

QUALIFICATION FILE – CONTACT DETAILS OF SUBMITTING BODY

Name and address of submitting body: **Automotive Skills Development Council**

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August Kranti Marg (Khel Gaon Marg)
New Delhi – 110049**

Name and contact details of individual dealing with the submission

Name: Sunil K Chaturvedi

Position in the organisation: Chief Executive Officer

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List of documents submitted in support of the Qualifications File

1. Qualification Pack :- ASC/ Q 0605
2. Documents related to QP Development(**Refer to folder “Common Files”**)
 - (i) RFP for NOS Development
 - (ii) Selection of consultant to Develop NOS
 - (iii) Supporting Document from GC meetings
 - (iv) Skill GAP Study report
 - (v) Occupational Map
 - (vi) Career path ways
 - (vii) MOU with Industry
 - (viii) List of Companies participating in QP Development Process
 - (ix) List of Validating Companies

3. QUALIFICATION FILE SUMMARY

Qualification Title:	Area Parts Manager(APM) (ASC/ Q 0605)								
Body/bodies which will assess candidates :	ASDC (AUTOMOTIVE SKILLS DEVELOPMENT COUNCIL)								
Body/bodies which will award the certificate for the qualification:	ASDC (AUTOMOTIVE SKILLS DEVELOPMENT COUNCIL)								
Body which will accredit providers to offer the qualification:	ASDC (AUTOMOTIVE SKILLS DEVELOPMENT COUNCIL)								
Occupation(s) to which the qualification gives access:	Area Parts Manager(APM) (in Service Sector)								
Proposed level of the qualification in the NSQF :	Level 5								
Anticipated volume of training/learning required to complete the qualification:	: 500 Hrs (These are only notional number of hours. The training must achieve competency outcomes as define by the QP/NOS)								
Entry requirements / recommendations	: Graduate degree/ diploma in automotive or mechanical engineering								
Minimum Age	<p>: 1 ASDC recommends that candidates should seek full employment not before attaining an age of 18 years.</p> <p>2 However, as per Factories Act 1948 and Shops & Establishment Act 1953:</p> <p>- No one can be provided full employment before attaining the age of 14</p> <p>3 Please note that under the Factories Act 1948, and Shops & Establishment Act 1953 different States may have slightly varying provision which need to be adhered to.</p>								
Progression from the qualification	:	<table border="1"> <thead> <tr> <th>Vertical</th> <th>Horizontal</th> <th>Cross Sector</th> </tr> </thead> <tbody> <tr> <td>Regional Parts Manager</td> <td>Territory Service Manager</td> <td></td> </tr> </tbody> </table>	Vertical	Horizontal	Cross Sector	Regional Parts Manager	Territory Service Manager		
Vertical	Horizontal	Cross Sector							
Regional Parts Manager	Territory Service Manager								
Planned arrangements for RPL.	: Pilots have been planned exclusive of any training input.								
International Comparability	: Not at this stage								
Formal structure of the qualification									
Title of unit or other component (include any identification code used)	Mandatory/ Optional	Estimated size (learning hours)	Level						
ASC/ Q 0606: Manage operations to ensure availability of spare parts and settle claims	Mandatory	500 Hrs (These are only notional number of hours. and can vary based on training delivery partners analysis of the candidate profile in the batch)	5						
ASC/ N 0004: Manage customer relationship and quality service	Mandatory		5						
ASC/ N 0001: Plan and organise work to meet expected outcomes	Mandatory		5						

ASC/ N 0002: Work effectively in a team	Mandatory		5
ASC/ N 0003: Maintain a healthy, safe and secure working environment	Mandatory		5

Please attach any document giving further detail about the structure of the qualification – eg a Curriculum or Qualification Pack.

Give details of the document here:

Qualification Pack is attached

SECTION 1

ASSESSMENT

Name of assessment body:

If there will be more than one assessment body for this qualification, give details.

ASDC will conduct assessment through ASDC-accredited assessment agency and ASDC-approved assessors.

- 1 Manipal – City & Guilds Pvt Ltd
- 2 Honda Motor India Pvt. Ltd.
- 3 TATA Motors
- 4 KAMT
- 5 Mettl-Assessment Science Expert
- 6 India Skills Pvt. Ltd.
- 7 Green Arrows Safety Management (P) Ltd.
- 8 The Indian Institute of Welding
- 9 Multi Skills Assessors Guild
- 10 Prima Competencies Pvt. Ltd.
- 11 TRENDSETTERS SKILL ASSESSORS PRIVATE LIMITED
- 12 VR Skill & HR Solutions
- 13 Ace Assessments Pvt. Ltd.
- 14 Cognix Knowledge Services (P) Ltd
- 15 Confederation of Indian Industry
- 16 Skills Mantra Edutech Consulting India Pvt. Ltd.

Will the assessment body be responsible for RPL assessment?

Give details of how RPL assessment for the qualification will be carried out and quality assured.

Yes. Standard assessment process will be followed for the given qualifications.

Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, consistent and fair and show that these are in line with the requirements of the NSQF:

Assessment documents:

Quality Assurance - Assessment & Certification

ASDC Certificate is Auto industry's own certificate and the certificate is expected to carry an assurance of quality. Therefore, the certified candidate should be able to demonstrate all round skills as expected by industry standard ie ASDC NOS/QP.

In order to achieve this objective ASDC needed to have an approach that is process driven whereby the outcomes meet the quality objectives and also display consistency.

Certification is the outcome of Assessment Process. The Process in turn is derived from an overall strategy.

ASDC Assessment Strategy

ASDC Assessment Strategy has two components:

- 1 Broad Guidelines provided by NSDC QRC (*Qualifications Registration Committee*)
- 2 ASDC's own *sector specific* overarching strategy, covering all job roles.
 - Any specific assessment approach relating to a particular job role.

- 1 Broad Guidelines provided by NSDC QRC (Qualifications Registration Committee):
 - a. Assessment to be conducted by SSC as per competency output defined in the NOS/QP and the assessment criteria provided in the NOS/QP
 - b. Assessment to be carried out by a third party Assessment Body duly affiliated to the SSC.
 - c. Practical and face to face Viva evaluations, where applicable, to be carried out only by the SSC approved assessor deployed by the Assessing Body deputed by SSC for the given assessment.
 - d. Cut off marks for certification could be in the vicinity of 70% level but individual SSC to refine & modify this criteria to suit the sectorial needs.
 - e. Assessing Body to declare results with due concurrence of the SSC.

- 2 ASDC's own sector specific strategy covering all job roles :
 - 2.1 ASDC assessments will be comprehensive and cover all aspects of acquired knowledge, practical skills and also basic ability to communicate. Accordingly, evaluation process would include:
 - i. Theory/Knowledge test
 - ii. Practical demonstration test
 - iii. Face to Face Viva

 - 2.2 Theory/Knowledge assessment will be carried out on line through a link provided for each assessment that generates a random paper from a bank of questions available at the back end.
 - Exception to an online test in favour of Paper Test would be subject to non-availability of requisite broad band and/or hardware.
 - On line test would be conducted in the presence of an ASDC assessor till web enabled proctoring is deployed.

 - 2.3 ASDC assessor would be conducting Practical and Viva as per the criteria provided in the NOS/QP.

 - 2.4 ASDC assessor would be carrying out Practical assessment for job roles such as in sales by way of role playing method.

 - 2.5 ASDC cut offs for accepting a candidate for certification:

Automotive industry has already attained a level of globalization and is on the way to becoming even more integrated into the global supply chains with a big focus by OEMs on sourcing from India. This translates to expectation of high quality skills. In fact, the global integration process would start putting demands on skill quality standards to be in line with transnational standards.

 - 2.6 Also there is an ever increasing quality demands placed by domestic customers.

 - 2.7 Further, the structuring of our industry is such that the different organizations spread across the OEM, Tier1, 2 manufacturing spectrum are expected to follow common quality standards. Similarly, OEMs and their Dealerships and Service Workshops also require to follow common quality standards. This implies that employees need to follow technical discipline, team work and quality processes.

 - 2.8 ASDC aims to build a quality brand for its certification that clearly meets our industry's expectations.

 - 2.9 The other important consideration is the Level notification by NSQF (National Skills Qualifications

Framework) which provides a structure of skills ladder to be followed in the country. This ladder describes the entire skills space to be covered in 10 levels from Level 1 (for mostly menial jobs) and upto Level 10(for mostly strategy level jobs)

2.10 Keeping above points in mind ASDC evolved an acceptance criteria as follows:

- Broadly, overall cut offs to be :

Level 1	60%
Level 2	65%
Level 3	70%
Level 4-10	75%

- Specific Theory/Practical/Viva cut offs to be as per detailed matrix for each QP.

2.11 In line with international practice there is a provision for moderation of marks to account for borderline cases. This process also covers differential moderation possibility across Theory/ Practical/ Viva.

2.12 Moderation could also be necessitated owing to variation between assessors and strictness in marking. This moderation to be carried out by concerned Assessing Body in consultation with ASDC.

2.13 In addition to recording markings of the candidate evaluation, the Assessor will also be recording general observations for every batch as per ASDC format. This record will be useful in carrying out (2.11-2.12) above.

- Any specific assessment approach relating to a particular job role:
 - o ASDC could consider *only* online test for some job roles such as in Design Engineering /Quality
- ASDC assessment process would also provision a suitable re-evaluation mechanism which would offer a fair chance to the TP/candidates for Obtaining an accurate outcome.
- ASDC assessment process would also provision re assessment of a batch in case the TP has enough reason to opt for this on payment of the due assessment fee.

Assessment Process

- ASDC Training Partner will intimate ASDC for readiness of a batch for assessment preferably 15 days before the intended assessment.
- Within 3 working days ASDC will finalize an Assessing Partner for carrying out the assessment
- Assessing Partner will deploy one or more ASDC approved assessor For carrying out the assessment.
- Theory/Knowledge test of the approximate duration of 30-60 minutes will be conducted online for which the online link will be generated by the ASDC Technology Partner and shared with Assessment Partner.
- Online test will be conducted in the presence of ASDC assessor.(ASDC is encouraging development of technology enabled proctoring and when this is ready, the online test could be conducted without requiring human proctoring)
- Exception to an online test in favour of Paper Test would be subject to non-availability of requisite broad band and/or hardware device. Moreover, this could be allowed only after ascertain genuinity of request.
- ASDC assessor would be conducting Practical and Viva as per the criteria provided in the NOS/QP.
- ASDC Assessment Partner will ensure that the assessor to be deployed has complete understanding of the ASDC Assessment Process and the QP/NOS relevant to the assessment.

- Assessor would be reaching the venue well in time and review and on the ground verify the batch information already provided by TP.
- Assessor will then proceed to conduct the assessment as per ASDC Format starting with the attendance.
- Assessor would be capturing Viva and Practical marks on a device that has ASDC assessment link. Technology systems deployed in ASDC assessment process have provision for instantly capturing assessor evaluations in only the standard NOS/QP aligned format.
- In addition to recording markings of the evaluation, the Assessor will also be recording general observations for every batch as per ASDC format as appended below. This record will be useful in carrying out result review process.

Result Processing

- ASDC Assessment Partner responsible for Technology Platform will convert the assessment data captured by Assessor on the device into result matrix and share the same with ASDC
- ASDC Assessment cell will view the results for compliance to process and / or need for moderation in consultation with the Assessing Partner to arrive at final result for the batch as per ASDC acceptance Criteria.
- Assessing Partner will publish finalized results on data base for viewing of the Training Partner
- ASDC would issue a certificate after due verifications of candidate authenticity by way of a unique identification number such as Aadhaar.
- Certificates will be shared preferably in digital form with Training Partners
- Training Partners would be authorized to distribute certificate to candidates after printing them on a standard sheet as per ASDC template.

Re-evaluation of batch result

- Results once published will be treated as final. However, as per ASDC Assessment Strategy, there is need for provisioning a re-evaluation of results if desired by a TP essentially to cover a case where the TPs internal assessments are at large variance with the results.
- Re-evaluation will be done batch wise.
- ASDC Assessment cell will carry out re-evaluation in two steps:
 - Check for totalling error, if any
 - Use statistical tools where required to establish a pattern and extent of borderline cases.
 - Refer to the Assessor feed back form for the given batch
 - Use a weightage reference table to establish priority of type of assessment eg Theory or Practical or Viva
 - Where required, share the findings with Assessment Partner for review and concurrence.
 - Establish a modified range of acceptance based on above
 - In case of need for moderation based on assessor level variation, to consult the Assessing Partner/Assessor and facilitate moderated values.
 - Re do the results based on above process

- Share the revised results with TP

Quality Assurance & Audit

While the Assessment Process based on a well-defined strategy as above, does have an in built quality assurance, ASDC also has a plan that augments assurance.

This entails a Quality Audit process as defined below :

There will be a 2 tier Audit of the assessment process:

Tier 1 Audit

- 1 ASDC Assessor will be required to submit a report for each assessment carried out. This report will be as per ASDC format as described in the Assessment Process. The format of the report aims to capture details of the Training Delivery process, soft & hard infrastructure, Training of Trainer, industry connect and overall approach to training delivery vis a vis expectations of ASDC QP/NOS.
- 2 Each Assessment Partner is required to carry out and submit Tier 1 audit reports as per a plan and frequency agreed with ASDC.
- 3 ASDC will continuously review the Tier 1 audit reports for any alarming observation or trend.
- 4 ASDC will develop and execute a suitable action plan to redress the situation as deemed necessary for a given case.

Tier 2 Audit

- 1 ASDC to carry out a Tier 2 level Audit as per a plan being developed.
 - a. Tier 2 audit will be carried out by a third party contracted by ASDC for the purpose.
 - b. Tier 2 audit will provide adequate coverage for variables such as Assessing Partner, Assessor, TP and geographical variations.
- 2 ASDC Assessment cell to review audit findings at least once every month or on sos basis.
- 3 Based on review findings as in 2 above, ASDC to decide on a suitable corrective action plan and execute the same.
- 4 ASDC to record directional needs for refinement of Assessment process specially for incorporation of Technology that could enhance reliability and speed of assessments.

Please attach any documents giving further information about assessment and/or RPL.

Give details of the document(s) here:

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ASSESSMENT EVIDENCE

Complete the following grid for each grouping of NOS, assessment unit or other component as listed in the entry on the structure of the qualification on page 1.

CRITERIA FOR ASSESSMENT OF TRAINEES

Area Parts Manager(APM)

ASC/ Q 0605

Guidelines for Assessment

- 1 ASDC Assessments will be carried out as per overall assessment strategy and process given in Section 1.
- 2 Accordingly, ASDC Assessment has three elements: 1. Theory/Knowledge 2. Viva and 3. Practical.
- 3 Theory/Knowledge test will be conducted online (*ref:- point no. 2.2* in section 1 above).
- 4 Viva, Practical (test will carried out by ASDC approved assessor deployed through ASDC Affiliated Assessment Partner. (*Ref :- point no. 2.3 to 2.4* in section 1)
5. The Qualification cutoffs will be as per point 2.10 in Section 1 above.

Title of NOS/Unit/Component:

Assessable Outcomes	Assessment criteria	Total Mark	Marks Allocation		
			Theory	Viva	Practical
ASC/ N 0606	Manage operations to ensure availability of spare parts and settle claims				
Manage the operations related to spare parts	To be competent, the user/individual on the job must be able to: PC1. ensure proper planning for			50	80

availability	<p>PC2. spare parts flow and timely orders by dealers</p> <p>PC3. maintain proper and timely updated system for better inventory management at dealership network of the assigned area</p> <p>PC4. fill and maintain records on the dealers systems for proper spare parts inventory reports</p> <p>PC5. ensure quick and smoother transportation of spare parts from the warehouses to enhance the speed and availability of spare parts</p> <p>PC6. ensure faster turnaround time for services for providing increased customer satisfaction</p> <p>PC7. coordinate with dealers and the parts division to ensure outstanding vehicle parts support</p> <p>PC8. monitor and ensure growth in consumption of spare parts</p> <p>PC9. meet and exceed OEM parts sales targets for assigned dealers and territories</p> <p>PC10. maximize overall net profit by exceeding budget, sales and gross margin in his area of responsibility</p> <p>PC11. improve system and process and ensure availability of parts at optimum inventory level</p> <p>PC12. establish efficient distribution channels for spare parts delivery to existing dealers</p> <p>PC13. set up appropriate commercial terms to major dealers including discounts, payment terms etc.</p> <p>PC14. ensure that order for parts is processed promptly</p> <p>PC15. set up, control and monitor the system for special and back order parts to reduce cost</p> <p>PC15. maintain effective parts</p>			50	60
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	<p>department processes to ensure timely availability of spare parts</p> <p>PC16. schedule warranty payments and procedures</p> <p>PC17. follow up warranty issues</p> <p>PC18. handle and resolve all warranty claims</p> <p>PC19. settle and monitor spare parts related claims from the dealership networks against the warranty and replacements</p> <p>PC20. review every warranty repair order written for proper completion, accuracy and legibility according to the policies and procedures</p> <p>PC21. review all old claims and address any adjustments</p> <p>PC22. investigate about overdue claims</p> <p>PC23. follow up with dealers for payments and claims documentations</p> <p>PC24. maintain MIS for warranty claims and payments</p> <p>PC25. work with the sales and marketing manager to develop merchandising, advertising, and sales promotions</p> <p>PC26. establish and maintain a good working relationship with dealers</p> <p>PC27. ensure that all relevant material safety data sheets are maintained for spare parts handling</p>			50	60
	Subtotal			150	200
ASC/ N 0004	Manage customer relationship and quality service				
Manage the total customer satisfaction with enriching	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. analyse and comprehend all</p>			60	80

& pleasant customer experience	<p>customer requirements and needs</p> <p>PC2. document complete customer requisites and assess them</p> <p>PC3. deliver and assist in delivering as per the noted requirements</p> <p>PC4. understand complete customer queries and complaints</p> <p>PC5. document all customer queries in the prescribed format of the organisation</p> <p>PC6. ensure least turnaround time for any customer query handling/redressal especially issues related to warranty claims and other performance related issues</p> <p>PC7. maximise customer satisfaction through pleasant and excellent customer experience within the organisations framework</p> <p>PC8. document feedbacks and reviews from the customers & implement within the framework of the organization</p> <p>PC9. maintain a healthy & professional relationship with the customers especially key accounts and influencers in the market</p>				
	Subtotal		60	60	80
ASC/ N 0001	Plan and organise work to meet expected outcomes				
Work requirements including various activities within the given time and set quality standards	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. keep immediate work area clean and tidy</p> <p>PC2. treat confidential information as per the organisation's guidelines</p> <p>PC3. work in line with organisation's policies and</p>			15	20

	<p>procedures</p> <p>PC4. work within the limits of job role</p> <p>PC5. obtain guidance from appropriate people, where necessary</p> <p>PC6. ensure work meets the agreed requirements</p>				
Appropriate use of resources	<p>PC7. establish and agree on work requirements with appropriate people</p> <p>PC8. manage time, materials and cost effectively</p> <p>PC9. use resources in a responsible manner</p>			15	20
	Subtotal			30	40
ASC/ N 0002	Work effectively in a team				
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</p>			30	40

	working with colleagues				
	Subtotal		30	30	40
ASC/ N 0003	Maintain a healthy, safe and secure working environment				
Resources needed to maintain a safe, secure working environment	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. comply with organisation’s current health, safety and security policies and procedures</p> <p>PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person</p> <p>PC3. coordinate with other resources at the workplace to achieve the healthy, safe and secure environment for all incorporating all government norms esp. for emergency situations like fires, earthquakes etc.</p> <p>PC4. identify and correct any hazards like illness, accidents, fires or any other natural calamity safely and within the limits of individual’s authority</p> <p>PC5. report any hazards outside the individual’s authority to the relevant person in line with organisational procedures and warn other people who may be affected</p> <p>PC6. follow organisation’s emergency procedures for accidents, fires or any other natural calamity</p> <p>PC7. identify and recommend opportunities for improving health, safety, and security to the designated person</p> <p>PC8. complete all health and safety records are updates and procedures well defined</p>				
				30	40

	Subtotal		30	30	40
	Total Marks	1000	300	300	400
<p>Means of assessment 1: Theory/Knowledge test to be carried out online for which question paper is generated by the computer from the question bank repository. Only in an exceptional case where connectivity and hardware availability is a challenge, the same would be carried out in pen and paper mode after due approval (Please refer section 1)</p>					
<p>Means of assessment 2:- Viva / face to face interview and practical test to be carried out by ASDC assessor as per the QP Assessment Criteria. (Please refer section 1)</p>					
<p>cut off criteria for certification (<i>Marks obtained in %</i>):</p> <div style="border: 1px solid black; display: inline-block; padding: 2px 10px;">75</div> <p>*based on weighted %</p>					

SECTION 2

EVIDENCE OF NEED

What evidence is there that the qualification is needed?

This job role was identified during industry engagement for development of Occupational Map. The total number of industry validations for this QP are:

Large =38

Medium=12

Small=66

(Details of the Industry validation are attached in Common Files)

What is the estimated uptake of this qualification and what is the basis of this estimate?

Skill GAP analysis carried out by a reputed research agency provided a broad estimate of demand. The report can be referred in the Common Files. ASDC is taking initiative to develop a labour market information database that would peg the demand more accurately- job role wise as well as based on geographical spread. Key enabler segments for the core segments of the Automotive Industry include Auto Insurance, Financiers, Mechanics, and Auto Dealers etc.

Based on the current growth profile in the Indian auto Industry, it is expected that an additional 2~2.5 million employment opportunities per annum will be created in the Indian auto industry over the next decade. The details below provide the manpower requirement at various levels:

- Skill Level 1 – 4, people, Demand for such manpower is expected to be around 15 – 18 lakh per annum.
- Skill Level 5 -6 people working as supervisors on the shop floor. Demand for such manpower if expected to be around 4 lakh per annum.
- Skill Level 5- 7 people includes primarily engineers (B.E., M. Tech., MS), working in managerial grade, and demand for such manpower is expected to be around 1 lakh per annum.
- Skill Level 6-10 people are executives, including engineers and doctorates, and demand for such manpower is expected to be around 0.5 lakh per annum.

What steps were taken to ensure that the qualification(s) does/do not duplicate already existing or planned qualifications in the NSQF?

Qualifications Registration Committee's (QRC) diligence process ensures no duplication.

What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated?

ASDC actively seeks feedback from all stakeholders. The feedback is to be collated and rationalized for updating QP by the designated review schedule.

Review date: 16/07/15

SECTION 3

Summary of Direct Evidence (from learning outcomes): responsible for managing and ensuring spare parts movement for the assigned area. The individual should drive parts sales through planning and developing targets for particular the area.

Justify the NSQF level allocated to the QP by building upon the five descriptors of NSQF. Explain the reasons for allocating the level to the QP.

Generic NOS is/are linked to the overall authority attached to the job role.

Area Parts Manager(APM) (ASC/ Q 0605)					
Process required	Professional Knowledge	Professional Skills	Core Skills	Responsibility	Level
<p>This NOS is about preparing a person with well-developed skills to carry out tasks like:</p> <p>managing spare parts planning and monitoring including maintaining sales records;</p> <p>understanding complete customer requirements and deliver accordingly to maintain total customer satisfaction with enriching</p>	<p>The individual on the job must have knowledge of facts, principles and processes like:</p> <p>standard operating procedures of the organisation and OEM for responding to enquiries;</p> <p>prices, taxes and other applicable cost elements for the spare parts;</p> <p>organisational and professional code of ethics and standards of practice;</p> <p>dealers in particular area and their demand and previous sales pattern;</p>	<p>The individual on the job demonstrate cognitive and practical skills to carry out wide range of tasks like:</p> <p>plan and project the spare parts inventory and sales target</p> <p>;</p> <p>analyse the dealer profiles and offer them all possible options available so that they can choose the best offer;</p> <p>ensure that the spare parts are delivered on time to provide satisfactory</p>	<p>The individual must be able to:</p> <p>read the warranty related claims and change in policy terms and conditions;</p> <p>create documentation required on the job (including databases to manage sales and stock of spare parts etc.);</p> <p>interact with the dealers to provide information related to</p>	<p>The individual on the job is responsible for own work and has some responsibility for other's work of managing and ensuring spare parts movement for the assigned area.</p> <p>The individual should drive parts sales through planning and developing targets for particular area .</p>	5

<p>and pleasant customer experience</p> <p>;</p> <p>planning and organising an individual's work in order to complete it to the required standards on time.</p> <p>Work effectively in a team;</p> <p>Maintaining a safe and healthy working environment at the work place.</p>	<p>how to monitor the time required to pack the spare parts and quality of packaging and timely delivery.</p>	<p>service;</p> <p>ensure that the spare parts inventory is managed carefully;</p> <p>identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.</p>	<p>spare parts and warranty claims.</p>		
Level 5	Level 5	Level 5	Level 5	Level 5	Level 5

Please attach any documents giving further information about any of the topics above.
Give details of the document(s) here:

SECTION 4

EVIDENCE OF RECOGNITION OR PROGRESSION

What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?

Occupational and career maps indicating horizontal and vertical mobility have been created and are being used.

Please attach any documents giving further information about any of the topics above.
Give details of the document(s) here:

List of Annexure(s)

Annexure A = Cut offs
Annexure B = Accredited Assessment Agencies Guidelines.