

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- Repair Painter – Auto Body Level 4

SECTOR: AUTOMOTIVE

SUB-SECTOR: AUTOMOTIVE VEHICLE SERVICE

OCCUPATION: TECHNICAL SERVICE & REPAIR

JOB ROLE: REPAIR PAINTER –AUTO BODY LEVEL 4

REFERENCE ID: ASC/ Q 1406

ALIGNED TO: NCO-2004/7142.25

Repair Painter Level 4 is also known as Refinishing Specialist, Senior Painter And Painter.

Brief Job Description: A Painter Level 4 prepares body surfaces on motor vehicles, and applies paint and other coatings. The individual is also responsible for specialised painting jobs in workshops, which have specialised paint shop set-up within the body shop.

Personal Attributes: An individual on this job must have a technical bend of mind to understand the technical aspects of the vehicle relating to the auto spray-painting, assist in mixing variation of colours and sanding, filling and shaping. The individual must have a strong eye to see even the minute scratches and be patient enough to assess the impact of different types of paints on different vehicle structure and surface. The individual must also have good interpersonal skills in addition to being a team player, as the job requires coordination with other stakeholders including Body Shop Incharge.

Job Details	Qualifications Pack Code	ASC/ Q 1406		
	Job Role	Repair Painter –Auto Body Level 4		
	Credits(NSQF)	TBD	Version number	1.1
	Industry	Automotive	Drafted on	10/06/13
	Sub-sector	Automotive Vehicle Service	Last reviewed on	10/06/13
	Occupation	Technical Service &Repair	Next review date	10/06/15

Job Role	Repair Painter–Auto Body Level 4
Role Description	Prepares body surfaces, applies paint and other coatings on motor vehicles
NSQF level	4
Minimum Educational Qualifications	Class X
Maximum Educational Qualifications	ITI Diploma
Training (Suggested but not mandatory)	<p>On the job training:</p> <ul style="list-style-type: none"> Desirable for ASDC Painter Level 4 Certificate or ITI Diploma Compulsory for all other qualifications
Experience	Not Applicable
Occupational Standards (OS)	<p>Compulsory:</p> <p>ASC/ N 1415: Assess damage to paint and identify repair/ replacement needs</p> <p>ASC/ N 1417: Carry out painting work on vehicles and replace/ install painted body panels</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 OS 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.
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 1415:Assess damage to paint and identify repair and replacement needs

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Painter to assess damage to paint and identify repair and replacement needs prior to start painting.

ASC/ N 1415: Assess damage to paint and identify repair and replacement needs

Unit Code	ASC/ N 1415
Unit Title (Task)	Assess damage to paint and identify repair and replacement needs
Description	This OS unit is about a painter assessing damage to paint and identify repairs/ replacement needs prior to start painting.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • assess damage to vehicle in presence of Body Shop Incharge • identify the repairs required to be done prior to start of painting
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Assess damage to the vehicle and identify the repairs prior to painting	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. ensure that the vehicle is placed on a suitable platform, to carry out proper inspection and identify repair/ replacement needs</p> <p>PC2. check the damaged areas where repairs and replacements maybe required prior to painting</p> <p>PC3. ensure that the surface is cleaned thoroughly to carry out proper inspection of the damaged areas</p> <p>PC4. use various tools and cleaners required for ensuring the repair/ replacement of the parts before the commencement of the paint process</p> <p>PC5. ensure that all surface not to be painted are covered with masking tape and paper (including glass, window trim, door handles, mirrors, grills) while carrying out the repair/ replacement of parts/ aggregates</p> <p>PC6. work in a way which minimises the risk of damage to the vehicle and other parts/ components</p> <p>PC7. seek assistance from a denter to assess damage to a body panel</p> <p>PC8. follow manufacturer's instructions and correct procedures before replacing and installing vehicle parts</p>
Knowledge and Understanding (K) w.r.t. the scope	
Element	Knowledge and Understanding
A. Organisational Context (Knowledge of the Company/ Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. standard operating procedures of the organisation/ dealership for inspection, and painting of vehicles or any other painted body panel</p> <p>KA2. standard operating procedures for replacement of parts / aggregates as mandated by the OEM which may be required to be dismantled while painting the vehicle or body panels</p> <p>KA3. safety requirements for paint equipment and vehicular body parts/ other components which may require repairs prior to getting painted as prescribed by the OEM</p> <p>KA4. documentation requirements for each procedure carried out as part of roles and</p>

ASC/ N 1415: Assess damage to paint and identify repair and replacement needs

	responsibilities as specified for carrying out paint related jobs KA5. organisational and professional code of ethics and standards of practice KA6. safety and health policies and regulations for the workplace as well as for automotive trade in general (e.g. safe practices while working in pits/ under vehicles)
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. the overall functioning of various components/ aggregates in a vehicle which may have to be repaired/ replaced prior to the painting KB2. the cleaning techniques used to prepare the vehicle KB3. the various types of cleaners used to prepare the vehicle such as soap, water and degreaser KB4. the various types of cleaners and their basic properties e.g. which cleaner to use on plastic substrate and which on metal KB5. the type of cleaner used for particular contaminants KB6. when to seek assistance from and work in coordination with a Dentist to assess damage and corrective action to be taken
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. record and document the requirements of any repair/ replacement related jobs, prior to the painting job that needs to be performed on the vehicle SA2. write in at least one language
	Reading skills
	The user/individual on the job needs to know and understand how to: SA3. read instructions mentioned on the job card given by Service Advisor/Supervisors related to the repairs/ replacement of body parts or any other component/ aggregate that needs to be performed prior to the painting of the vehicle
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA4. interact with the Customer/ Service Advisor on the repair/ replacement of body parts or any other components/ aggregates as required SA5. communicate the damage caused to vehicle and its body parts SA6. specify the corrective measures required to repair/replace the body component SA7. interact with team members both in workshop and body shop to work efficiently
B. Professional	Decision making

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Skills	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. decide which body components are to be repaired and which needs to be replaced before starting the actual painting work</p> <p>SB2. decide which vehicle requires urgent attention basis the level of repair work to be performed keeping the overall delivery date in mind</p>
	Plan and Organise
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. work according to required schedule and location</p> <p>SB4. organise the schedule according to the vehicular population and decide which vehicle needs urgent attention related to repair/ replacement work</p> <p>SB5.</p>
	Customer centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. ensure that customer needs regarding the repairs prior to the actual painting jobs are assessed and satisfactory service is provided</p> <p>SB7. suggest to customer incase of damaged body part/ vehicle panel / aggregate whether it is better to repair and then paint it or it is better to just replace it, keeping the cost and durability factor in mind</p>
	Problem solving
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. inspect damaged vehicles and decide repairs and corrective action to be undertaken prior to starting the paint related work</p> <p>SB9. inspect equipment to ensure proper working order and take any corrective actions as required</p> <p>SB10. inspect vehicles which do not conform to OEM standards (e.g. customised vehicles) and decide on a service and repair schedule</p>
	Analytical thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB11. check the usefulness of shop tools to see if they are suitable for work on new models of vehicles</p> <p>SB12. evaluate the complexity of tasks to determine if it can be carried out</p> <p>SB13. evaluate the total material/ labour costs involved in repairing/ replacing panel/ body component</p>
	Critical thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB14. evaluate the information gathered from the customer report/ job card and assess repairs</p> <p>SB15. evaluate the repair estimate prior to the start of paint related jobs and decide whether to repair and paint the panel/ body part or just replace it</p>

ASC/ N 1415: Assess damage to paint and identify repair and replacement needs

NOS Version Control

NOS Code	ASC/ N 1415		
Credits(NSQF)	TBD	Version number	1
Industry	Automotive	Drafted on	10/06/13
Industry Sub-sector	Automotive Vehicle Service	Last reviewed on	10/06/13
		Next review date	10/06/15

ASC/ N 1417: Carry out painting work on vehicles and replace/ install painted body panels

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Painter to carry out painting work on vehicles and replace/ install painted body panels.

ASC/ N 1417: Carry out painting work on vehicles and replace/ install painted body panels

National Occupational Standard	Unit Code	ASC/ N 1417
	Unit Title (Task)	Carry out painting work on vehicles and replace/ install painted body panels
	Description	This OS unit is about the Painter carrying out painting work on vehicles and replace/ and install the painted body panels. It also includes carrying out specialised painting jobs in workshops which have specialised paint-shops within the body shop
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> • paint and refinish automotive vehicle bodies and install the painted vehicle parts • specialised painting jobs in workshops which have specialised paint-shops within the body-shop
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Painting work on the parts and install the painted body panels	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. ensure that the vehicle is placed on a suitable platform, before the painting actually starts</p> <p>PC2. ensure that all the tools and equipment required is prepared, tested and adjusted, following manufacturer's instructions prior to use, which includes: <ul style="list-style-type: none"> • Painting equipment • Paint • Sanding and polishing tools • Any other safety equipment </p> <p>PC3. ensure that the vehicle or body surface is free from any dust and dents prior to the actual painting</p> <p>PC4. ensure that the dents (if found on the body surface) is repaired before starting to paint</p> <p>PC5. protect the vehicle and its contents when carrying out the repair of minor paint defects to paint surfaces</p> <p>PC6. ensure that the sanding of the paint (ideally removing the paint to the bare metal, original primer) is done, sufficiently so that new paint adheres to it</p> <p>PC7. ensure that the surface is cleaned thoroughly, using mineral spirits or denatured alcohol to make sure that there is no oil (including body oils from fingers and hands) on the surface</p> <p>PC8. ensure that all surface not to be painted are covered with masking tape and paper (including glass, window trim, door handles, mirrors, grills) and ensure that there are no holes in the masking tape and paper to allow overspray to get through</p> <p>PC9. prime the surface with a corrosion resistant, self-etching primer after removing all paint down to bare metal by applying enough paint to fill</p>

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	<p>scratches or pits left in the preparation process.</p> <p>PC10. ensure that primer is cured thoroughly (as some primers might require recoating or applying fresh coat after a certain period)</p> <p>PC11. ensure that the surface is clean to remove any dust or oil that might have accumulated during priming</p> <p>PC12. ensure that prepared finished paint for spraying is sprayed on the vehicle/ body surface (using proper hardener/ catalyst in case the specific automotive enamel requires it)</p> <p>PC13. ensure the paint surface finish produced is free from dust and contamination between the beginning of the painting process and tack-free time</p> <p>PC14. polish the paint using a rubbing compound either by hand or through buffing machines/ power polishers especially on the edges</p> <p>PC15. use suitable sources of technical information to support repair and replacement of vehicle parts</p> <p>PC16. work in a way which minimises the risk of damage to the vehicle and other parts/ components</p> <p>PC17. confirm that all the tools and equipment required are safe prior to use</p> <p>PC18. follow manufacturer's instructions and correct procedures before replacing and installing vehicle parts</p> <p>PC19. correctly fit and balance the replaced and refitted parts</p>
Knowledge and Understanding (K) w.r.t. the scope	
Element	Knowledge and Understanding
A. Organisational Context (Knowledge of the Company/ Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. standard operating procedures of the organisation/ dealership for inspection, and painting of vehicles or any other painted body panel</p> <p>KA2. standard operating procedures for replacement of parts/ aggregates as mandated by the OEM which may be required to be dismantled while painting the vehicle or body panels</p> <p>KA3. safety requirements for equipments (including sanding and polishing tools) and various paints and allied materials (primer, varnish, mineral oils, sand paper etc.) as prescribed by the OEM</p> <p>KA4. documentation requirements for each procedure carried out as part of roles and responsibilities as specified for carrying out paint related jobs</p> <p>KA5. organisational and professional code of ethics and standards of practice</p> <p>KA6. safety and health policies and regulations for the workplace as well as for automotive trade in general (e.g. safe practices while working in pits/ under vehicles)</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p>

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	<p>KB1. the overall functioning of various components/ aggregates in a vehicle (as they may be affected while the surface is being painted)</p> <p>KB2. basic technology used in the overall functioning of various types painting equipment</p> <p>KB3. sanding techniques (along with filling & chiselling techniques) and various types of sandpaper to be used for a particular surface</p> <p>KB4. various dust prevention techniques between the beginning of the painting process and tack-free time</p> <p>KB5. various paints and their specific requirements including timing of the coat and the equipment/ tools used for each of the following:</p> <ul style="list-style-type: none"> • Primer (which acts as a leveller or protector and is the first coat to be applied) • Solid Basecoat Paint (contains visual properties of colour and doesn't have any other effects) • Metallic Basecoat Paint (contains aluminium flakes to create a sparkling and grainy effect called as metallic look) • Clear Coat Paint (sprayed over the base paint to give a glossy or transparent coating) <p>KB6. process of auto spray painting</p> <p>KB7. knowledge in mixing variation of colours and their effects on the painted surface</p> <p>KB8. various refinishing methods which may enhance the look and feel of the painted/ coated surface</p> <p>KB9. various rust prevention techniques in the long run</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. record and document the requirements of paint related jobs that needs to be performed on the vehicle
	SA2. write in at least one language
	Reading skills
	The user/individual on the job needs to know and understand how to:
	SA3. read instructions mentioned on the job card given by Service Advisor/Supervisorsto the paint related jobs to be performed
	Oral Communication (Listening and Speaking skills)

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	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. interact with the Customer/ Service Advisor</p> <p>SA5. communicate the damage caused to vehicle and its body parts</p> <p>SA6. specify the corrective measures required to repair/replace the body component</p> <p>SA7. interact with team members both in the workshop and the bodyshop to work efficiently</p>
B. Professional Skills	Decision making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. decide which body components are to be repaired and which needs to be replaced before starting the actual painting work</p> <p>SB2. identify whether the surface is clean enough using mineral spirits or denatured alcohol to make sure that there is no oil (including body oils from fingers and hands) on the surface</p> <p>SB3. identify the correct level of priming required and to what levels curing is required (as some primers might require recoating or applying fresh coat after a certain period)</p> <p>SB4. identify type of paint (colour, texture etc.) to be used incorporating the customers preference</p>
	Plan and Organise
	<p>The user/individual on the job needs to know and understand how to :</p> <p>SB5. work according to required schedule and location</p> <p>SB6. organise the schedule according to the vehicular population on which paint related work needs to be performed keeping the overall delivery date in mind</p>
	Customer centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. ensure that customer needs regarding the painting related jobs are assessed and satisfactory service is provided</p> <p>SB8. suggest to customer in case of suitability of a better variety of paints/ polishing materials keeping the cost and durability factor in mind</p> <p>SB9. inform the customer in case of time to be taken for the paint process to be complete with proper quality</p>
	Problem solving
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB10. inspect damaged vehicles and decide corrective action to be undertaken with respect to painting jobs</p> <p>SB11. inspect equipment to ensure proper working order and take any corrective actions as required</p> <p>SB12. inspect vehicles which do not conform to OEM standards (e.g. customised vehicles) and decide on a the correct method to be adopted for painting</p>
	Analytical thinking

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	The user/individual on the job needs to:
	SB13. check the usefulness of shop tools to see if they are suitable for work on new models of vehicles
	SB14. evaluate the complexity of tasks to determine if they can successfully carry them out
	Critical thinking
	The user/individual on the job needs to know and understand how to:
	SB15. evaluate the information gathered from the customer report/ job card and assess repairs



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NOS Version Control

NOS Code	ASC/ N 1417		
Credits(NSQF)	TBD	Version number	1
Industry	Automotive	Drafted on	10/06/13
Industry Sub-sector	Automotive 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

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
	The user/individual on the job needs to know and understand how to:
	SA1. write in at least one language
	Reading Skills
	The user/individual on the job needs to know and understand how to:
	SA2.read instructions, guidelines/procedures
B. Professional Skills	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA3.ask for clarification and advice from appropriate persons
	SA4.communicate orally with colleagues
	Decision Making
	The user/individual on the job needs to know and understand how to:
	SB1. make a decision on a suitable course of action appropriate for accurately completing the task within resources
	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
	CustomerCentricity
	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 -arounds taking help from

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	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



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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:

ASC/ N 0002: Work effectively in a team

	<p>KB1. different types of information that colleagues might need and the importance of providing this information when it is required</p> <p>KB2. the importance of 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
	CustomerCentricity
	The user/individual on the job needs to know and understand how to:
	SB3. check that the work meets customer requirements
	SB4. deliver consistent and reliable service to customers
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB5. apply problem solving approaches in different situations
	Critical Thinking
	The user/individual on the job needs to know and understand how to:
	SB6. apply balanced judgements to different situations

ASC/ N 0002: Work effectively in a team

NOS Version Control

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

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> <p>KA4. the limits of responsibility for dealing with hazards</p>

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

	<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
	CustomerCentricity
	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
	The user/individual on the job needs to know and understand how to:
	SB4. apply problem solving approaches in different situations

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	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



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

NOS Version Control

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



Qualification Pack for Repair Painter –Auto Body –Level4

Criteria for assessment of Trainees

JOB ROLE	Repair Painter-Auto body L4
Qualification Pack	ASC/Q 1406
No. Of NOS	2 Role specific ,3 generic

NOS Title/ NOS Elements	NOS & Performance Criterion Description		Marks allocation	
ASC/N 1415	Assess damage to paint & identify repair& replacement needs		Viva	Practical
Assess damage to the vehicle and identify the repairs prior to painting	To be competent, the user/individual on the job must be able to:			
	PC1. ensure that the vehicle is placed on a suitable platform, to carry out proper inspection and identify repair/ replacement needs			
	PC2. check the damaged areas where repairs and replacements maybe required prior to painting			
	PC3. ensure that the surface is cleaned thoroughly to carry out proper inspection of the damaged areas			
	PC4. use various tools and cleaners required for ensuring the repair/ replacement of the parts before the commencement of the paint process		20	25
	PC5. ensure that all surface not to be painted are covered with masking tape and paper (including glass, window trim, door handles, mirrors, grills) while carrying out the repair/ replacement of parts/ aggregates		30	50
	PC6. work in a way which minimises the risk of damage to the vehicle and other parts/ components			
	PC7. seek assistance from a denter to assess damage to a body panel			
	PC8. follow manufacturer's instructions and correct procedures before replacing and installing vehicle parts			
	Subtotal		50	75
ASC/N 1417	Carry out painting work& install the painted parts		Viva	Practical
Painting work on the parts and install the painted body panels	To be competent, the user/individual on the job must be able to:			
	PC1. ensure that the vehicle is placed on a suitable platform, before the painting actually starts			
	PC2. ensure that all the tools and equipment required			

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	<p>is prepared, tested and adjusted, following manufacturer's instructions prior to use, which includes:</p> <ul style="list-style-type: none"> • Painting equipment • Paint • Sanding and polishing tools • Any other safety equipment 		5	10
	PC3. ensure that the vehicle or body surface is free from any dust and dents prior to the actual painting			
	PC4. ensure that the dents (if found on the body surface) is repaired before starting to paint			
	PC5. protect the vehicle and its contents when carrying out the repair of minor paint defects to paint surfaces			
	PC6. ensure that the sanding of the paint (ideally removing the paint to the bare metal, original primer) is done, sufficiently so that new paint adheres to it			
	PC7. ensure that the surface is cleaned thoroughly, using mineral spirits or denatured alcohol to make sure that there is no oil (including body oils from fingers and hands) on the surface		10	20
	PC8. ensure that all surface not to be painted are covered with masking tape and paper (including glass, window trim, door handles, mirrors, grills) and ensure that there are no holes in the masking tape and paper to allow overspray to get through		10	20
	PC9. prime the surface with a corrosion resistant, self-etching primer after removing all paint down to bare metal by applying enough paint to fill scratches or pits left in the preparation process.			
	PC10. ensure that primer is cured thoroughly (as some primers might require recoating or applying fresh coat after a certain period)			
	PC11. ensure that the surface is clean to remove any dust or oil that might have accumulated during priming			
	PC12. ensure that prepared finished paint for spraying is sprayed on the vehicle/ body surface (using proper hardener/ catalyst in case the specific automotive enamel requires it)		15	35

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	PC13. ensure the paint surface finish produced is free from dust and contamination between the beginning of the painting process and tack-free time PC14. polish the paint using a rubbing compound either by hand or through buffing machines/ power polishers especially on the edges PC15. use suitable sources of technical information to support repair and replacement of vehicle parts PC16. work in a way which minimises the risk of damage to the vehicle and other parts/ components PC17. confirm that all the tools and equipment required are safe prior to use PC18. follow manufacturer's instructions and correct procedures before replacing and installing vehicle parts PC19. correctly fit and balance the replaced and refitted parts			
	subtotal		40	85
ASC/N 0001	Plan & organize work to meet expected outcome		Viva	Practical
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		15	30
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		10	20
	subtotal		25	50
ASC/N 0002	Work effectively in a team		Viva	Practical
Interact & communicate effectively with colleagues including	To be competent, the user/individual on the job must be able to: PC1. maintain clear communication with colleagues (by			

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member in the own group as well as other groups	<p>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>		25	50
	subtotal		25	50
ASC/N 0003	Maintain safe , healthy environment friendly workplace		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>		30	70
	subtotal		30	70

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	Total	160	170	330

