

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-Accessories and VAS Sales Executive

SECTOR: AUTOMOTIVE

SUB-SECTOR: AUTOMOTIVE VEHICLE SALES (DEALER)

OCCUPATION: VEHICLE SALES

JOB ROLE: ACCESSORIES AND VAS SALES EXECUTIVE

REFERENCE ID: ASC/ Q 1004

ALIGNED TO: NCO-2004/3415.90

Accessories and VAS Sales Executive is also known as Accessories sales executive and Value added sales executive.

Brief Job Description: An **Accessories and VAS Sales Executives** is responsible for selling vehicle accessories and other value added services along with the sale of the vehicle. They generate and close leads generated for accessories or value added services either immediately after the vehicle is sold or after some time post the sale of the vehicle.

Personal Attributes: The individual should have detailed knowledge of various automotive accessories and also basic knowledge of the vehicle to suggest the right accessories for the particular vehicle model. The individual should have an appropriate understanding of vehicle structure to suggest various value added services for the sold vehicle. The individual should possess good communication and negotiation skills so ensure profitable sale of accessories and value added services.

Job Details	Qualifications Pack Code	ASC/ Q 1004		
	Job Role	Accessories and VAS Sales Executive		
	Credits(NSQF)	TBD	Version number	1.0
	Industry	Automotive	Drafted on	13/06/13
	Sub-sector	Automotive Vehicle Sales (Dealer)	Last reviewed on	13/06/13
	Occupation	Vehicle Sales	Next review date	Under revision expected date of revised version 31-Dec-15
	NSQC Clearance on	20/07/15		

Job Role	Accessories and VAS Sales Executive
Role Description	Responsible for selling accessories and value added services along with the sale of the vehicle
NSQF level	4
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"> Desirable for ASDC Accessories and VAS Sales Executive Level 4 Certificate or Post graduate degree / diploma in Business Administration Compulsory for all other qualifications
Minimum Job Entry Age	1 ASDC recommends that candidates should seek full employment not before attaining an age of 18 years. 2 However, as per Factories Act 1948 and Shops & Establishment Act 195 - No one can be Employed before attaining age of 14 3 Please note that under the Factories Act 1948, and Shops & Establishment Act 1953 different States may have slightly varying provision which need to be adhered to.
Experience	Not Applicable
Occupational Standards (OS)	Compulsory: <ol style="list-style-type: none"> ASC/N1005:Ensure sales of accessories and value added sales ASC/ N 0004:Manage customer relationship ASC/N 0001:Plan and organise work to meet expected outcomes ASC/N 0002:Work effectively in a team ASC/N 0003:Maintain a healthy, safe and secure working environment
Performance Criteria	As described in the relevant 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 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 fulfill 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 Standards Qualifications Framework
OEM	Original Equipment Manufacturer
OS	Occupational Standard(s)
QP	Qualifications Pack

ASC/ N 1005

Ensure sales of accessories and value added services

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of an individual to ensure sales of vehicle accessories and value added services.

ASC/ N 1005

Ensure sales of accessories and value added services

National Occupational Standard

Unit Code	ASC/ N 1005
Unit Title (Task)	Ensure sales of accessories and value added sales
Description	This OS unit is about an individual ensuring the sale of various accessories (which are not a part of the fitment along with the vehicle) and various bundled value added services.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> ensure proper display of various appropriate vehicle accessories prominently to ensure proper selection by customer and its sale and fitments post sale of desired accessories promote various bundled value added services along with the sale of the vehicle
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Sales of desired accessories and bundled Value added services	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. understand the specifications related to the various accessories appropriate for the particular brand and make of the vehicle</p> <p>PC2. ensure proper dealer inventory management for accessories required across various models, colours, sizes and fitments of the vehicle and place orders in case of stock-outs</p> <p>PC3. manage the upkeep of display areas and ensure proper visibility of the different variants of accessories prominently within the designated area of the dealership</p> <p>PC4. manage space allocation for accessories display areas and ensure display of all colours of designated accessories</p> <p>PC5. handle leads generated from various sources including telephonic enquiries, emails, cold calls etc. for accessory sales post the vehicle has been sold / expected to be sold</p> <p>PC6. make a sales pitch for accessories and value added services to potential customers</p> <p>PC7. inform and explain customers about the USP of the chosen accessories over other available options including their performance as well as its benefits</p> <p>PC8. explain all terms, conditions and payment related issues (for value added services and accessories) including various warranty related clauses for the various accessories to the customers</p> <p>PC9. answer technical questions asked by the customers in regards to various accessories and value added products for different variants of the vehicle</p> <p>PC10. assist customers in selecting the right accessories for their vehicle that respond both to their needs and requirements</p> <p>PC11. negotiate the terms of an agreement with the customer and close sales to ensure profitable sales</p> <p>PC12. suggest alternative accessories that have the similar performance and serves the same need of the customer to replace the initially desired accessory, in case the required accessory is out of stock</p>

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Ensure sales of accessories and value added services

	<p>PC13. perform calculations and provide customers with quotations for the various value added services as per the different payment schedules selected by the customer</p> <p>PC14. ensure that vehicles ready for delivery are fitted with proper accessories as selected by the customer well in time before the customer comes for delivery</p> <p>PC15. examine weekly and monthly reports to ensure all outstanding debts have been collected for the value added services (including payments for Annual Maintenance Contracts, Extended warranty payments due etc.)</p>
Knowledge and Understanding (K)	
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 for installing accessories and replacement of accessories as mandated by the OEM</p> <p>KA2. standard schedules and checklists recommended by the OEM before and after the fitment of the accessory</p> <p>KA3. any recommended changes/ refreshes in the process of fitment for the latest accessories for particular model/ brand of vehicle</p> <p>KA4. the detailed clauses along with various terms and conditions for various value added services and warranty clauses for the sold accessories</p> <p>KA5. safety requirements for equipment and components as prescribed by the OEM</p> <p>KA6. documentation requirements for each procedure carried out</p> <p>KA7. organisational and professional code of ethics and standards of practice</p> <p>KA8. safety, health and environmental policies and regulations for the workplace as well as automotive trade in general</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. right brand/ make/ variant of accessories available for a particular vehicle model as specified by the respective OEM (e.g. advance GPS system might require more power to operate which while being connected to the battery, which may drain/ or reduce battery life and hence a lower variant of the GPS system would be recommended for entry level cars and hence the higher variant should not be installed)</p> <p>KB2. the value proposition for each value added service and accessory along with its USP</p> <p>KB3. detailed working of various newly launched technologically advanced accessories having complex electronics/ electrical aggregates</p> <p>KB4. the negotiation skills required to make a deal profitable for the dealership and holds value for the customer</p> <p>KB5. technical specifications of all accessories and their correct usage / application in various models such as</p> <ul style="list-style-type: none"> • exterior accessories • vehicle protection accessories • interior accessories • audio-visual and navigation accessories

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Ensure sales of accessories and value added services

	<ul style="list-style-type: none"> • security related accessories <p>KB6. how to manage, order and control stock of accessories</p> <p>KB7. how to carry out merchandising procedures for various accessories including the high-end accessories</p> <p>KB8. how to minimise emergency orders and other charges by maintaining stock and planning inventory</p> <p>KB9. how to prepare the procurement, stock adjustment and invoice reports</p>
Skills (S)	
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. document the product information, price and special requests from customers</p> <p>SA2. maintain appropriate accessories sales record for the various models / variants of the vehicle to ensure proper planning</p> <p>SA3. record the procurement and stock details</p> <p>SA4. 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>SA5. read work orders for the fitment of accessories as per the customer preferences</p> <p>SA6. read the technical specifications and understand the correct usage of various accessories</p> <p>SA7. read the process of fitment of technologically advanced new accessory launched as per the guidelines given in the accessory manual</p> <p>SA8. read policies and regulations pertinent to the job, including OEM guidelines, health and safety instructions etc.</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA9. clearly communicate workplace information and ideas with colleagues (verbal & non-verbal)</p> <p>SA10. interact with the Customer/ Service Advisor for the various value added services including the warranty clause for the services offered</p> <p>SA11. interact with sales and other support staff function to understand the exact customer requirements regarding the need or requirement for fitment of a particular accessory</p> <p>SA12. communicate with the customer to understand their needs or make them understand the terms and condition of value added service</p> <p>SA13. interact and communicate with the customers (if necessary) during the customized fitment of the accessory to understand their preferences with regards to colour/ make/ model/ variant of the required accessory</p>

ASC/ N 1005

Ensure sales of accessories and value added services

B. Professional Skills	Decision making
	The user/individual on the job needs to know and understand how to:
	SB1. help customer decide on right accessory that can be fitted on a particular vehicle model
	SB2. identify the new product/accessories for the targeted customers for a particular vehicle model
	SB3. calculate the payment schedule for the various value added services according to the customer requirements and its cost implications (for ex. in case of Annual Maintenance Contracts the customer may want to have a quarterly / monthly payment schedule or he may want a few additional things also to be covered under AMC which would change the amount payable by the customer)
	SB4. decide on the most cost and time effective way to fit all the accessories as per the customer preferences
	SB5. decide which accessories to keep aside and term as dead stock / inventory basis the variant and colour of the accessory
	Plan and Organise
	The user/individual on the job needs to know and understand how to:
	SB6. plan and organise the appropriate display for a new accessory
	SB7. plan a visual and mechanical check on the accessory to ensure that its damage free
	SB8. plan and organise the schedule to complete work on the vehicle regarding the accessory fitment in a timely manner so that the vehicle can be delivered as per the schedule
	SB9. plan and organise the task to meet the sales objectives for both accessory sale and value added services
	Customer centricity
	The user/individual on the job needs to know and understand how to:
	SB10. ensure that customer's requirements with respect to the accessories are assessed and they are installed in a proper manner
	SB11. ensure information regarding the adequate care to be taken with respect to the accessory is timely communicated to the customer so that the accessory is maintained properly
	SB12. ensure that customers order for a particular brand / variant / colour of the required accessory are processed promptly
	Problem solving
	The user/individual on the job needs to know and understand how to:
	SB13. handle customer complaints regarding the problem related to particular accessory
	SB14. refer problems outside area of responsibility to appropriate person (e.g. unavailability of a particular variant/ colour of accessory, convey to the spare parts/ accessory procurement team)

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Ensure sales of accessories and value added services

	SB15. suggest alternatives to the customer in case the required accessory is unavailable or not suited for the vehicle
	Analytical thinking
	The user/individual on the job needs to know and understand how to:
	SB16. analyse and interpret interior and exterior dimensions of car for accurate measurements and accessories fitment SB17. assess the OEM vehicle and take appropriate judgement on the correct brand/ make/ variant of the accessory that needs to be fitted on the vehicle so that there is no mismatch as specified by the respective OEM(e.g. advance GPS system might require more power to operate which while being connected to the battery, which may drain/ or reduce battery life and hence a lower variant of the GPS system would be recommended for entry level cars and hence the higher variant should not be installed) SB18. calculate the prices of various bundled offerings of accessories and other value added services that can be combined with the vehicle
	Critical thinking
	The user/individual on the job needs to know and understand how to: SB19. evaluate the information gathered from market analysis and customer feedback and utilise it to identify the product/accessories demand SB20. use the existing knowledge and specification of various available accessories to decide the correct and most convenient method of installing them keeping the ease of installation and durability (long life) of the accessory in mind (e.g. if alloy wheels are to be installed, then they should be installed in such a way that it ensures longer life for the vehicles)

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Ensure sales of accessories and value added services

NOS Version Control

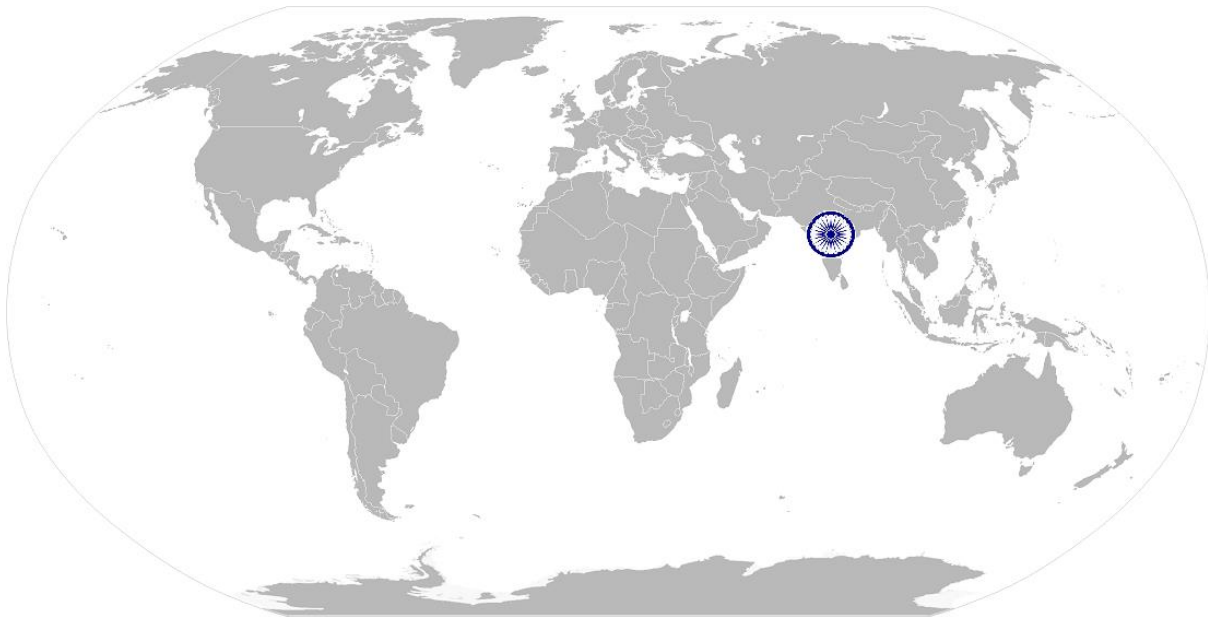
NOS Code	ASC/ N 1005		
Credits(NSQF)	TBD	Version number	1.0
Industry	Automotive	Drafted on	12/06/13
Industry Sub-sector	Automotive Vehicle Sales (Dealer)	Last reviewed on	12/06/13
Occupation	Vehicle Sales	Next review date	Under revision expected date of revised version 31-Dec-15



ASC/ N 0004

Manage customer relationship

National Occupational Standards



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

National Occupational Standard

Unit Code	ASC/ N 0004
Unit Title (Task)	Manage customer relationship
Description	This NOS unit is about an individual managing relationship with customers, providing quality service and ensuring complete satisfaction.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> understand complete customer requirements and deliver accordingly to maintain total customer satisfaction with enriching and pleasant customer experience resolve complete customer queries, issues & complaints timely including settlement of warranty claims and other performance related issues as per the various terms & conditions and guidelines
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Manage the total customer satisfaction with enriching & pleasant customer experience	<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</p> <p>PC2. document complete customer requisites and assess them</p> <p>PC3. deliver and assist in delivering as per the noted requirements</p> <p>PC4. understand complete customer queries and complaints</p> <p>PC5. document all customer queries in the prescribed format of the organisation</p> <p>PC6. ensure least turnaround time for any customer query handling/redressal especially issues related to warranty claims and other performance related issues</p> <p>PC7. maximise customer satisfaction through pleasant and excellent customer experience within the organisations framework</p> <p>PC8. document feedbacks and reviews from the customers & implement within the framework of the organization</p> <p>PC9. maintain a healthy & professional relationship with the customers especially key accounts and influencers in the market</p>
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> <p>KA1. standard operating procedures within one's own organisation</p> <p>KA2. standard operating procedures for query and complaint reporting along with their redressal mechanism in the organisation</p> <p>KA3. framework and guidelines as prescribed by the organisation for query and complaint redressal</p> <p>KA4. customer Relationship Management (CRM) related framework provided by the</p>

ASC/ N 0004

Manage customer relationship

	<p>organisation</p> <p>KA5. terms & conditions agreed between the respective auto component/ aggregate and the various OEMs/ OEM channel partners for supply, procurement of the 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 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. 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 & other service-related aspects etc.</p> <p>KB8. detailed technical and performance specifications of the auto component for various OEM vehicles</p>
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 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>
	Reading skills

ASC/ N 0004

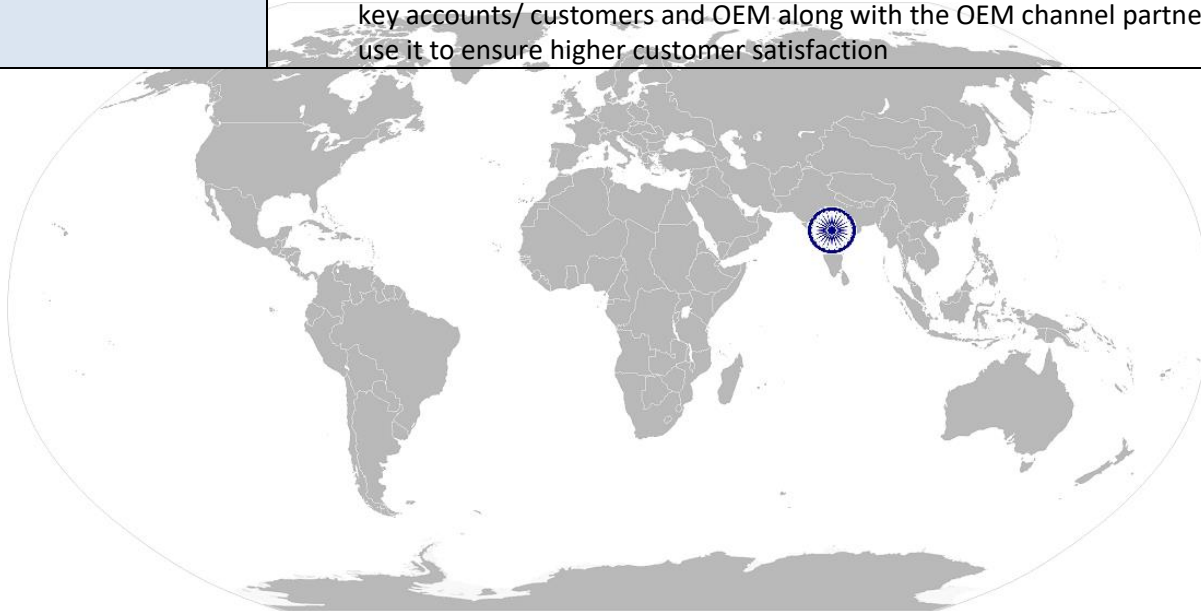
Manage customer relationship

	<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> <p>SA6. read brochures and technical specifications of the vehicle provided by the OEM and channel partner (Dealership)</p> <p>SA7. read policies and regulations pertinent to the job</p>
	<p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. interact with the customers for getting their requirements, queries and feedbacks</p> <p>SA9. interact with organisation's internal stakeholders for efficient customer relationship management interact with team members to work efficiently</p>
D. Professional Skills	<p>Decision making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. analyse information and evaluate results to choose the best solution and solve problems</p> <p>SB2. analyse any potential issue that may affect the performance of the vehicle and convey it in a timely manner</p>
	<p>Plan and Organise</p> <p>The user/individual on the job needs to know and understand plan:</p> <p>SB3. plan work assigned on a daily basis</p> <p>SB4. follow up regularly on potential complaints, issues raised by the customer</p>
	<p>Customer centricity</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. ensure that customer needs are assessed and satisfactory service is provided</p> <p>SB6. ensure that performance of the Auto component 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 Auto component manufacturer</p>
	<p>Problem solving</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>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</p> <p>SB8. deliver and act as per the organisation provided/guided resolutions</p> <p>SB9. liaise with all stakeholders to ensure hassle-free resolution of the complaints by the concerned customer in a timely fashion</p>

ASC/ N 0004

Manage customer relationship

	Analytical thinking
	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
	Critical thinking
	The user/individual on the job needs to know and understand how to:
	SB13. evaluate the information gathered from the customer complaint report and utilise it to identify timely resolutions
	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



ASC/ N 0004

Manage customer relationship

NOS Version Control

NOS Code	ASC/ N 0004		
Credits(NSQF)	TBD	Version number	1.0
Industry	Automotive	Drafted on	23/07/13
Industry Sub-sector	Automotive Vehicle Sales (Dealer)	Last reviewed on	23/07/13
Occupation	Vehicle Sales	Next review date	Under revision expected date of revised version 31-Dec-15



ASC/ N 0001

Plan and organise work to meet expected outcomes

National Occupational Standards



Overview

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

ASC/ N 0001

Plan and organise work to meet expected outcomes

National Occupational Standard

Unit Code	ASC/ N 0001
Unit Title (Task)	Plan and organise work to meet expected outcomes
Description	This NOS unit is about planning and organising an individual's work in order to complete it to the required standards on time.
Scope	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: 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	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: 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

ASC/ N 0001

Plan and organise work to meet expected outcomes

	<p>this may be required</p> <p>KA9. the purpose and value of being flexible and adapting work plans to reflect change</p>
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:
B. Professional Skills	SB1. make a decision on a suitable course of action appropriate for accurately completing the task within resources
	Plan and Organise
	The user/individual on the job needs to know and understand how to:
	SB2. agree objectives and work requirements
	SB3. plan and organise work to achieve targets and deadlines
	Customer Centricity
B. Professional Skills	The user/individual on the job needs to know and understand how to:
	SB4. deliver consistent and reliable service to customers
	SB5. check own work and ensure it meets customer requirements
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB6. refer anomalies to the concerned persons
B. Professional Skills	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 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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ASC/ N 0002

Work effectively in a team

National Occupational Standards



Overview

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

ASC/ N 0002

Work effectively in a team

National Occupational Standard

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

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Work effectively in a team

B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. different types of information that colleagues might need and the importance of providing this information when it is required</p> <p>KB2. the importance of helping colleagues with problems, in order to meet quality and time standards as a team</p>
Skills (S)w.r.t. the scope	
Element	Skills
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA1. complete written work with attention to detail</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. listen effectively and orally communicate information</p> <p>SA4. ask for clarification and advice from the concerned person</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. make decisions on a suitable course of action or response keeping in view resource utilization while meeting commitments</p>
	Plan and Organise
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. 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>SB3. check that the work meets customer requirements</p> <p>SB4. deliver consistent and reliable service to customers</p>
	Problem Solving
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. apply problem solving approaches in different situations</p>
	Critical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. apply balanced judgements to different situations</p>

ASC/ N 0002

Work effectively in a team

NOS Version Control

NOS Code	ASC/ N 0002		
Credits(NSQF)	TBD	Version number	1.0
Industry	Automotive	Drafted on	10/06/13
Industry Sub-sector	Automotive Vehicle Sales (Dealer)	Last reviewed on	10/06/13
Occupation	Vehicle Sales	Next review date	Under revision expected date of revised version 31-Dec-15

ASC/ N 0003

Maintain a healthy, safe and secure working environment

National Occupational Standards



Overview

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

ASC/ N 0003

Maintain a healthy, safe and secure working environment

National Occupational Standard

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

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Maintain a healthy, safe and secure working environment

	KA3. how and when to report hazards KA4. the limits of responsibility for dealing with hazards KA5. the organisation's emergency procedures for different emergency situations and the importance of following these KA6. the importance of maintaining high standards of health, safety and security KA7. implications that any non-compliance with health, safety and security may have on individuals and the organisation
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. different types of breaches in health, safety and security and how and when to report these KB2. evacuation procedures for workers and visitors KB3. how to summon medical assistance and the emergency services, where necessary KB4. how to use the health, safety and accident reporting Procedures and the importance of these
Skills (S) w.r.t. the scope	
Element	Skills
A. Core Skills/ Generic Skills	Writing Skills
	The user/individual on the job needs to know and understand how to:
	SA1. complete accurate, well written work with attention to detail
	Reading Skills
	The user/individual on the job needs to know and understand how to:
	SA2. read instructions, guidelines/procedures/rules
B. Professional Skills	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA3. listen to and orally communicate information with all concerned
	Decision Making
	The user/individual on the job needs to know and understand how to:
	SB1. make decisions on a suitable course of action or response
B. Professional Skills	Plan and Organise
	The user/individual on the job needs to know and understand how to:
	SB2. plan and organise work to achieve targets and deadlines
	Customer Centricity
	The user/individual on the job needs to know and understand how to:
	SB3. build and maintain positive and effective relationships with colleagues and customers
B. Professional Skills	Problem Solving

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Maintain a healthy, safe and secure working environment

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



ASC/ N 0003

Maintain a healthy, safe and secure working environment

NOS Version Control

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

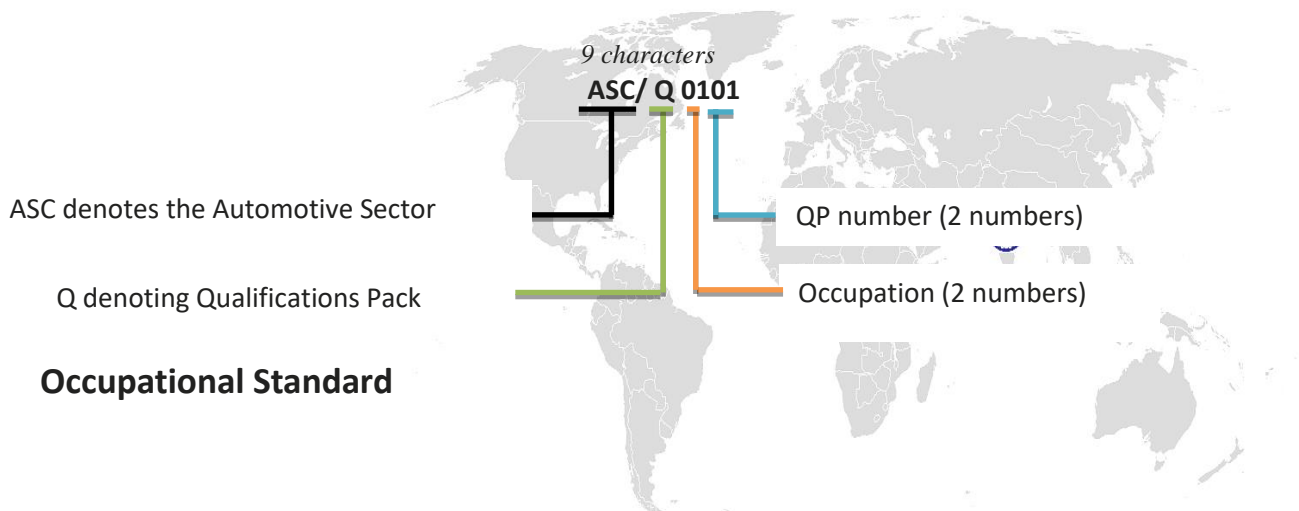
ASC/ N 0003

Maintain a healthy, safe and secure working environment

nnexure

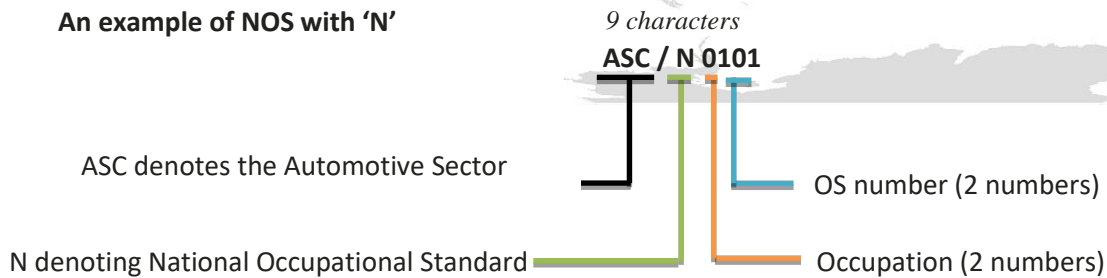
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'




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ASC/ N 0003

Maintain a healthy, safe and secure working environment

The following acronyms/ codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
Manufacturing	31 - 45 & 61 - 68
Research & Development	81 - 84
Sales & Service	01 - 21
Road Transportation	96 - 97

Sequence	Description	Example
Three letters	Automotive	ASC
Slash	/	 /
Next letter	Whether QP or NOS	N
Next two numbers	Occupation code	10
Next two numbers	OS number	12

Qualification pack for Accessories & VAS Sales Executive

Criteria for assessment of Trainees

JOB ROLE	Accessories & VAS Sales executive L4
Qualification Pack	ASC/Q 1004
No. Of NOS	1 Role specific ,4 generic

Guidelines for Assessment

1. Assessment to be conducted by ASDC as per competency output defined in the NOS/QP and the assessment criteria provided in the NOS/QP.
2. Assessment to be carried out by a third party Assessment Body duly affiliated to the SSC.
3. ASDC assessments will be comprehensive and cover all aspects of acquired knowledge, practical skills and also basic ability to communicate. Accordingly, evaluation process would include:
 - i. Theory/Knowledge test
 - ii. Practical demonstration test
 - iii. Face to Face
4. Theory/Knowledge assessment will be carried out on line through a link provided for each assessment that generates a random paper from a bank of questions available at the back end.
 - On line test would be conducted in the presence of an ASDC assessor till web enabled proctoring is deployed.
5. ASDC assessor would be conducting Practical and Viva as per the criteria provided in the NOS/QP.
6. Cut off criteria for certification (Marks obtained in %):70%

Compulsory NOS				Marks Allocation	
Total Marks: 500					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
ASC/N1005 Ensure sales of accessories and value added services	PC1.understand the specifications related to the various accessories appropriate for the particular brand and make of the vehicle	100	6	3	3
	PC2.ensure proper dealer inventory management for accessories required across various models, colours, sizes and fitments of the vehicle and place orders in case of stock-outs		6	2	4
	PC3.manage the upkeep of display areas and ensure proper visibility of the different variants of accessories prominently within the designated area of the dealership		8	3	5

Qualification pack for Accessories & VAS Sales Executive

PC4.manage space allocation for accessories display areas and ensure display of all colours of designated accessories	8	3	5
PC5. handle leads generated from various sources including telephonic enquiries, emails, cold calls etc. for accessory sales post the vehicle has been sold / expected to be sold	7	1	6
PC6.make a sales pitch for accessories and value added services to potential customers	9	3	6
PC7.inform and explain customers about the USP of the chosen accessories over other available options including their performance as well as its benefits	9	3	6
PC8.explain all terms, conditions and payment related issues (for value added services and accessories) including various warranty related clauses for the various accessories to the customers	7	3	4
PC9. answer technical questions asked by the customers in regards to various accessories and value added products for different variants of the vehicle	6	1	5
Pc10. assist customers in selecting the right accessories for their vehicle that respond both to their needs and requirements	6	1	5
PC11. negotiate the terms of an agreement with the customer and close sales to ensure profitable sales	6	2	4
PC12.suggest alternative accessories that have the similar performance and serves the same need of the customer to replace the initially desired accessory, in case the required accessory is out of stock	6	2	4

Qualification pack for Accessories & VAS Sales Executive

	PC13.perform calculations and provide customers with quotations for the various value added services as per the different payment schedules selected by the customer		6	1	5
	PC14.ensure that vehicles ready for delivery are fitted with proper accessories as selected by the customer well in time before the customer comes for delivery		5	1	4
	PC15.examine weekly and monthly reports to ensure all outstanding debts have been collected for the value added services (including payments for Annual Maintenance Contracts, Extended warranty payments due etc.)		5	1	4
		Total	100	30	70
ASC/N0004 Manage customer relationship and quality service	PC1.analyse and comprehend all customer requirements and needs	100	13	5	8
	PC2.document complete customer requisites and assess them		9	2	7
	PC3.deliver and assist in delivering as per the noted requirements		11	3	8
	PC4.understand complete customer queries and complaints		11	3	8
	PC5.document all customer queries in the prescribed format of the organisation		9	2	7
	PC6.ensure least turnaround time for any customer query handling/redressal especially issues related to warranty claims and other performance related issues		14	5	9
	PC7.maximise customer satisfaction through pleasant and excellent customer experience within the organisations framework		14	5	9
	PC8.document feedbacks and reviews from the customers & implement within the framework of the organization		9	2	7

Qualification pack for Accessories & VAS Sales Executive

	PC9.maintain a healthy & professional relationship with the customers especially key accounts and influencers in the market		10	3	7
		Total	100	30	70
ASC/N0001 Plan and organise work to meet expected outcomes	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
	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
		Total	100	25	75
ASC/N0002 Work effectively in a team	PC1. maintain clear communication with colleagues (by all means including face-to-face, telephonic as well as written)	100	14	4	10
	PC2.Work with colleagues to integrate work		9	2	7
	PC3.pass on information to colleagues in line with organisational requirements both through verbal as well as non-verbal means		11	3	8
	PC4.work in ways that show respect for colleagues		11	3	8
	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

Qualification pack for Accessories & VAS Sales Executive

	PC9.ability to share resources with other members as per priority of tasks		10	2	8
		Total	100	25	75
ASC/N0003 Maintain a healthy, safe and 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 well defined		11	2	9
	Total	500	100	25	75

Qualification pack for Accessories & VAS Sales Executive

ASC/N 0003	Maintain a healthy, safe and secure working environment	Theory	Viva	Practical
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>		40	40
	Subtotal		40	40
	Total	30	220	280