleagues, role and responsibilities in relation to this KA2. the importance of effective communication and establishing good working relationships with colleagues KA3. different methods of communication and the circumstances in which it is appropriate to use these KA4. the importance of creating an environment of trust and mutual respect KA5. the implications of own work on the work and schedule of others
	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>

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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. 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
	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:

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	SB3. build and maintain positive and effective relationships with colleagues and customers
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	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

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NOS Version Control

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Credits(NSQF)	TBD	Version number	1
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