



# Automotive Washer

QP Code: ASC/Q1421

Version: 1.0

NSOF Level: 2

Automotive Skills Development Council || 153, Gr Floor, Okhla Industrial Area, Phase  
– III, Leela Building  
New Delhi – 110020

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## ASC/Q1421: Automotive Washer

### Brief Job Description

The individual washes, scrubs and polishes the interior and exterior surfaces of the vehicle and the workshop area.

### Personal Attributes

The person should be patient, organised, team-oriented, customer centric and have the ability to work for long hours in adverse conditions. The individual should be a keen observer and have an eye for detail and quality.

### Applicable National Occupational Standards (NOS)

#### Compulsory NOS:

1. [ASC/N9801: Organize work and resources \(Service\)](#)
2. [ASC/N9802: Interact effectively with colleagues, customers and others](#)
3. [ASC/N1432: Perform vehicle washing and cleaning](#)

### Qualification Pack (QP) Parameters

<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Automotive Vehicle Service
<b>Occupation</b>	Technical Service & Repair
<b>Country</b>	India
<b>NSQF Level</b>	2
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/9122.0201
<b>Minimum Educational Qualification &amp; Experience</b>	5th Class
<b>Minimum Level of Education for Training in School</b>	
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	19/06/2020
<b>Next Review Date</b>	19/06/2025

<b>NSQC Approval Date</b>	
<b>Version</b>	1.0

## ASC/N9801: Organize work and resources (Service)

### Description

This NOS unit is about implementing safety, planning work, adopting sustainable practices for optimising use of resources

### Scope

The scope covers the following :

- Maintain safe and secure working environment Perform work as per quality standards
- Health and hygiene
- Material/energy conservation practices Effective waste management practices
- 

### Elements and Performance Criteria

#### *Maintain safe and secure working environment*

To be competent, the user/individual on the job must be able to:

- PC1.** organise work as per organisation's current health, safety and security policies and procedures
- PC2.** report any identified breaches in health, safety, and security policies and procedures to the designated person
- PC3.** identify the risks and hazards associated with work activities, their causes and prevention

#### *Perform work as per quality standards*

To be competent, the user/individual on the job must be able to:

- PC4.** ensure work area is clean and tidy
- PC5.** ensure that work is accomplished as per the requirements within the specified timeline
- PC6.** ensure team goals are given preference over individual goals

#### *Health and hygiene*

To be competent, the user/individual on the job must be able to:

- PC7.** sanitize workstation and equipment regularly
- PC8.** clean hands with soap, alcohol-based sanitizer regularly
- PC9.** avoid contact with ill people and self-isolate in a similar situation
- PC10.** wear and dispose PPEs regularly and appropriately
- PC11.** report advanced hygiene and sanitation issues to appropriate authority
- PC12.** follow stress and anxiety management techniques

#### *Material/energy conservation practices*

To be competent, the user/individual on the job must be able to:

- PC13.** identify ways to optimise usage of material in various tasks/activities/processes
- PC14.** use resources, including water, in a responsible manner
- PC15.** check for spills/leakages in various tasks/activities/processes

- PC16.** plug spills/leakages and escalate to appropriate authority if unable to rectify
- PC17.** carry out routine cleaning of tools, machines and equipment
- PC18.** check if the equipment/machine is functioning normally before commencing work and rectify wherever required
- PC19.** report malfunctioning (fumes/sparks/emission/vibration/noise) and lapse in maintenance of equipment
- PC20.** ensure electrical equipment and appliances are properly connected and turned off when not in use

#### *Effective waste management practices*

To be competent, the user/individual on the job must be able to:

- PC21.** identify recyclable and non-recyclable, and hazardous waste generated
- PC22.** segregate waste into different categories
- PC23.** dispose non-recyclable waste appropriately
- PC24.** deposit recyclable and reusable material at identified location
- PC25.** follow processes specified for disposal of hazardous waste

### **Knowledge and Understanding (KU)**

The individual on the job needs to know and understand:

- KU1.** organisation procedures for health, safety and security, and individual role and responsibilities in this context
- KU2.** the organisations emergency procedures for different emergency situations and the importance of following the same
- KU3.** evacuation procedures for workers and visitors
- KU4.** how and when to report hazards as well as the limits of responsibility for dealing with hazards
- KU5.** potential hazards, risks and threats based on the nature of work
- KU6.** the implications of own work on the schedule and work of others
- KU7.** efficient utilisation of material and water
- KU8.** basics of electricity and prevalent energy efficient devices
- KU9.** ways to recognise common electrical problems
- KU10.** common practices of conserving electricity
- KU11.** common sources of pollution and ways to minimize it
- KU12.** categorisation of waste into dry, wet, recyclable, non-recyclable and items of single-use plastics
- KU13.** usage of different colours of dustbins
- KU14.** waste management and methods of waste disposal
- KU15.** significance of greening
- KU16.** organisation's policies to maintain personal health and hygiene at workplace

### **Generic Skills (GS)**

User/individual on the job needs to know how to:

- GS1.** read instructions/guidelines/standard operating procedures
- GS2.** complete statutory documents relevant to safety and hygiene
- GS3.** modify work practices to improve them
- GS4.** ask for clarifications from superior about the job requirement
- GS5.** work with supervisors/team members to carry out work related tasks
- GS6.** complete tasks efficiently and accurately within stipulated time
- GS7.** inform/report to concerned person in case of any problem
- GS8.** make timely decisions for efficient utilization of resources
- GS9.** write in at least one language and complete written work with attention to detail
- GS10.** record data on waste disposal at workplace
- GS11.** be punctual, utilize time and manage workload efficiently
- GS12.** evaluate strategies to maintain, enhance or reduce the intensity of heightened emotional response

### Assessment Criteria

Assessment Criteria for Outcomes	Theor y Marks	Practic al Marks	Projec t Marks	Viva Mark s
<i>Maintain safe and secure working environment</i>	<b>8</b>	<b>4</b>	-	<b>3</b>
<b>PC1.</b> organise work as per organisation’s current health, safety and security policies and procedures	-	2	-	1
<b>PC2.</b> report any identified breaches in health, safety, and security policies and procedures to the designated person	3	1	-	-
<b>PC3.</b> identify the risks and hazards associated with work activities, their causes and prevention	5	1	-	2
<i>Perform work as per quality standards</i>	<b>12</b>	<b>8</b>	-	<b>6</b>
<b>PC4.</b> ensure work area is clean and tidy	4	2	-	-
<b>PC5.</b> ensure that work is accomplished as per the requirements within the specified timeline	6	4	-	2
<b>PC6.</b> ensure team goals are given preference over individual goals	2	2	-	4
<i>Health and hygiene</i>	<b>12</b>	<b>8</b>	-	<b>5</b>
<b>PC7.</b> sanitize workstation and equipment regularly	2	2	-	2
<b>PC8.</b> clean hands with soap, alcohol-based sanitizer regularly	2	1	-	-
<b>PC9.</b> avoid contact with ill people and self-isolate in a similar situation	2	1	-	-
<b>PC10.</b> wear and dispose PPEs regularly and appropriately	2	2	-	1
<b>PC11.</b> report advanced hygiene and sanitation issues to appropriate authority	2	2	-	2
<b>PC12.</b> follow stress and anxiety management techniques	2	-	-	-
<i>Material/energy conservation practices</i>	<b>10</b>	<b>4</b>	-	<b>3</b>



<b>PC13.</b> identify ways to optimise usage of material in various tasks/activities/processes	2	-	-	1
<b>PC14.</b> use resources, including water, in a responsible manner	2	-	-	-
<b>PC15.</b> check for spills/leakages in various tasks/activities/processes	-	1	-	-
<b>PC16.</b> plug spills/leakages and escalate to appropriate authority if unable to rectify	-	1	-	1
<b>PC17.</b> carry out routine cleaning of tools, machines and equipment	2	-	-	-
<b>PC18.</b> check if the equipment/machine is functioning normally before commencing work and rectify wherever required	-	1	-	1
<b>PC19.</b> report malfunctioning (fumes/sparks/emission/vibration/noise) and lapse in maintenance of equipment	2	1	-	-
<b>PC20.</b> ensure electrical equipment and appliances are properly connected and turned off when not in use	2	-	-	-
<i>Effective waste management practices</i>	<b>8</b>	<b>6</b>	-	<b>3</b>
<b>PC21.</b> identify recyclable and non-recyclable, and hazardous waste generated	2	-	-	1
<b>PC22.</b> segregate waste into different categories	-	2	-	-
<b>PC23.</b> dispose non-recyclable waste appropriately	2	2	-	1
<b>PC24.</b> deposit recyclable and reusable material at identified location	2	1	-	-
<b>PC25.</b> follow processes specified for disposal of hazardous waste	2	1	-	1
<b>NOS Total</b>	<b>50</b>	<b>30</b>	-	<b>20</b>

**National Occupational Standards (NOS) Parameters**

<b>NOS Code</b>	ASC/N9801
<b>NOS Name</b>	Organize work and resources (Service)
<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	19/06/2020
<b>Next Review Date</b>	19/06/2025
<b>NSQC Clearance Date</b>	

## **ASC/N9802: Interact effectively with colleagues, customers and others**

### **Description**

This NOS unit is about communicating with customers and colleagues/superiors, either in own work group or in other work groups within organisation.

### **Scope**

The scope covers the following :

- Communicate effectively with colleagues, customers and
- others Interact with supervisor or superior

### **Elements and Performance Criteria**

#### *Communicate effectively with colleagues, customers and others*

To be competent, the user/individual on the job must be able to:

- PC1.** maintain clear communication with colleagues, customers and others, wherever needed, through all means i.e. face-to-face, telephonic or written
- PC2.** adjust communication styles to reflect gender and persons with disability (PwD) sensitivity
- PC3.** work in a way that shows respect for colleagues and others
- PC4.** follow the organisation's policies and procedures while working in a team
- PC5.** respect personal space of colleagues and customers

#### *Interact with supervisor or superior*

To be competent, the user/individual on the job must be able to:

- PC6.** identify work requirements by receiving instructions from reporting supervisor
- PC7.** escalate problems to supervisors that cannot be handled including repairs and maintenance of machine
- PC8.** report the completed work
- PC9.** rectify errors as per feedback

### **Knowledge and Understanding (KU)**

The individual on the job needs to know and understand:

- KU1.** the importance of effective communication and establishing good working relationships with colleagues and supervisor
- KU2.** different methods of communication as per the circumstances
- KU3.** gender based concepts, issues and legislation

### **Generic Skills (GS)**

User/individual on the job needs to know how to:

- GS1.** read instructions/guidelines/procedures
- GS2.** listen effectively and orally communicate information
- GS3.** ask for clarification and advice from the concerned person
- GS4.** maintain positive and effective relationships with colleagues and customers
- GS5.** evaluate the possible solution(s) to the problem
- GS6.** deliver consistent and reliable service to customers
- GS7.** complete written work with attention to detail
- GS8.** check that the work meets customer requirements

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Communicate effectively with colleagues, customers and others</i>	<b>36</b>	<b>11</b>	-	<b>14</b>
<b>PC1.</b> maintain clear communication with colleagues, customers and others, wherever needed, through all means i.e. face-to-face, telephonic or written	8	-	-	4
<b>PC2.</b> adjust communication styles to reflect gender and persons with disability (PwD) sensitivity	8	-	-	-
<b>PC3.</b> work in a way that shows respect for colleagues and others	7	4	-	3
<b>PC4.</b> follow the organisation’s policies and procedures while working in a team	7	4	-	3
<b>PC5.</b> respect personal space of colleagues and customers	6	3	-	4
<i>Interact with supervisor or superior</i>	<b>14</b>	<b>19</b>	-	<b>6</b>
<b>PC6.</b> identify work requirements by receiving instructions from reporting supervisor	7	4	-	-
<b>PC7.</b> escalate problems to supervisors that cannot be handled including repairs and maintenance of machine	-	5	-	3
<b>PC8.</b> report the completed work	7	5	-	-
<b>PC9.</b> rectify errors as per feedback	-	5	-	3
<b>NOS Total</b>	<b>50</b>	<b>30</b>	-	<b>20</b>

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	ASC/N9802
<b>NOS Name</b>	Interact effectively with colleagues, customers and others
<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	19/06/2020
<b>Next Review Date</b>	19/06/2025
<b>NSQC Clearance Date</b>	

## ASC/N1432: Perform vehicle washing and cleaning

### Description

This NOS unit is about an individual who performs all tasks related to vehicle and workshop cleaning and washing.

### Scope

The scope covers the following :

- Prepare for cleaning of exterior and interior of
- vehicle Perform cleaning of exterior and interior
- of vehicle Perform post cleaning activities

### Elements and Performance Criteria

#### *Prepare for cleaning of exterior and interior of vehicle*

To be competent, the user/individual on the job must be able to:

- PC1.** identify various interior & exterior segments of the vehicle, such as seat, dash panel, engine compartment, bonnet, dickey etc. and detachable accessories such as foot-mats, mobile charger etc.
- PC2.** obtain the instructions from the supervisor regarding the routine washing, cleaning and any other specific cleaning requirements
- PC3.** identify and collect appropriate material, tools & equipment such as cleaning agent, polish, mops, vacuum cleaner, washer, steamer etc. and notify supervisor in case of any malfunctions
- PC4.** mix cleaning solutions, abrasive compositions or other compounds as advised by supervisor and pre-soak or rinse given mechanical parts
- PC5.** transport materials, removed parts/components or supplies to or from work areas, using carts or hoists
- PC6.** work carefully to ensure no damage is caused to any aggregate/component of the vehicle
- PC7.** remove detachable items and check that no customer belongings are left inside the vehicle, and if found, deposit with service advisor

#### *Perform cleaning of exterior and interior of vehicle*

To be competent, the user/individual on the job must be able to:

- PC8.** rinse removable/detachable objects and place them on drying racks
- PC9.** perform washing and cleaning of various segment and surfaces of the vehicle body as per OEM Standard Operating Procedure
- PC10.** use cloth, squeegees or air compressors to clean and dry the surfaces
- PC11.** perform various surface treatment on different surfaces as per OEM Standard Operating Procedure (SOP) and specifications
- PC12.** record the details of various treatment and washing completion in job card

#### *Perform post cleaning activities*

To be competent, the user/individual on the job must be able to:

**PC13.** clean washing platform post vehicle wash

**PC14.** sweep, shovel or vacuum loose debris or scrap into containers

**PC15.** dispose debris/scrap containers as per organisation's policy

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** Standard Operating Procedures of the dealership for vehicle washing and cleaning

**KU2.** various interior & exterior segments of the vehicle

**KU3.** various material, tools & equipment such as cleaning agent, polish, mops etc.

**KU4.** the different types of grime such as scuff marks, soil, dust, oil, grease, dried food and other stains

**KU5.** methods for cleaning various grimes like brushing, water/steam/air spray, use of chemicals, manual or machine-assisted cleaning

**KU6.** application method of various polish & abrasive, on different surfaces such as dashboard, seats, door trim, tyre, bumper, front grill etc. using buffer/polisher

**KU7.** various methods of using different squeegees, mops, cloth, vacuum cleaner

**KU8.** safety, health and environmental policies and regulations of the workplace as well as for automotive trade in general (e.g. safe practices while working in pits/under vehicles)

### Generic Skills (GS)

User/individual on the job needs to know how to:

**GS1.** write in at least one language (Hindi/English or regional language)

**GS2.** communicate effectively at the work place

**GS3.** read and interpret workplace related documentation

**GS4.** be punctual, manage time and workload efficiently

**GS5.** record data on waste disposal at workplace



### Assessment Criteria

Assessment Criteria for Outcomes	Theor y Marks	Practic al Marks	Projec t Marks	Viva Mark s
<i>Prepare for cleaning of exterior and interior of vehicle</i>	<b>8</b>	<b>28</b>	-	<b>9</b>
<b>PC1.</b> identify various interior & exterior segments of the vehicle, such as seat, dash panel, engine compartment, bonnet, dickey etc. and detachable accessories such as foot-mats, mobile charger etc.	2	7	-	3
<b>PC2.</b> obtain the instructions from the supervisor regarding the routine washing, cleaning and any other specific cleaning requirements	1	2	-	2
<b>PC3.</b> identify and collect appropriate material, tools & equipment such as cleaning agent, polish, mops, vacuum cleaner, washer, steamer etc. and notify supervisor in case of any malfunctions	2	7	-	3
<b>PC4.</b> mix cleaning solutions, abrasive compositions or other compounds as advised by supervisor and pre-soak or rinse given mechanical parts	2	3	-	1
<b>PC5.</b> transport materials, removed parts/components or supplies to or from work areas, using carts or hoists	-	3	-	-
<b>PC6.</b> work carefully to ensure no damage is caused to any aggregate/component of the vehicle	1	3	-	-
<b>PC7.</b> remove detachable items and check that no customer belongings are left inside the vehicle, and if found, deposit with service advisor	-	3	-	-
<i>Perform cleaning of exterior and interior of vehicle</i>	<b>7</b>	<b>17</b>	-	<b>6</b>
<b>PC8.</b> rinse removable/detachable objects and place them on drying racks	-	2	-	-
<b>PC9.</b> perform washing and cleaning of various segment and surfaces of the vehicle body as per OEM Standard Operating Procedure	3	5	-	2

<b>PC10.</b> use cloth, squeegees or air compressors to clean and dry the surfaces	1	3	-	1
<b>PC11.</b> perform various surface treatment on different surfaces as per OEM Standard Operating Procedure (SOP) and specifications	2	5	-	2
<b>PC12.</b> record the details of various treatment and washing completion in job card	1	2	-	1
<i>Perform post cleaning activities</i>	<b>5</b>	<b>15</b>	-	<b>5</b>
<b>PC13.</b> clean washing platform post vehicle wash	3	5	-	3
<b>PC14.</b> sweep, shovel or vacuum loose debris or scrap into containers	1	5	-	1
<b>PC15.</b> dispose debris/scrap containers as per organisation's policy	1	5	-	1
<b>NOS Total</b>	<b>20</b>	<b>60</b>	-	<b>20</b>

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	ASC/N1432
<b>NOS Name</b>	Perform vehicle washing and cleaning
<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Automotive Vehicle Service
<b>Occupation</b>	Technical Service & Repair
<b>NSQF Level</b>	2
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	19/06/2020
<b>Next Review Date</b>	19/06/2025
<b>NSQF Clearance Date</b>	

## Assessment Guidelines and Assessment Weightage

### Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below).
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training centre based on these criteria.
5. In case of successfully passing only certain number of NOSs, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.
6. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack

**Recommended Pass % : 60**

### Assessment Weightage

#### Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
ASC/N9801.Organize work and resources (Service)	50	30	-	20	100	15
ASC/N9802.Interact effectively with colleagues, customers and others	50	30	-	20	100	10

**Qualification**

ASC/N1432.Perform vehicle washing and cleaning	20	60	-	20	100	75
<b>Total</b>	<b>120</b>	<b>120</b>	<b>-</b>	<b>60</b>	<b>300</b>	<b>100</b>

### Acronyms

<b>NOS</b>	National Occupational Standard(s)
<b>NSQF</b>	National Skills Qualifications Framework
<b>QP</b>	Qualifications Pack
<b>TVET</b>	Technical and Vocational Education and Training
<b>PwD</b>	Persons with Disability

## Glossary

<b>Sector</b>	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	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 OS they are looking for.
<b>Scope</b>	Scope is a 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 quality of performance required.

<b>Knowledge and Understanding (KU)</b>	<p>Knowledge and Understanding (KU) 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.</p>
<b>Organisational Context</b>	<p>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.</p>
<b>Technical Knowledge</b>	<p>Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.</p>
<b>Core Skills/ Generic Skills (GS)</b>	<p>Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today’s world. These skills are typically needed in any work environment in today’s world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.</p>
<b>Electives</b>	<p>Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.</p>
<b>Options</b>	<p>Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.</p>