

Model Curriculum

Car Washer and Assistant Service Technician

SECTOR: AUTOMOTIVE
SUB-SECTOR: AUTOMOTIVE VEHICLE SERVICE
OCCUPATION: TECHNICAL SERVICE & REPAIR
REF ID: ASC/Q1417
NSQF LEVEL: 4



Skill India
शिक्षणं शक्ति - कुशलं भारत



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AUTOMOTIVE SKILLS DEVELOPMENT COUNCIL



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CURRICULUM COMPLIANCE TO QUALIFICATION PACK - NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the
AUTOMOTIVE SKILLS DEVELOPMENT COUNCIL
for
MODEL CURRICULUM
Complying to National Occupational Standards of
Job Role/Qualification Pack: Car Washer and Assistant Service Technician QP No. 'ASC/Q 1417 NSQF Level 3'

Date of Issuance: April 9th, 2016
Valid up to*: April 20th, 2018
*Valid up to the next review date of the Qualification Pack or the
'Valid up to' date mentioned above (whichever is earlier)


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Car Washer and Assistant Service Technician

CURRICULUM / SYLLABUS

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

Program Name	Car Washer and Assistant Service Technician		
Qualification Pack Code	ACS/Q1417		
Version No.	1.0	Version Update on	7-03-2017
Pre-requisites to Training	5 th Standard pass		
Training Outcomes	<p>After completing this programme, participants will be able to :-</p> <ul style="list-style-type: none"> • Assist in routine servicing of vehicles • Assist in maintenance of vehicles • Assist in repairs of vehicles • Clean bodywork and exteriors of vehicle • Clean the interiors of vehicle • Plan & Organize activities for required outcome • Work effectively in team • Maintain healthy, safe & secure work environment 		

Sr. No.	Module	Key Learning Outcomes	Equipment Required
			System Hydraulic, Fuel Pump, Water Pump, Radiator, Fuel Filter, Oil Filter, Wall charts on various engine systems, Tool Board, Diagnostic Equipments, First aid Kit, Personal protective equipments, Fire extinguisher
3	<p>Perform vehicle cleaning and washing Theory Duration (hh:mm) 60:00 Practical Duration (hh:mm) 90:00 Corresponding NOS Code ASC/N 1101</p>	<p>At the end of the module the learner should be able to</p> <ul style="list-style-type: none"> Identify and operate various equipments used for vehicle wash Identify and use various cleaning solution and other consumables used for vehicle cleaning Carry out pre-wash procedure as per service station guidelines Clean and wash exterior of the vehicle Clean and wash interior of the vehicle Clean and wash dickey and engine compartment Carryout drying process of the vehicle 	<p>Whiteboard, Marker, Computer, Projector , Air Compressor, Air gun, Table for Mat wash, Car Washer, Pressurized water spraying gun, Step Stool, Upholstery cleaner, Bucket, Vacuum cleaner, Car wash bay, Dressing Solution, Tar remover, Brush, Foaming brush, Cotton cloth/ Rug, Sponge, Body polish, Tyre polish, Car freshener, Personal protective equipments, First aid kit</p>
3	<p>Plan and organize work to meet expected outcomes Theory Duration (hh:mm) 20:00 Practical Duration (hh:mm) 25:00 Corresponding NOS Code ASC/N001</p>	<p>At the end of the module the learner should be able to</p> <ul style="list-style-type: none"> Perform the job within given time as per quality standards/work schedule Identify and manage resource and use it efficiently and effectively Perform in accordance with the organisational policies and procedures Manage his/her time effectively at work Apply best practices to keep workplace clean Acquire knowledge and understanding required for planning & organising. 	<p>Whiteboard/ Markers, Computer, Projector,screen typical 5 S literature</p>
4	<p>Work effectively in a team Theory Duration (hh:mm) 20:00 Practical Duration (hh:mm) 30:00</p>	<p>At the end of the module the learner should be able to</p> <ul style="list-style-type: none"> Interact & communicate effectively with colleagues including members in the own group as well as other groups 	<p>Whiteboard/ Markers, Computer, Projector, screen,case studies</p>

Trainer Prerequisites for Job role: “Car Washer and Assistant Service Technician” mapped to Qualification Pack: “ASC/Q1417, v1.0”

Sr. No.	Area	Details
1	Description	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “ASC/Q1417”.
2	Personal Attributes	<ul style="list-style-type: none"> • Aptitude for conducting training, and pre/ post work to ensure competent, employable candidates at the end of the training. • Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well-organised and focused. • Eager to learn and keep oneself abreast of the latest developments and newer technologies used in the various systems of the vehicle and its aggregates is highly desirable. • Should be able to demonstrate the usage of workshop equipment, instruments, special instruments and tools. • Should have sharp diagnostic abilities for identifying reasons of problems in vehicles and troubleshoot. • Should be hands-on with servicing of vehicles to provide experiential training.
3	Minimum Educational Qualifications	ITI/ Diploma /Engineer (mechanical engineering) from a recognized institute
4a	Domain Certification	Certified for Job Role: “Trainer Service Technician” mapped to QP: ASC/Q1417. Minimum qualifying score-80 %, as per ASDC guidelines.
4b	Platform Certification	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “SSC/1402”. Minimum qualifying score-80%, as per ASDC guidelines.
5	Experience	<ul style="list-style-type: none"> ▪ Minimum 3 years of experience in Automotive Service Industry for ITI ▪ Minimum 2 years of experience in Automotive Service Industry for Diploma/ Engineer (mechanical engineering) ▪ Working experience on latest tools and equipments used for vehicle servicing

Annexure: Assessment Criteria

Assessment Criteria	
Job Role	Car Washer and Assistant Service Technician
Qualification Pack	ASC/Q1417, v1.0
Sector Skill Council	Automotive

Sr. No.	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: <ol style="list-style-type: none"> i. Theory/Knowledge test ii. Practical demonstration test iii. Face to Face Viva-Voce
4	Theory/Knowledge assessment will be carried out on line through link provided for each assessment that generates a random paper from a bank of questions available at the back end. <ul style="list-style-type: none"> - Exception to an online test in favour of Paper Test would be subject to non-availability of requisite broad band and/or hardware. - 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 %): 80 %

Assessable Outcomes	Assessment Criteria	Total Marks	Out of	Theory	Practical Skills
ASC/N1401 Assist in service, maintenance and repair of the vehicle	PC1.collect and safely handover personal belongings of customer like phone, pen, documents etc, at the time of taking a vehicle for servicing or repairs	100			4
	PC2.place the vehicle on a suitable platform, before the painting actually starts				4
	PC3.assist in organising the secure parking area and moving vehicles around as directed				4
	PC4.lift raw materials, finished products, and packed items, manually or using hoists				4
	PC5.understand the autocomponent manufacturer specifications related to the various components/ aggregates in the vehicle				5
	PC6.ensure that service, maintenance and repair activities are carried out on the vehicle without causing damage to any other other aggregate/ component				4
	PC7.run errands at the direction of the senior technician such as gettingfetchingparts,tools, gauges, instruments, fixtures, workshop supplies, taking vehicles to dealerships etc.				5
	PC8.assist in performing service or repair of vehicles under supervision of senior technician				5
	PC9.dismantle aggregates like wheels,suspension system, steering column,brakingsystem,engine assembly etc.				5
	PC10.count and report serviced or repaired vehicles to determine if product orders are complete				5
	PC11.assist in maintaining and managing the workshop, tools, equipment and machinery in required conditions				4
	PC12.follow standard operating procedures specially vehicle service manuals for using workshop tools and equipments				4
	PC13.ensure any malfunctions or repair requirements observed in vehicles (and beyond own scope of work) are reported to the concerned person				4

	PC14.ensure any malfunctions observed in tools and equipments are reported to the concerned persons				4
	PC15.assist in fitting and balancing the replaced and refitted parts				5
	PC16.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)				4
	All KA, KB for the NOS			30	
		Total	100	30	70
ASC/N1101 Perform vehicle cleaning and washing	PC1.inspect parts, equipment, or vehicles for cleanliness	100			5
	PC2.understand the instructions given by supervisor regarding the washing, routine and any other specific cleaning requirements				4
	PC3. mix cleaning solutions, abrasive compositions, or other compounds as advised by a supervisor on work instructions				5
	PC4. scrub, scrape, or spray machine parts, equipment, or vehicles, using scrapers, brushes, clothes, cleaners, disinfectants, insecticides, acid, abrasives, vacuums, or hoses as per work instructions				5
	PC5.transport materials, equipment, or supplies to or from work areas, using carts or hoists				5
	PC6. pre-soak or rinse machine parts, equipment, or vehicles parts by immersing objects in cleaning solutions or water, manually or using hoists following W.I.				4
	PC7.operate and activate cleaning equipment or machines and notify the supervisors in case of any malfunctions				5
	PC8. turn valves or handles on equipment to regulate pressure or flow of water, air, steam, or abrasives from sprayer nozzles following W.I.				5

	PC9. clean: interior and exterior surfaces of vehicles; plastic work inside cars, using paintbrushes, vehicle windows, seat frames, backs and bottoms and blacken tyres, driver seat, seating area, windshield, drivers side glass and vehicle dash; passenger grab rails and stanchions; floor to remove gum, dirt and grease; electrical & Electronic component, couplers, connection etc.				5
	PC10. rinse objects and place them on drying racks				5
	PC11. use cloth, squeegees, or air compressors to dry surfaces				4
	PC12. sweep, shovel, or vacuum loose debris or salvageable scrap into containers				5
	PC13. maintain specified distance and pressure while washing engine compartment				4
	PC14. remove debris and other dirt containers from work areas				5
	PC15. maintain cleanliness of the work and shop areas to ensure a safe work environment				4
	All KA, KB for the NOS			30	
		Total	100	30	70
ASC/N0001 Plan and organise work to meet expected outcomes	PC1. keep immediate work area clean and tidy	100			7
	PC2. treat confidential information as per the organisation's guidelines				8
	PC3. work in line with organisation's policies and procedures				8
	PC4. work within the limits of job role				8
	PC5. obtain guidance from appropriate people, where necessary				8
	PC6. ensure work meets the agreed requirements				7
	PC7. establish and agree on work requirements with appropriate people				9
	PC8. manage time, materials and cost effectively				8
	PC9. use resources efficiently with minimal wastage				7
	All KA, KB for the NOS			30	
		Total	100	30	70

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)	100			9
	PC2.work with colleagues to integrate work				8
	PC3.pass on information to colleagues in line with organisational requirements both through verbal as well as non-verbal means				9
	PC4.work in ways that show respect for colleagues				8
	PC5.carry out commitments made to colleagues				9
	PC6.let colleagues know in good time if cannot carry out commitments, explaining the reasons				9
	PC7.identify problems in working with colleagues and take the initiative to solve these problems				9
	PC8.follow the organisation's policies and procedures for working with colleagues				9
	All KA, KB for the NOS			30	
		Total	100	30	70
ASC/N0003 Maintain a healthy, safe and secure working environment	PC1.comply with organisation's current health, safety and security policies and procedures	100			9
	PC2.report any identified breaches in health, safety, and security policies and procedures to the designated person				9
	PC3. coordinate with other resources at the workplace to achieve healthy, safe and secure environment for all incorporating government norms esp. for emergency situations like fires, earthquakes etc.				9
	PC4. identify and correct any hazards like illness, accidents, fires or any other natural calamity within the limits of individual's authority				9

	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				9
	PC6.follow organisation’s emergency procedures for accidents, fires or any other natural calamity				8
	PC7.identify and recommend opportunities for improving health, safety, and security to the designated person				8
	PC8. complete health and safety records , ensure procedures are well defined				9
	All KA, KB for the NOS			30	
		Total	100	30	70