

## QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR AUTOMOTIVE INDUSTRY

### What are Occupational Standards (OS)?

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

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### Introduction

## Qualifications Pack-Auto Body Repair Technician / Denter Level 4

**SECTOR:** AUTOMOTIVE

**SUB-SECTOR:** AUTOMOTIVE VEHICLE SERVICE

**OCCUPATION:** TECHNICAL SERVICE & REPAIR

**JOB ROLE:** AUTO BODY REPAIR TECHNICIAN LEVEL 4

**REFERENCE ID:** ASC/ Q 1405

**ALIGNED TO:** NCO-2004/7213.30

**Auto Body Technician** is also known as Denter, Body Man, Senior Body Technician, Body Repairman, Body Repair Technician and Body Repairer.

**Brief Job Description:** An **Auto Body Technician Level 4** is responsible for repair of vehicles by carrying out work on the body and frame of a vehicle because of damage mostly due to major/ minor dent on the body.

**Personal Attributes:** An individual on this job must have good interpersonal skills in addition to being a team player, as the job requires coordination with other technicians in both the body shop and the workshop. The individual must also have a technical bend of mind to have full knowledge of vehicle structure and function to assist in the overall repairing dents and fabricating, assembling, or disassembling vehicle components. The individual should be methodological and systematic in his way of working to ensure repair of the body parts/ panels in a timely and cost effective manner.

|                          |                                     |                  |          |
|--------------------------|-------------------------------------|------------------|----------|
| Qualifications Pack Code | ASC/ Q 1405                         |                  |          |
| Job Role                 | Auto Body Repair Technician 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                                  | Automotive Body Repair Technician level 4  |
| Role Description                          | Responsible for the repair of vehicles by carrying out work on the body and frame of a vehicle   |
| NSQF level                                | 4  |
| Minimum Educational Qualifications        | Class X  |
| Maximum Educational Qualifications        | ITI Diploma  |
| Training<br>(Suggested but not mandatory) | <p>On the job training:</p> <ul style="list-style-type: none"> <li>Desirable for ASDC Automotive Body Technician Level 4 Certificate or ITI diploma</li> <li>Compulsory for all other qualifications</li> </ul>  |
| Experience                                | Not Applicable   |
| Occupational Standards (OS)               | <p><b>Compulsory</b></p> <p>ASC/ N 1412: <a href="#">Repair and replace vehicle body and chassis components</a></p> <p>ASC/ N 1413: <a href="#">Carry out repairs for metal corrosion on structural panels</a></p> <p>ASC/ N 0001: <a href="#">Plan and organise work to meet expected outcomes</a></p> <p>ASC/ N 0002: <a href="#">Work effectively in a team</a></p> <p>ASC/ N 0003: <a href="#">Maintain a healthy, safe and secure working environment</a></p> <p><b>Optional:</b></p> <p>N.A.</p> |

|                      |  |
|----------------------|--|
| Performance Criteria | As described in the relevant NOS units |
|----------------------|--|

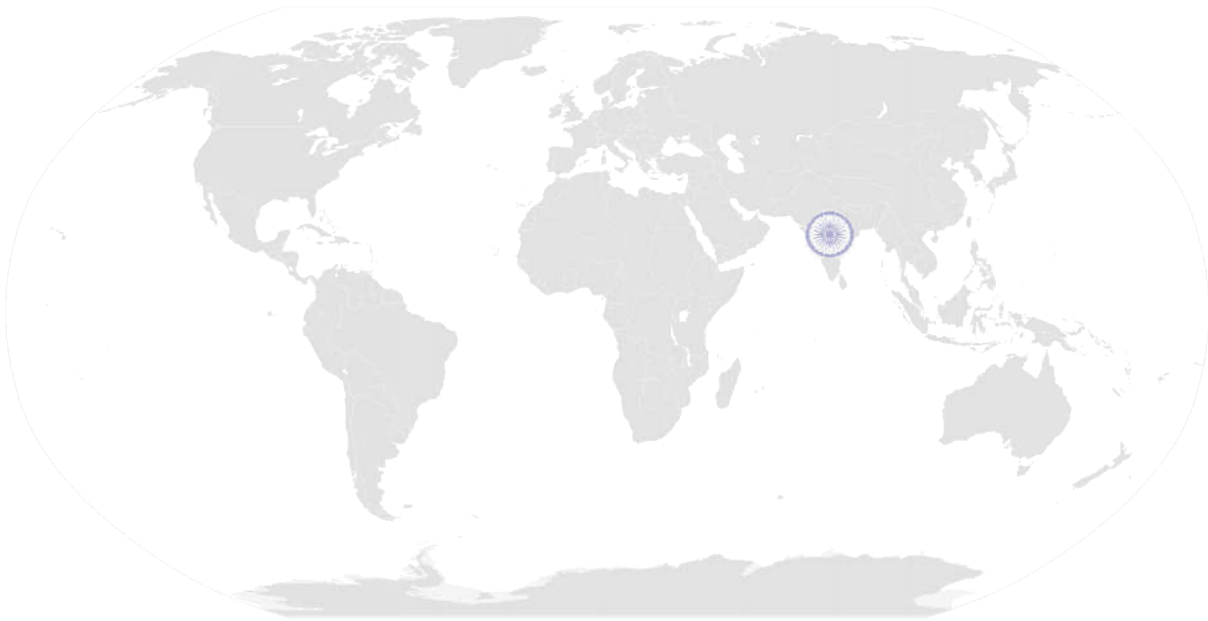
Definitions

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

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

ASC/ N 1412:Repair and replace vehicle body and chassis components

# National Occupational Standards



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## Overview

**This Occupational Standard describes the knowledge, understanding and skills required of an Auto-Body Technician to assess the damage to vehicle chassis and body identify the need for repair and replacement of chassis/ body components and then repair and replace the identified vehicle body and chassis components.**

ASC/ N 1412:Repair and replace vehicle body and chassis components

|                                |  |   |
|--------------------------------|--|---|
| National Occupational Standard | Unit Code  | ASC/ N 1412   |
|                                | Unit Title (Task)  | Repair and replace vehicle body and chassis components  |
|                                | Description  | This NOS unit is about the Automotive Body Technician in assessing the damage to the vehicle chassis and body components and then repairing and replacing the identified vehicle body and chassis components, and identify any additional   |
|                                | Scope  | <p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• assess the damage to the vehicle &amp; identify the need for repair or replacement of vehicle chassis or body components</li> <li>• repair and refinish automotive vehicle bodies and straighten vehicle frames &amp; identify any additional repair requirements in the vehicle</li> </ul>  |
|                                | Performance Criteria (PC) w.r.t. the Scope                           |   |
|                                | Element  | Performance Criteria  |
|                                | Assess damage and Repair / replace vehicle body & chassis components | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. assess the overall damage to vehicle body and chassis components and identify the need for repair or replacement of various body or chassis components</p> <p>PC2. read specifications or confer with customer/ Service Advisor or Body Shop In-charge to determine the desired custom modifications for altering the appearance of vehicles</p> <p>PC3. select, calibrate and use the appropriate tools and equipment for the body component/ chassis repair in the vehicle</p> <p>PC4. correctly realign the panels and components as per their original position</p> <p>PC5. remove upholstery, accessories, electrical window-and-seat-operating equipment, and trim to gain access to vehicle bodies and fenders</p> <p>PC6. repair:</p> <ul style="list-style-type: none"> <li>• body panels</li> <li>• minor structural damage</li> <li>• major welded panels</li> <li>• body components using lead wiping</li> <li>• major sectional repair</li> <li>• laminated glass</li> <li>• chassis/frame and associated components</li> </ul> <p>PC7. remove and replace (with assistance of Senior Technicians/ Aggregate Specialists Or Electrician if required):</p> <ul style="list-style-type: none"> <li>• vehicle body panels, panel sections and ancillary fittings</li> <li>• protector mouldings, transfers and decals</li> <li>• mechanical units/assemblies</li> <li>• electrical/electronic units/assemblies</li> </ul> <p>PC8. carry out:</p> <ul style="list-style-type: none"> <li>• vehicle body and underframe alignment</li> <li>• vehicle measurement</li> <li>• buffing and burnishing</li> <li>• trimming of vehicle components</li> </ul> |



**ASC/ N 1412:Repair and replace vehicle body and chassis components**

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|  | <p>PC9. select and apply trim/fabric materials and adhesives</p> <p>PC10. carry out minor sewing and trimming repairs and alterations</p> <p>PC11. remove and install:</p> <ul style="list-style-type: none"> <li>• windscreens</li> <li>• laminated glass</li> <li>• fixed and movable body glass</li> <li>• windows / sunroof installation (in case required)</li> </ul> <p>PC12. fit and weld replacement parts into place, using wrenches and welding equipment, and grind down welds to smooth them, using power grinders and other tools</p> <p>PC13. chain or clamp frames and sections to alignment machines that use hydraulic pressure to align damaged components</p> <p>PC14. remove damaged sections of vehicles using metal-cutting guns, air grinders and wrenches, and install replacement parts using wrenches or welding equipment</p> <p>PC15. position dolly blocks against surfaces of dented areas and beat opposite surfaces to remove dents, using hammers</p> <p>PC16. mix polyester resins and hardeners to restore damaged areas</p> <p>PC17. apply heat to plastic panels, using hot-air welding guns or immersion in hot water, and press the softened panels back into shape by hand</p> <p>PC18. fit and secure windows, vinyl roofs, and metal trim to vehicle bodies, using caulking guns, adhesive brushes, and mallets</p> <p>PC19. fill small dents that cannot be worked out with plastic or solder</p> <p>PC20. remove small pits and dimples in body metal using pick hammers and punches</p> <p>PC21. prevent the other components, units and panels on the vehicle from getting damaged</p> <p>PC22. inspect repaired vehicles for proper functioning, completion of work, dimensional accuracy, and test drive vehicles to ensure proper alignment and handling</p> <p>PC23. ensure that trainings organized by the OEM from time-to-time are attended and knowledge levels are upgraded (esp. in case of newly launched products, product refreshes)</p> |
| <b>Knowledge and Understanding (K) w.r.t. the scope</b>  |   |
| <b>Element</b>   | <b>Knowledge and Understanding</b>  |
| <b>A. Organisational Context</b><br>(Knowledge of the Company/ Organisation and its processes) | <p>The user/individual on the job needs to know and understand:</p> <p>KA1. standard operating procedures of the Organisation/ Dealership for inspection and repair of vehicles for the body/ chassis components</p> <p>KA2. standard operating procedures for repair and replacement of Automotive body parts mandated by the OEM</p> <p>KA3. safety requirements for equipment and components (e.g. dealing with inflammable materials, broken glass, fiberglass strips etc.)</p> <p>KA4. standard operating procedures recommended by the dealership/ suppliers/OEM for using tools and equipment to be followed as per the manufacturer instructions (e.g. maintaining safety while using welding and</p>   |



**ASC/ N 1412:Repair and replace vehicle body and chassis components**

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|                              | <p>soldering equipment)</p> <p>KA5. documentation requirements for each procedure carried out as part of roles and responsibilities as specified by the organization</p> <p>KA6. organisational and professional code of ethics and standards of practice</p> <p>KA7. safety, health, environmental policies and regulations for the workplace as well as for automotive trade in general (e.g. safe practices while working in pits/ under vehicles)</p> <p>KA8. workplace policies and schedules for housekeeping activities and equipment maintenance</p>  |
| <b>B Technical Knowledge</b> | <p>The user/individual on the job needs to know and understand:</p> <p>KB1. the kind of tools and procedures required based on the damage sustained by the vehicle including:</p> <ul style="list-style-type: none"> <li>• wrenches and welding equipment</li> <li>• power grinders</li> <li>• hydraulic pressure machines</li> <li>• power tools and hand tools (e.g. hammers)</li> <li>• metal-cutting guns</li> <li>• air grinders</li> <li>• hot-air welding guns</li> <li>• air hoses</li> <li>• alignment machines</li> <li>• pick hammers and punches</li> <li>• caulking guns, adhesive brushes, and mallets</li> <li>• various clamps, holding jigs, relevant special equipment</li> <li>• drills, drill bits, bolts, nuts and washers</li> <li>• air compressor, lines, air guns</li> <li>• safety ventilation equipment</li> <li>• special equipment (pressure washers, steam cleaners, spray equipment)</li> <li>• power tools, jacks, stands, lifting equipment</li> <li>• measuring equipment including: <ul style="list-style-type: none"> <li>- inside/outside micrometers</li> <li>- vernier calipers</li> <li>- dial gauges</li> <li>- depth gauges</li> <li>- steel rulers</li> <li>- T-squares</li> <li>- flat edges</li> <li>- calipers</li> <li>- dividers and protractors</li> </ul> </li> </ul> <p>KB2. the different types of polyester resins and hardeners and the procedures for mixing them</p> <p>KB3. welding techniques including:</p> <ul style="list-style-type: none"> <li>• spot welding procedures</li> <li>• tungsten arc welding procedures</li> <li>• gas metal arc welding procedures</li> </ul> |

**ASC/ N 1412:Repair and replace vehicle body and chassis components**

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|   | <ul style="list-style-type: none"> <li>• manual metal arc welding procedures</li> <li>• oxy acetylene, welding, thermal cutting and thermal heating</li> <li>• procedures</li> <li>• brazing procedures</li> <li>• thermo plastic repair procedures</li> <li>• soldering techniques</li> </ul> <p>KB4. types and application of cleaning agents</p> <p>KB5. procedures for measurement of:</p> <ul style="list-style-type: none"> <li>• length</li> <li>• squareness</li> <li>• flatness</li> <li>• angles</li> <li>• roundness</li> <li>• depth</li> <li>• clearances</li> <li>• any measurements that can be taken from analogue or digital devices</li> </ul> <p>KB6. procedures for routine adjustment of measuring equipment</p> <p>KB7. the various cleaning agents/sprays (de-waxing, detergents, degreasers, special purpose agents)</p> <p>KB8. how to use storage tabs and racks</p> <p>KB9. how to repair or replace damaged parts based on the damage sustained</p> <p>KB10. the different techniques used to fasten and fix the panels and body structure</p> <p>KB11. how to repair and fix the following non-permanently attached body panels:</p> <ul style="list-style-type: none"> <li>• wings</li> <li>• doors</li> <li>• bonnets</li> <li>• boot lids and tailgates</li> <li>• bumper bars, covers and components</li> </ul> <p>KB12. how to comply with the instructions mentioned on job card</p> <p>KB13. how to control operations of equipment or systems</p> <p>KB14. the measures to be adopted to protect the vehicle from damage before, during and after removing and fitting activities</p> <p>KB15. appropriate personal and vehicle protection to be used for various procedures</p> |
| <b>Skills (S) w.r.t. the scope</b>        |   |
| <b>Element</b>                            | <b>Skills</b>   |
| <b>A. Core Skills/<br/>Generic Skills</b> | <p><b>Writing Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. record and document the basic details of repairs performed on various body and chassis aggregates/ components</p> <p>SA2. maintain all office records required on the job (e.g. stock records, job cards, repair quotations, personnel records, time sheets, meeting notes etc.)</p> <p>SA3. write in at least one language</p>  |

**ASC/ N 1412:Repair and replace vehicle body and chassis components**

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|                               | <b>Reading skills</b>  |
|                               | <p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. read the basic specification of a vehicle or any other component or part</p> <p>SA5. readwork orders, specifications etc. related to the job including instructions mentioned on the job card</p> <p>SA6. read any documentation required (e.g. equipment manuals, service contracts, stock records, job cards, personnel records, supplier invoices/statements, organisation-specific records, invoices/statements, etc.)</p> <p>SA7. read any specific safety related guideline (applicable for CNG/ LPG/ Electric vehicle)</p> |
|                               | <b>Oral Communication (Listening and Speaking skills)</b>  |
|                               | <p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. communicate the damage caused to vehicle and its body parts</p> <p>SA9. interact with the customer/ service advisor and senior technicians</p> <p>SA10. specify the corrective measures required to repair/replace the body component</p> <p>SA11. interact with team members including colleagues in the workshop and the painter in the body shop to work efficiently</p>   |
| <b>B. Professional Skills</b> | <b>Decision making</b>   |
|                               | <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. decidewhich body components need to be replaced or repaired</p>   |
|                               | <b>Plan and Organise</b>   |
|                               | <p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. plan work according to the required schedule and location</p> <p>SB3. organise the schedule to complete the work on the vehicle timely in case other aggregate repairs/ maintenance work is also required to be done</p>  |
|                               | <b>Customer centricity</b>   |
|                               | <p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. ensure that customer needs regarding the denting and body/ chassis related jobs are assessed and satisfactory service is provided</p> <p>SB5. suggest to customer in case 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>   |
|                               | <b>Problem solving</b>   |
|                               | <p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. inspect damaged vehicles and decide repairs and corrective action to be undertaken</p> <p>SB7. inspect equipment to ensure proper working order and take any corrective actions as required</p> <p>SB8. inspect vehicles which do not conform to OEM standards (e.g. customised</p>   |

**ASC/ N 1412:Repair and replace vehicle body and chassis components**

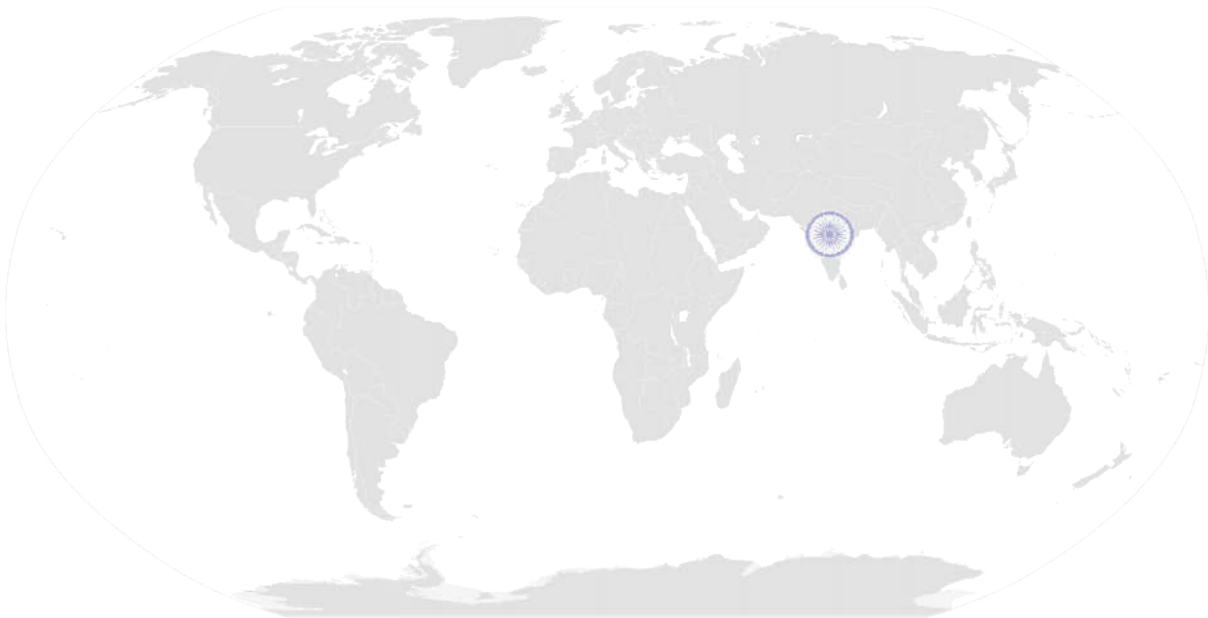
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|  | vehicles) and decide on a service and repair schedule   |
|  | <b>Analytical thinking</b>  |
|  | The user/individual on the job needs to know and understand how to:   |
|  | SB9. check the usefulness of shop tools to see if they are suitable for work on new models of vehicles                  |
|  | SB10. evaluate the complexity of tasks to determine if they can successfully carry them out                             |
|  | SB11. evaluate the total material/ labour costs involved in repairing/ replacing panel/ body component                  |
|  | <b>Critical thinking</b>  |
|  | The user/individual on the job needs to know and understand how to:   |
|  | SB12. evaluate the information gathered from the customer report/ job card and assess repairs                           |
|  | SB13. evaluate the repair estimate and decide whether to first repair and paint the panel/ body part or just replace it |



ASC/ N 1412:Repair and replace vehicle body and chassis components

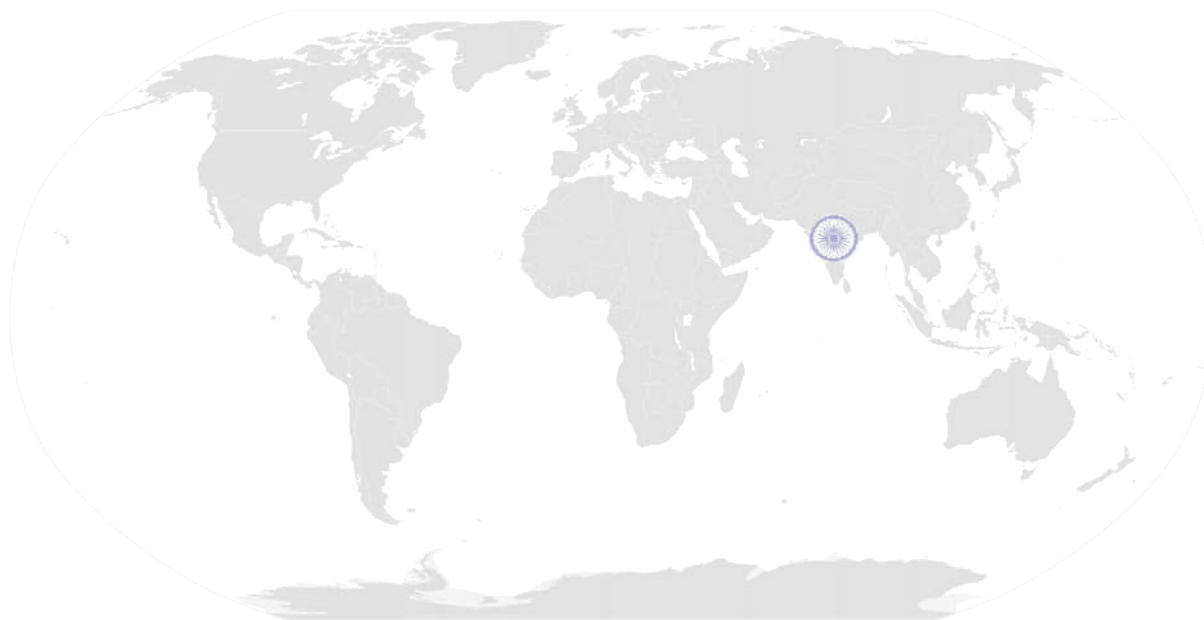
## NOS Version Control

|                     |                            |                  |          |
|---------------------|----------------------------|------------------|----------|
| NOS Code            | ASC/ N 1412                |                  |          |
| 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 1413: Carry out repairs for metal corrosion on structural panels

# National Occupational Standards



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## Overview

This Occupational Standard describes the knowledge, understanding and skills required of an Auto-Body Technician for carrying out repairs for metal corrosion on structural panels.

ASC/ N 1413: Carry out repairs for metal corrosion on structural panels

| Unit Code  | ASC/ N 1413  |
|--|--|
| Unit Title (Task)  | Carry out repairs for metal corrosion on structural panels   |
| Description  | This NOS unit is about the Automotive Body Technician carrying out repairs for metal corrosion on structural panels.   |
| Scope  | This unit/task covers the following: <ul style="list-style-type: none"> <li>carrying out repairs for metal corrosion on structural panels</li> </ul>   |
| Performance Criteria (PC) w.r.t. the Scope   |  |
| Element  | Performance Criteria   |
| Carry out repairs for metal corrosion on structural panels                           | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. assess the overall damage to vehicle body and chassis components and identify the need for repair of various body or chassis components as a result of vehicle metal corrosion</p> <p>PC2. select and use the tools and equipment required to remove and fit components</p> <p>PC3. check the structural components with the help of corrosion assessment tool</p> <p>PC4. replace the protective coatings, sound deadener pads, sealers, and foams and perform anti-corrosion procedures</p> <p>PC5. mix polyester resins and hardeners to restore damaged areas</p> <p>PC6. refit the parts removed/dismantled to carry out repair</p> <p>PC7. prevent the other components, units and panels on the vehicle from getting damaged</p> <p>PC8. inspect repaired vehicles for proper functioning, completion of work and dimensional accuracy</p> <p>PC9. ensure that trainings organized by the OEM from time-to-time are attended and knowledge levels are upgraded (esp. in case of newly launched products, product refreshes)</p> |
| Knowledge and Understanding (K) w.r.t. the scope                                     |  |
| Element  | Knowledge and Understanding  |
| A. Organisational Context (Knowledge of the Company/ Organisation and its processes) | <p>The user/individual on the job needs to know and understand:</p> <p>KA1. standard operating procedures of the Organisation/ Dealership for inspection, servicing and repair of vehicles for the body/ chassis components</p> <p>KA2. standard operating procedures for servicing, repair and replacement of parts mandated by the OEM</p> <p>KA3. safety requirements for equipment and components prescribed by the manufacturer</p> <p>KA4. documentation requirements for each procedure carried out as part of roles and responsibilities as specified by the organization</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</p>   |



**ASC/ N 1413: Carry out repairs for metal corrosion on structural panels**

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|                                       | <p>automotive trade in general (e.g. safe practices while working in pits/ under vehicles)</p> <p>KA7. workplace policies and schedules for housekeeping activities and equipment maintenance</p>  |
| <b>B. Technical Knowledge</b>         | <p>The user/individual on the job needs to know and understand:</p> <p>KB1. whether metal is excessively corroded, or metal treated with filler, emits a duller sound than does unaffected metal</p> <p>KB2. the corrosion is removed without damage to adjacent areas or fittings in accordance with company requirements</p> <p>KB3. the adjacent areas are inspected for corrosion and are free of rust</p> <p>KB4. whether to use heavy impact blows or to use a sharp tool to 'dig' at the structure</p> <p>KB5. the various types of tools required to carry out repairs</p> <p>KB6. the techniques required to repair the structural panels</p> <p>KB7. how to use following tools for carrying out the repair process:</p> <ul style="list-style-type: none"> <li>• pneumatic hammer e.g. air chisels, air hammers, pneumatic hammers, pneumatic smoothing hammers</li> <li>• power buffers e.g. buffing machines, machine polishers, portable buffers</li> <li>• pullers e.g. pick pull rods, pull rods, slide hammers, t pullers</li> <li>• shears e.g. foot shears, hand shears, power shears</li> <li>• trim or molding tools e.g. crown spoons, door skin dollies, toe dollies, universal railroad dollies</li> </ul> |
| <b>Skills (S) w.r.t. the scope</b>    |  |
| <b>Element</b>                        | <b>Skills</b>  |
| <b>A. Core Skills/ Generic Skills</b> | <b>Writing skills</b>  |
|                                       | <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. record and document the basic details of repairs performed</p> <p>SA2. maintain all office records required on the job (e.g. stock records, job cards, repair quotations, personnel records, time sheets, meeting notes etc.)</p> <p>SA3. write in at least one language</p>   |
|                                       | <b>Reading skills</b>  |
|                                       | <p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. read work orders, specifications etc. related to the job including instructions mentioned on the job card read any specific safety related guideline (applicable for CNG/ LPG/ Electric vehicle)</p>  |
|                                       | <b>Oral Communication (Listening and Speaking skills)</b>  |
|                                       | <p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. communicate the damage caused to vehicle and its body parts</p> <p>SA6. interact with the service advisor and senior technicians</p>  |
|                                       |  |

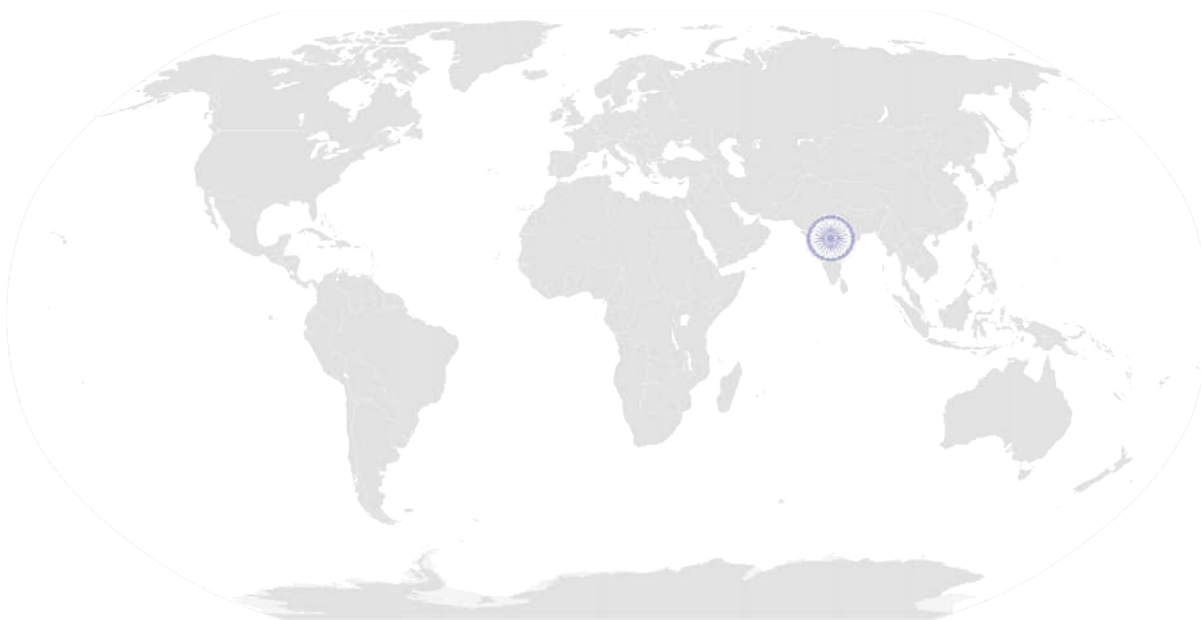
**ASC/ N 1413: Carry out repairs for metal corrosion on structural panels**

|                               |  |
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|                               | <p>SA7. specify the corrective measures required to repair/replace the body component</p> <p>SA8. interact with team members including colleagues in the workshop to work efficiently</p>                          |
| <b>B. Professional Skills</b> | <b>Decision making</b>   |
|                               | The user/individual on the job needs to know and understand how to:  |
|                               | SB1. decide which components are to be repaired for the metal corrosion and which needs replacement  |
|                               | SB2. follow the correct method of protecting the metal corrosion, to avoid any adverse reaction on the corroded metal parts  |
|                               | <b>Plan and Organise</b>   |
|                               | The user/individual on the job needs to know and understand how to:  |
|                               | SB3. plan work according to the required schedule and location   |
|                               | SB4. organise the schedule to complete the work on the vehicle timely in case other aggregate repairs/ maintenance work is also required to be done  |
|                               | <b>Customer centricity</b>   |
|                               | The user/individual on the job needs to know and understand how to:  |
|                               | SB5. ensure that customer needs regarding the prevention of the metal parts from corrosion are assessed and satisfactory service is provided   |
|                               | SB6. suggest to customer in case of corroded metal part/ structural panel whether it is better to repair and then re-paint them or it is better just to replace it, keeping the cost and durability factor in mind |
|                               | <b>Problem solving</b>   |
|                               | The user/individual on the job needs to know and understand how to:  |
|                               | SB7. inspect damaged vehicles and decide repairs and corrective action on the structural panel to be undertaken  |
|                               | SB8. inspect equipment to ensure proper working order and take any corrective actions as required  |
|                               | <b>Analytical thinking</b>   |
|                               | The user/individual on the job needs to know and understand how to:  |
|                               | SB9. check the usefulness of shop tools to see if they are suitable for work on new models of vehicles   |
|                               | SB10. evaluate the total material/ labour costs involved in repairing/ the metal corrosion on structural panels  |
|                               | <b>Critical thinking</b>   |
|                               | The user/individual on the job needs to know and understand how to:  |
|                               | SB11. evaluate the information gathered from the customer report/ job card and assess repairs  |
|                               | SB12. evaluate the repair estimate and decide whether to first repair and paint the structural panel/ body part or just replace it   |

ASC/ N 1413: Carry out repairs for metal corrosion on structural panels

## NOS Version Control

|                     |                            |                  |          |
|---------------------|----------------------------|------------------|----------|
| NOS Code            | ASC/ N 1413                |                  |          |
| 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



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## 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**

|   |  |
|---|--|
| <b>Unit Code</b>  | <b>ASC/ N 0001</b>   |
| <b>Unit Title (Task)</b>  | <b>Plan and organise work to meet expected outcomes</b>  |
| <b>Description</b>  | This NOS unit is about planning and organising an individual's work in order to complete it to the required standards on time.   |
| <b>Scope</b>  | <p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>work requirements including various activities, deliverables or work output required in the given time, maintain set quality standards</li> <li>appropriate use of resources (both material / equipment's and manpower)</li> </ul>  |
| <b>Performance Criteria (PC) w.r.t. the Scope</b>   |  |
| <b>Element</b>  | <b>Performance Criteria</b>  |
| <b>Work requirements including various activities within the given time and set quality standards</b> | <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>   |
| <b>Appropriate use of resources</b>   | <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>   |
| <b>Knowledge and Understanding (K) w.r.t. the scope</b>   |  |
| <b>Element</b>  | <b>Knowledge and Understanding</b>   |
| <b>A. Organisational Context (Knowledge of the Company/Organisation and its processes)</b>            | <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>B. Technical Knowledge</b>         | <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> |
| <b>Skills (S) w.r.t. the scope</b>    |   |
| <b>Element</b>                        | <b>Skills</b>   |
| <b>A. Core Skills/ Generic Skills</b> | <b>Writing Skills</b>   |
|                                       | The user/individual on the job needs to know and understand how to:   |
|                                       | SA1. write in at least one language   |
|                                       | <b>Reading Skills</b>   |
|                                       | The user/individual on the job needs to know and understand how to:   |
|                                       | SA2. read instructions, guidelines/procedures   |
| <b>B. Professional Skills</b>         | <b>Oral Communication (Listening and Speaking skills)</b>   |
|                                       | 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>Decision Making</b>  |
|                                       | The user/individual on the job needs to know and understand how to:   |
| <b>B. Professional Skills</b>         | SB1. make a decision on a suitable course of action appropriate for accurately completing the task within resources   |
|                                       | <b>Plan and Organise</b>  |
|                                       | 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  |
|                                       | <b>CustomerCentricity</b>   |
| <b>B. Professional Skills</b>         | The user/individual on the job needs to know and understand how to:   |
|                                       | SB4. deliver consistent and reliable service to customers   |
|                                       | SB5. check own work and ensure it meets customer requirements   |
|                                       | <b>Problem Solving</b>  |
|                                       | The user/individual on the job needs to know and understand how to:   |
|                                       | SB6. refer anomalies to the concerned persons   |
| <b>B. Professional Skills</b>         | <b>Analytical Thinking</b>  |
|                                       | The user/individual on the job needs to know and understand how to:   |
|                                       | SB7. analyse problems and identify work -arounds taking help from   |

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

|  |  |
|--|--|
|  | concerned persons where required                                       |
|  | <b>Critical Thinking</b>   |
|  | 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(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



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## 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:<br>Colleagues: <ul style="list-style-type: none"> <li>Interact &amp; communicate effectively with colleagues including member in the own group as well as other groups</li> </ul>   |
|                                | 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> |
| <b>Skills (S)w.r.t. the scope</b>         |  |
| <b>Element</b>                            | <b>Skills</b>  |
| <b>A. Core Skills/<br/>Generic Skills</b> | <b>Writing Skills</b>  |
|   | The user/individual on the job needs to know and understand how to:  |
|   | SA1. complete written work with attention to detail  |
|   | <b>Reading Skills</b>  |
|   | The user/individual on the job needs to know and understand how to:  |
|   | SA2. read instructions, guidelines/procedures  |
|   | <b>Oral Communication (Listening and Speaking skills)</b>  |
|   | The user/individual on the job needs to know and understand how to:  |
| <b>B. Professional Skills</b>             | SA3. listen effectively and orally communicate information   |
|   | SA4. ask for clarification and advice from the concerned person  |
|   | <b>Decision Making</b>   |
|   | The user/individual on the job needs to know and understand how to:  |
|   | SB1. make decisions on a suitable course of action or responsekeeping in view resource utilization while meeting commitments   |
|   | <b>Plan and Organise</b>   |
|   | The user/individual on the job needs to know and understand how to:  |
|   | SB2. plan and organise work to achieve targets and deadlines   |
|   | <b>CustomerCentricity</b>  |
|   | 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  |
|   | <b>Problem Solving</b>   |
|   | The user/individual on the job needs to know and understand how to:  |
|   | SB5. apply problem solving approaches in different situations  |
|   | <b>Critical Thinking</b>   |
|   | 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



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## 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"> <li>Resources (both material &amp; manpower) needed to maintain a safe working environment as per the prevalent norms &amp; government policies including emergency procedures for illness, accidents, fires or any other reason which may involve evacuation of the premises</li> </ul>  |
| Performance Criteria (PC) w.r.t. the Scope  |  |
| Element   | Performance Criteria   |
| <b>Resources needed to maintain a safe, secure working environment</b>                        | <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  |
| <b>A. Organisational Context</b><br>(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>B. Technical Knowledge</b>         | <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> |
| <b>Skills (S) w.r.t. the scope</b>    |   |
| <b>Element</b>                        | <b>Skills</b>   |
| <b>A. Core Skills/ Generic Skills</b> | <b>Writing Skills</b>   |
|                                       | The user/individual on the job needs to know and understand how to:   |
|                                       | SA1. complete accurate, well written work with attention to detail  |
|                                       | <b>Reading Skills</b>   |
|                                       | The user/individual on the job needs to know and understand how to:   |
|                                       | SA2. read instructions, guidelines/procedures/rules   |
|                                       | <b>Oral Communication (Listening and Speaking skills)</b>   |
| <b>B. Professional Skills</b>         | The user/individual on the job needs to know and understand how to:   |
|                                       | SA3. listen to and orally communicate information with all concerned  |
|                                       | <b>Decision Making</b>  |
|                                       | 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>Plan and Organise</b>  |
|                                       | The user/individual on the job needs to know and understand how to:   |
| <b>B. Professional Skills</b>         | SB2. plan and organise work to achieve targets and deadlines  |
|                                       | <b>CustomerCentricity</b>   |
|                                       | 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>Problem Solving</b>  |
|                                       | The user/individual on the job needs to know and understand how to:   |
|                                       | SB4. apply problem solving approaches in different situations   |

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

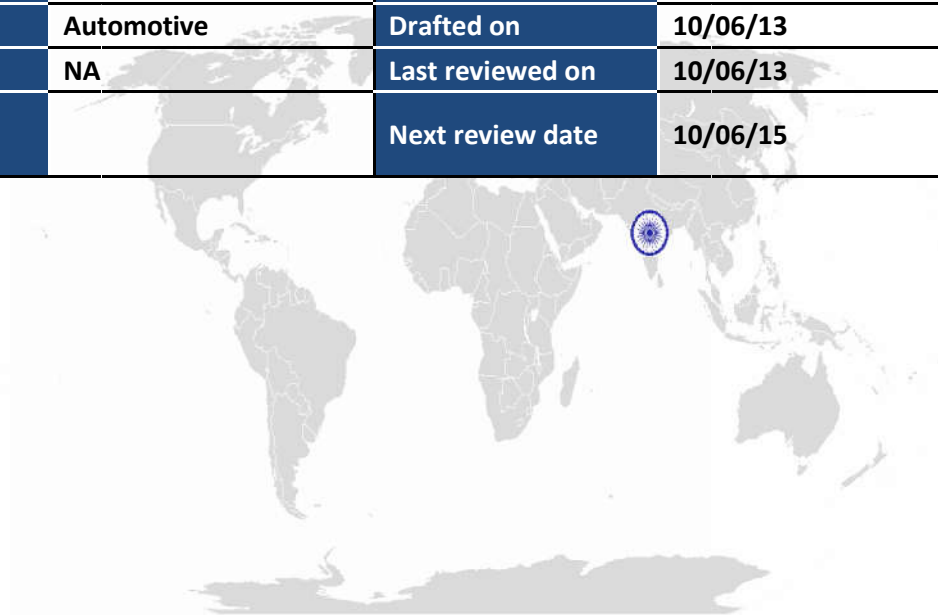
|  |   |
|--|---|
|  | <b>Analytical Thinking</b>  |
|  | The user/individual on the job needs to know and understand how to: |
|  | SB5. analyse data and activities                                    |
|  | <b>Critical Thinking</b>  |
|  | The user/individual on the job needs to know and understand 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 |



**Qualifications Pack for Auto-Body Repair Technician L4**

|                                     |
|-------------------------------------|
| Criteria for assessment of Trainees |
|-------------------------------------|

|                    |                                |
|--------------------|--------------------------------|
| JOB ROLE           | Auto body Repair Technician L4 |
| Qualification Pack | ASC/Q 1405                     |
| No. Of NOS         | 2 Role specific ,3 generic     |

| NOS Title/ NOS Elements   | NOS & Performance Criterion Description   |  | Marks allocation |           |
|---|---|--|------------------|-----------|
| ASC/N 1412  | Repair & replace Chassis & Body parts   |  | Viva             | Practical |
| <b>Assess damage and Repair / replace vehicle body &amp; chassis components</b> | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. assess the overall damage to vehicle body and chassis components and identify the need for repair or replacement of various body or chassis components</p> <p>PC2. read specifications or confer with customer/ Service Advisor or Body Shop In-charge to determine the desired custom modifications for altering the appearance of vehicles</p> <p>PC3. select, calibrate and use the appropriate tools and equipment for the body component/ chassis repair in the vehicle</p> <p>PC4. correctly realign the panels and components as per their original position</p> <p>PC5. remove upholstery, accessories, electrical window-and-seat-operating equipment, and trim to gain access to vehicle bodies and fenders</p> <p>PC6. repair:</p> <ul style="list-style-type: none"> <li>• body panels</li> <li>• minor structural damage</li> <li>• major welded panels</li> <li>• body components using lead wiping</li> <li>• major sectional repair</li> <li>• laminated glass</li> <li>• chassis/frame and associated components</li> </ul> <p>PC7. remove and replace (with assistance of Senior Technicians/ Aggregate Specialists Or Electrician if required):</p> <ul style="list-style-type: none"> <li>• vehicle body panels, panel sections and ancillary fittings</li> <li>• protector mouldings, transfers and decals</li> <li>• mechanical units/assemblies</li> <li>• electrical/electronic units/assemblies</li> </ul> |  | 10               | 30        |
|   |   |  | 30               | 50        |

**Qualifications Pack for Auto-Body Repair Technician L4**

|  |  |  |    |    |
|--|--|--|----|----|
|  | <p>PC8. carry out:</p> <ul style="list-style-type: none"> <li>• vehicle body and underframe alignment</li> <li>• vehicle measurement</li> <li>• buffing and burnishing</li> <li>• trimming of vehicle components</li> </ul> <p>PC9. select and apply trim/fabric materials and adhesives</p> <p>PC10. carry out minor sewing and trimming repairs and alterations</p> <p>PC11. remove and install:</p> <ul style="list-style-type: none"> <li>• windscreens</li> <li>• laminated glass</li> <li>• fixed and movable body glass</li> <li>• windows / sunroof installation (in case required)</li> </ul> <p>PC12. fit and weld replacement parts into place, using wrenches and welding equipment, and grind down welds to smooth them, using power grinders and other tools</p> <p>PC13. chain or clamp frames and sections to alignment machines that use hydraulic pressure to align damaged components</p> <p>PC14. remove damaged sections of vehicles using metal-cutting guns, air grinders and wrenches, and install replacement parts using wrenches or welding equipment</p> <p>PC15. position dolly blocks against surfaces of dented areas and beat opposite surfaces to remove dents, using hammers</p> <p>PC16. mix polyester resins and hardeners to restore damaged areas</p> <p>PC17. apply heat to plastic panels, using hot-air welding guns or immersion in hot water, and press the softened panels back into shape by hand</p> <p>PC18. fit and secure windows, vinyl roofs, and metal trim to vehicle bodies, using caulking guns, adhesive brushes, and mallets</p> <p>PC19. fill small dents that cannot be worked out with plastic or solder</p> <p>PC20. remove small pits and dimples in body metal using pick hammers and punches</p> <p>PC21. prevent the other components, units and panels on the vehicle from getting damaged</p> <p>PC22. inspect repaired vehicles for proper functioning, completion of work, dimensional accuracy, and test drive vehicles to ensure proper alignment and handling</p> <p>PC23. ensure that trainings organized by the OEM from</p> |  | 10 | 30 |
|  |  |  | 10 | 30 |

**Qualifications Pack for Auto-Body Repair Technician L4**

|   |  |  |             |                  |
|---|--|--|-------------|------------------|
|   | time-to-time are attended and knowledge levels are upgraded (esp. in case of newly launched products, product refreshes)   |  |             |                  |
|   | <b>subtotal</b>  |  | <b>60</b>   | <b>140</b>       |
| <b>ASC/N 1413</b>   | <b>Carry out repair &amp; maintenance for corrosion on structural body parts</b>   |  | <b>Viva</b> | <b>Practical</b> |
| <b>Carry out repairs for metal corrosion on structural panels</b>                                     | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. assess the overall damage to vehicle body and chassis components and identify the need for repair of various body or chassis components as a result of vehicle metal corrosion</p> <p>PC2. select and use the tools and equipment required to remove and fit components</p> <p>PC3. check the structural components with the help of corrosion assessment tool</p> <p>PC4. replace the protective coatings, sound deadener pads, sealers, and foams and perform anti-corrosion procedures</p> <p>PC5. mix polyester resins and hardeners to restore damaged areas</p> <p>PC6. refit the parts removed/dismantled to carry out repair</p> <p>PC7. prevent the other components, units and panels on the vehicle from getting damaged</p> <p>PC8. inspect repaired vehicles for proper functioning, completion of work and dimensional accuracy</p> <p>PC9. ensure that trainings organized by the OEM from time-to-time are attended and knowledge levels are upgraded (esp. in case of newly launched products, product refreshes)</p> |  | 5           | 15               |
|   |  |  | 10          | 20               |
|   |  |  | 5           | 20               |
|   | <b>subtotal</b>  |  | <b>20</b>   | <b>55</b>        |
| <b>ASC/N 0001</b>   | <b>Plan &amp; organize work to meet expected outcome</b>   |  | <b>Viva</b> | <b>Practical</b> |
| <b>Work requirements including various activities within the given time and set quality standards</b> | <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</p>   |  | 15          | 30               |

**Qualifications Pack for Auto-Body Repair Technician L4**

|   |   |  |             |                  |
|---|---|--|-------------|------------------|
|   | necessary<br>PC6. ensure work meets the agreed requirements   |  |             |                  |
| <b>Appropriate use of resources</b>   | PC7. establish and agree on work requirements with appropriate people<br>PC8. manage time, materials and cost effectively<br>PC9. use resources in a responsible manner   |  | 10          | 20               |
|   | <b>subtotal</b>   |  | <b>25</b>   | <b>50</b>        |
| <b>ASC/N 0002</b>   | <b>Work effectively in a team</b>   |  | <b>Viva</b> | <b>Practical</b> |
| <b>Interact &amp; communicate effectively with colleagues including member in the own group as well as other groups</b> | To be competent, the user/individual on the job must be able to:<br>PC1. maintain clear communication with colleagues (by all means including face-to-face, telephonic as well as written)<br>PC2. work with colleagues to integrate work<br>PC3. pass on information to colleagues in line with organisational requirements both through verbal as well as non-verbal means<br>PC4. work in ways that show respect for colleagues<br>PC5. carry out commitments made to colleagues<br>PC6. let colleagues know in good time if cannot carry out commitments, explaining the reasons<br>PC7. identify problems in working with colleagues and take the initiative to solve these problems<br>PC8. follow the organisation's policies and procedures for working with colleagues |  | 25          | 50               |
|   | <b>subtotal</b>   |  | <b>25</b>   | <b>50</b>        |
| <b>ASC/N 0003</b>   | <b>Maintain safe , healthy environment friendly workplace</b>   |  | <b>Viva</b> | <b>Practical</b> |
| <b>Resources needed to maintain a safe, secure working environment</b>  | To be competent, the user/individual on the job must be able to:<br><br>PC1. comply with organisation's current health, safety and security policies and procedures<br>PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person<br>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.<br>PC4. identify and correct any hazards like illness, accidents, fires or any other natural calamity safely and within the limits of individual's authority<br>PC5. report any hazards outside the individual's   |  | 20          | 55               |



**Qualifications Pack for Auto-Body Repair Technician L4**

|  |  |            |            |            |
|--|--|------------|------------|------------|
|  | <p>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> |            |            |            |
|  | <b>subtotal</b>  |            | <b>20</b>  | <b>55</b>  |
|  |  |            |            |            |
|  | <b>Total</b>   | <b>180</b> | <b>150</b> | <b>350</b> |

