

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-Auto Body Repair Technician / Denter Level 3

SECTOR: AUTOMOTIVE

SUB-SECTOR: AUTOMOTIVE VEHICLE SERVICE

OCCUPATION: TECHNICAL SERVICE & REPAIR

JOB ROLE: AUTO BODY REPAIR TECHNICIAN LEVEL 3

REFERENCE ID: ASC/ Q 1410

ALIGNED TO: NCO-2004/7213.30

Auto Body Technician is also known as Denter, Body Man, Body Helper, and Body Repairer Helper

Brief Job Description: An **Auto Body Technician Level 3** assists in repair of vehicles by carrying out work on the body and frame of a vehicle because of damage mostly due to major/ minor dents on the body. The individual also assists the Body Specialist to carry out specialised denting related jobs in the body shop.

Personal Attributes: An individual on this job must have good interpersonal skills in addition to being a team player, as the job requires coordination with other Technicians. An individual on this job should also have good memory to recall the various tools used in the body shop and their storage location for easy retrieval. The individual must also have a technical bend of mind to have basic knowledge of vehicle structure and function to assist in the overall repairing dents and fabricating, assembling, or disassembling vehicle components.

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|-------------|--------------------------|------------------------------|------------------|---|
| Job Details | Qualifications Pack Code | ASC/ Q 1410 | | |
| | Job Role | Auto Body Technician Level 3 | | |
| | Credits(NSQF) | TBD | Version number | 1.0 |
| | Industry | Automotive | Drafted on | 10/06/13 |
| | Sub-sector | Automotive Vehicle Service | Last reviewed on | 10/06/13 |
| | Occupation | Technical Service & Repair | Next review date | Under revision expected date of revised version 31-Dec-15 |
| | NSQF Clearance on | 20/07/15 | | |

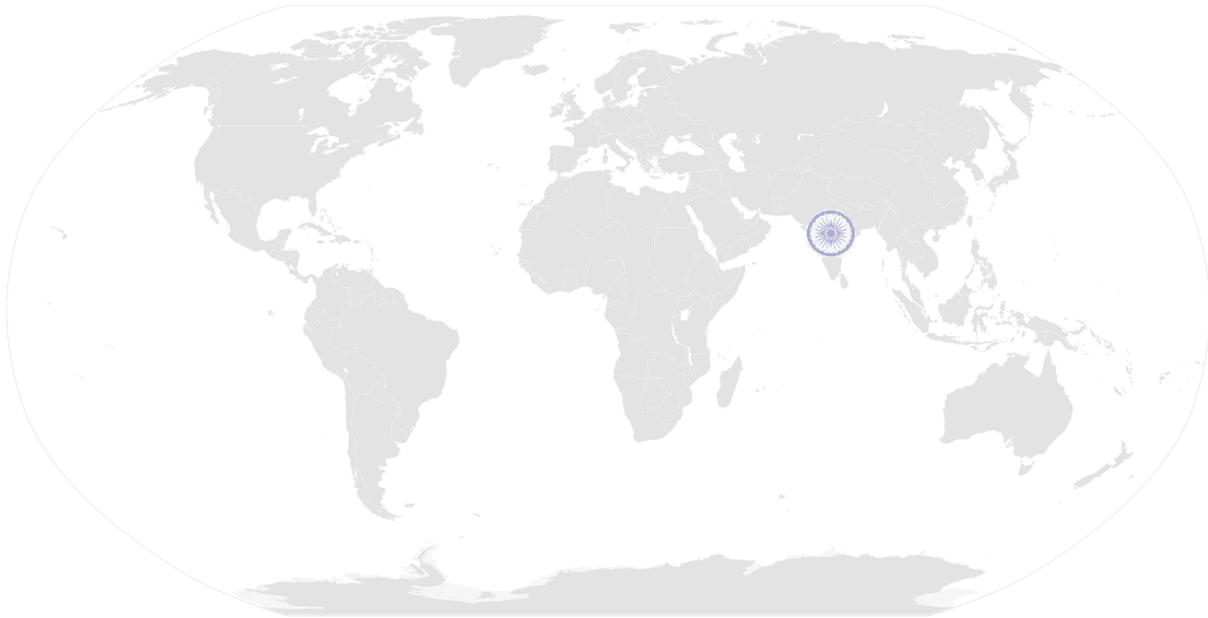
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| Job Role | Auto Body Technician Level 3 |
| Role Description | Assist in the repair of vehicles |
| NSQF level | 3 |
| Minimum Educational Qualifications | Class X |
| Maximum Educational Qualifications | ITI Diploma |
| Training (Suggested but not mandatory) | <p>On the job training:</p> <ul style="list-style-type: none"> Desirable for ASDC Auto Body Technician Level 3 Certificate or ITI diploma Compulsory for all other qualifications |
| Minimum Job Entry Age | <p>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 the 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.</p> |
| Experience | Not Applicable |
| Occupational Standards (OS) | <p>Compulsory:</p> <p>ASC/N1419: Assist in the repair and replacement of vehicle body and chassis components ASC/N0001: Plan and organise work to meet expected outcomes ASC/N0002: Work effectively in a team ASC/N0003: Maintain a healthy, safe and secure working environment</p> <p>Optional: N.A.</p> |
| Performance Criteria | As described in the relevant NOS units |

| 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 authorization 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. |

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

Acronyms

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of an Auto Body Technician to assist in the repair and replacement requirements for the body and chassis components in a vehicle.

ASC/ N 1419

Assist in the repair and replacement of vehicle body and chassis components

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| National Occupational Standard | Unit Code | ASC/N 1419 |
| | Unit Title (Task) | Assist in the repair and replacement of vehicle body and chassis components |
| | Description | This NOS unit is about an Auto-Body Technician who is responsible for assisting repair and replacement of the vehicle chassis and body components and identifies any other repairs requirements in the vehicle as a result of damage to the body / chassis components (including the chassis frame) |
| | Scope | This unit/task covers the following: <ul style="list-style-type: none"> assist senior body technician in the assessing the damage to vehicle assist in the repairs and replacement of vehicle chassis and body components in a vehicle and identify any additional repair requirements |
| | Performance Criteria (PC) w.r.t. the Scope | |
| | Element | Performance Criteria |
| | Assist in repair & replacement of vehicle body and chassis components | To be competent, the user/individual on the job must be able to: |
| | | PC1. assist the senior body technician to assess the overall damage to vehicle body and chassis components |
| | | PC2. follow supervisor's instructions as to which parts to restore or replace with respect to the auto body/ chassis components |
| | | PC3. select, calibrate and use the appropriate tools and equipment for the body component/ chassis repair of the vehicle |
| PC4. remove upholstery, accessories, electrical window-and-seat-operating equipment, and trim to gain access to vehicle bodies and fenders | | |
| PC5. cut and tape plastic separating film to outside repair areas to avoid damaging surrounding surfaces during repair procedure, and remove tape and wash surfaces after repairs are complete | | |
| PC6. assist in performing repair work under supervision of senior body technician such as: <ul style="list-style-type: none"> body panel repair minor structural damage major welded panels body components using lead wiping major sectional repair chassis/ frame and associated components | | |
| PC7. assist in removal and replacement related work under supervision of Senior Body Technician such as: <ul style="list-style-type: none"> vehicle body panels, panel sections and ancillary fittings protector mouldings, transfers and decals mechanical units/assemblies electrical/electronic units/assemblies | | |
| PC8. install various vehicle component seals | | |
| PC9. prepare surface and apply window tinting | | |

ASC/ N 1419

Assist in the repair and replacement of vehicle body and chassis components

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| | <p>PC10. file, grind, sand and smooth fill or repair surfaces, using power tools and hand tools</p> <p>PC11. assist in clamping frames and sections to alignment machines that use hydraulic pressure to align damaged components</p> <p>PC12. assist in removal of damaged sections of vehicles using metal-cutting guns, air grinders and wrenches, and install replacement parts using wrenches or welding equipment</p> <p>PC13. assist in mixing polyester resins and hardeners to restore damaged areas</p> <p>PC14. assist in fitting and securing windows, vinyl roofs, and metal trim to vehicle bodies, using caulking guns, adhesive brushes, and mallets</p> <p>PC15. assist in filling small dents that cannot be worked out with plastic or solder</p> <p>PC16. assist in removal of small pits and dimples in body metal using pick hammers and punches</p> <p>PC17. ensure any malfunctions or repair requirements observed in vehicles (and beyond own scope of work) are reported to the concerned person</p> <p>PC18. ensure any malfunctions observed in tools and equipment are reported to the concerned person</p> <p>PC19. clean work areas, using air hoses, to remove damaged material and discarded fiber glass strips used in repair procedures</p> <p>PC20. 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 | |
| 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 inspection and repair of vehicles for the body/ chassis components</p> <p>KA2. standard operating procedures for repair and replacement of automotive body parts mandated by the OEM</p> <p>KA3. safety requirements for equipment and components (e.g. preventing/ dealing with oil spillage and inflammable materials)</p> <p>KA4. standard operating procedures recommended by the Dealership/ Suppliers/OEM for using tools and equipment to be followed as per the manufacturer instructions (e.g. maintaining safety while using welding and soldering equipment)</p> <p>KA5. documentation requirements for each procedure carried out as part of roles and responsibilities as specified by the organization</p> <p>KA6. organisational and professional code of ethics and standards of practice</p> <p>KA7. safety, health, environmental policies and regulations for the workplace as well as for Automotive trade in general (e.g. safe practices while working in pits/ under vehicles)</p> <p>KA8. workplace policies and schedules for housekeeping activities and equipment maintenance</p> |

ASC/ N 1419

Assist in the repair and replacement of vehicle body and chassis components

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| B. Technical Knowledge | <p>The user/individual on the job needs to know and understand:</p> <p>KB1. the tools and methods used to assess and confirm structural damage that cannot be determined through a visual inspection, including use of a tape measure or a tram bar, a tram gauge, and self-centering gauges</p> <p>KB2. the kind of tools and procedures required based on the damage sustained by the vehicle including:</p> <ul style="list-style-type: none"> • power tools and hand tools (e.g. hammers) • air hoses • various clamps, holding jigs, relevant special equipment <p>KB3. drills, drill bits, bolts, nuts and washers</p> <p>KB4. the storage location for the tools and materials used in the workshop</p> <p>KB5. the procedure for measurement of :</p> <ul style="list-style-type: none"> • length • squareness • flatness • angles • roundness • depth • clearances • any measurements that can be taken from analogue or digital devices <p>KB6. how to assist in repairing and fixing the following non-permanently attached body panels:</p> <ul style="list-style-type: none"> • wings • doors • bonnet • boot lids & tail gates <p>KB7. the various welding techniques</p> <p>KB8. The correct alignment of panels and components and the applicable methods</p> <p>KB9. the various cleaning agents/sprays (de-waxing, detergents, degreasers, special purpose agents)</p> <p>KB10. the appropriate tools required for structural repairs</p> <p>KB11. the repair procedure to be followed for particular damage</p> <p>KB12. the measures to be adopted to protect the vehicle from damage before, during and after removing and fitting activities</p> <p>KB13. appropriate personal and vehicle protection to be used for various procedures</p> |
| Skills (S) w.r.t. the scope | |
| Element | Skills |
| A. Core Skills/ Generic Skills | Writing skills |
| | <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. record and document the basic details of repairs performed on various body and chassis aggregates/ components</p> <p>SA2. write in at least one language</p> |

ASC/ N 1419

Assist in the repair and replacement of vehicle body and chassis components

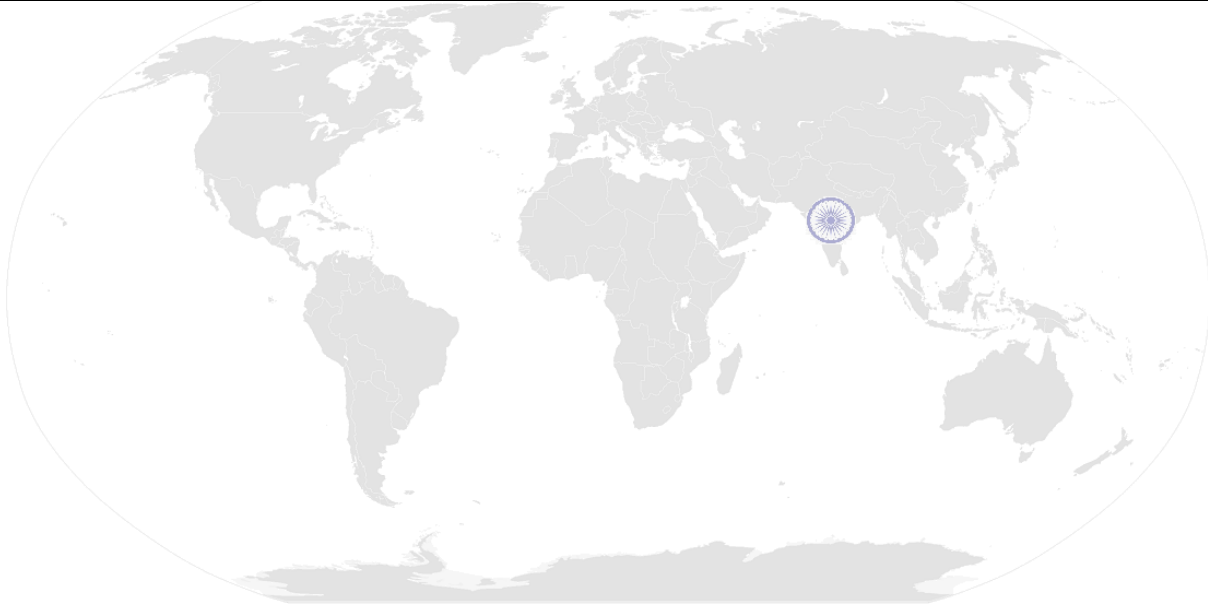
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| | Reading skills |
| | <p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. read work order, specification, etc. related to the job including instructions mentioned on the job card given by service advisor/supervisors</p> <p>SA4. read any specific safety related guideline (applicable for CNG/ LPG/ Electric vehicle)</p> |
| | Oral Communication (Listening and Speaking skills) |
| | <p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. communicate the damage caused to vehicle and its body parts</p> <p>SA6. interact with the customer/ service advisor and senior technicians</p> <p>SA7. interact with team members including colleagues in the workshop 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. judge when to seek assistance from a superior</p> |
| | Plan and Organise |
| | <p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. plan work according to the required schedule and location</p> |
| | Customer centricity |
| | <p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. ensure that customer needs regarding the denting and body/ chassis related jobs are assessed and satisfactory service is provided</p> |
| | Problem solving |
| | <p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. inspect damaged vehicles and assist in repairs required</p> <p>SB5. inspect equipment to ensure proper working order and take any corrective actions as required</p> <p>SB6. ensure that all dents which can't be repaired to be referred to superiors to take an appropriate decision</p> |
| | Analytical thinking |
| | <p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. check the usefulness of shop tools to see if they are suitable for work on new models of vehicles</p> |
| | Critical thinking |
| | <p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. evaluate the information gathered from the customer report/ job card and assess repairs</p> |

ASC/ N 1419

Assist in the repair and replacement of vehicle body and chassis components

NOS Version Control

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| NOS Code | ASC/ N 1406 | | |
| 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 | Technical Service & Repair | Next review date | Under revision expected date of revised version 31-Dec-15 |



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

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| 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 | This unit/task covers the following: <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 | To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> 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 |
| Appropriate use of resources | <ul style="list-style-type: none"> PC7. establish and agree on work requirements with appropriate people PC8. manage time, materials and cost effectively PC9. use resources in a responsible manner |
| 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, procedures and priorities for area of work, role and responsibilities in carrying out that work KA2. the limits of responsibilities and when to involve others KA3. specific work requirements and who these must be agreed with KA4. the importance of having a tidy work area and how to do this KA5. how to prioritize workload according to urgency and importance and the benefits of this KA6. the organisation's policies and procedures for dealing with confidential information and the importance of complying with these KA7. the purpose of keeping others updated with the progress of work KA8. who to obtain guidance from and the typical circumstances when this may be required |

ASC/ N 0001

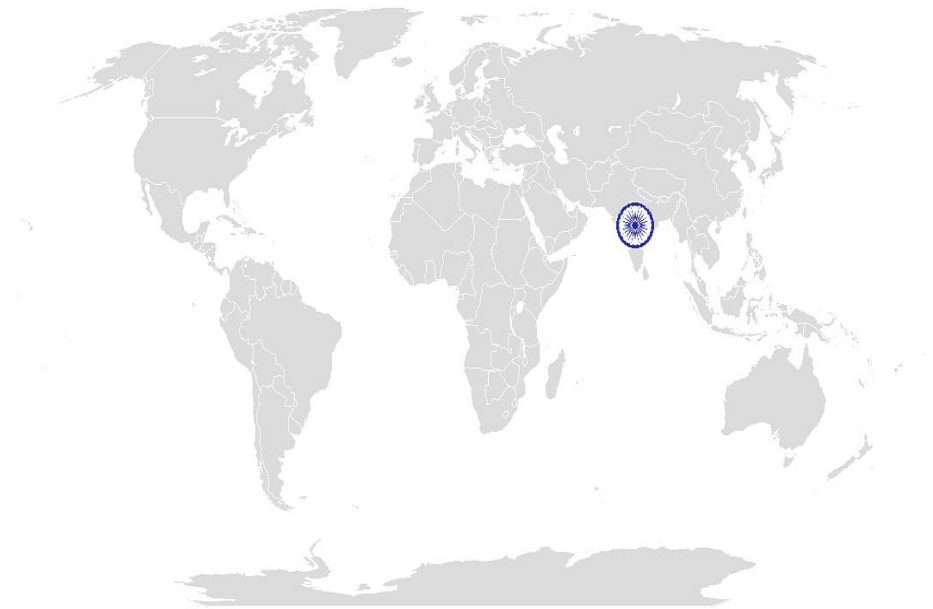
Plan and organise work to meet expected outcomes

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| | 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 |
| B. Professional Skills | 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 |
| | 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 | |
| B. Professional Skills | 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 | |
| B. Professional Skills | Problem Solving |
| | The user/individual on the job needs to know and understand how to: |
| | SB6. refer anomalies to the concerned persons |
| B. Professional Skills | 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

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| | SB7. analyse problems and identify work -arounds taking help from concerned persons where required |
| | Critical Thinking |
| | The user/individual on the job needs to know and understand how to: SB8. apply own judgement to identify solutions in different situations |



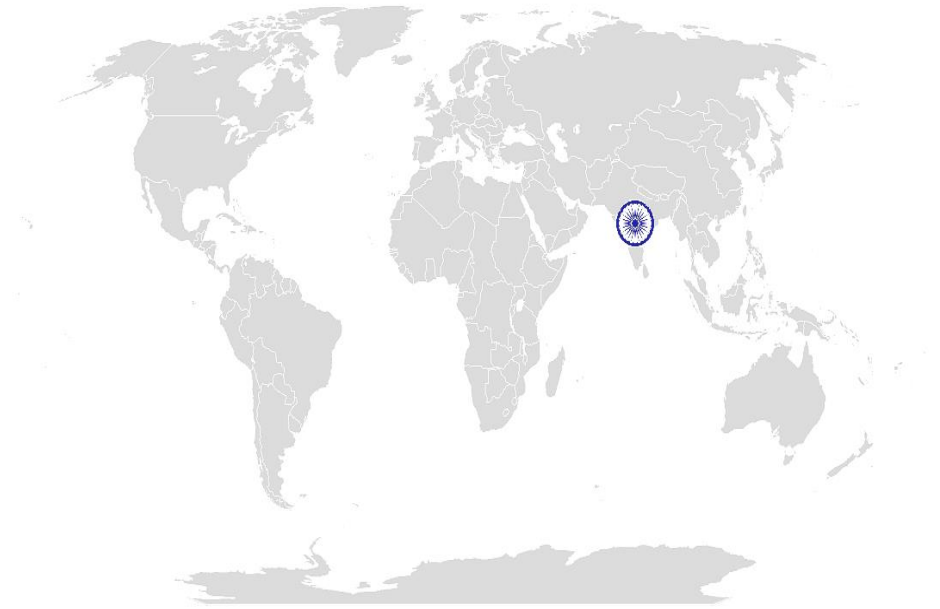
ASC/ N 0001

Plan and organise work to meet expected outcomes

NOS Version Control

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| 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 | Technical Service & Repair | Next review date | Under revision expected date of revised version 31-Dec-15 |

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

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| National Occupational Standard | Unit Code | ASC/ N 0002 |
| | Unit Title (Task) | Work effectively in a team |
| | Description | This NOS unit is about working effectively within a team, either in individual's own work group or in other work groups outside the organisation. |
| | Scope | This unit/task covers the following: Colleagues: <ul style="list-style-type: none"> Interact & communicate effectively with colleagues including member in the own group as well as other groups |
| | Performance Criteria (PC) w.r.t. the Scope | |
| | Element | Performance Criteria |
| | Interact & communicate effectively with colleagues including member in the own group as well as other groups | To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC1. maintain clear communication with colleagues (by all means including face-to-face, telephonic as well as written) PC2. work with colleagues to integrate work PC3. pass on information to colleagues in line with organisational requirements both through verbal as well as non-verbal means PC4. work in ways that show respect for colleagues PC5. carry out commitments made to colleagues PC6. let colleagues know in good time if cannot carry out commitments, explaining the reasons PC7. identify problems in working with colleagues and take the initiative to solve these problems PC8. follow the organisation's policies and procedures for working with colleagues |
| | Knowledge and Understanding (K) w.r.t. the scope | |
| | Element | Knowledge and Understanding |
| | A. Organisational Context (Knowledge of the Company/Organisation and its processes) | The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. the organisation's policies and procedures for working with colleagues, role and responsibilities in relation to this KA2. the importance of effective communication and establishing good working relationships with colleagues KA3. different methods of communication and the circumstances in which it is appropriate to use these KA4. the importance of creating an environment of trust and mutual respect KA5. the implications of own work on the work and schedule of others |
| B. Technical Knowledge | The user/individual on the job needs to know and understand: | |

ASC/ N 0002

Work effectively in a team

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| | <p>KB1. different types of information that colleagues might need and the importance of providing this information when it is required</p> <p>KB2. the importance of helping colleagues with problems, in order to meet quality and time standards as a team</p> |
| Skills (S)w.r.t. the scope | |
| Element | Skills |
| A. Core Skills/ Generic Skills | Writing Skills |
| | The user/individual on the job needs to know and understand how to: |
| | SA1. complete written work with attention to detail |
| | Reading Skills |
| | The user/individual on the job needs to know and understand how to: |
| | SA2. read instructions, guidelines/procedures |
| | 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 |
| | B. Professional Skills |
| The user/individual on the job needs to know and understand how to: | |
| SB1. make decisions on a suitable course of action or responsekeeping in view resource utilization while meeting commitments | |
| Plan and Organise | |
| The user/individual on the job needs to know and understand how to: | |
| SB2. plan and organise work to achieve targets and deadlines | |
| Customer Centricity | |
| The user/individual on the job needs to know and understand how to: | |
| SB3. check that the work meets customer requirements SB4. deliver consistent and reliable service to customers | |
| Problem Solving | |
| The user/individual on the job needs to know and understand how to: | |
| SB5. apply problem solving approaches in different situations | |
| Critical Thinking | |
| The user/individual on the job needs to know and understand how to: | |
| SB6. apply balanced judgements to different situations | |

ASC/ N 0002

Work effectively in a team

NOS Version Control

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| 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 | Technical Service & Repair | Next review date | Under revision expected date of revised version 31-Dec-15 |

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

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| 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 | This unit/task covers the following: <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 | To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> 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 |
| 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. legislative requirements and organisation's procedures for health, safety and security and individual's role and responsibilities in relation to this KA2. what is meant by a hazard, including the different types of health and safety hazards that can be found in the workplace |

ASC/ N 0003

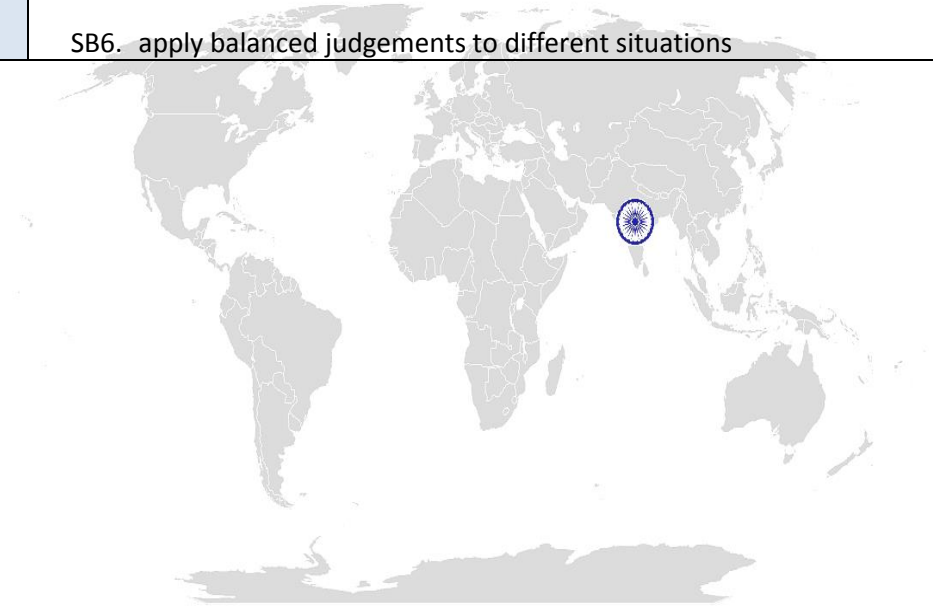
Maintain a healthy, safe and secure working environment

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| | <p>KA3. how and when to report hazards</p> <p>KA4. the limits of responsibility for dealing with hazards</p> <p>KA5. the organisation's emergency procedures for different emergency situations and the importance of following these</p> <p>KA6. the importance of maintaining high standards of health, safety and security</p> <p>KA7. implications that any non-compliance with health, safety and security may have on individuals and the organisation</p> |
| B. Technical Knowledge | <p>The user/individual on the job needs to know and understand:</p> <p>KB1. different types of breaches in health, safety and security and how and when to report these</p> <p>KB2. evacuation procedures for workers and visitors</p> <p>KB3. how to summon medical assistance and the emergency services, where necessary</p> <p>KB4. how to use the health, safety and accident reporting Procedures and the importance of these</p> |
| Skills (S) w.r.t. the scope | |
| Element | Skills |
| A. Core Skills/ Generic Skills | Writing Skills |
| | The user/individual on the job needs to know and understand how to: |
| | SA1. complete accurate, well written work with attention to detail |
| | Reading Skills |
| | The user/individual on the job needs to know and understand how to: |
| | SA2. read instructions, guidelines/procedures/rules |
| B. Professional Skills | Oral Communication (Listening and Speaking skills) |
| | The user/individual on the job needs to know and understand how to: |
| | SA3. listen to and orally communicate information with all concerned |
| | Decision Making |
| | The user/individual on the job needs to know and understand how to: |
| | SB1. make decisions on a suitable course of action or response |
| 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 |

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| | The user/individual on the job needs to know and understand how to: |
| | SB4. apply problem solving approaches in different situations |
| | Analytical Thinking |
| | The user/individual on the job needs to know and understand how to: |
| | SB5. analyse data and activities |
| | Critical Thinking |
| The user/individual on the job needs to know and understand how to: | |
| SB6. apply balanced judgements to different situations | |



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NOS Version Control

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|----------------------------|----------------------------|-------------------------|---|
| 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 | Technical Service & Repair | Next review date | Under revision expected date of revised version 31-Dec-15 |

Qualifications Pack for Auto Body Repair Technician L3

Criteria for assessment of Trainees

Job Role: - Auto Body Technician Level 3
Qualification Pack: - ASC/Q1410
Sector Skill Council Automotive Skills Development

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. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. To pass the Qualification Pack, every trainee should score a minimum of 65% of aggregate marks to successfully clear the assessment.
5. In case of *unsuccessful completion*, the trainee may seek reassessment on the Qualification Pack.

| Assessable Outcomes | Assessment Criteria of Outcomes | Total Marks | Out Of | Theory | Skills Practical |
|--|--|-------------|--------|--------|------------------|
| ASC/N1419-(Assist in the repair and replacement of vehicle body and chassis components)- Assist in repair & replacement of vehicle body and chassis components | PC1. Assist the senior body technician to assess the overall damage to vehicle body and chassis components | 100 | 4 | 1 | 3 |
| | PC2. Follow supervisor's instructions as to which parts to restore or replace with respect to the auto body/ chassis components | | 4 | 1 | 3 |
| | PC3. Select, calibrate and use the appropriate tools and equipment for the body component/ chassis repair of the vehicle | | 6 | 1 | 5 |
| | PC4. Remove upholstery, accessories, electrical window-and-seat-operating equipment, and trim to gain access to vehicle bodies and fenders | | 6 | 1 | 5 |
| | PC5. Cut and tape plastic separating film to outside repair areas to avoid damaging surrounding surfaces during repair procedure, and remove tape and wash surfaces after repairs are complete | | 6 | 1 | 5 |
| | PC6. Assist in performing repair work under supervision of senior body technician such as: | | 6 | 1 | 5 |

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| <ul style="list-style-type: none"> • body panel repair • minor structural damage • major welded panels • body components using lead wiping • major sectional repair • chassis/ frame and associated components | | | |
| PC7. Assist in removal and replacement related work under supervision of Senior Body Technician such as: <ul style="list-style-type: none"> • vehicle body panels, panel sections and ancillary fittings • protector mouldings, transfers and decals • mechanical units/assemblies • electrical/electronic units/assemblies | 5 | 1 | 4 |
| PC8. Install various vehicle component seals | 6 | 1 | 5 |
| PC9. Prepare surface and apply window tinting | 6 | 1 | 5 |
| PC10. File, grind, sand and smooth fill or repair surfaces, using power tools and hand tools | 5 | 1 | 4 |
| PC11. Assist in clamping frames and sections to alignment machines that use hydraulic pressure to align damaged components | 5 | 1 | 4 |
| PC12. Assist in removal of damaged sections of vehicles using metal-cutting guns, air grinders and wrenches, and install replacement parts using wrenches or welding equipment | 5 | 1 | 4 |
| PC13. Assist in mixing polyester resins and hardeners to restore damaged areas | 5 | 1 | 4 |
| PC14. Assist in fitting and securing windows, vinyl roofs, and metal trim to vehicle bodies, using caulking guns, adhesive brushes, and mallets | 5 | 1 | 4 |
| PC15. Assist in filling small dents that cannot be worked out with plastic or solder | 5 | 1 | 4 |
| PC16. Assist in removal of small pits | 5 | 1 | 4 |

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| | and dimples in body metal using pick hammers and punches | | | | |
| | PC17. Ensure any malfunctions or repair requirements observed in vehicles (and beyond own scope of work) are reported to the concerned person | | 4 | 1 | 3 |
| | PC18. Ensure any malfunctions observed in tools and equipment are reported to the concerned person | | 4 | 1 | 3 |
| | PC19. Clean work areas, using air hoses, to remove damaged material and discarded fiberglass strips used in repair procedures | | 4 | 1 | 3 |
| | PC20. 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 | 1 | 3 |
| | | | 100 | 20 | 80 |
| ASC/N0001 (Plan and organise work to meet expected outcomes)- Work requirements including various activities within the given time and set quality standards | PC1. Keep immediate work area clean and tidy | 100 | 11 | 2 | 9 |
| | PC2. Treat confidential information as per the organisation's guidelines | | 8 | 2 | 6 |
| | PC3. Work in line with organisation's policies and procedures | | 11 | 3 | 8 |
| | PC4. Work within the limits of job role | | 9 | 3 | 6 |
| | PC5. Obtain guidance from appropriate people, where necessary | | 10 | 3 | 7 |
| | PC6. ensure work meets the agreed requirements | | 14 | 3 | 11 |
| Appropriate use of resources | PC7. establish and agree on work requirements with appropriate people | | 12 | 3 | 9 |
| | PC8. Manage time, materials and cost effectively | | 14 | 3 | 11 |
| | PC9. Use resources in a responsible manner | | 11 | 3 | 8 |
| | | | 100 | 25 | 75 |
| ASC/N0002(Work effectively in a team)- Effective communication | PC1. Maintain clear communication with colleagues | 100 | 14 | 4 | 10 |
| | PC2. Work with colleagues | | 9 | 2 | 7 |
| | PC3. Pass on information to colleagues in line with organisational requirements | | 11 | 3 | 8 |
| | PC4. Work in ways that show respect for colleagues | | 11 | 3 | 8 |

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| | PC5. Carry out commitments made to colleagues | | 10 | 2 | 8 |
| | PC6. Let colleagues know in good time if cannot carry out commitments, explaining the reasons | | 10 | 2 | 8 |
| | PC7. Identify problems in working with colleagues and take the initiative to solve these problems | | 13 | 4 | 9 |
| | PC8. Follow the organisation's policies and procedures for working with colleagues | | 12 | 3 | 9 |
| | PC9. Ability to share resources with other members as per priority of tasks | | 10 | 2 | 8 |
| | | | 100 | 25 | 75 |
| ASC/N0003(Maintain a healthy,safe and secure working environment)- Resources needed to maintain a safe, secure working environment | PC1. Comply with organisation's current health,safety and security policies and procedures | 100 | 12 | 3 | 9 |
| | PC2. Report any identified breaches in health,safety, and security policies and procedures to the designated person | | 13 | 3 | 10 |
| | 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. | | 13 | 3 | 10 |
| | PC4. Identify and correct any hazards like illness, accidents, fires or any other natural calamity safely and within the limits of individual's authority | | 15 | 5 | 10 |
| | 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 | | 12 | 3 | 9 |
| | PC6. Follow organisation's emergency procedures for accidents, fires or any other natural calamity | | 13 | 3 | 10 |
| | PC7. Identify and recommend opportunities for improving health,safety, and security to the designated person | | 11 | 3 | 8 |
| | PC8. Complete all health and safety records are updates and procedures | | 11 | 2 | 9 |

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| | well defined | | | | |
| | | | 100 | 25 | 75 |