

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR AUTOMOTIVE INDUSTRY

What are Occupational Standards (OS)?

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

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Introduction

Qualifications Pack- Regional Service Marketing Manager

SECTOR: AUTOMOTIVE

SUB-SECTOR: AUTOMOTIVE VEHICLE SERVICE (OEM)

OCCUPATION: SERVICE MARKETING

JOB ROLE: REGIONAL SERVICE MARKETING MANAGER

REFERENCE ID: ASC/ Q 0701

ALIGNED TO: NCO-2004/Nil

Regional Service Marketing manager is also known as Zonal Services Marketing Head

Brief Job Description: A Regional Service Marketing Manager is responsible for the outbound marketing activities for service offerings of the organisation. The individual is able to craft the messaging and positioning for service offerings.

Personal Attributes: The individual should be able to interface effectively and establish quick credibility and confidence with development, delivery, customer support, sales, marketing, finance, and our customers across all channels. This job requires an extremely talented and flexible individual with strong presentation skills, adept business knowledge, organizational abilities, and who is capable of bridging customer business requirements to technical feature set and broader market trends, indices, and capabilities. Attention to detail and an eye for quality, along with the ability to grasp and translate technical capabilities into benefits is crucial.

Job Details

Qualifications Pack Code	ASC/ Q 0701		
Job Role	Regional Service Marketing Manager		
Credits(NSQF)	TBD	Version number	1
Industry	Automotive	Drafted on	15/07/13
Sub-sector	Automotive Vehicle Service (OEM)	Last reviewed on	15/07/13
Occupation	Service Marketing	Next review date	15/07/15

Job Role	Regional Service Marketing Manager
Role Description	Develop, design and implement the marketing plan for service offerings of the organisation.
NSQF level	6
Minimum Educational Qualifications	Graduate in Marketing/ Advertising or B.B.A in Marketing/ Advertising or related field
Maximum Educational Qualifications	Post graduate degree/ diploma in Business Administration with specialization in Marketing/Advertising or related field
Training (Suggested but not mandatory)	On the job training <ul style="list-style-type: none"> Desirable for ASDC Regional Service Marketing Manager Level 6 certificate OR Post graduate degree / diploma in Business Administration
Experience	5-10 years of service marketing experience for graduates/post-graduates
Occupational Standards (OS)	Compulsory: ASC/ Q 0701: Develop and Design Services Marketing Plan ASC/ Q 0702: Implement Marketing Plan ASC/ N 0005: Supervise and evaluate performance ASC/ N 0001: Plan and organise work to meet expected outcomes ASC/ N 0002: Work effectively in a team ASC/ N 0003: Maintain a healthy, safe and secure working environment Optional: N.A.
Performance Criteria	As described in the relevant NOS units

Definitions

Keywords /Terms	Description
Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the NOS, these include communication related skills that are applicable to most job roles.
Dealership	A business established or operated under an authorisation to sell or distribute an automotive company's goods and services
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate NOS they are looking for.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of NOS.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in the Indian context
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Organisational Context	Organisational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
Qualifications Pack(QP)	Qualifications Pack comprises the set of NOS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Scope	Scope is the set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on the quality of performance required.
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.

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

ASC/ N 0701: Design and develop services marketing plan.

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Regional Services Marketing Manager who is responsible for designing promotional and branding framework of a complete services portfolio.

ASC/ N 0701: Design and develop services marketing plan.

National Occupational Standard

Unit Code	ASC/ N 0701
Unit Title (Task)	Design and develop services marketing plan.
Description	This OS unit is about a Regional Services Marketing Manager who is responsible for designing promotional and branding framework of a complete services portfolio.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> conduct market research to analyse competitor's service marketing strategies design branding strategies for services offerings of OEM products
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Analyse market requirements for OEM products	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. lead on going market research efforts and identify market requirements for current and future products</p> <p>PC2. propose an overall research and launch budget to ensure success and to monitor on going performance against budget</p> <p>PC3. manage revenue and profitability of the service offerings for OEM products</p> <p>PC4. develop the strategy and manage the marketing programs that drive demand for OEM products</p> <p>PC5. drive and develop material for multiple service offerings and service launches including press releases, launch materials, customer presentations, videos, pod casts, and sales training</p> <p>PC6. develop and drive competitive marketing campaigns to ensure enrichment of market share and profitability</p> <p>PC7. collaborate cross-functionally on competitive selling, pricing, market development and field solutions</p> <p>PC8. develop service positioning and messaging that differentiates your services in the market</p> <p>PC9. communicate the value proposition of the products to the sales team and develop the sales tools that support the selling process of your products</p> <p>PC10. work closely with sales managers, distributors, key customers and representatives in solving customer problems and developing service programs</p>
Knowledge and Understanding (K) w.r.t. the scope	
Element	Knowledge and Understanding
A. Organisational Context (Knowledge of the Company/ Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. standard operating procedures of the organisation/ dealership about service marketing process</p> <p>KA2. documentation requirements for each procedure carried out as part of roles and responsibilities</p>

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	<p>KA3. organisational and professional code of ethics and standards of practice</p> <p>KA4. safety and health policies and regulations for the workplace</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. how to conduct market research identify market requirements for OEM products</p> <p>KB2. how to develop effective strategies for service offerings of OEM product</p> <p>KB3. how to develop material for multiple service offerings and service launches including press releases, launch materials, customer presentations, videos, pod casts, and sales training</p> <p>KB4. how to develop marketing campaigns for effective service delivery</p> <p>KB5. how to develop effective service positioning and messaging for gaining competitive advantage in OEM market</p> <p>KB6. how to explain value proposition of the products to the sales team</p> <p>KB7. how to develop sales tools that support the selling process of OEM products</p> <p>KB8. how to handle customer queries about service offerings of OEM products</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. create documentation required on the job (reports of data collected, etc.)</p> <p>SA2. prepare cost estimates of conducting market research</p> <p>SA3. write in at least one language</p>
	Reading skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. read brochures and technical specifications of the product launched</p> <p>SA5. read policies and regulations pertinent to the job</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. interact with the sales function to elicit information service offerings of OEM products</p>
B. Professional Skills	Decision making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. analyse the results of research conducted and evaluate best service offering for OEM products</p>
	Plan and Organise

ASC/ N 0701: Design and develop services marketing plan.

	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB2. plan work assigned on a daily basis SB3. interact regularly with the sales function to have proper knowledge about the implementation of marketing plan
	Customer centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB4. ensure that sales function has adopted marketing plan SB5. ensure that the marketing research is done properly and is error free
	Problem solving
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB6. handle unfavourable comparisons of the product with previous products SB7. ensure that the marketing research is hurdle free
	Analytical thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB8. analyse unique points of conducting market research and implementing the marketing plan
	Critical thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB9. evaluate the information gathered from the sales function about the extent of inculcation of marketing plans

ASC/ N 0701: Design and develop services marketing plan.

NOS Version Control

NOS Code	ASC/ N 0701		
Credits(NSQF)	TBD	Version number	1
Industry	Automotive	Drafted on	15/07/13
Industry Sub-sector	Automotive Vehicle Service (OEM)	Last reviewed on	15/07/13
		Next review date	15/07/15

ASC/ N 0702: Implement the marketing plan

National Occupational Standards

Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Marketing Services Manager to effectively implement the marketing strategies for service offerings of OEM products.

ASC/ N 0702: Implement the marketing plan

National Occupational Standard	Unit Code	ASC/ N 0702
	Unit Title (Task)	Implement the marketing plan.
	Description	This OS unit is about a Regional Services Marketing Manager who is responsible for effectively implementing marketing strategies for service offerings of OEM products.
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> assist in taking customer feedback to measure success of new functionalities. ensure proper execution of service marketing deliverables across all marketing channels.
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Ensure execution of service marketing deliverables	<p>To be competent, the user/individual on the job must be able to:</p> <ul style="list-style-type: none"> PC1. liaison & coordinate between different functions to ensure proper flow of service process of the defined region PC2. assist sales function in designing and implementing business plan PC3. monitor and evaluate sales related activities of competitors PC4. elucidate service support clauses to sales function and prepare proposal documents accordingly by helping the sales function PC5. understand customer requirements and specific value deliverables related with OEM products PC6. implement allocation of budgets for service offerings of OEM products and review their effectiveness PC7. interact with sales/ finance/ marketing function to ensure proper execution of service marketing plan PC8. analyse effective implementation of incentive plans for proper implementation of promotions PC9. analyse and evaluate feedback of customers regarding service delivery of OEM products
	Knowledge and Understanding (K) w.r.t. the scope	
	Element	Knowledge and Understanding
	B. Organisational Context (Knowledge of the Company/ Organisation and its processes)	<p>the user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> KA1. standard operating procedures of the organisation/ dealership about service marketing process KA2. documentation requirements for each procedure carried out as part of roles and responsibilities KA3. organisational and professional code of ethics and standards of practice KA4. safety and health policies and regulations for the workplace

ASC/ N 0702: Implement the marketing plan

B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. how to assist sales function in designing and implementing business plan</p> <p>KB2. service support clauses and marketing policies and procedures of the organisation</p> <p>KB3. how to prepare proposal documents and research reports on service offerings of OEM products</p> <p>KB4. customer requirements and specific value deliverables related with OEM products</p> <p>KB5. how to implement allocation of budgets for service offerings of OEM products</p> <p>KB6. the competitive landscape including:</p> <ul style="list-style-type: none"> competitor's service marketing strategies pros and cons of the product vis-à-vis those offered by competitors
Skills (S) w.r.t. the Scope	
Element	Skills
C. Core Skills/ Generic Skills	Writing skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. create documentation required on the job (reports of data collected, etc.)</p> <p>SA2. prepare cost estimates of conducting market research</p> <p>SA3. write in at least one language</p>
	Reading skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. read brochures and technical specifications of the product launched</p> <p>SA5. read policies and regulations pertinent to the job</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. interact with the sales function to elicit information service offerings of OEM products</p>
D. Professional Skills	Decision making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. analyse the results of research conducted and evaluate best service offering for OEM products</p>
	Plan and Organise
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. plan work assigned on a daily basis</p>

ASC/ N 0702: Implement the marketing plan

	SB3. interact regularly with the sales function to have proper knowledge about the implementation of marketing plan
	Customer Centricity
	The user/individual on the job needs to know and understand how to:
	SB4. ensure that sales function has adopted marketing plan
	SB5. ensure that the marketing research is done properly and is error free
	Problem solving
	The user/individual on the job needs to know and understand how to:
	SB6. handle unfavourable comparisons of the product with previous products
	SB7. ensure that the marketing research is hurdle free
	Analytical thinking
	The user/individual on the job needs to know and understand how to:
	SB8. analyse unique points of conducting market research and implementing the marketing plan
	Critical thinking
	The user/individual on the job needs to know and understand how to:
	SB9. evaluate the information gathered from the sales function about the extent of inculcation of marketing plans

ASC/ N 0702: Implement the marketing plan

NOS Version Control

NOS Code	ASC/ N 0702		
Credits(NSQF)	TBD	Version number	1
Industry	Automotive	Drafted on	15/07/13
Industry Sub-sector	Automotive Vehicle Service (OEM)	Last reviewed on	15/07/13
		Next review date	15/07/15

ASC/ N 0005: Supervise and evaluate performance

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of an individual to supervise and evaluate the performance of subordinates to ensure higher levels of motivation.

ASC/ N 0005: Supervise and evaluate performance

National Occupational Standard	Unit Code	ASC/ N 0005
	Unit Title (Task)	Supervise and evaluate performance
	Description	This NOS unit is about an individual who supervise and evaluate the performance of subordinates to ensure higher levels of motivation.
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> supervise all activities performed by subordinates and reporting executives and evaluate their performance ensure and implement strict adherence of all activities performed by subordinates to organisational guidelines
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Supervise & evaluate performance of all subordinates and reporting executives	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. set goals and targets as per organisational directives for all reporting executives</p> <p>PC2. create quantified measures and metrics to analyse the performance delivered by subordinates</p> <p>PC3. set tangible and achievable incentives for subordinates as per the goals and targets assigned</p> <p>PC4. ensure and implement strict adherence of all activities performed by subordinates to organisational guidelines</p> <p>PC5. monitor and supervise all the activities performed by subordinates and ensure optimisation to achieve the set goals</p> <p>PC6. evaluate performance of subordinates and reporting executives on the designed measures and metrics as per the guidelines of the Organization</p> <p>PC7. assist and support reporting executives whenever necessary or applicable</p> <p>PC8. document all performance indicators and metrics of subordinates in the prescribed format of organisation</p> <p>PC9. perform all appraisal related process flow for subordinates, as per respective performance documents</p> <p>PC10. handover all the documents and appropriate support measures to human resources department for official records</p> <p>PC11. ensure and implement proper process flow for feedbacks and queries received from subordinates</p>
	Knowledge and Understanding (K)	
	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 for appraisals, incentives, promotions and performance evaluation</p> <p>KA2. standard operating procedures for query and problem reporting and their redressal in the organisation</p> <p>KA3. framework and guidelines prescribed by the organisation for query and</p>

ASC/ N 0005: Supervise and evaluate performance

	<p>problem redressal</p> <p>KA4. framework and guidelines prescribed by the organisation for performance evaluations and based appraisals out of it</p> <p>KA5. documentation requirements for each procedure carried out as part of roles and responsibilities</p> <p>KA6. institutional and professional code of ethics and standards of practice</p> <p>KA7. safety and health policies and regulations for the workplace</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. documentation requirements for appraisals and other performance evaluations of various subordinate positions</p> <p>KB2. process flow for performance evaluation, documentation and appraisals related with them</p> <p>KB3. subordinate and reporting executive's problems and queries and documenting it in the organisation's prescribed format</p> <p>KB4. redressal documentations mechanisms available in the organization and acting accordingly in a timely manner</p> <p>KB5. software or Format such as MS Word, Excel, PowerPoint and Management Information System (MIS) as prescribed by the organization</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA1. communicate information and ideas in writing so that the subordinates and peers can understand</p> <p>SA2. create documents required on the job (including requirement sheets, query sheets, response or feedback sheets etc.)</p> <p>SA3. write at least one local language</p>
	Reading skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. read reviews from subordinates in terms of their requirements, queries and feedbacks</p> <p>SA5. read appraisal documents related with any of subordinating position</p> <p>SA6. read policies and regulations pertinent to the job</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA7. interact with all subordinates to understanding their requirements, queries and feedbacks on various aspects within the organisation</p> <p>SA8. interact with organisation's internal stakeholders to ensure efficient performance evaluation of the subordinates leading to higher levels of satisfaction and motivation</p>

ASC/ N 0005: Supervise and evaluate performance

B. Professional Skills	Decision making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. analyse information and evaluate results amongst the various available options or metrics on the performance indicators to choose best way to motivate subordinates through:</p> <ul style="list-style-type: none"> • rewards and recognition schemes • promotion • transfer to other work stream • nominate for an executive training • any other monetary or non-monetary benefits
	Plan and Organise
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. plan work on a daily basis to ensure higher levels of motivated within the team supervising wherever required and giving freedom and independence to the subordinates to ensure high quality work output with minimum superior guidance leading to holistic development of the subordinate</p>
	Customer centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. Ensure all activities performed by subordinates and reporting executives is in sync with broader organisational goals to ensure higher customer satisfaction</p>
	Problem solving
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. analyse all the queries or problems posted by subordinates and find an appropriate solution acceptable to the subordinates</p> <p>SB5. deliver and act as per the organisation provided/guided resolutions</p>
	Analytical thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. evaluate and identify all key requirements of the subordinates and try to solve various issues to ensure higher motivational levels</p> <p>SB7. assess additional cost burden as a result of various incentives schemes and other rewards & recognition schemes for the subordinates and take an optimum decision to ensure the overall profitability of the organisation</p>
	Critical thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. assess additional cost burden as a result of various incentives schemes and other rewards & recognition schemes for the subordinates and take an</p>

ASC/ N 0005: Supervise and evaluate performance

	optimum decision to ensure the overall profitability of the organisation
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ASC/ N 0005: Supervise and evaluate performance

NOS Version Control

NOS Code	ASC/ N 0005		
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 0001: Plan and organise work to meet expected outcomes

National Occupational Standards



Overview

This unit is about planning and organising an individual's work in order to complete it to the required standards, on time and within budget in terms of cost and material.

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

National Occupational Standard	Unit Code	ASC/ N 0001
	Unit Title (Task)	Plan and organise work to meet expected outcomes
	Description	This NOS unit is about planning and organising an individual's work in order to complete it to the required standards on time.
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> work requirements including various activities, deliverables or work output required in the given time, maintain set quality standards appropriate use of resources (both material / equipment's and manpower)
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Work requirements including various activities within the given time and set quality standards	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. keep immediate work area clean and tidy</p> <p>PC2. treat confidential information as per the organisation's guidelines</p> <p>PC3. work in line with organisation's policies and procedures</p> <p>PC4. work within the limits of job role</p> <p>PC5. obtain guidance from appropriate people, where necessary</p> <p>PC6. ensure work meets the agreed requirements</p>
	Appropriate use of resources	<p>PC7. establish and agree on work requirements with appropriate people</p> <p>PC8. manage time, materials and cost effectively</p> <p>PC9. use resources in a responsible manner</p>
	Knowledge and Understanding (K) w.r.t. the scope	
	Element	Knowledge and Understanding
	A. Organisational Context (Knowledge of the Company/Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. the organisation's policies, procedures and priorities for area of work, role and responsibilities in carrying out that work</p> <p>KA2. the limits of responsibilities and when to involve others</p> <p>KA3. specific work requirements and who these must be agreed with</p> <p>KA4. the importance of having a tidy work area and how to do this</p> <p>KA5. how to prioritize workload according to urgency and importance and the benefits of this</p> <p>KA6. the organisation's policies and procedures for dealing with confidential information and the importance of complying with these</p> <p>KA7. the purpose of keeping others updated with the progress of work</p> <p>KA8. who to obtain guidance from and the typical circumstances when this may be required</p> <p>KA9. the purpose and value of being flexible and adapting work plans</p>

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

	to reflect change
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. how to complete tasks accurately by following standard procedures</p> <p>KB2. technical resources needed for work and how to obtain and use these</p>
Skills (S) w.r.t. the scope	
Element	Skills
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA1. write in at least one language</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. read instructions, guidelines/procedures</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. ask for clarification and advice from appropriate persons</p> <p>SA4. communicate orally with colleagues</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. make a decision on a suitable course of action appropriate for accurately completing the task within resources</p>
	Plan and Organise
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. agree objectives and work requirements</p> <p>SB3. plan and organise work to achieve targets and deadlines</p>
	Customer Centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. deliver consistent and reliable service to customers</p> <p>SB5. check own work and ensure it meets customer requirements</p>
	Problem Solving
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. refer anomalies to the concerned persons</p>
	Analytical Thinking

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

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



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

NOS Version Control

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

ASC/ N 0002: Work effectively in a team

National Occupational Standards



Overview

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

ASC/ N 0002: Work effectively in a team

National Occupational Standard	Unit Code	ASC/ N 0002
	Unit Title (Task)	Work effectively in a team
	Description	This NOS unit is about working effectively within a team, either in individual's own work group or in other work groups outside the organisation.
	Scope	This unit/task covers the following: Colleagues: <ul style="list-style-type: none"> interact & communicate effectively with colleagues including member in the own group as well as other groups
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Interact & communicate effectively with colleagues including member in the own group as well as other groups	<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>
	Knowledge and Understanding (K) w.r.t. the scope	
	Element	Knowledge and Understanding
	A. Organisational Context (Knowledge of the Company/Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. the organisation's policies 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. the importance of creating an environment of trust and mutual respect</p> <p>KA5. the implications of own work on the work and schedule of others</p>
	B. Technical Knowledge	The user/individual on the job needs to know and understand:

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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
B. Professional Skills	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA3. listen effectively and orally communicate information
	SA4. ask for clarification and advice from the concerned person
	Decision Making
	The user/individual on the job needs to know and understand how to:
	SB1. make decisions on a suitable course of action or response keeping in view resource utilization while meeting commitments
	Plan and Organise
	The user/individual on the job needs to know and understand how to:
	SB2. plan and organise work to achieve targets and deadlines
	Customer Centricity
	The user/individual on the job needs to know and understand how to:
	SB3. check that the work meets customer requirements
	SB4. deliver consistent and reliable service to customers
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB5. apply problem solving approaches in different situations
	Critical Thinking
	The user/individual on the job needs to know and understand how to:
	SB6. apply balanced judgements to different situations

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NOS Version Control

NOS Code	ASC/ N 0002		
Credits(NSQF)	TBD	Version number	1
Industry	Automotive	Drafted on	10/06/13
Industry Sub-sector	NA	Last reviewed on	10/06/13
		Next review date	10/06/15

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

National Occupational Standards



Overview

This unit is about monitoring work place practices and making sure they meet requirements for health, safety, security and environmental concerns.

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

National Occupational Standard

Unit Code	ASC/ N 0003
Unit Title (Task)	Maintain a healthy, safe and secure working environment
Description	This NOS unit is about monitoring the working environment and making sure it meets requirements for health, safety and security.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Resources (both material & manpower) needed to maintain a safe working environment as per the prevalent norms & government policies including emergency procedures for illness, accidents, fires or any other reason which may involve evacuation of the premises
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Resources needed to maintain a safe, secure working environment	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. comply with organisation's current health, safety and security policies and procedures</p> <p>PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person</p> <p>PC3. coordinate with other resources at the workplace to achieve the healthy, safe and secure environment for all incorporating all government norms esp. for emergency situations like fires, earthquakes etc.</p> <p>PC4. identify and correct any hazards like illness, accidents, fires or any other natural calamity safely and within the limits of individual's authority</p> <p>PC5. report any hazards outside the individual's authority to the relevant person in line with organisational procedures and warn other people who may be affected</p> <p>PC6. follow organisation's emergency procedures for accidents, fires or any other natural calamity</p> <p>PC7. identify and recommend opportunities for improving health, safety, and security to the designated person</p> <p>PC8. complete all health and safety records are updates and procedures well defined</p>
Knowledge and Understanding (K) w.r.t. the scope	
Element	Knowledge and Understanding
A. Organisational Context (Knowledge of the Company/Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. legislative requirements and organisation's procedures for health, safety and security and individual's role and responsibilities in relation to this</p> <p>KA2. what is meant by a hazard, including the different types of health and safety hazards that can be found in the workplace</p> <p>KA3. how and when to report hazards</p>

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	<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

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

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NOS Version Control

NOS Code	ASC/ N 0003		
Credits(NSQF)	TBD	Version number	1
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