

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- Automotive Service Technician (Two and Three Wheelers)

SECTOR: AUTOMOTIVE

SUB-SECTOR: VEHICLE SERVICE

OCCUPATION: TECHNICAL SERVICE & REPAIR

JOB ROLE: AUTOMOTIVE SERVICE TECHNICIAN (TWO AND THREE WHEELERS)

REFERENCE ID: ASC/Q1411

Automotive Service Technician (two and three wheelers) is also known as Mechanic, Automotive Technician, Vehicle/ Automobile Technician, Automotive Mechanic, Repair and Maintenance Service Technician.

Brief Job Description: An Automotive Service Technician(Two Wheelers) is responsible for the repairing and servicing of 2 and 3 Wheel vehicles.

Personal Attributes: The individual should have good understanding of vehicle structure and aggregates and systems of vehicles. The individual should be able to grasp technical concepts related to the repair of the vehicle. This job requires individuals to work as a part of a team under supervision of superiors and may require long working hours.

Job Details	Qualifications Pack Code	ASC/ Q 1411		
	Job Role	Automotive Service Technician (two and three wheelers)		
	Credits(NVEQF/NVQF/NSQF)	TBD	Version number	1
	Industry	Automotive	Drafted on	10/06/13
	Sub-sector	Vehicle Service	Last reviewed on	10/06/13
	Occupation	Technical Service & Repair	Next review date	10/06/15

Job Role	Automotive Service Technician (two and three wheelers)
Role Description	Carrying out routine servicing and simple repairs and maintenance of vehicles (two and three wheelers)
NVEQF/NVQF level	4
Minimum Educational Qualifications	Class VIII
Maximum Educational Qualifications	Diploma in Mechanical or Automobile Engineering
Training (Suggested but not mandatory)	On the job training: <ul style="list-style-type: none"> Desirable for ASDC Automotive Service Technician (two and three wheelers) Certificate or Diploma in Automotive Repair Compulsory for all other qualifications
Experience	<ul style="list-style-type: none"> 0 years if ASDC Automotive Service Technician Level 4 Certificate or Diploma in Automotive Repair 1-2 years for other qualifications
Occupational Standards (OS)	<p>Compulsory:</p> <p>ASC/ N 1420: Carry out routine servicing and minor repairs of mechanical aggregates of two and three wheelers</p> <p>ASC/ N 0001: Plan and organise work to meet expected outcomes</p> <p>ASC/ N 0002: Work effectively in a team</p> <p>ASC/ N 0003: Maintain a healthy, safe and secure working environment</p> <p>Optional:</p>

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

ASC/ N 1420: Carry out service and repairs of engine and aggregates of two and three wheelers

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of an Automotive Service Technician to carry out service and repairs of a vehicle, including 2-wheelers and 3-wheelers. This also includes petrol, CNG, electrical and hybrid vehicles.

ASC/ N 1420: Carry out service and repairs of engine and aggregates of two and three wheelers

National Occupational Standard	Unit Code	ASC/ N 1420
	Unit Title (Task)	Carry out service and repairs of engine and aggregates of two and three wheelers
	Description	This NOS unit is about an Automotive Service Technician carrying out service, repairs and maintenance activities of two and three wheelers.
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> carry out routine servicing (scheduled and free maintenance) carry out service, repair and maintenance activities
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	A. Compulsory	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. review the job card and understand work to be carried out</p> <p>PC2. ensure OEM recommended procedure and checklist is followed for routine servicing in case of non-routine service or repair, confirm tasks to be carried out with superior</p> <p>PC3. ensure that the correct spare parts, lubricants, tools and other materials required have been obtained</p> <p>PC4. calibrate, align and adjust settings, alignment, pressures, tension, speeds and levels relevant to:</p> <ul style="list-style-type: none"> engine and aggregates transmission system chassis electrical and electronic components Scooter (two stroke engine) Scooter (four stroke engine) Motor cycle (two stroke engine) Motor cycle (four stroke engine) Disc & drum brakes system other components (including to valves, ignition, fuel and emissions, transmission, lights, tyres, steering and body fittings) <p>PC5. identify and change components requiring change due to continuous wear and tear including:</p> <ul style="list-style-type: none"> oil and air filters belts wipe blades brake linings and pads drive <p>PC6. ensure disposal of materials in accordance with the organisation's policies</p> <p>PC7. refill correct grade of coolants, lubricants and other fluids as per OEM guidelines</p> <p>PC8. understand the various precautions to be taken to avoid damage to the vehicle</p>

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	<p>and its components</p> <p>PC9. record all service and repairs carried out and ensure completeness of tasks assigned before releasing vehicle for the next procedure</p> <p>PC10. follow standard operating procedures for using workshop tools and equipment</p> <p>PC11. ensure all workshop tools, equipment and workstations are adequately maintained by carrying out scheduled checks, calibration and timely repairs where necessary</p> <p>PC12. ensure any malfunctions observed in tools and equipment are reported to the concerned persons</p> <p>PC13. use resources responsibly (e.g. use of grease and other consumables)</p> <p>PC14. recognise when to seek assistance from a superior</p>
B. Optional	PC15. utilise any computer-based applications relevant to service and repairs

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 for servicing and repair of vehicles</p> <p>KA2. standard schedules and checklists recommended by the OEM for servicing of vehicles</p> <p>KA3. identification codes, nomenclature and grades of lubricants, components and aggregates</p> <p>KA4. standard operating procedures recommended by the dealership/ suppliers/ OEM for using tools and equipment</p> <p>KA5. standard operating procedures for rectification of errors in information (e.g. rectification of job card, reissue of correct tools and equipment etc.)</p> <p>KA6. safety requirements for equipment and components prescribed by the OEM (e.g. preventing/ dealing with oil spillage and inflammable materials)</p> <p>KA7. documentation requirements for each procedure carried out</p> <p>KA8. organisational and professional code of ethics and standards of practice</p> <p>KA9. safety, health and environmental policies and regulations for the workplace (e.g. safe working practices inside pits/ under vehicles)</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The basic technology used in and functioning of various components and component systems of the vehicle including:</p> <ul style="list-style-type: none"> • engines and fuel system (diesel, petrol, electrical, gas etc.) • radiator • emission and exhaust system • clutch assembly • transmission systems (manual, automatic etc.) • hydraulic and pneumatic system • Disc & drum brakes system

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	<ul style="list-style-type: none"> • drive-train assembly • steering system • suspension system • tyres and wheel alignment • cooling system • electrical, ignition, electronic and air-conditioning system etc. <p>KB2. The tools used to assess deviations from specifications during routine servicing, including use of:</p> <ul style="list-style-type: none"> • pressure indicators: fuel pressure testers, manifold gauge sets, oil pressure gauges, tire pressure gauges etc. • pullers: ball joint separators, bearing pullers, gear puller tools, slide hammers etc. • specialty wrenches: alignment wrenches, chain wrenches, locking wrenches, lug wrenches etc. • trim or moulding tools: carbon scrapers, gasket scrapers, scrapers, spoons etc. • measuring equipment: vernier callipers, micrometre, feeler gauges, multi-metre, flow metre, temp gauge, dial gauge etc. • other tools: hand tools, power tools, lifting and jacking equipment, tensioning equipment, brake roller tester, chassis dynamometer, suspension activation, security activator etc. • tools for other tasks such as cleaning of vehicles, tools, equipment and workshop <p>KB3. how to select the right materials for the job such as seals, sealants, fittings, gaskets, joints, fasteners etc.</p> <p>KB4. how to carry out routine maintenance including:</p> <ul style="list-style-type: none"> • checking vehicle condition against OEM specifications to identify damage, corrosion, wear and tear, fluid levels, leaks and other problems in serviceability • make adjustments to settings, alignment, pressures, tension, speeds and levels relevant to: <ul style="list-style-type: none"> ▪ engine and aggregates (including fuel injection pump, ignition, intake and exhaust systems) ▪ steering system ▪ clutch and brake assembly ▪ transmission system (including gearbox, differential, propellor shaft and axles) ▪ electrical and electronic components (including alternator, lights, wire harness etc.) ▪ other components (including tyres and body fittings) <p>KB5. the various sources of information available for assessing service and repair requirements of the vehicle including:</p>
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ASC/ N 1420: Carry out service and repairs of engine and aggregates of two and three wheelers

	<ul style="list-style-type: none"> • diagnostic displays • visual inspections • test drives • vehicle/equipment manufacturer specifications • standard operating procedures <p>KB6. procedures recommended by the OEM and dealership to be used during routine servicing</p> <p>KB7. the type and quality of components specified by the OEM for use as replacement parts</p> <p>KB8. the grade of lubricants specified by the OEM for use</p> <p>KB9. typical causes and symptoms of operational faults and failures of a vehicle</p> <p>KB10. corrective action to be taken for common engine and aggregate system faults and failures</p> <p>KB11. faults and failures that necessitate replacement of components and other units</p> <p>KB12. how to dispose of replaced components in accordance with safety, health and environmental policies and regulations</p> <p>KB13. precautions to be taken to ensure the following while working (including specific precautions to be taken when working with alternative fuel/ hybrid vehicles):</p> <ul style="list-style-type: none"> • no damage to the vehicle or other vehicles • no damage to vehicle components and systems • no contact with hazardous materials <p>KB14. when to ask for assistance from a superior</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. create documentation required on the job (including job cards, work sheets, etc.)
	SA2. write in at least one language
	Reading skills
	The user/individual on the job needs to know and understand how to:
	SA3. read job cards and instructions from supervisors and the service advisor SA4. read policies and regulations pertinent to the job, including OEM guidelines, health and safety instructions etc.
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA5. clearly communicate workplace information and ideas with workplace colleagues

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	<p>SA6. use terms, names, grades and other nomenclature pertaining to the automotive trade, tools, specific workshop equipment etc.</p> <p>SA7. communicate with colleagues to handle verbal enquiries, such as clarifying instructions and responding to requests for information</p>
B. Professional Skills	Decision making
	The user/individual on the job needs to know and understand how to:
	SB1. analyse information and evaluate results to choose the best solution and solve problems
	SB2. judge when to ask for help from a superior
	Plan and Organise
	The user/individual on the job needs to know and understand how to:
	SB3. plan work assigned on a daily basis and provide estimates of time required for each piece of work (e.g. by evaluating work assigned on a job card and providing time estimates for each service/ repair activity)
	SB4. organise the workplace and work according to the principles of 5S
	Customer centricity
	The user/individual on the job needs to know and understand how to:
	SB5. ensure that customer needs are assessed and every effort is made to provide satisfactory service
	SB6. follow up with the Service Advisor on any unfavourable feedback received from customer
	Problem solving
	The user/individual on the job needs to know and understand how to:
	SB7. recognise a workplace problem or a potential problem and take action (e.g. leaks or oil spills in the workshop)
	SB8. determine problems needing priority action (e.g.
	SB9. refer problems outside area of responsibility to appropriate person (e.g. unavailability of required spare parts or materials in the workshop)
	SB10. gather information and provide assistance as required to solve problems
	Analytical thinking
	The user/individual on the job needs to know and understand how to:
	SB11. assess repairs required based on technical faults identified and refer complex problems to a superior
	Critical thinking
	The user/individual on the job needs to know and understand how to:
	SB12. analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently

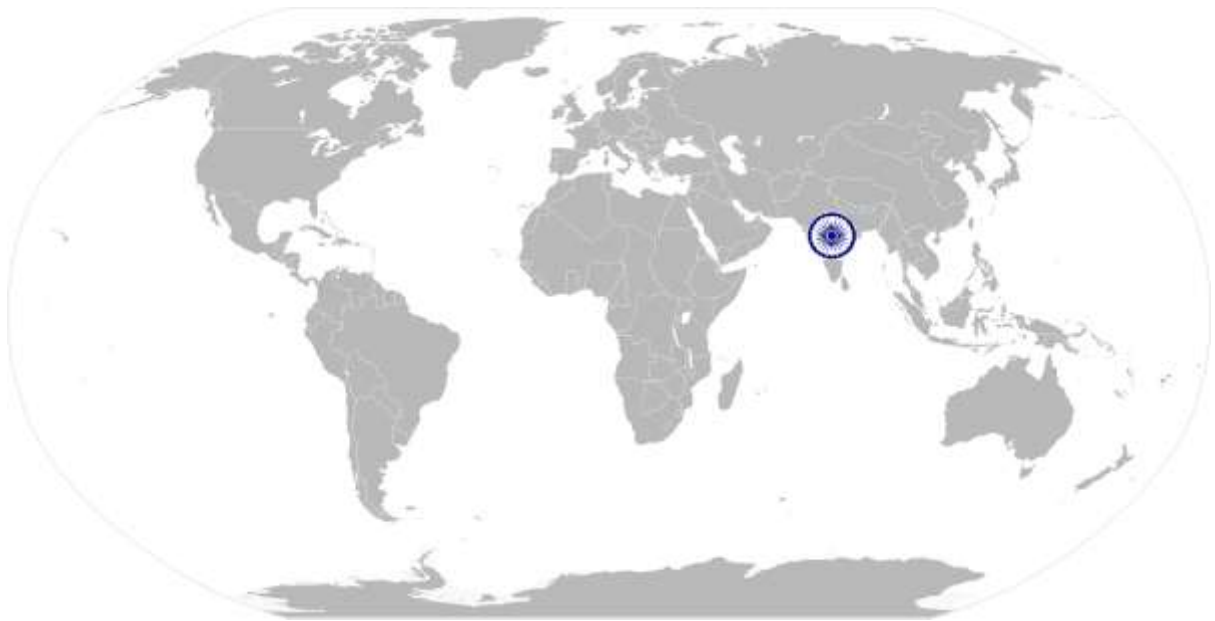
ASC/ N 1420: Carry out service and repairs of engine and aggregates of two and three wheelers

NOS Version Control

NOS Code	ASC/ N 1420		
Credits(NVEQF/NVQF/NSQF)	TBD	Version number	1
Industry	Automotive	Drafted on	10/06/13
Industry Sub-sector	Vehicle Service	Last reviewed on	10/06/13
		Next review date	10/06/15

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> <p>Work requirements:</p> <ul style="list-style-type: none"> activities (what is required to be done) deliverables (the output of work) quantity (the volume of work expected to complete) standards (what is acceptable performance, including compliance with service level agreements) timing (by when the work needs to be completed) <p>Appropriate people:</p> <ul style="list-style-type: none"> superiors the person requesting the work members of the team/department members from other teams/departments <p>Resources:</p> <ul style="list-style-type: none"> cost budget equipment materials information
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	A. Compulsory	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. establish and agree on work requirements with appropriate people</p> <p>PC2. keep immediate work area clean and tidy avoiding inconvenience to others</p> <p>PC3. ensure the work area is kept free of waste material while following safe disposal practices</p> <p>PC4. manage time, materials and cost effectively</p> <p>PC5. use resources in a responsible manner treat confidential information as per the organisation's guidelines</p> <p>PC6. work in line with organisation's policies and procedures</p> <p>PC7. work within the limits of job role</p> <p>PC8. obtain guidance from appropriate people, where necessary</p> <p>PC9. ensure work meets the agreed requirements</p>
	B. Optional	N.A.

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

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 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:
B. Professional Skills	SA2. read instructions, guidelines/procedures
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA3. ask for clarification and advice from appropriate persons
	SA4. communicate orally with colleagues
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to:
	SB1. make a decision on a suitable course of action appropriate for accurately completing the task within resources
	Plan and Organise

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

	The user/individual on the job needs to know and understand how to:
	SB2. agree objectives and work requirements
	SB3. plan and organise work to achieve targets and deadlines
	Customer Centricity
	The user/individual on the job needs to know and understand how to:
	SB4. deliver consistent and reliable service to customers
	SB5. check own work and ensure it meets customer requirements
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB6. refer anomalies to the concerned persons
	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
	SB7. analyse problems and identify work-around 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

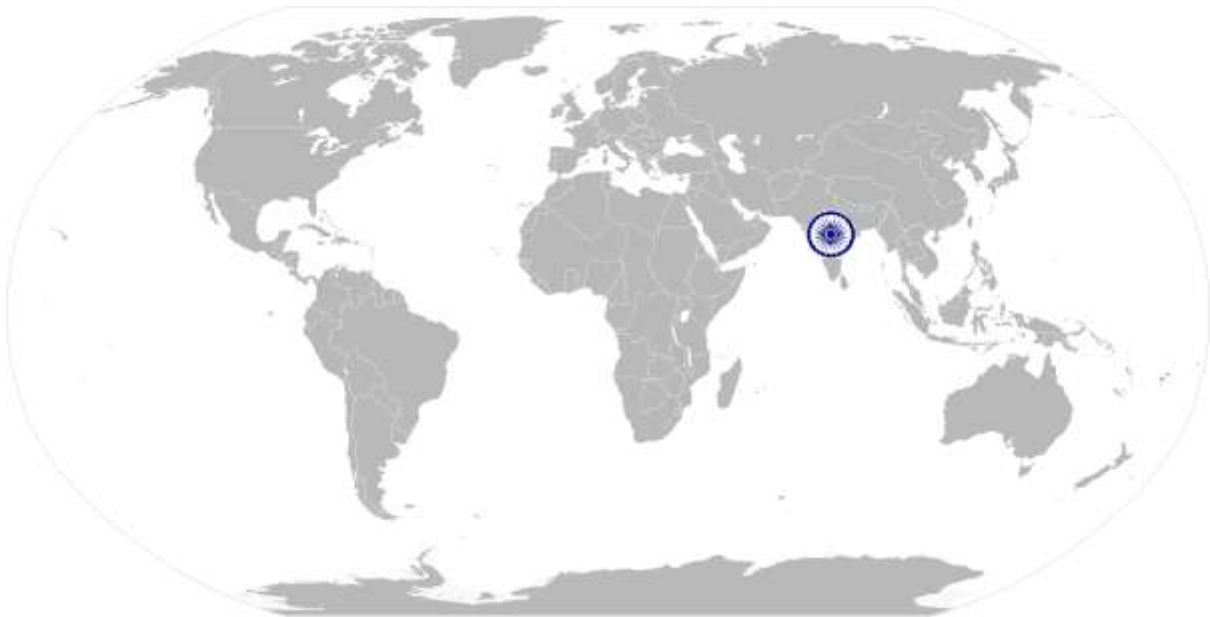
NOS Version Control

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

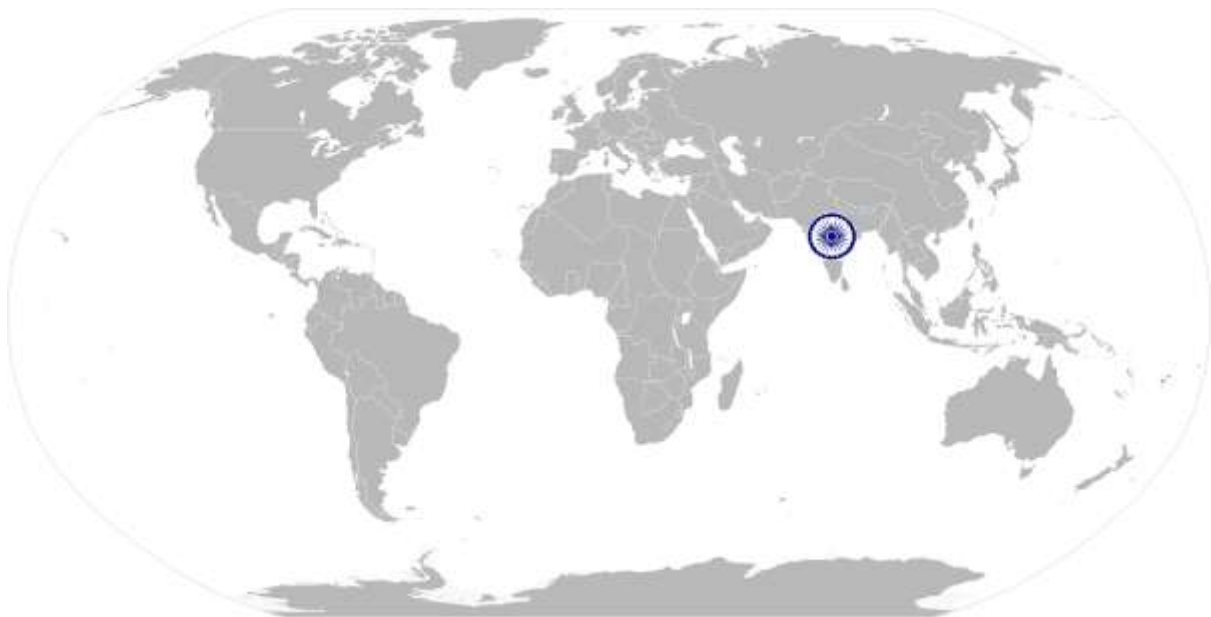
Unit Code	ASC/ N 0002
Unit Title (Task)	Work effectively in a team
Description	This NOS unit is about working effectively within a team, either in individual's own work group or in other work groups outside the organisation.
Scope	<p>This unit/task covers the following:</p> <p>Colleagues:</p> <ul style="list-style-type: none"> • superiors • members of own work group • people in other work groups within or outside the organisation <p>Communicate:</p> <ul style="list-style-type: none"> • face-to-face • by telephone • in writing
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
A. Compulsory	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. maintain clear communication with colleagues</p> <p>PC2. work with colleagues for achieving team objectives</p> <p>PC3. pass on information to colleagues in line with task requirements</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 commitments cannot be met, explaining the reasons</p> <p>PC7. identify problems in working with colleagues and take the initiative to resolve these problems</p> <p>PC8. follow the organisation's policies and procedures for working with colleagues</p>
B. Optional	N.A.
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. different methods of communication and the circumstances in which it is appropriate to use these</p> <p>KA3. the importance of creating an environment of trust and mutual respect</p> <p>KA4. the implications of own work on the work and schedule of others</p>

ASC/ N 0002: 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> <p>KB3. the importance of effective communication and establishing good working relationships with colleagues</p> <p>KB4. the importance of being open to the views and opinions of others</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:

ASC/ N 0002: Work effectively in a team

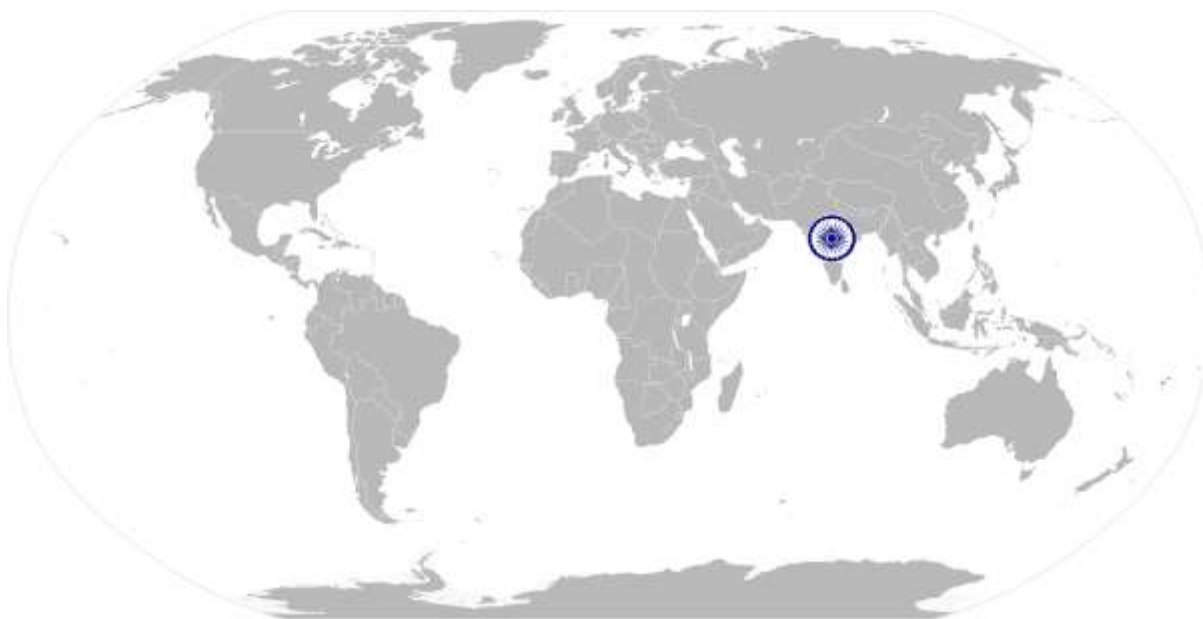
	SB6. apply balanced judgements to different situations
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ASC/ N 0002: Work effectively in a team

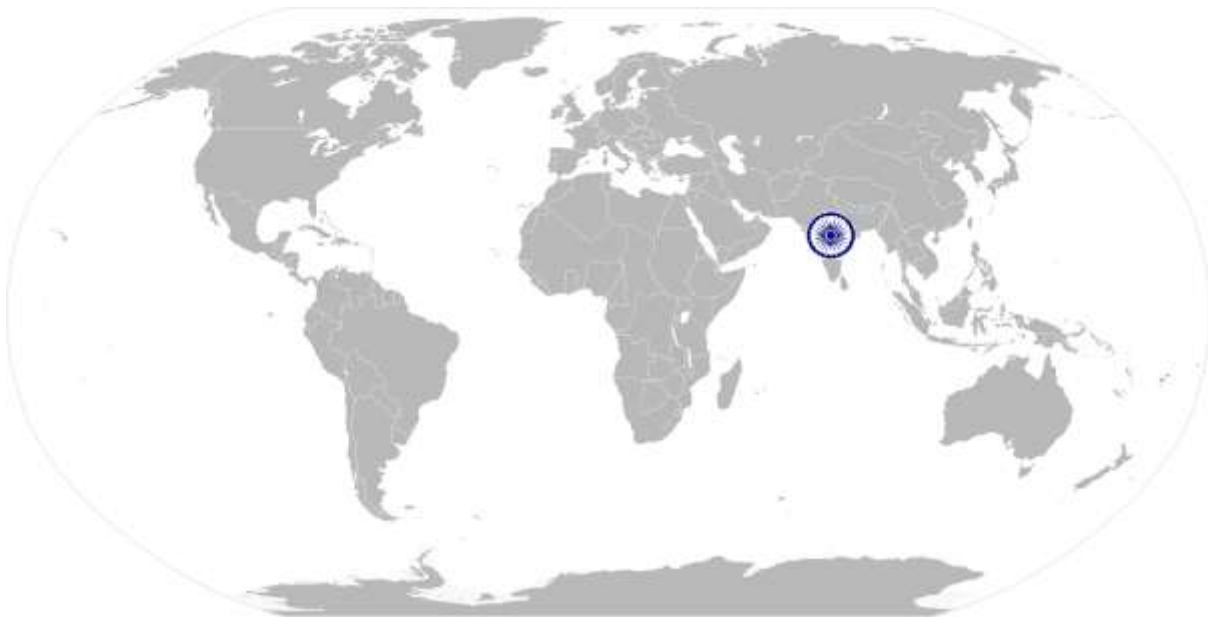
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NOS Code	ASC/ N 0002		
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Industry	Automotive	Drafted on	10/06/13
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ASC/ N 0003: Maintain a healthy, safe and secure working environment

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> <p>emergency procedures in situations of:</p> <ul style="list-style-type: none"> • illness • accidents • fires • other hazardous situations • breaches of security <p>resources (needed to achieve the unit objectives):</p> <ul style="list-style-type: none"> • information on appropriate procedures to adopt in each emergency • government agencies in the areas of safety, health and security and their norms and services
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	A. Compulsory	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. comply with organisation's current health, safety, security and environmental policies and procedures (e.g. use protective gear and other safety equipment where necessary)</p> <p>PC2. report any identified breaches in health, safety, and security and environmental policies and procedures to the designated person</p> <p>PC3. identify and correct any hazards that can be dealt with safely, competently and within the limits of individual's authority</p> <p>PC4. report any hazards that cannot be dealt with to the relevant person in accordance with organisational procedures and warn other people who may be affected</p> <p>PC5. follow organisation's emergency and disaster management procedures</p> <p>PC6. identify and recommend opportunities for improving health, safety, and security to the designated person (e.g. in case of deviations from recommended policies/ practices of own organisation and suppliers)</p> <p>PC7. complete all the health, safety, security and environmental records required by company and regulatory standards</p>
	B. Optional	N.A.
	Knowledge and Understanding (K) w.r.t. the scope	
	Element	Knowledge and Understanding

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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 (e.g. inflammable/ hazardous/ abrasive materials)</p> <p>KA3. how and when to report hazards</p> <p>KA4. the limits of responsibility for dealing with hazards</p> <p>KA5. the organisation's emergency and disaster management 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. risks to life and property from different types of breaches in health, safety and security</p> <p>KB3. evacuation procedures for workers and visitors</p> <p>KB4. how to summon medical assistance and the emergency services, where necessary</p> <p>KB5. 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
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA1. complete accurate, well 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/rules</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 to and orally communicate information with all concerned</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</p>

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	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
	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 judgements to different situations

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NOS Version Control

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