

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR AUTOMOTIVE INDUSTRY

What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

Contact Us:

ASDC, 1/6,
Siri Institutional Area,
Khel Gaon Road
New Delhi-110049 (India)

E-mail:
skc@asdc.org.in



Contents

1. Introduction and Contacts.....P.1
2. Qualifications Pack.....P.2
3. Glossary of Key TermsP.3
4. NOS Units.....P.5
5. Assessment Criteria.....P.32

Introduction

Qualifications Pack-Warranty Processor Level-4

SECTOR: AUTOMOTIVE

SUB-SECTOR: AUTOMOTIVE VEHICLE SERVICE

OCCUPATION: WORKSHOP OPERATIONS

JOB ROLE: WARRANTY PROCESSOR

REFERENCE ID: ASC/Q 1603

ALIGNED TO: NCO-2004/5220.20

Warranty Processor: is also known as Warranty Executive.

Brief Job Description: A **Warranty Processor** coordinates warranty claims and parts/aggregates replaced under warranty under supervision. The individual also keeps track of the failed parts/ aggregates storage and retrieval (in case of any quality checks/ audits) along with disposal to be done. The individual is also responsible for uploading the claims on the system.

Personal Attributes: An individual on this job should primarily have good memory to recall the failed part number and its proper storage location for easy retrieval of the parts replaced under warranty. The individual should be methodological and systematic in his way of working to ensure proper documentation for the failed parts and uploading of claims. The individual should be systems and process oriented person to ensure adherence to the overall warranty manual along with the required procedures.

Job Details

Qualifications Pack Code	ASC/Q 1603		
Job Role	Warranty Processor		
Credits(NSQF)	TBD	Version number	1.0
Industry	Automotive	Drafted on	24/06/13
Sub-sector	Automotive Vehicle Service	Last reviewed on	24/06/13
Occupation	Workshop Operations	Next review date	Under revision expected date of revised version 31-Dec-15
NSQC Clearance on	20/07/15		

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 organisation.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organisational 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 organisation 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.
--------	---

Definitions	Job Role	Warranty Processor
	Role Description	Coordinate warranty claims and parts/ aggregates replaced under warranty under supervision. Upload of warranty claims and spare parts replaced under warranty and keep a track of failed parts storage, retrieval (for quality checks and audits) and disposal
	NSQF level	4
	Minimum Educational Qualifications	Class X
	Maximum Educational Qualifications	Graduate Degree/ Diploma in any discipline
	Training (Suggested but not mandatory)	On the job training
	Minimum Job Entry Age	1 ASDC recommends that candidates should seek full employment not before attaining an age of 18 years. 2 However, as per Factories Act 1948 and Shops & Establishment Act 1953: - No one can be employed before attaining age of 14 3 Please note that under the Factories Act 1948, and Shops & Establishment Act 1953 different States may have slightly varying provision which need to be adhered to.
	Experience	Not Applicable
	Occupational Standards (OS)	Compulsory: ASC/ N 1603: Monitor and maintain warranty claims ASC/ N 1604: Supervise storage, retrieval and disposal of failed spare parts 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
	Performance Criteria	As described in the relevant OS Units

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
MIS	Management Information System
NOS	National Occupational Standard(s)
NSQF	National Standards Qualifications Framework
OEM	Original Equipment Manufacturer
OS	Occupational Standard(s)
QP	Qualifications Pack

ASC/ N 1603:

Monitor and maintain warranty claims

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of an individual to monitor and maintain warranty claims as per the guidelines of respective component manufacturer/ OEM.

ASC/ N 1603:

Monitor and maintain warranty claims

National Occupational Standard

Unit Code	ASC/ N 1603
Unit Title (Task)	Monitor and maintain warranty claims
Description	This OS unit is about an individual monitoring and maintaining warranty claims in a workshop as per the mandated guidelines.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> process and manage warranty claims as per the guidelines of respective component manufacturer/ OEM ensure proper documentation of the multiple claims for the same vehicles is done as per the guidelines
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Monitor & maintain the warranty claims	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. obtain the information related to warranty claims from job cards, vehicle history, technician notes which includes :</p> <ul style="list-style-type: none"> service (both free and paid service) record of the vehicle overall maintenance of the vehicle done at multiple workshops previous instances of claims given for the same failure components <p>PC2. use the procedure and overall process as per the manufacturer guidelines to record and process the claims</p> <p>PC3. maintain warranty data for various failed components/ aggregates as per the guidelines</p> <p>PC4. handle day to day warranty claims for the parts as specified in the warranty manual</p> <p>PC5. ensure adherence to warranty policy and procedures at dealer's end</p> <p>PC6. maintain MIS for warranty claims and payments</p> <p>PC7. follow up with OEM/ auto components manufacturers for payments warranty claims uploaded on the computer system</p> <p>PC8. maintain records related to warranty contracts</p> <p>PC9. record any speciality service used and claim the amount from the respective OEM as per the guideline given in the warranty manual</p> <p>PC10. correct and resubmit the rejected claim if it is valid or report about the claim if resubmission is not possible</p> <p>PC11. investigate about overdue claims and discuss the issues with manufacturer/concessionaire representatives and colleagues as appropriate</p> <p>PC12. file and archive the required documents to ensure a clear audit trail which can be clearly followed</p> <p>PC13. ensure that trainings organized by the OEM from time-to-time are attended and knowledge levels are upgraded (esp. in case of newly launched products, product refreshes)</p>
Knowledge and Understanding (K) w.r.t. the scope	

ASC/ N 1603:

Monitor and maintain warranty claims

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 for warranty process along with that for the warranty room/ any other place where failed parts are stocked & maintenance inspection, servicing and repair of vehicles</p> <p>KA2. standard operating procedures for replacement of failed parts/ aggregates as mandated by the OEM/ specific auto component manufacturer</p> <p>KA3. documentation requirements for each procedure carried out for storage, retrieval and disposal of spare parts</p> <p>KA4. various checklists for both internal/ external warranty audits either by field service team/ Plant quality control team both from the OEM/ auto component manufacturer</p> <p>KA5. organisational and professional code of ethics and standards of practice</p> <p>KA6. safety and health policies and regulations for the workplace especially while handling, storage and disposal of the failed parts as an overall warranty monitoring process</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. the warranty policy applicable to particular vehicle and segment</p> <p>KB2. the different types of warranties offered :</p> <ul style="list-style-type: none"> • manufacturers' warranties • extended warranties • vehicle service contract • mechanical breakdown insurance • product warranties <p>KB3. the terms and condition of warranty</p> <p>KB4. how to explain the benefits of warranty</p> <p>KB5. the tenure for which warranty is applicable</p> <p>KB6. the importance of regular maintenance and not voiding the warranty terms and conditions</p> <p>KB7. how to assist in getting the claims submitted and settled</p> <p>KB8. the parameters to be checked before processing and managing claims (both manually or through the OEM mandated computer software)</p>
Skills (S) w.r.t. the scope	
Element	Skills
A. Core Skills/ Generic Skills	<p>Writing skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. document the required policy changes as communicated by the OEM/ component manufacturer</p> <p>SA2. communicate information and ideas in writing so others will understand</p> <p>SA3. document any rejection of warranty claims either from the OEM/ auto component manufacturer and escalate it to concerned people</p>

ASC/ N 1603:

Monitor and maintain warranty claims

	SA4. record details and archive files related to the failed spare parts replaced under warranty SA5. record and manage data in MIS SA6. write in at least one language
	Reading skills
	The user/individual on the job needs to know and understand how to: SA7. read and interpret the warranty manuals issued by OEM SA8. read and understand technicalities as a result of changes made through the various service & maintenance circulars issued by the OEM/ auto components manufacturer
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA9. interact with the service advisor / mechanics or technician/ supervisors to ensure proper adherence to the warranty policies and processes as mandated by the OEM SA10. interact with service advisor/ mechanics or technician/ supervisors/ workshop incharge to ensure proper documentation of the warranty process SA11. interact with the customer in a professional and courteous manner even for the irritant customers whose warranty claims are expected to be rejected
B. Professional Skills	Decision making
	The user/individual on the job needs to know and understand how to: SB1. decide the skills and methods required to communicate with technician/ individual SB2. decide on acceptance/ rejection of warranty claims in case of poor adherence of service and maintenance schedule
	Plan and Organise
	The user/individual on the job needs to know and understand how to: SB3. plan work according to the required schedule and location SB4. plan the daily operations in the morning to ensure proper process adherence for smooth flow of the overall warranty process to ensure adequate adherence to the warranty policy
	Customer centricity
	The user/individual on the job needs to know and understand how to: SB5. ensure that changes in policies are communicated appropriately so as to provide satisfactory customer services SB6. communicate the missing/ non adherence of the service and maintenance schedule which could affect the warranty in the future
	Problem solving

ASC/ N 1603:

Monitor and maintain warranty claims

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. inspect damaged vehicles and the applicable warranty claims</p> <p>SB8. communicate inform both customer and workshop manpower understand the changes in warranty policy</p>
	<p>Analytical thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. evaluate the complexity of tasks to be performed within the overall documentation process of failed parts replacement under warranty to determine if it can be carried out</p>
	<p>Critical thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB10. evaluate the information gathered from the job card/ technician notes and assess warranty claims</p> <p>SB11. evaluate and analyse the information gathered from the OEM and auto component manufacturer regarding warranty policy</p>

ASC/ N 1603:

Monitor and maintain warranty claims

NOS Version Control

NOS Code	ASC/ N1603		
Credits(NSQF)	TBD	Version number	1.0
Industry	Automotive	Drafted on	24/06/13
Industry Sub-sector	Automotive Vehicle Service	Last reviewed on	24/06/13
Occupation	Workshop Operations	Next review date	Under revision expected date of revised version 31-Dec-15

ASC/ N 1604

Supervise storage and retrieval of failed spare parts

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of an individual to supervise storage and retrieval of failed spare parts, which are under warranty and maintain the failed parts in an orderly manner for any audit/ inspection.

ASC/ N 1604

Supervise storage and retrieval of failed spare parts

National Occupational Standard

Unit Code	ASC/ N 1604
Unit Title (Task)	Supervise storage and retrieval of failed spare parts
Description	This OS unit is about an individual supervising the storage and retrieval of failed spare parts, which are replaced under warranty.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> receive and sort failed parts as per the various aggregate/ vehicle ensure that the failed parts in warranty room is maintained in an orderly manner for any audits/ inspections from either the plant quality control team or the field service team
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Supervise the storage of failed parts in an orderly manner for easy retrieval	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. identify the part type and model/ variant to which it belongs to</p> <p>PC2. understand the nomenclature and technical specifications including the part numbering, make and variant for the failed parts/ aggregates</p> <p>PC3. segregate the various types of bigger aggregates like axle and gear box from small components so as to ensure the small parts are kept in the same condition as removed from the vehicle for the audit/ inspection purposes</p> <p>PC4. stock the spare parts as per their code</p> <p>PC5. allocate proper space to each component / aggregate</p> <p>PC6. manage and improve the parts handling ergonomics</p> <p>PC7. assess the various components/ aggregates and seek advice of service advisor/ workshop manager on proper disposal techniques as per the mandated guidelines</p> <p>PC8. contact the auto part manufacturer in case of any observed discrepancies</p> <p>PC9. record and enters the required information about the failed components/ aggregates with respect to:</p> <ul style="list-style-type: none"> type of the spare part and its usage spare part condition when replaced under warranty <p>PC10. the cost and part code indicating the location where the component procured or manufactured</p> <p>PC11. Dispose the failed parts according to the directives of the OEM & the environment policies for the classification of the part.</p>
Knowledge and Understanding (K) w.r.t. the scope	
Element	Knowledge and Understanding

ASC/ N 1604

Supervise storage and retrieval of failed spare parts

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 for warranty room/ any other place where failed parts are stocked & maintenance</p> <p>KA2. standard operating procedures for replacement of failed parts/ aggregates as mandated by the OEM / specific auto component manufacturer</p> <p>KA3. safety requirements for handling various components/ aggregates as prescribed by the OEM/ auto component manufacturer</p> <p>KA4. documentation requirements for each procedure carried out as part of roles and responsibilities for storage and retrieval and disposal of spare parts</p> <p>KA5. organisational and professional code of ethics and standards of practice</p> <p>KA6. safety and health policies and regulations for the workplace especially while handling, storage and disposal of the failed parts</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>The user/individual on the job needs to know and understand:</p> <p>KB1. the part type and model/ variant to which it belongs to</p> <p>KB2. the nomenclature and technical specifications including the part numbering, make and variant for the failed parts/ aggregates</p> <p>KB3. the codes and terminologies associated with spare parts for orderly storage and retrieval</p> <p>KB4. the associated warranty terms and condition for each component/ aggregate as specified in the warranty manual of the respective OEM/ auto component manufacturer</p> <p>KB5. How to manage and control various types of failed parts in the warranty room and forecast the optimise way for its disposal</p> <p>KB6. how to design and improve the parts handling ergonomics in the warranty room/ place where failed parts are stored</p> <p>KB7. how to operate material handling equipment i.e.</p> <ul style="list-style-type: none"> • Dollies • hand trucks • pallet jacks • forklifts • cranes • conveyers <p>KB8. how to use OEM mandated computer storage systems & software's to manage and control and retrieve various failed spare parts/ aggregates</p> <p>KB9. the overall process and procedure to be followed for parts retrieval or disposal as mandated by the respective OEM/ auto component manufacturer</p>

ASC/ N 1604

Supervise storage and retrieval of failed spare parts

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. communicate information and ideas in writing so others will understand</p> <p>SA2. prepare all failure/ complaint investigation for the respective vehicle where failed part has been replaced under warranty</p> <p>SA3. record details and archive files related to the failed spare parts replaced under warranty</p> <p>SA4. record and manage overall data for the warranty room records</p> <p>SA5. 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>SA6. read instructions mentioned on the job card, technician notes and warranty schemes</p> <p>SA7. read and understand various circulars issued by the OEM/ auto components manufacturer on methods and procedure to be followed for storage and disposal of failed warranty parts/ aggregates</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 service advisor/ mechanics or technicians/ supervisors to ensure proper storage of failed parts in their designated place after being removed from the vehicle</p> <p>SA9. specify the applicable terms & conditions for providing warranty to the vehicles on specific failed spare parts/ components</p> <p>SA10. 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. manage and control storage and disposal of the failed parts to prevent any loss</p> <p>SB2. ensure the proper tagging of the spare parts which are generally not tagged to a particular aggregate so as to ensure easy retrieval during the warranty audits/ inspection</p> <p>decide the optimised process at the warranty room to ensure smooth operations</p>
	Plan and Organise
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. plan work according to the required schedule and location</p> <p>SB4. plan the daily operations at the warranty room in the morning to ensure proper process adherence for smooth flow of storage, retrieval and disposal of the</p>

ASC/ N 1604

Supervise storage and retrieval of failed spare parts

	spares
	Customer centricity
	The user/individual on the job needs to know and understand how to:
	SB5. ensure that the failed parts are not disposed in front of the customer
	SB6. ensure that the customer doesn't have access to the warranty room to avoid the quantum of failed parts being replaced across the product portfolio of the OEM
	Problem solving
	The user/individual on the job needs to know and understand how to:
	SB7. store and manage the failed spare parts to avoid further damage
	SB8. how to tag the specific spare parts which can be tagged along with the other common spare parts
	Analytical thinking
	The user/individual on the job needs to know and understand how to:
	SB9. evaluate the complexity of tasks to be performed in the Warranty room to determine its feasibility with respect to storage & disposal
	Critical thinking
	The user/individual on the job needs to know and understand how to:
	SB10. evaluate the information gathered from the job card/ technician notes, warranty claims and assess the most cost effective way to store the failed spare
	SB11. evaluate the various methods of disposals available and chose the most time & cost effective method

ASC/ N 1604

Supervise storage and retrieval of failed spare parts

NOS Version Control

NOS Code	ASC/ N 1604		
Credits(NSQF)	TBD	Version number	1.0
Industry	Automotive	Drafted on	24/06/13
Industry Sub-sector	Automotive Vehicle Service	Last reviewed on	24/06/13
Occupation	Workshop Operations	Next review date	Under revision expected date of revised version 31-Dec-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

National Occupational Standard

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>

ASC/ N 0001

Plan and organise work to meet expected outcomes

	KA9. the purpose and value of being flexible and adapting work plans 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
	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
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to:
	SB1. make a decision on a suitable course of action appropriate for accurately completing the task within resources
	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
	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
	Analytical Thinking
	The user/individual on the job needs to know and understand how to:

ASC/ N 0001

Plan and organise work to meet expected outcomes

	SB7. analyse problems and identify work -around 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	1.0
Industry	Automotive	Drafted on	10/06/13
Industry Sub-sector	Automotive Vehicle Service	Last reviewed on	10/06/13
Occupation	Workshop Operations	Next review date	Under revision expected date of revised version 31-Dec-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

ASC/ N 0002

Work effectively in a team

B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <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:
B. Professional Skills	SA2. read instructions, guidelines/procedures
	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



ASC/ N 0002

Work effectively in a team

NOS Version Control

NOS Code	ASC/ N 0002		
Credits(NSQF)	TBD	Version number	1.0
Industry	Automotive	Drafted on	10/06/13
Industry Sub-sector	Automotive Vehicle Service	Last reviewed on	10/06/13
Occupation	Workshop Operations	Next review date	Under revision expected date of revised version 31-Dec-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

National Occupational Standard

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>

ASC/ N 0003

Maintain a healthy, safe and secure working environment

	KA3. how and when to report hazards KA4. the limits of responsibility for dealing with hazards KA5. the organisation's emergency procedures for different emergency situations and the importance of following these KA6. the importance of maintaining high standards of health, safety and security KA7. implications that any non-compliance with health, safety and security may have on individuals and the organisation
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. different types of breaches in health, safety and security and how and when to report these KB2. evacuation procedures for workers and visitors KB3. how to summon medical assistance and the emergency services, where necessary KB4. how to use the health, safety and accident reporting Procedures and the importance of these
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

ASC/ N 0003

Maintain a healthy, safe and secure working environment

	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



ASC/ N 0003

Maintain a healthy, safe and secure working environment

NOS Version Control

NOS Code	ASC/ N 0003		
Credits(NSQF)	TBD	Version number	1.0
Industry	Automotive	Drafted on	10/06/13
Industry Sub-sector	Automotive Vehicle Service	Last reviewed on	10/06/13
Occupation	Workshop Operations	Next review date	Under revision expected date of revised version 31-Dec-15

Qualification Pack for Warranty Processor

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role: Warranty Processor

Qualification Pack: ASC/Q1603

Sector Skill Council: Automotive Skills Development Council

Guidelines for Assessment:

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria.
5. To pass the Qualification Pack, every trainee should score a minimum of 70% in every NOS.
6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

NOS Title/ NOS Elements	NOS & Performance Criterion Description	Marks allocation		
ASC/N 1603	Monitor and maintain warranty claims	Theory	Viva	Practical
Monitor & maintain the warranty claims	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. obtain the information related to warranty claims from job cards, vehicle history, technician notes which includes :</p> <ul style="list-style-type: none"> • service (both free and paid service) record of the vehicle • overall maintenance of the vehicle done at multiple workshops • previous instances of claims given for the same failure components <p>PC2. use the procedure and overall process as per the manufacturer guidelines to record and process the claims</p> <p>PC3. maintain warranty data for various failed components/ aggregates as per the guidelines</p> <p>PC4. handle day to day warranty claims for the parts as specified in the warranty manual</p> <p>PC5. ensure adherence to warranty policy and</p>		15	30

Qualification Pack for Warranty Processor

	<p>procedures at dealer's end</p> <p>PC6. maintain MIS for warranty claims and payments</p> <p>PC7. follow up with OEM/ auto components manufacturers for payments warranty claims uploaded on the computer system</p> <p>PC8. maintain records related to warranty contracts</p> <p>PC9. record any speciality service used and claim the amount form the respective OEM as per the guideline given in the warranty manual</p> <p>PC10. correct and resubmit the rejected claim if it is valid or report about the claim if resubmission is not possible</p> <p>PC11. investigate about overdue claims and discuss the issues with manufacturer/concessionaire representatives and colleagues as appropriate</p> <p>PC12. file and archive the required documents to ensure a clear audit trail which can be clearly followed</p> <p>PC13. ensure that trainings organized by the OEM from time-to-time are attended and knowledge levels are upgraded (esp. in case of newly launched products, product refreshes)</p>		30	75
	subtotal		45	105
ASC/N 1604	Supervise storage, retrieval and disposal of failed spare parts	Theory	Viva	Practical
Supervise the storage of failed parts in an orderly manner for easy retrieval	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. identify the part type and model/ variant to which it belongs to</p> <p>PC2. understand the nomenclature and technical specifications including the part numbering, make and variant for the failed parts/ aggregates</p> <p>PC3. segregate the various types of bigger aggregates like axle and gear box from small components so as to ensure the small parts are kept in the same condition as removed from the vehicle for the audit/ inspection purposes</p> <p>PC4. stock the spare parts as per their code</p> <p>PC5. allocate proper space to each component / aggregate</p> <p>PC6. manage and improve the parts handling ergonomics</p> <p>PC7. assess the various components/ aggregates and</p>		20	30
			15	30

Qualification Pack for Warranty Processor

	<p>seek advice of service advisor/ workshop manager on proper disposal techniques as per the mandated guidelines</p> <p>PC8. contact the auto part manufacturer in case of any observed discrepancies</p> <p>PC9. record and enters the required information about the failed components/ aggregates with respect to:</p> <ul style="list-style-type: none"> type of the spare part and its usage spare part condition when replaced under warranty <p>PC10. the cost and part code indicating the location where the component procured or manufactured</p> <p>PC11. Dispose the failed parts according to the directives of the OEM & environment policies for the classification of the part.</p>		10	20
	subtotal		45	80
ASC/N 0001	Plan and organise work to meet expected outcomes	Theory	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>		15	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>		10	20
	subtotal		25	50
ASC/N 0002	Work effectively in a team	Theory	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> <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>		15	25

Qualification Pack for Warranty Processor

	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		10	30
	subtotal		25	55
ASC/N 0003	Maintain a healthy, safe and secure working environment	Theory	Viva	Practical
Resources needed to maintain a safe, secure working environment	To be competent, the user/individual on the job must be able to: 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 procedures well defined		20	50
	subtotal		20	50
	Total	30	160	340