

## QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR AUTOMOTIVE INDUSTRY

### What are Occupational Standards (OS)?

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

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## Introduction

### Qualifications Pack - Sales Officer (Auto Insurance)

**SECTOR:** AUTOMOTIVE

**SUB-SECTOR:** AUTO FINANCE & INSURANCE

**OCCUPATION:** VEHICLE INSURANCE

**JOB ROLE:** SALES OFFICER (AUTO INSURANCE)

**REFERENCE ID:** ASC/Q 2101

**ALIGNED TO :** NCO-2004/ Nil

**Sales Officer (Auto Insurance)** is also known as Sales And Marketing Officer, Sales Executive, Field Officer, Business Development Manager, Customer Relationship Manager And Field Sales Officer.

**Brief Job Description:** A **Sales Officer (Auto Insurance)** is responsible for the selling of retail insurance products, such as for general vehicles, bulk/institutional vehicles, commercial vehicle and collection of their premiums.

**Personal Attributes:** This job requires individuals to work as a part of a team and requires the ability to work long hours. The individual should have good understanding of the vehicles, vehicle insurance and general credit and risk policies and programs thereto. Knowledge about statutory compliance and local market procedures, local customer preferences, geographic nuances and insurance peculiarities is also required. The individual should depict customer centricity in daily behaviour and should be able to talk and convince customers.

## Job Details

Qualifications Pack Code	ASC/Q 2101		
Job Role	Sales Officer (Auto Insurance)		
Credits(NSQF)	TBD	Version number	1.0
Industry	Automotive	Drafted on	12/06/13
Sub-sector	Auto Finance & Insurance	Last reviewed on	12/06/13
Occupation	Vehicle Insurance	Next review date	12/06/15

Job Role	Sales Officer (Auto Insurance)
Role Description	Sell retail insurance products
NSQF level	5
Minimum Educational Qualifications	Graduate degree or diploma in any discipline
Maximum Educational Qualifications	Post graduate degree or diploma in Business Administration
Training (Suggested but not mandatory)	On the job training: <ul style="list-style-type: none"> <li>Desirable for ASDC Sales Consultant (Auto Insurance) Level 5 certificate OR Post graduate degree or diploma in Business Administration</li> <li>Compulsory for all other qualifications</li> </ul>
Experience	Not applicable

National Occupational Standards (NOS)	<b>Compulsory:</b>  <b>ASC/ N 2101:</b> <a href="#">Plan and analyse sales target for vehicle insurance</a> <b>ASC/ N 0004:</b> <a href="#">Manage customer relationship and quality service</a> <b>ASC/ N 2102:</b> <a href="#">Manage insurance cases</a> <b>ASC/ N 0001:</b> <a href="#">Plan and organise work to meet expected outcomes</a> <b>ASC/ N 0002:</b> <a href="#">Work effectively in a team</a> <b>ASC/ N 0003:</b> <a href="#">Maintain a healthy, safe and secure working environment</a>  <b>Optional:</b> 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.
Automotive Insurance	Vehicle insurance (also known as automotive insurance, GAP insurance, car insurance, or motor insurance) is insurance purchased for vehicles. Its primary use is to provide insurance protection against any physical damage resulting from traffic collisions or any other liability that could arise therefrom.
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.

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 a NOS unit, which can be denoted with an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Vehicle	Mode of personal transport including 2-wheelers, 3-wheelers and 4-wheelers (including passenger vehicles and commercial vehicles). This includes gasoline, petrol, CNG, electrical and hybrid vehicles
Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
Keywords /Terms	Description
NOS	National Occupational Standard(s)
NVEQF	National Vocational Education Qualifications Framework
NVQF	National Vocational Qualifications Framework
OEM	Original Equipment Manufacturer
OS	Occupational Standard(s)
QP	Qualifications Pack

ASC/ N 2101: Plan and analyse sales target for vehicle insurance

# National Occupational Standards



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## Overview

This Occupational Standard describes the knowledge, understanding and skills required of an individual to sell retail insurance products.

## ASC/ N 2101: Plan and analyse sales target for vehicle insurance

National Occupational Standard	<b>Unit Code</b>	<b>ASC/ N 2101</b>
	<b>Unit Title (Task)</b>	<b>Plan and analyse sales target for vehicle insurance</b>
	<b>Description</b>	This NOS unit is about an individual who analyse and drive sales as per the Business Target.
	<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>analyse the assigned sales target for automotive insurance products</li> <li>drive sales of the insurance products as per the business target set across either the assigned segment of OEM vehicle / assigned region or both</li> </ul>
	<b>Performance Criteria (PC) w.r.t. the Scope</b>	
	<b>Element</b>	<b>Performance Criteria</b>
	<b>Analyse &amp; drive sales for auto insurance products</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. generate customer leads from assigned vehicle dealers, brokers, direct selling executives, direct sales agents and institutional clients</p> <p>PC2. make a sales pitch to potential customers</p> <p>PC3. convert these leads to insurance sales by effectively selling insurance policies to potential clients.</p> <p>PC4. explain clearly all terms and conditions for the insurance product to the potential customers</p> <p>PC5. help individuals, businesses, and families select the most appropriate policies for health, life, and properties</p> <p>PC6. offer property and casualty, life, health, disability, and long-term care insurance</p> <p>PC7. sell policies that protect individuals and businesses from financial loss resulting from automobile accidents, fire, theft, storms, and other events that can damage property</p> <p>PC8. offer health insurance policies that cover the costs of medical care and loss of income due to illness or injury</p> <p>PC9. advise clients/ customers on how to minimize risk by having various insurance policies</p> <p>PC10. match insurance policies for clients with the companies that offer the best rates and coverage</p> <p>PC11. conduct and assist in field investigation and pre – sanction survey for the insurance claims for all the vehicles</p> <p>PC12. document all the findings of field investigation in a survey report for the insurance claim cases for all the vehicles</p> <p>PC13. collect all the relevant documents for processing of the insurance or claims, including properly filled application form and sort them</p> <p>PC14. handover the documents folder to the insurance or claims processing agents/executives of the company</p> <p>PC15. collect and check for the final cover note, once the insurance is approved and handover to the customer</p> <p>PC16. analyse the given sales target and allocate accordingly for various products</p> <p>PC17. develop and expand business to new showrooms by liaising with OEM and dealership sales function</p>

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	PC18. prepare monthly sales reports and update the company systems accordingly
<b>Knowledge and Understanding (K)</b>	
<b>Element</b>	<b>Knowledge and Understanding</b>
<b>A. Organisational Context</b> (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 company for insurance or insurance claim disbursements of the vehicles</p> <p>KA2. standard operating procedures of the OEM related with the insuring of the vehicles</p> <p>KA3. standard operating procedures of the dealership related with the insuring of the vehicles</p> <p>KA4. documentation requirements for each procedure carried out as part of roles and responsibilities</p> <p>KA5. process flow of insurance claims at the dealership, approvals and billing with timelines involved.</p> <p>KA6. organisational and professional code of ethics and standards of practice</p> <p>KA7. safety and health policies and regulations for the workplace</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. details of the insurance application form</p> <p>KB2. documents required for processing of the insurance or insurance claims</p> <p>KB3. calculation for insurance premium and insurance claim benefits for the customer</p> <p>KB4. property and casualty, life, health, disability, and long-term care insurance</p> <p>KB5. software or format used for insurance premium calculations like MS excel and MS word</p> <p>KB6. software or format used for billing and insuring of the vehicle like tally and sap</p> <p>KB7. software or format used for presentations for representing sales data, during review meetings, like MS PowerPoint</p> <p>KB8. the various information available for the vehicle being insured</p> <p>KB9. credit and risk policies or guidelines of the OEM, company and the dealership</p> <p>KB10. statutory compliance of the government and legal aspects</p> <p>KB11. local market procedures of that area</p> <p>KB12. local customer preferences of that area</p> <p>KB13. insurance product peculiarities based on geographical nuances etc.</p>
<b>Skills (S)</b>	
<b>Element</b>	<b>Skills</b>
<b>A. Core Skills/ Generic Skills</b>	<p><b>Writing skills</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA1. create documentation required on the job (including pre sanction survey report for claims, work sheets, etc.)</p> <p>SA2. fill insurance application form with details</p>

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	SA3. create sales reports (weekly, monthly, quarterly, half yearly and yearly)
	SA4. prepare estimate sheets for insurance premiums or insurance claim activities
	SA5. write in at least one language
	<b>Reading skills</b>
	The user/individual on the job needs to know and understand how to:
	SA6. read general instructions or guidelines for customers, mandatory for insurance or claims
	SA7. read policies and regulations pertinent to the job
	SA8. read survey reports, insurance application forms and various other insurance documents required for insurance or claims
	SA9. read delivery orders and cover notes after the approval of insurance or claims
	SA10. read sales reports, presentations, sales targets and other details associated with business understandings
<b>B. Professional Skills</b>	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how to:
	SA11. interact with the customers to elicit their requirements and query information on the insurance or the claims for the insured vehicles
	SA12. interact with the customer to confirm and clear all the cost estimates prepared for insurance process
	SA13. state the customers about the plan, best suited, for insurance of the vehicle and the premiums hence generated
	SA14. interact with sales, service and administrative function of the dealership
	SA15. interact with superiors and other support staff function in the one's own organisation
	<b>Decision making</b>
	The user/individual on the job needs to know and understand how to:
	SB1. analyse information and evaluate results to choose the best solution and solve problems
	SB2. analyse the insurance claim information of the customers and fill the survey report
	<b>Plan and Organise</b>
	The user/individual on the job needs to know and understand how to:
	SB3. plan sales targets assigned on a periodical basis and achieve the estimated business targets
	<b>Customer centricity</b>
	The user/individual on the job needs to know and understand how to:
	SB4. ensure that customer requirements and insurance claims status are assessed and satisfactory service is provided
	<b>Problem solving</b>
	The user/individual on the job needs to know and understand how to:

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	SB5. inspect field surveys and prepare accurate pre –sanction survey reports for insurance claims of the damage insured vehicle
	SB6. clarify and solve all customer queries generated due to any kind of anomalies and take appropriate actions, as required
	<b>Analytical thinking</b>
	The user/individual on the job needs to know and understand how to:
	SB7. evaluate insurance claim status and premium payment history of the customers during the field investigations and report it in the survey reports
	SB8. assess the sales targets received and plan accordingly to achieve maximum numbers
	<b>Critical thinking</b>
	The user/individual on the job needs to know and understand how to:
	SB9. evaluate the insurance claims of the customers from the information gathered from the field investigations and report it

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## NOS Version Control

NOS Code	ASC/ N 2101		
Credits(NSQF)	TBD	Version number	1
Industry	Automotive	Drafted on	12/06/13
Industry Sub-sector	Auto Finance & Insurance	Last reviewed on	12/06/13
		Next review date	12/06/15

ASC/ N 0004: Manage customer relationship and quality service

# National Occupational Standards



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## Overview

This Occupational Standard describes the knowledge, understanding and skills required of an individual to manage relationship with customers, providing quality service and ensuring complete satisfaction.

## ASC/ N 0004: Manage customer relationship and quality service

National Occupational Standard	<b>Unit Code</b>	ASC/ N 0004
	<b>Unit Title (Task)</b>	Manage customer relationship and quality service
	<b>Description</b>	This NOS unit is about an individual managing relationship with customers, providing quality service and ensuring complete satisfaction.
	<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>understand complete customer requirements and deliver accordingly to maintain total customer satisfaction with enriching and pleasant customer experience</li> <li>resolve complete customer queries, issues &amp; complaints timely including settlement of warranty claims and other performance related issues as per the various terms &amp; conditions and guidelines</li> </ul>
	<b>Performance Criteria (PC) w.r.t. the Scope</b>	
	<b>Element</b>	<b>Performance Criteria</b>
	<b>Manage the total customer satisfaction with enriching &amp; pleasant customer experience</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. analyse and comprehend all customer requirements and needs  PC2. document complete customer requisites and assess them  PC3. deliver and assist in delivering as per the noted requirements  PC4. understand complete customer queries and complaints  PC5. document all customer queries in the prescribed format of the organisation  PC6. ensure least turnaround time for any customer query handling/redressal especially issues related to warranty claims and other performance related issues  PC7. maximise customer satisfaction through pleasant and excellent customer experience within the organisations framework  PC8. document feedbacks and reviews from the customers &amp; implement within the framework of the organization  PC9. maintain a healthy &amp; professional relationship with the customers especially key accounts and influencers in the market</p>
	<b>Knowledge and Understanding (K) w.r.t. the Scope</b>	
	<b>Element</b>	<b>Knowledge and Understanding</b>
	<b>B. Organisational Context</b> (Knowledge of the Company/ Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. standard operating procedures within one's own organisation  KA2. standard operating procedures for query and complaint reporting along with their redressal mechanism in the organisation  KA3. framework and guidelines as prescribed by the organisation for query and complaint redressal  KA4. Customer Relationship Management (CRM) related framework provided by the organisation  KA5. terms &amp; conditions agreed between the respective auto component/ aggregate and the various OEMs/ OEM channel partners for supply, procurement of the</p>

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	<p>various auto components/ aggregates</p> <p>KA6. documentation requirements for each procedure carried out as part of roles and responsibilities as per the organizational guidelines</p> <p>KA7. organisational and professional code of ethics and standards of practice</p> <p>KA8. safety and health policies and regulations for the workplace</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. the technical specifications of various OEM vehicles and the different variant/ model of auto components/ aggregates used along with those of the competitor auto component manufacturer</p> <p>KB2. how to collaborate with the organizational manufacturing engineering, product management teams along with the service team of the respective OEM vehicle and local channel partner service team</p> <p>KB3. documentation requirements from the customers with respect to warranty claims and other performance related feedback on the for respective OEM vehicle</p> <p>KB4. requirements of the customers and suggest delivery accordingly</p> <p>KB5. software or format used to capture for Customer Relationship Management (CRM) within the organisation</p> <p>KB6. software or format such as MS word, excel, PowerPoint and Management Information System (MIS)</p> <p>KB7. how to capture customer voice/ feedback on the auto components/ aggregates for various OEM vehicles on price, performance, availability of spares, warranty &amp; other service-related aspects etc.</p> <p>KB8. detailed technical and performance specifications of the auto component for various OEM vehicles</p>
<b>Skills (S) w.r.t. the Scope</b>	
<b>Element</b>	<b>Skills</b>
<b>C. Core Skills/ Generic Skills</b>	<b>Writing skills</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. create documents required on the job (including database on key customers/ accounts and major retailers, response or feedback forms, customer-query sheets, response or feedback sheets etc.)</p> <p>SA2. either write or get it done from subordinates, a detailed failure report analysis in case of a failed component/ aggregate escalating to the auto component manufacturer</p> <p>SA3. write in at least one language</p>
	<b>Reading skills</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. read feedback from customers on warranty and other performance related aspects</p> <p>SA5. read the specific requirements, queries that the customer may have on various auto components including any specific technical query</p>

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<b>D. Professional Skills</b>	SA6. read brochures and technical specifications of the vehicle provided by the OEM and channel partner (Dealership)
	SA7. read policies and regulations pertinent to the job
	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how to:
	SA8. interact with the customers for getting their requirements, queries and feedbacks
	SA9. interact with organisation's internal stakeholders for efficient customer relationship management interact with team members to work efficiently
	<b>Decision making</b>
	The user/individual on the job needs to know and understand how to:
	SB1. analyse information and evaluate results to choose the best solution and solve problems
	SB2. analyse any potential issue that may affect the performance of the vehicle and convey it in a timely manner
	<b>Plan and Organise</b>
	The user/individual on the job needs to know and understand plan:
	SB3. plan work assigned on a daily basis
	SB4. follow up regularly on potential complaints, issues raised by the customer
	<b>Customer centricity</b>
	The user/individual on the job needs to know and understand how to:
	SB5. ensure that customer needs are assessed and satisfactory service is provided
	SB6. ensure that performance of the Autocomponent is up to the mark and any pending issues or complaints are resolved in a timely manner according to the terms & conditions mandated by either the OEM or the Autocomponent manufacturer
	<b>Problem solving</b>
	The user/individual on the job needs to know and understand how to:
	SB7. analyse all the complaints, queries or issues raised by the customers to either the OEM channel partner/ auto component dealer/ retailer in the market
	SB8. deliver and act as per the organisation provided/guided resolutions
	SB9. liaise with all stakeholders to ensure hassle-free resolution of the complaints by the concerned customer in a timely fashion
	<b>Analytical thinking</b>
	The user/individual on the job needs to know and understand how to:
	SB10. evaluate and identify areas of complaints from the customer affecting the performance of his vehicle
	SB11. assess time and cost required for customer resolution based on complaints, problems or queries identified
	SB12. evaluate and identify key customer experience enhancing areas

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	<p><b>Critical thinking</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB13. evaluate the information gathered from the customer complaint report and utilise it to identify timely resolutions</p> <p>SB14. evaluate the information gathered from the market (including retail segment, key accounts/ customers and OEM along with the OEM channel partners) and use it to ensure higher customer satisfaction</p>
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ASC/ N 0004: Manage customer relationship and quality service

## NOS Version Control

NOS Code	ASC/ N 0004		
Credits(NSQF)	TBD	Version number	1
Industry	Automotive	Drafted on	23/07/13
Industry Sub-sector	NA	Last reviewed on	23/07/13
		Next review date	23/07/15

ASC/ N 2102: Manage insurance cases

# National Occupational Standards



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## Overview

This Occupational Standard describes the knowledge, understanding and skills required of an individual to assist in clearance of all pending insurance cases.

### ASC/ N 2102: Manage insurance cases

#### National Occupational Standard

Unit Code	ASC/ N 2102
Unit Title (Task)	Manage insurance cases
Description	This NOS unit is about an individual to assist in clearance of all pending or stuck insurance cases.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>check records for all pending or stuck financing cases at various dealerships</li> <li>analyse the key factors for pendency of the insurance cases and clear all prerequisites for financing case clearance and forward it to the superiors</li> </ul>
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
<b>Check records for pending / struck cases to ensure early resolution of the cases</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. examine the records for all pending or stuck insurance cases at the dealership</p> <p>PC2. analyse the key factors for pendency of the insurance or claim cases</p> <p>PC3. enumerate all findings for pendency of the insurance or claim approval to the customer</p> <p>PC4. clear all prerequisites for insurance or claims to the customers such as the inspection of the vehicle under claim</p> <p>PC5. pay beneficiaries / process repair in case of award of the claim to the policy holders</p> <p>PC6. compile all documents, including duly filled insurance or claim application, required for the clearance of the insuring or claim cases</p> <p>PC7. forward all the stuck cases to superiors for quick approvals</p> <p>PC8. identify and mention correct premium payment history and insurance claim status of the customer in the survey report schedule for quick insurance approvals</p> <p>PC9. identify all gaps in terms of non-availability of documents required for insurance approvals and inform the customers</p> <p>PC10. maintain transparency in all the documents submitted for insurance approvals to get faster cover notes</p> <p>PC11. maintain reports and records of insurance policies</p> <p>PC12. maintain regular contact with clients/ customers</p>
Knowledge and Understanding (K)	
Element	Knowledge and Understanding
<b>A. Organisational Context</b> (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 company for insurance or insurance claim disbursements for the vehicles</p> <p>KA2. standard operating procedures of the OEM related with the insuring of the vehicles</p> <p>KA3. standard operating procedures of the dealership related with the insuring of the vehicles</p> <p>KA4. documentation requirements for each procedure carried out as part of roles</p>

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	<p>and responsibilities</p> <p>KA5. process flow of insurance and timelines involved of the company</p> <p>KA6. process flow of billing, to the customer, after the approval of the insurance claims at the dealership</p> <p>KA7. organisational and professional code of ethics and standards of practice</p> <p>KA8. safety and health policies and regulations for the workplace</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. details of the insurance application form</p> <p>KB2. documents required for processing of the insurance or insurance claims</p> <p>KB3. calculation for insurance premium and insurance claim benefits</p> <p>KB4. software or format used for insurance premium calculations like MS excel</p> <p>KB5. software or format used for billing and insuring of the vehicle like tally</p> <p>KB6. the various information available for the vehicle being insured</p> <p>KB7. credit and risk policies or guidelines of the OEM, company and the dealership</p> <p>KB8. statutory compliance of the government and legal aspects</p> <p>KB9. insurance product peculiarities based on geographical nuances etc.</p>
<b>Skills (S)</b>	
<b>Elements</b>	<b>Skills</b>
<b>A. Core Skills/ Generic Skills</b>	<b>Writing skills</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA1. create documentation required on the job (including pre sanction survey report for claims, work sheets, etc.)</p> <p>SA2. fill insurance application form with details</p> <p>SA3. prepare estimate sheets for insurance premiums or insurance claim activities</p> <p>SA4. write in at least one language</p>
	<b>Reading skills</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. read general instructions or guidelines for customers, mandatory for insurance or claims</p> <p>SA6. read policies and regulations pertinent to the job</p> <p>SA7. read survey reports, insurance application forms and various other insurance documents required for insurance or claims</p> <p>SA8. read delivery orders and cover notes after the approval of insurance or claims</p> <p>SA9. read final bills and other details associated with final billing of insurance claim vehicles</p>
	<b>Oral Communication (Listening and Speaking skills)</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA10. interact with the customers to elicit their requirements and query information on the insurance or the claims for the insured vehicles</p> <p>SA11. interact with the superiors and other support staff function in the individual's</p>

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	<p>own organisation to elicit the key factors and query information for pendency of the insurance or insurance claim of the vehicles</p> <p>SA12. interact with the customer to confirm and clear all the cost estimates prepared for insurance claim process</p>
<b>B. Professional Skills</b>	<b>Decision making</b>
	The user/individual on the job needs to know and understand how to:
	SB1. analyse information and evaluate results to choose the best solution and solve problems
	SB2. analyse the insurance information of the customers and fill the survey report
	<b>Plan and Organise</b>
	The user/individual on the job needs to know and understand how to:
	SB3. resolve all the factors associated with the pendency of the insuring of the vehicles on a case to case basis
	<b>Customer centricity</b>
	The user/individual on the job needs to know and understand how to:
	SB4. ensure that customer requirements and insurance claim status are assessed and satisfactory service is provided
	<b>Problem solving</b>
	The user/individual on the job needs to know and understand how to:
	SB5. inspect field surveys and prepare accurate pre –sanction survey reports
	SB6. clarify and solve all customer queries generated due to any kind of anomalies and take appropriate actions, as required
	<b>Analytical thinking</b>
	The user/individual on the job needs to know and understand how to:
	SB7. evaluate insurance claim status and premium payment history of the customers during the field investigations and report it in the survey reports
	<b>Critical thinking</b>
	The user/individual on the job needs to know and understand how to:
	SB8. evaluate the insurance repaying ability of the customers from the information gathered from the field investigations and report it

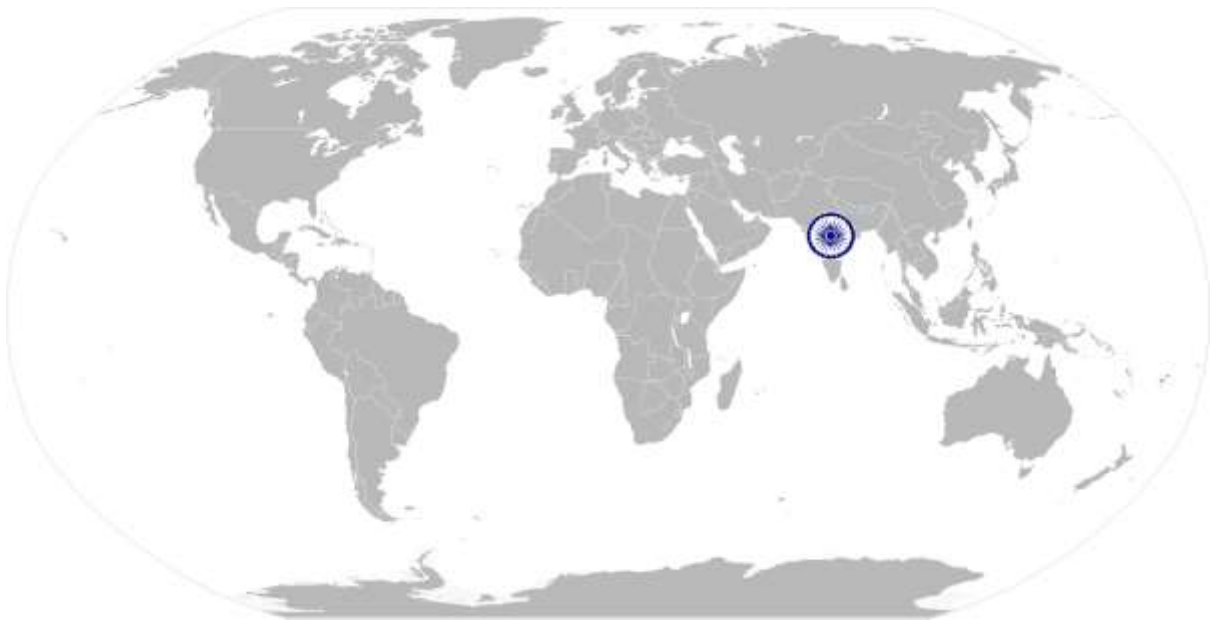
ASC/ N 2102: Manage insurance cases

## NOS Version Control

NOS Code	ASC/ N 2102		
Credits(NSQF)	TBD	Version number	1
Industry	Automotive	Drafted on	12/06/13
Industry Sub-sector	Auto Finance & Insurance	Last reviewed on	12/06/13
		Next review date	12/06/15

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

# National Occupational Standards



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## 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

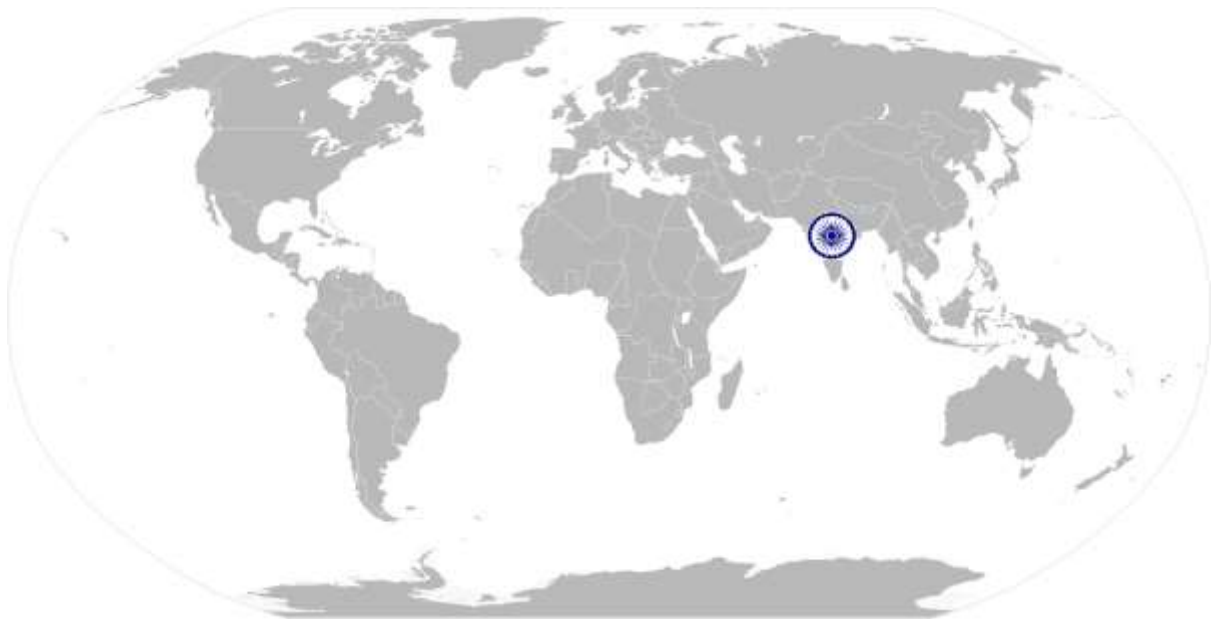
National Occupational Standard	<b>Unit Code</b>	<b>ASC/ N 0001</b>
	<b>Unit Title (Task)</b>	<b>Plan and organise work to meet expected outcomes</b>
	<b>Description</b>	This NOS unit is about planning and organising an individual's work in order to complete it to the required standards on time.
	<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>work requirements including various activities, deliverables or work output required in the given time, maintain set quality standards</li> <li>appropriate use of resources (both material / equipment's and manpower)</li> </ul>
	<b>Performance Criteria (PC) w.r.t. the Scope</b>	
	<b>Element</b>	<b>Performance Criteria</b>
	<b>Work requirements including various activities within the given time and set quality standards</b>	<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>
	<b>Appropriate use of resources</b>	<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>
	<b>Knowledge and Understanding (K) w.r.t. the scope</b>	
	<b>Element</b>	<b>Knowledge and Understanding</b>
	<b>A. Organisational Context (Knowledge of the Company/Organisation and its processes)</b>	<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 to reflect change</p>

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

<b>B. Technical Knowledge</b>	<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>
<b>Skills (S) w.r.t. the scope</b>	
<b>Element</b>	<b>Skills</b>
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	The user/individual on the job needs to know and understand how to:
	SA1. write in at least one language
	<b>Reading Skills</b>
	The user/individual on the job needs to know and understand how to:
	SA2. read instructions, guidelines/procedures
	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how to:
<b>B. Professional Skills</b>	SA3. ask for clarification and advice from appropriate persons
	SA4. communicate orally with colleagues
	<b>Decision Making</b>
	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
	<b>Plan and Organise</b>
	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
	<b>Customer Centricity</b>
	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
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to:
	SB6. refer anomalies to the concerned persons
	<b>Analytical Thinking</b>
	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

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

	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

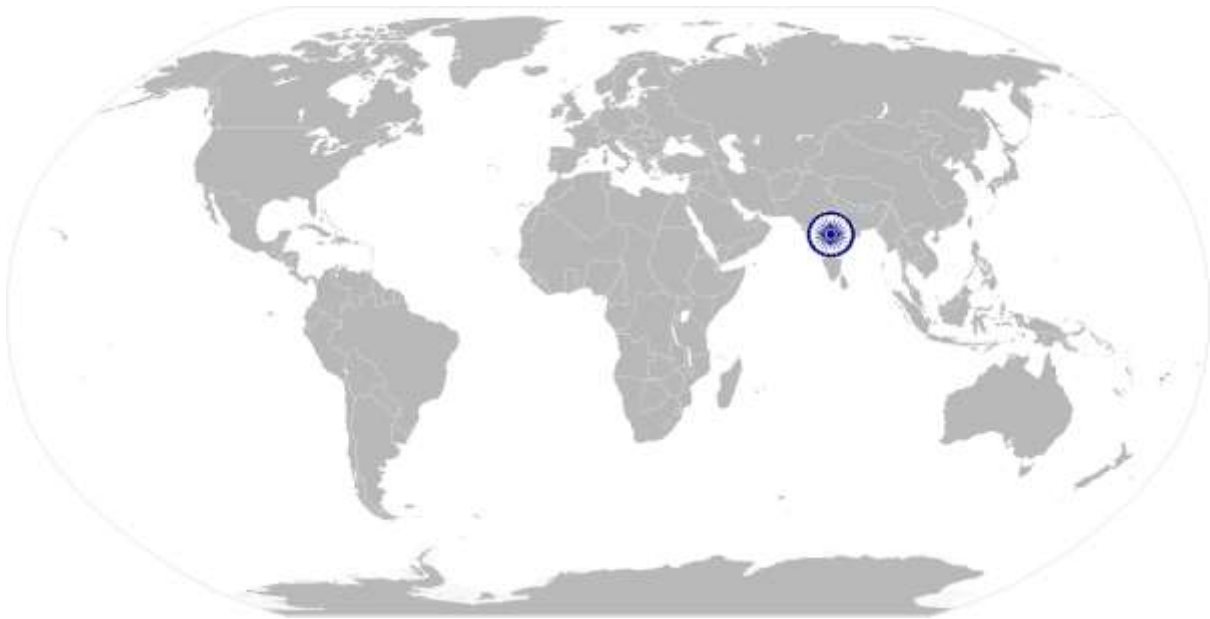
### NOS Version Control

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



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## Overview

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

## ASC/ N 0002: Work effectively in a team

### National Occupational Standard

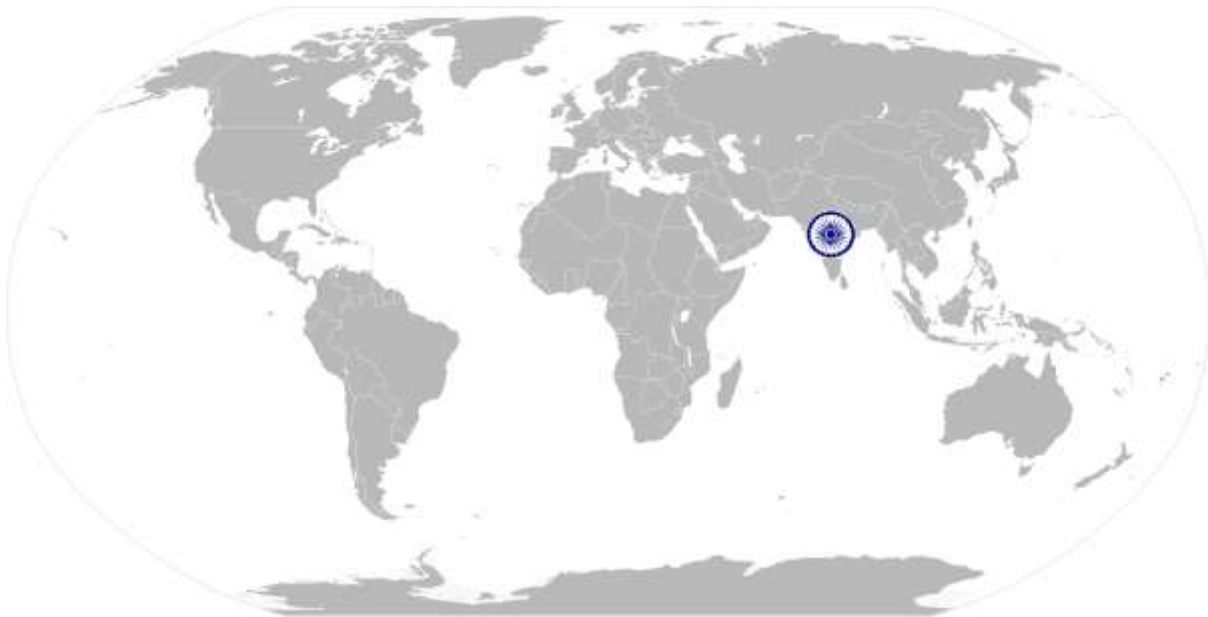
<b>Unit Code</b>	<b>ASC/ N 0002</b>
<b>Unit Title (Task)</b>	<b>Work effectively in a team</b>
<b>Description</b>	This NOS unit is about working effectively with colleagues, either in individual's own work group or in other work groups within organisation.
<b>Scope</b>	<p>This unit/task covers the following:</p> <p>colleagues:</p> <ul style="list-style-type: none"> <li>interact &amp; communicate effectively with colleagues including member in the own group as well as other groups</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Interact &amp; communicate effectively with colleagues including member in the own group as well as other groups</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. maintain clear communication with colleagues (by all means including face-to-face, telephonic as well as written)</p> <p>PC2. work with colleagues to integrate work</p> <p>PC3. pass on information to colleagues in line with organisational requirements both through verbal as well as non-verbal means</p> <p>PC4. work in ways that show respect for colleagues</p> <p>PC5. carry out commitments made to colleagues</p> <p>PC6. let colleagues know in good time if cannot carry out commitments, explaining the reasons</p> <p>PC7. identify problems in working with colleagues and take the initiative to solve these problems</p> <p>PC8. follow the organisation's policies and procedures for working with colleagues</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organisational Context (Knowledge of the Company/Organisation and its processes)</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. the organisation's policies and procedures for working with colleagues, role and responsibilities in relation to this</p> <p>KA2. the importance of effective communication and establishing good working relationships with colleagues</p> <p>KA3. different methods of communication and the circumstances in which it is appropriate to use these</p> <p>KA4. benefits of developing productive working relationships with colleagues</p> <p>KA5. the importance of creating an environment of trust and mutual respect</p> <p>KA6. whether not meeting commitments, will have implications on individuals and the organisation</p>
<b>B. Technical Knowledge</b>	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 problems, from colleague's perspective and how to provide support, where necessary, to resolve these</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	The user/individual on the job needs to know and understand how to:
	SA1. complete well written work with attention to detail
	<b>Reading Skills</b>
	The user/individual on the job needs to know and understand how to:
	SA2. read instructions, guidelines/procedures
	<b>Oral Communication (Listening and Speaking skills)</b>
	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 line manager
<b>B. Professional Skills</b>	<b>Decision Making</b>
	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>Plan and Organise</b>
	The user/individual on the job needs to know and understand how to:
	SB2. plan and organise work to achieve targets and deadlines
	<b>Customer Centricity</b>
	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
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to:
	SB5. apply problem solving approaches in different situations
	<b>Critical Thinking</b>
	The user/individual on the job needs to know and understand how to:
	SB6. apply balanced judgements to different situations
	<b>Attention to Detail</b>
	The user/individual on the job needs to know and understand how to:
	SB7. apply good attention to detail
	SB8. check that the work is complete and free from errors
	SB9. get work checked by peers

**ASC/ N 0002: Work effectively in a team**

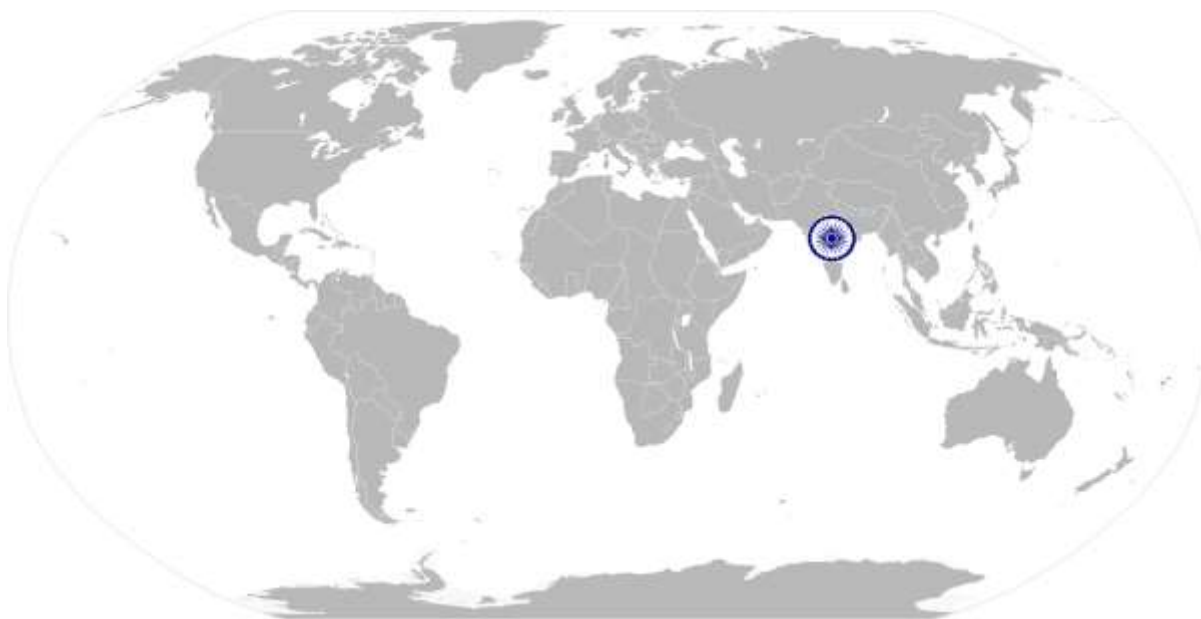
	<b>Team Working</b>
	The user/individual on the job needs to know and understand how to:
	SB10. work effectively in a team environment



ASC/ N 0002: Work effectively in a team

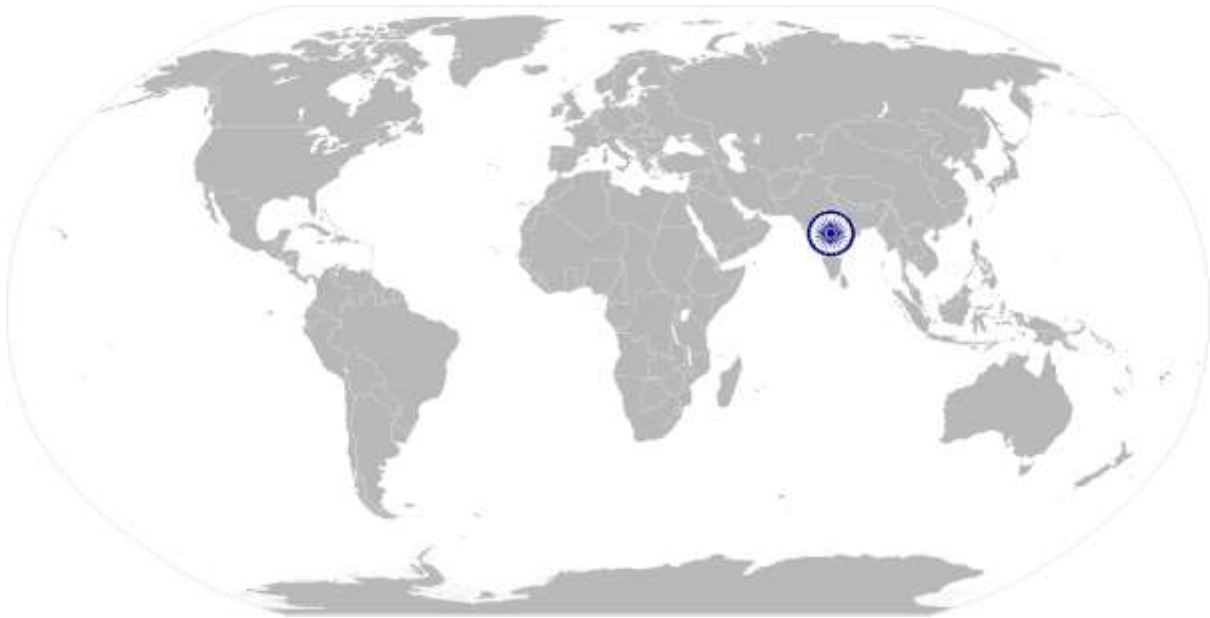
## NOS Version Control

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



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## Overview

This unit is about monitoring the working environment and making sure it meets requirements for health, safety and security.

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

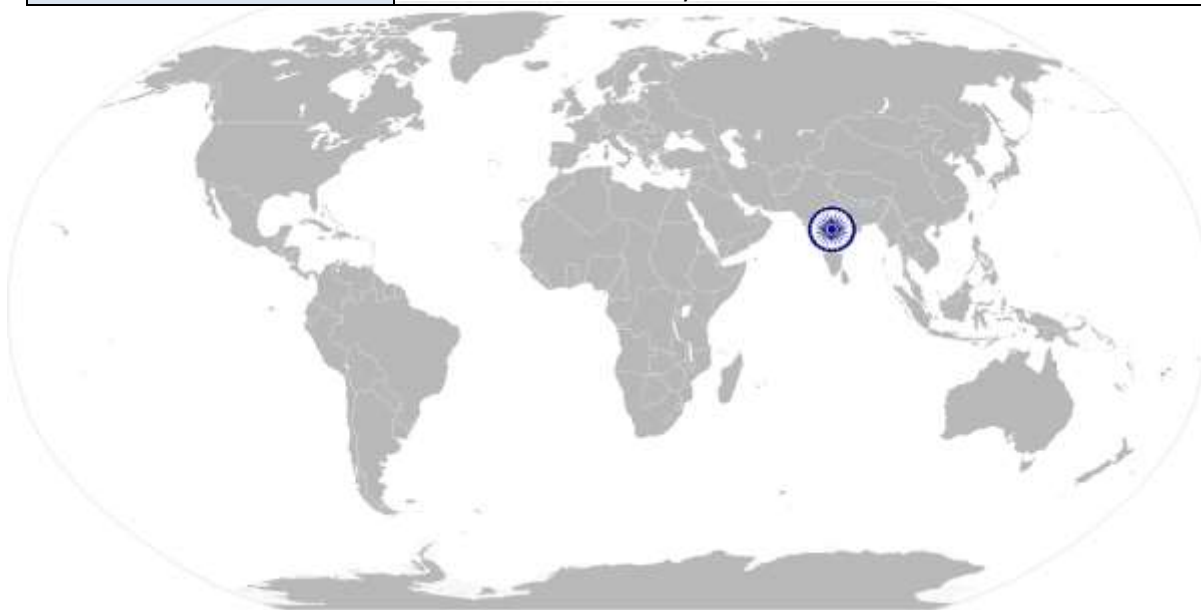
National Occupational Standard	<b>Unit Code</b>	<b>ASC/ N 0003</b>
	<b>Unit Title (Task)</b>	<b>Maintain a healthy, safe and secure working environment</b>
	<b>Description</b>	This NOS unit is about monitoring the working environment and making sure it meets requirements for health, safety and security.
	<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>resources (both material &amp; manpower) needed to maintain a safe working environment as per the prevalent norms &amp; government policies including emergency procedures for illness, accidents, fires or any other reason which may involve evacuation of the premises</li> </ul>
	<b>Performance Criteria (PC) w.r.t. the Scope</b>	
	<b>Element</b>	<b>Performance Criteria</b>
	<b>Resources needed to maintain a safe, secure working environment</b>	<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>
	<b>Knowledge and Understanding (K)</b>	
	<b>A. Organisational Context (Knowledge of the Company/Organisation and its processes)</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. legislative requirements and organisation's procedures for health, safety and security and individual's role and responsibilities in relation to this</p> <p>KA2. what is meant by a hazard, including the different types of health and safety hazards that can be found in the workplace</p> <p>KA3. how and when to report hazards</p> <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>

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

	<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>B. Technical Knowledge</b>	<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>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	The user/individual on the job needs to know and understand how to:
	SA1. complete accurate, well written work with attention to detail
	<b>Reading Skills</b>
	The user/individual on the job needs to know and understand how to:
	SA2. read instructions, guidelines/procedures/rules
<b>B. Professional Skills</b>	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how to:
	SA3. listen and orally communicate information
	<b>Decision Making</b>
	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>Plan and Organise</b>
	The user/individual on the job needs to know and understand how to:
	SB2. plan and organise work to achieve targets and deadlines
	<b>Customer Centricity</b>
	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>Problem Solving</b>
	The user/individual on the job needs to know and understand how to:
	SB4. apply problem solving approaches in different situations
	<b>Analytical Thinking</b>
	The user/individual on the job needs to know and understand how to:

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

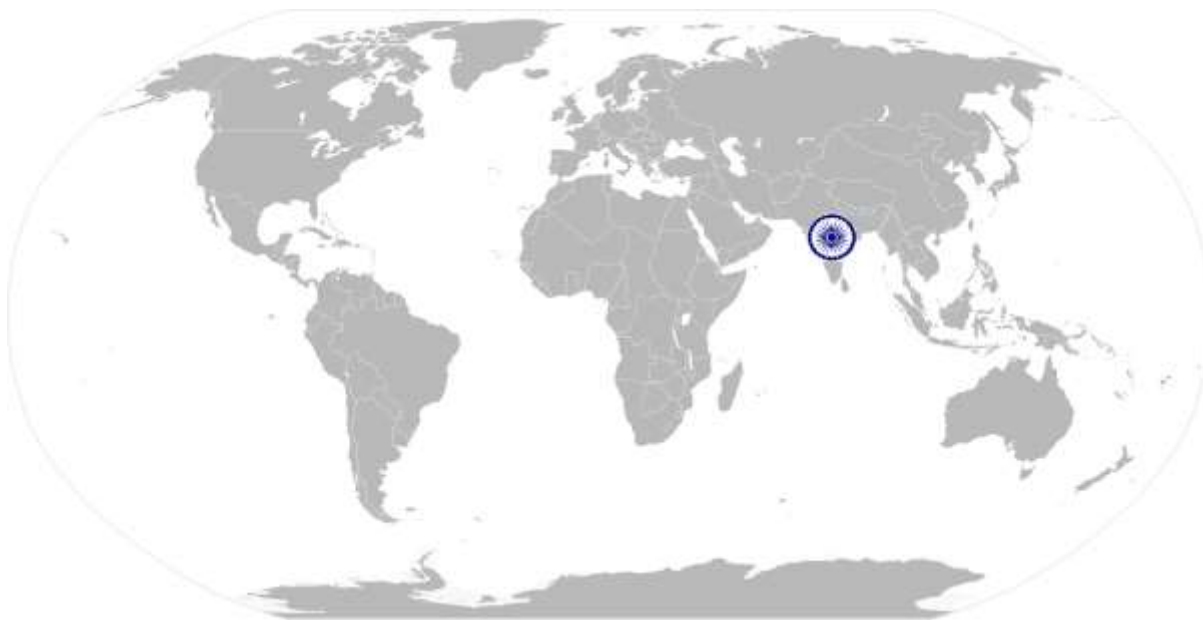
	SB5. analyse data and activities
	<b>Critical Thinking</b>
	The user/individual on the job needs to know and understand how to:
	SB6. apply balanced judgements to different situations
	<b>Attention to Detail</b>
	The user/individual on the job needs to know and understand how to:
	SB7. apply good attention to detail
	SB8. check that the work is complete and free from errors
	SB9. get work checked by peers
	<b>Team Working</b>
	The user/individual on the job needs to know and understand how to:
	SB10. work effectively in a team environment



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

## NOS Version Control

NOS Code	ASC/ N 0003		
Credits(NSQF)	TBD	Version number	1
Industry	Automotive	Drafted on	10/06/13
Industry Sub-sector	NA	Last reviewed on	10/06/13
		Next review date	10/06/15



**Qualifications Pack for Sales Officer –(Auto Insurance)**

Criteria for assessment of Trainees
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JOB ROLE	Sales Officer –Auto Insurance L5
Qualification Pack	ASC/Q 2101
No. Of NOS	2 Role specific ,4 generic

NOS Title/ NOS Elements	NOS & Performance Criterion Description	Marks allocation	
ASC/N 2101	Plan& Analyse sales targets for Auto Insurance	Viva	Practical
<b>Analyse &amp; drive sales for auto insurance products</b>	To be competent, the user/individual on the job must be able to:		
	PC1. generate customer leads from assigned vehicle dealers, brokers, direct selling executives, direct sales agents and institutional clients		
	PC2. make a sales pitch to potential customers		
	PC3. convert these leads to insurance sales by effectively selling insurance policies to potential clients.		
	PC4. explain clearly all terms and conditions for the insurance product to the potential customers	15	40
	PC5. help individuals, businesses, and families select the most appropriate policies for health, life, and properties		
	PC6. offer property and casualty, life, health, disability, and long-term care insurance		
	PC7. sell policies that protect individuals and businesses from financial loss resulting from automobile accidents, fire, theft, storms, and other events that can damage property		
	PC8. offer health insurance policies that cover the costs of medical care and loss of income due to illness or injury		
	PC9. advise clients/ customers on how to minimize risk by having various insurance policies		
	PC10. match insurance policies for clients with the companies that offer the best rates and coverage		
	PC11. conduct and assist in field investigation and pre – sanction survey for the insurance claims for all the vehicles	25	40
	PC12. document all the findings of field investigation in a survey report for the insurance claim cases for all the vehicles		
	PC13. collect all the relevant documents for processing of the insurance or claims, including properly filled application form and sort them		
	PC14. handover the documents folder to the insurance or claims processing agents/executives of the company		
	PC15. collect and check for the final cover note, once the insurance is approved and handover to the customer		
	PC16. analyse the given sales target and allocate accordingly for various products		

**Qualifications Pack for Sales Officer –(Auto Insurance)**

	PC17. develop and expand business to new showrooms by liaising with OEM and dealership sales function PC18. prepare monthly sales reports and update the company systems accordingly	10	10
	<b>subtotal</b>	<b>50</b>	<b>90</b>
<b>ASC/N2102</b>	<b>Manage Insurance Cases</b>	<b>Viva</b>	<b>Practical</b>
<b>Check records for pending / struck cases to ensure early resolution of the cases</b>	To be competent, the user/individual on the job must be able to:  PC1. examine the records for all pending or stuck insurance cases at the dealership PC2. analyse the key factors for pendency of the insurance or claim cases PC3. enumerate all findings for pendency of the insurance or claim approval to the customer PC4. clear all prerequisites for insurance or claims to the customers such as inspection etc. PC5. pay beneficiaries/ process repair in case of claim awarded to policy holders PC6. compile all documents, including duly filled insurance or claim application, required for the clearance of the insuring or claim cases PC7. forward all the stuck cases to superiors for quick approvals PC8. identify and mention correct premium payment history and insurance claim status of the customer in the survey report schedule for quick insurance approvals PC9. identify all gaps in terms of non-availability of documents required for insurance approvals and inform the customers PC10. maintain transparency in all the documents submitted for insurance approvals to get faster cover notes PC11. maintain reports and records of insurance policies PC12. maintain regular contact with clients/ customers	40	50
	<b>subtotal</b>	<b>40</b>	<b>50</b>
<b>ASC/N 0004</b>	<b>Manage customer relationship &amp; quality of service</b>	<b>Viva</b>	<b>Practical</b>
<b>Manage the total customer satisfaction with enriching &amp; pleasant customer experience</b>	To be competent, the user/individual on the job must be able to:  PC1. analyse and comprehend all customer requirements and needs PC2. document complete customer requisites and assess them PC3. deliver and assist in delivering as per the noted requirements PC4. understand complete customer queries and complaints PC5. document all customer queries in the prescribed format of the organisation	20	30

**Qualifications Pack for Sales Officer –(Auto Insurance)**

	PC6. ensure least turnaround time for any customer query handling/redressal especially issues related to warranty claims and other performance related issues PC7. maximise customer satisfaction through pleasant and excellent customer experience within the organisations framework PC8. document feedbacks and reviews from the customers & implement within the framework of the organization PC9. maintain a healthy & professional relationship with the customers especially key accounts and influencers in the market	20	40
	<b>Subtotal</b>	<b>40</b>	<b>70</b>
<b>ASC/N 0001</b>	<b>Plan &amp; organize work to meet expected outcome</b>	<b>Viva</b>	<b>Practical</b>
<b>Work requirements including various activities within the given time and set quality standards</b>	To be competent, the user/individual on the job must be able to: PC1. keep immediate work area clean and tidy PC2. treat confidential information as per the organisation's guidelines PC3. work in line with organisation's policies and procedures PC4. work within the limits of job role PC5. obtain guidance from appropriate people, where necessary PC6. ensure work meets the agreed requirements	10	30
<b>Appropriate use of resources</b>	PC7. establish and agree on work requirements with appropriate people PC8. manage time, materials and cost effectively PC9. use resources in a responsible manner	20	20
	<b>subtotal</b>	<b>30</b>	<b>50</b>
<b>ASC/N 0002</b>	<b>Work effectively in a team</b>	<b>Viva</b>	<b>Practical</b>
<b>Interact &amp; communicate effectively with colleagues including member in the own group as well as other groups</b>	To be competent, the user/individual on the job must be able to: 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	50	50

**Qualifications Pack for Sales Officer –(Auto Insurance)**

	PC8. follow the organisation's policies and procedures for working with colleagues		
	<b>subtotal</b>	<b>50</b>	<b>50</b>
<b>ASC/N 0003</b>	<b>Maintain safe , healthy environment friendly workplace</b>	<b>Viva</b>	<b>Practical</b>
<b>Resources needed to maintain a safe, secure working environment</b>	<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>	40	40
	<b>subtotal</b>	<b>40</b>	<b>40</b>
	<b>Total</b>	<b>250</b>	<b>350</b>