



# Automotive Service Advisor

QP Code: ASC/Q1426

Version: 1.0

NSQF Level: 6

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

## Contents

ASC/Q1426: Automotive Service Advisor .....	3
Brief Job Description.....	3
Applicable National Occupational Standards (NOS) .....	3
<i>Compulsory NOS</i> .....	3
<i>Qualification Pack (QP) Parameters</i> .....	3
ASC/N9813: Manage work and resources .....	5
ASC/N9812: Interact effectively with team, customers and others .....	12
ASC/N1439: Prepare time and cost estimates to meet customer requirements.....	17
Assessment Guidelines and Weightage.....	23
<i>Assessment Guidelines</i> .....	23
<i>Assessment Weightage</i> .....	24
Acronyms .....	25
Glossary .....	26

## ASC/Q1426: Automotive Service Advisor

### Brief Job Description

The individual is responsible for handling customer relationships at the workshop operations. The individual understands customer issues/complaints and identify the repair/service requirements accordingly in a timely and cost effective manner.

### Personal Attributes

The individual should have good communication and interpersonal skills. The individual should be a good team player as coordination is required with internal and external stakeholders in order to provide time and cost effective solutions to customer issues. The individual must have technical knowledge related to automobiles in order to understand the technical aspects of the vehicle. The individual must have good listening skills and have patience as this job requires interaction with different customers and understand individual requirements.

### Applicable National Occupational Standards (NOS)

#### Compulsory NOS:

1. [ASC/N9813: Manage work and resources](#)
2. [ASC/N9812: Interact effectively with team, customers and others](#)
3. [ASC/N1439: Prepare time and cost estimates to meet customer requirements](#)

### Qualification Pack (QP) Parameters

Sector	Automotive
Sub-Sector	Automotive Vehicle Service
Occupation	Technical Service & Repair
Country	India
NSQF Level	6
Aligned to NCO/ISCO/ISIC Code	NCO-2015/3322.2502

<b>Minimum Educational Qualification &amp; Experience</b>	I.T.I (Motor Mechanic Vehicle/ Diesel Mechanic) with 2 Years of automotive experience  OR  Diploma (Mechanical/Electrical/Automobile) from recognized regulatory body with 1 Year of automotive experience  OR Certificate-NSQF (Four/Two Wheeler Lead Technician) with 2 Years of experience in Automotive Service
<b>Minimum Level of Education for Training in School</b>	
<b>Pre-Requisite License or Training</b>	Permanent driving License
<b>Minimum Job Entry Age</b>	19 Years
<b>Last Reviewed On</b>	NA
<b>Next Review Date</b>	NA
<b>NSQC Approval Date</b>	
<b>Version</b>	1.0

## ASC/N9813: Manage work and resources

### 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
- Ensure work as per quality standards
- Material/energy/electricity conservation practices
- Effective waste management/recycling practices
- Ensure a healthy and hygienic workplace

### Elements and Performance Criteria

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

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

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

#### *Ensure work as per quality standards*

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

- PC4. ensure work area is kept clean and tidy
- PC5. identify individual work requirements and provide necessary instructions to the team
- PC6. ensure the team works as per the assigned and agreed requirements
- PC7. identify work which fails the requirements, specified quality standards and ensure timely corrective action is taken
- PC8. implement ways and guide the team to manage time, resources and cost effectively
- PC9. train the team on skill level advancement to develop expertise in their work
- PC10. ensure that the team understands accountability for timely completion of tasks
- PC11. analyse and validate the problem accurately and communicate different possible solutions to the problem

#### *Material/energy/electricity conservation practices*

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

- PC12. identify ways to optimize usage of electricity/other source of energy and material including water in various tasks/activities/processes
- PC13. ensure that the team uses resources in a responsible manner
- PC14. ensure that the team periodically checks for spills/leakages around the work area and take corrective actions or escalate to appropriate authority if unable to rectify

- PC15. supervise team to carry out routine cleaning of tools, machine and equipment
- PC16. ensure that the team periodically checks if the equipment/machines are maintained and functioning normally before commencing work and take corrective action wherever required

#### *Effective waste management/recycling practices*

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

- PC17. identify recyclable, non-recyclable and hazardous waste generated
- PC18. ensure the team segregates waste into different categories
- PC19. ensure proper disposal of non-recyclable waste
- PC20. ensure recyclable and reusable material is deposited at identified location
- PC21. ensure the team follows processes specified for disposal of hazardous waste

#### *Ensure a healthy and hygienic workplace*

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

- PC22. ensure workplace, equipment, restrooms etc. are sanitized regularly
- PC23. promote awareness about hygiene and sanitation regulations
- PC24. check availability of running water, hand wash and alcohol-based sanitizers at workplace
- PC25. support employees to cope with stress, anxiety etc.
- PC26. wear and dispose PPEs regularly and appropriately

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. different types of health and safety hazards that can be found in the workplace, risks and threats based on the nature of work
- KU2. company defined workplace hazards and rules/regulation for maintaining health, safety and security at workplace
- KU3. breaches in health, safety and security as well as procedures to report the same
- KU4. workshop layout with electrical, hydraulic and thermal equipment used
- KU5. the organisation's emergency procedures for different emergency situations and the importance of following the same
- KU6. ways of time and cost management
- KU7. ways to manage efficient utilisation of energy, material and water in the process
- KU8. ways to recognize common electrical problems and common practices of conserving electricity
- KU9. usage of different colours of dustbins and categorization of waste into dry, wet, recyclable, non-recyclable and items of single-use plastics
- KU10. organisations procedures for minimizing waste
- KU11. waste management and methods of waste disposal
- KU12. common sources of pollution and ways to minimize it
- KU13. different ways for skill level advancement to develop expertise
- KU14. key performance indicators for the new tasks
- KU15. timelines and goals set by the manager
- KU16. importance of quality and timely delivery of the product/service

- KU17. organisation's policies to maintain personal health and hygiene at workplace
- KU18. significance of greening

### **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. complete written work with attention to detail
- GS7. modify work practices to improve them
- GS8. work with supervisors/team members to carry out work related tasks
- GS9. complete tasks efficiently and accurately within stipulated time
- GS10. make timely decisions for efficient utilization of resources
- GS11. be punctual and utilize time
- GS12. evaluate strategies to maintain, enhance or reduce the intensity of heightened emotional response

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain safe and secure working environment</i>	7	5	-	4
PC1. ensure that the team complies with organisation's health, safety, security policies and procedures	2	2	-	1
PC2. identify the risks and hazards associated with work activities, their causes and prevention as per organisation's policy	3	2	-	2
PC3. encourage team to report any identified breaches in health, safety, and security policies and procedures to the designated person	2	1	-	1
<i>Ensure work as per quality standards</i>	15	8	-	5
PC4. ensure work area is kept clean and tidy	2	1	-	-
PC5. identify individual work requirements and provide necessary instructions to the team	2	1	-	1
PC6. ensure the team works as per the assigned and agreed requirements	1	1	-	-
PC7. identify work which fails the requirements, specified quality standards and ensure timely corrective action is taken	3	2	-	2
PC8. implement ways and guide the team to manage time, resources and cost effectively	2	-	-	-
PC9. train the team on skill level advancement to develop expertise in their work	2	1	-	1
PC10. ensure that the team understands accountability for timely completion of tasks	2	-	-	-
PC11. analyse and validate the problem accurately and communicate different possible solutions to the problem	1	2	-	1
<i>Material/energy/electricity conservation practices</i>	10	6	-	4
PC12. identify ways to optimize usage of electricity/other source of energy and material including water in various tasks/activities/processes	2	2	-	2

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. ensure that the team uses resources in a responsible manner	2	1	-	-
PC14. ensure that the team periodically checks for spills/leakages around the work area and take corrective actions or escalate to appropriate authority if unable to rectify	2	1	-	1
PC15. supervise team to carry out routine cleaning of tools, machine and equipment	2	1	-	-
PC16. ensure that the team periodically checks if the equipment/machines are maintained and functioning normally before commencing work and take corrective action wherever required	2	1	-	1
<i>Effective waste management/recycling practices</i>	10	6	-	4
PC17. identify recyclable, non-recyclable and hazardous waste generated	2	2	-	1
PC18. ensure the team segregates waste into different categories	2	1	-	1
PC19. ensure proper disposal of non-recyclable waste	2	1	-	-
PC20. ensure recyclable and reusable material is deposited at identified location	2	1	-	1
PC21. ensure the team follows processes specified for disposal of hazardous waste	2	1	-	1
<i>Ensure a healthy and hygienic workplace</i>	8	5	-	3
PC22. ensure workplace, equipment, restrooms etc. are sanitized regularly	2	1	-	-
PC23. promote awareness about hygiene and sanitation regulations	2	1	-	1
PC24. check availability of running water, hand wash and alcohol-based sanitizers at workplace	1	1	-	-
PC25. support employees to cope with stress, anxiety etc.	1	1	-	1
PC26. wear and dispose PPEs regularly and appropriately	2	1	-	1

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>NOS Total</b>	<b>50</b>	<b>30</b>	<b>-</b>	<b>20</b>

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	ASC/N9813
<b>NOS Name</b>	Manage work and resources
<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	5
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	NA
<b>NSQC Clearance Date</b>	

## ASC/N9812: Interact effectively with team, customers and others

### Description

This unit is about communicating with team members, superior and others.

### Scope

The scope covers the following :

- Communicate effectively with team members
- Interact with superiors
- Respect gender and ability differences

### Elements and Performance Criteria

#### *Communicate effectively with team members*

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

- PC1. implement ways to share information with team members in line with organisational requirements
- PC2. ensure that work requirements are clearly communicated to the team members through all means including face-to-face, telephonic and written
- PC3. manage and co-ordinate with team members to integrate work as per requirements
- PC4. work in a way that show respect for all team members and customers
- PC5. carry out commitments made to team members and let them know in good time if there is any discrepancy with reasons
- PC6. resolve conflicts within the team members at work to achieve smooth workflow
- PC7. guide the team members to follow the organisation's policies and procedures
- PC8. ensure team goals are given preference over individual goals
- PC9. respect personal space of colleagues and customers

#### *Interact with superiors*

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

- PC10. report progress on job allocated and team performance to the superiors
- PC11. escalate problems to superiors that cannot be handled
- PC12. train the team members to report completed work and receive feedback on work done
- PC13. encourage team members to rectify errors as per feedback and minimize mistakes in future

#### *Respect gender and ability differences*

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

- PC14. ensure team shows sensitivity towards all genders and PwD
- PC15. adjust communication styles to reflect gender sensitivity and sensitivity towards person with disability
- PC16. help PwD team members to overcome the challenges, if asked

### 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 team members and superiors
- KU2. different methods of communication as per the circumstances
- KU3. gender based concepts, issues and legislation
- KU4. organisation standards and guidelines to be followed for PwD
- KU5. rights and duties at workplace with respect to PwD
- KU6. organisation policies and procedures pertaining to written and verbal communication

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

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

- GS1. read safety instructions/guidelines
- GS2. modify work practices to improve them
- GS3. work with supervisors/team members to carry out work related tasks
- GS4. complete tasks efficiently and accurately within stipulated time
- GS5. make timely decisions for efficient utilization of resources
- GS6. read instructions/guidelines/procedures
- GS7. write in English/any one language

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Communicate effectively with team members</i>	20	14	-	8
PC1. implement ways to share information with team members in line with organisational requirements	2	2	-	-
PC2. ensure that work requirements are clearly communicated to the team members through all means including face-to-face, telephonic and written	2	2	-	2
PC3. manage and co-ordinate with team members to integrate work as per requirements	2	1	-	2
PC4. work in a way that show respect for all team members and customers	3	1	-	2
PC5. carry out commitments made to team members and let them know in good time if there is any discrepancy with reasons	2	2	-	-
PC6. resolve conflicts within the team members at work to achieve smooth workflow	3	2	-	-
PC7. guide the team members to follow the organisation's policies and procedures	2	1	-	-
PC8. ensure team goals are given preference over individual goals	2	1	-	-
PC9. respect personal space of colleagues and customers	2	2	-	2
<i>Interact with superiors</i>	18	10	-	7
PC10. report progress on job allocated and team performance to the superiors	4	3	-	2
PC11. escalate problems to superiors that cannot be handled	4	2	-	1
PC12. train the team members to report completed work and receive feedback on work done	5	2	-	2
PC13. encourage team members to rectify errors as per feedback and minimize mistakes in future	5	3	-	2

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Respect gender and ability differences</i>	12	6	-	5
PC14. ensure team shows sensitivity towards all genders and PwD	4	2	-	2
PC15. adjust communication styles to reflect gender sensitivity and sensitivity towards person with disability	4	2	-	2
PC16. help PwD team members to overcome the challenges, if asked	4	2	-	1
<b>NOS Total</b>	<b>50</b>	<b>30</b>	<b>-</b>	<b>20</b>

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	ASC/N9812
<b>NOS Name</b>	Interact effectively with team, customers and others
<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	5
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	NA
<b>NSQC Clearance Date</b>	

## ASC/N1439: Prepare time and cost estimates to meet customer requirements

### Description

This OS unit is about understanding customer requirements and issues when a vehicle comes to the workshop for service and provide time and cost estimates. This unit is also about explaining service or repair done to customer and manage customer relationship.

### Scope

The scope covers the following :

- Connect with the customer to prepare the job card
- Prepare time and cost estimate
- Carry out activity for vehicle return/invoicing as per agreement
- Perform post service/repair activities and manage customer relationship

### Elements and Performance Criteria

#### *Connect with the customer to prepare the job card*

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

- PC1. collect information about the vehicle and customer allocated by front desk or customer care executive w.r.t walk in or advance booking, as specified by OEM or dealership
- PC2. review vehicle information such as validity of insurance, extended warranty, road side assistance, special bulletins and recalls issued by OEM, service/replacement, requirement based on vehicle service history
- PC3. interact with the customer to understand the requirement or any specific concern other than routine/periodic maintenance/service
- PC4. communicate with the customer and note down the environmental condition of the vehicle to address or reproduce any malfunction
- PC5. communicate with the customer and note down the environmental condition of the vehicle to address or reproduce any malfunction
- PC6. carry out visual inspection of the vehicle and create the job card/inspection sheet based on the vehicle condition and details given by the customer
- PC7. hand over all personal belongings to the customer from the vehicle and collect necessary documents required for service
- PC8. update customer contact details and complete the job card including list of all the service, repair and replacement requirements of the vehicle

#### *Prepare time and cost estimate*

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

- PC9. verify availability of technical workforce/team, spare parts, tools and other consumables required
- PC10. estimate cost of service/repairs including parts, consumables, labour and expected time of delivery using typical cost sheets recommended by OEM/organisation.

- PC11. explain the required repairs and services along with their time and cost estimates to the customer and accordingly record job refusal or confirmation in the job card/repair order
- PC12. finalise the list of all the service, repair and replacement requirements of the vehicle in consultation with the technicians and get customer's confirmation/acknowledgement to start the service

*Carry out activity for vehicle return/invoicing as per agreement*

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

- PC13. confirm the service/repair progress status update of vehicle from floor team and inform the customer about any deviation from the communicated time or cost estimate
- PC14. carry out final inspection of the vehicle and verify completion all the service, repair and replacement including vehicle washing and cleaning
- PC15. close the job card, prepare a pre-invoice and verify all the service, repair and replacement are as per job card
- PC16. confirm completion of service/repairs and delivery time to customer
- PC17. explain the overall service and tasks performed on the vehicle to the customer with the help of itemised pre-invoice
- PC18. assist customer to locate the vehicle and perform joint inspection, offer test ride to check vehicle performance post service/repair
- PC19. explain to the customer about the next service schedule or pending repair requirement if any
- PC20. record customer's feedback regarding the service provided to ensure that the customer is satisfied with the service experience
- PC21. assist customer in making payment, getting gate pass and collect the vehicle

*Perform post service/repair activities and manage customer relationship*

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

- PC22. call the customer to seek Post Service Feedback (PSF) as specified by OEM, note down the responses and update customer about follow-ups required, if any
- PC23. update customers' PSF in specified format as per OEM
- PC24. report customers' issues/complaints immediately to concerned person/department and seek assistance from seniors to resolve the same
- PC25. ensure least turnaround time for any customer query handling/redressal, especially issues related to warranty claims and other performance related issues
- PC26. maximise customer satisfaction by ensuring pleasant and excellent customer experience as per OEM standards and guideline
- PC27. maintain a healthy and professional relationship with customers, especially key accounts and influencers in the market

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

The individual on the job needs to know and understand:

- KU1. the automotive industry in India, workshop structure and role and responsibilities of different people in the workshop
- KU2. SOP for receiving vehicles, opening job card, allocation of work, invoicing, vehicle delivery, customer grievances handling, etc.
- KU3. the technical specifications of various model/variant of the vehicle including specification of their components/aggregates

- KU4. functioning of various mechanical, electrical and electronic systems of the vehicle
- KU5. SOPs of the organisation/dealership for inspection, maintenance, servicing and repair of vehicles/replacement of various auto parts/aggregates mandated by the OEM
- KU6. all value-added services and products, including annual service and maintenance contracts, offered by the dealership
- KU7. typical services, terms and conditions (including cost implications) of the warranty and service contracts offered by the dealership
- KU8. technical bulletins, recall campaign, part or process change circular, common product issues identified by OEM, etc.
- KU9. the format of job card, other related documentation requirement and information/details to be captured in them for each procedure carried out as part of roles and responsibilities
- KU10. how to use computer-based applications and information systems available in the dealership including latest software or format such as MS Office and Management Information System (MIS)
- KU11. how to draft an estimate of time and material cost, obtain information on parts (names, numbers, and price) and flat labour rate times
- KU12. how to prepare and close the job card/other documents/formats after receiving the complete details of the service details and cost structure
- KU13. how to capture customer voice/feedback on the auto components/aggregates for various OEM vehicles on price, performance, availability of spares, warranty & other service-related aspects etc.
- KU14. Customer Relationship Management (CRM) related framework provided by the organisation
- KU15. safety and health policies and regulations for the workplace as well as for automotive trade in general
- KU16. organisational and professional code of ethics and standards of practice

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

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

- GS1. read and interpret workplace documentation
- GS2. write in English and at least one regional language
- GS3. operate computer to accomplish basic tasks
- GS4. interact with others in a professional and courteous manner
- GS5. plan work according to the daily operations, required schedules, locations and time management policies
- GS6. take appropriate and timely decision as per the urgency of the task
- GS7. motivate stakeholders of the organization to bring forth a desired behaviour or response from them
- GS8. perform crisis management to deal with crises in a manner that minimizes damage
- GS9. analyse and apply the information gathered from observation, experience, reasoning or communication to act efficiently

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Connect with the customer to prepare the job card</i>	12	12	-	6
PC1. collect information about the vehicle and customer allocated by front desk or customer care executive w.r.t walk in or advance booking, as specified by OEM or dealership	2	1	-	-
PC2. review vehicle information such as validity of insurance, extended warranty, road side assistance, special bulletins and recalls issued by OEM, service/replacement, requirement based on vehicle service history	2	1	-	2
PC3. interact with the customer to understand the requirement or any specific concern other than routine/periodic maintenance/service	1	2	-	-
PC4. communicate with the customer and note down the environmental condition of the vehicle to address or reproduce any malfunction	2	1	-	2
PC5. communicate with the customer and note down the environmental condition of the vehicle to address or reproduce any malfunction	1	2	-	-
PC6. carry out visual inspection of the vehicle and create the job card/inspection sheet based on the vehicle condition and details given by the customer	2	2	-	2
PC7. hand over all personal belongings to the customer from the vehicle and collect necessary documents required for service	1	2	-	-
PC8. update customer contact details and complete the job card including list of all the service, repair and replacement requirements of the vehicle	1	1	-	-
<i>Prepare time and cost estimate</i>	6	8	-	4
PC9. verify availability of technical workforce/team, spare parts, tools and other consumables required	1	1	-	-
PC10. estimate cost of service/repairs including parts, consumables, labour and expected time of delivery using typical cost sheets recommended by OEM/organisation.	3	2	-	2

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. explain the required repairs and services along with their time and cost estimates to the customer and accordingly record job refusal or confirmation in the job card/repair order	-	3	-	-
PC12. finalise the list of all the service, repair and replacement requirements of the vehicle in consultation with the technicians and get customer's confirmation/acknowledgement to start the service	2	2	-	2
<i>Carry out activity for vehicle return/invoicing as per agreement</i>	12	12	-	6
PC13. confirm the service/repair progress status update of vehicle from floor team and inform the customer about any deviation from the communicated time or cost estimate	1	1	-	1
PC14. carry out final inspection of the vehicle and verify completion all the service, repair and replacement including vehicle washing and cleaning	2	2	-	1
PC15. close the job card, prepare a pre-invoice and verify all the service, repair and replacement are as per job card	2	1	-	2
PC16. confirm completion of service/repairs and delivery time to customer	1	1	-	-
PC17. explain the overall service and tasks performed on the vehicle to the customer with the help of itemised pre-invoice	2	2	-	2
PC18. assist customer to locate the vehicle and perform joint inspection, offer test ride to check vehicle performance post service/repair	-	2	-	-
PC19. explain to the customer about the next service schedule or pending repair requirement if any	1	1	-	-
PC20. record customer's feedback regarding the service provided to ensure that the customer is satisfied with the service experience	2	1	-	-
PC21. assist customer in making payment, getting gate pass and collect the vehicle	1	1	-	-
<i>Perform post service/repair activities and manage customer relationship</i>	10	8	-	4

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC22. call the customer to seek Post Service Feedback (PSF) as specified by OEM, note down the responses and update customer about follow-ups required, if any	2	2	-	-
PC23. update customers' PSF in specified format as per OEM	1	1	-	-
PC24. report customers' issues/complaints immediately to concerned person/department and seek assistance from seniors to resolve the same	2	2	-	2
PC25. ensure least turnaround time for any customer query handling/redressal, especially issues related to warranty claims and other performance related issues	2	1	-	-
PC26. maximise customer satisfaction by ensuring pleasant and excellent customer experience as per OEM standards and guideline	1	1	-	1
PC27. maintain a healthy and professional relationship with customers, especially key accounts and influencers in the market	2	1	-	1
<b>NOS Total</b>	<b>40</b>	<b>40</b>	<b>-</b>	<b>20</b>

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	ASC/N1439
<b>NOS Name</b>	Prepare time and cost estimates to meet customer requirements
<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Automotive Vehicle Service
<b>Occupation</b>	Technical Service & Repair
<b>NSQF Level</b>	6
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	NA
<b>NSQC 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 Element/ Performance Criteria (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 Element/ PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score the Recommended Pass % aggregate for the QP.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

**Minimum Aggregate Passing % at QP Level : 70**

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

## Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
ASC/N9813.Manage work and resources	50	30	-	20	100	15
ASC/N9812.Interact effectively with team, customers and others	50	30	-	20	100	10
ASC/N1439.Prepare time and cost estimates to meet customer requirements	40	40	-	20	100	75
<b>Total</b>	<b>140</b>	<b>100</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>PPE</b>	Personal Protective Equipment
<b>SOP</b>	Standard Operating Procedure
<b>OEM</b>	Original Equipment Manufacturer
<b>MIS</b>	Management Information System
<b>CRM</b>	Customer Relationship Management

## 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>	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.

<b>Organisational Context</b>	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.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	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.
<b>Electives</b>	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.
<b>Options</b>	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.