

What are Occupational Standards (OS)?

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

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Introduction

Qualifications Pack-Warranty Processor Level 4

SECTOR: AUTOMOTIVE

SUB-SECTOR: VEHICLE SERVICE

OCCUPATION: WARRANTY PROCESSING (VEHICLE)

JOB ROLE: WARRANTY PROCESSOR LEVEL 4

REFERENCE ID: ASC/Q1603

Warranty Processor level 4: is also known as Warranty Executive.

Brief Job Description: A Warranty Processor Level 4 coordinates warranty claims and spare parts replaced under warranty. The individual is able to ensure that warranty repairs are carried out to the highest standards of quality possible to ensure customer satisfaction.

Personal Attributes: The individual should understand and interpret the manufactures' warranties and analyse data from multiple sources. Ability to manage the spare parts inventory is also required. Ability to maintain personal technical knowledge and skills and up-to-date knowledge of warranty procedures are desirable for this job. The individual should ensure adherence to safety regulations, cleanliness, and an efficient work environment.

Job Details	Qualifications Pack Code	ASC/Q1603		
	Job Role	Warranty Processor Level 4		
	Credits(NVEQF/NVQF/NSQF)	TBD	Version number	1
	Industry	Automotive	Drafted on	24/06/13
	Sub-sector	Vehicle Service	Last reviewed on	24/06/13
	Occupation	Warranty Processing (Vehicle)	Next review date	24/06/15

Job Role	Warranty Processor Level 4
Role Description	Coordinates warranty claims and spare parts replaced under warranty
NVEQF/NVQF level	4
Minimum Educational Qualifications	Class X
Maximum Educational Qualifications	Graduate Degree/ Diploma in any discipline
Training (Suggested but not mandatory)	On the job training
Experience	Not Applicable
Occupational Standards (OS)	<p>Compulsory:</p> <p>ASC/ N 1603: Monitor and maintain warranty claims</p> <p>ASC/ N 1604: Supervise storage, retrieval and disposal of failed spare parts</p> <p>ASC/ N 0001: Plan and organise work to meet expected outcomes</p> <p>ASC/ N 0002: Work effectively in a team</p> <p>ASC/ N 0003: Maintain a healthy, safe and secure working environment</p> <p>Optional:</p> <p>N.A.</p>
Performance Criteria	As described in the relevant OS Units

Definitions

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

Acronyms

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

ASC/ N 1603: Monitor and maintain warranty claims

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of an individual to monitor and maintain warranty claims.

ASC/ N 1603: Monitor and maintain warranty claims

National Occupational Standard	Unit Code	ASC/ N 4801
	Unit Title (Task)	Monitor and maintain warranty claims
	Description	This OS unit is about an individual monitoring and maintaining warranty claims.
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> process and coordinate warranty claims
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	A. Compulsory	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC1. obtain the information related to warranty claims from job cards, vehicle history, and technician notes PC2. use the procedure, concession and manufacturer system to record and process the claims PC3. keep track of warranty sale at dealer's end PC4. maintain warranty sale data and reports PC5. handle day to day warranty claims PC6. ensure adherence to warranty policy and procedures at dealer's end PC7. follow up with dealers for payments and claims documentations PC8. maintain MIS for warranty claims and payments PC9. interact with insurance companies for claim settlements PC10. maintain records related to warranty contracts PC11. record any speciality service used PC12. correct and resubmit the rejected claim if it is valid or report about the claim if resubmission is not possible PC13. investigate about overdue claims and discuss the issues with manufacturer/ concessionaire representatives and colleagues as appropriate PC14. file and archive the required documents to ensure a clear audit trail which can be clearly followed PC15. to inform customers about the incoming maintenance, service appointment reminders via emails, phone calls etc.
	B. Optional	N.A.
	Knowledge and Understanding (K) w.r.t. the scope	
	Element	Knowledge and Understanding
A. Organisational Context (Knowledge of the Company/ Organisation and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. standard operating procedures of the organisation/ dealership for warranty claim processing KA2. documentation requirements for each procedure carried out as part of roles and responsibilities KA3. organisational and professional code of ethics and standards of practice 	

ASC/ N 1603: Monitor and maintain warranty claims

	KA4.safety and health policies and regulations for the workplace
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. the warranty policy and procedures applicable to particular vehicle and segment</p> <p>KB2. the different types of warranties offered :</p> <ul style="list-style-type: none"> • manufacturers' warranties • extended warranties • vehicle service contract • mechanical breakdown insurance • product warranties <p>KB3. the terms and condition of warranty</p> <p>KB4. the tenure for which warranty is applicable</p> <p>KB5. how to interact with customers to make them aware about the benefits of warranty</p> <p>KB6. how to generate reports on warranty sales data</p> <p>KB7. how to file and record the warranty related information</p> <p>KB8. how to interact with insurance companies for proper settlements of warranty claims</p> <p>KB9. the importance of regular maintenance and not voiding the warranty terms and conditions</p> <p>KB10. how to assist in getting the claims submitted and settled</p> <p>KB11. how to rectify errors in rejected claims and resubmit them</p> <p>KB12. the parameters to be checked before processing and managing claims</p>
Skills (S) w.r.t. the scope	
Element	Skills
A. Core Skills/ Generic Skills	Writing skills
	The user/ individual on the job needs to know and understand how to:
	SA1. generate records of details and archive files related to the warranty claims
	SA2. generate reports on warranty sales data
	SA3. record and manage data in MIS
	Reading skills
The user/individual on the job needs to know and understand how to:	
SA4. read instructions mentioned on the job card, technician notes and warranty schemes	
Oral Communication (Listening and Speaking skills)	
The user/individual on the job needs to know and understand how to:	
SA5. interact with the Customer/ Service Advisor to explain warranty schemes	
SA6. specify the applicable claims	
SA7. interact with insurance companies regarding proper settlements of warranty claims	

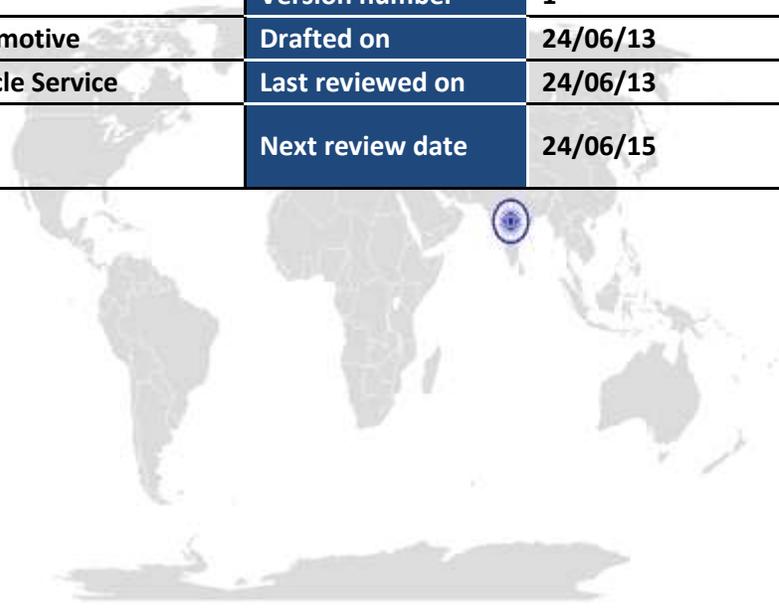
ASC/ N 1603: Monitor and maintain warranty claims

	SA8. interact with team members for effective processing of warranty claims
B. Professional Skills	Decision making
	The user/individual on the job needs to know and understand how to:
	SB1. decide which claims can be settled and which cannot be as per the warranty scheme applicable at the time of issue
	Plan and Organise
	The user/individual on the job needs to know and understand plan:
	SB2. plan work assigned on a daily basis and provide estimates of time required for each piece of work
	Customer centricity
	The user/individual on the job needs to know and understand how to:
	SB3. ensure that customer-satisfying level of service is provided SB4. explain the warranty terms and conditions to customers to avoid misunderstandings and conflicts
	Problem solving
The user/individual on the job needs to know and understand how to:	
SB5. inspect damaged vehicles and the applicable warranty claims SB6. handle rejected claims effectively	
Analytical thinking	
The user/individual on the job needs to know and understand how to:	
SB7. evaluate the complexity of tasks to determine if it can be carried out	
Critical thinking	
The user/individual on the job needs to know and understand how to:	
SB8. evaluate the information gathered from the job card/ technician notes and assess warranty claims	

ASC/ N 1603: Monitor and maintain warranty claims

NOS Version Control

NOS Code	ASC/ N 1603		
Credits(NVEQF/NVQF/NSQF)	TBD	Version number	1
Industry	Automotive	Drafted on	24/06/13
Industry Sub-sector	Vehicle Service	Last reviewed on	24/06/13
		Next review date	24/06/15



ASC/ N 1604: Supervise storage and retrieval of failed spare parts

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of an individual to supervise proper storage and retrieval of failed spare parts which are under warranty.

ASC/ N 1604: Supervise storage and retrieval of failed spare parts

National Occupational Standard	Unit Code	ASC/ N 1604
	Unit Title (Task)	Supervise storage and retrieval of failed spare parts
	Description	This OS unit is about an individual supervising the proper storage and retrieval of failed spare parts which are under warranty.
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> • receive and sort incoming failed parts • store failed parts in an orderly and accessible manner
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	A. Compulsory	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. check the spare parts receive for:</p> <ul style="list-style-type: none"> • quality and quantity of items • the part warranty history • the invoice and specification <p>PC2. record and enter the required information about the stock:</p> <ul style="list-style-type: none"> • spare part type • spare part condition • the cost and part code of spare part <p>PC3. assess the part and seek advice of service advisor about the part disposal</p> <p>PC4. contact manufacturer about the discrepancies</p> <p>PC5. stock the spare parts as per their code for easier retrieval</p> <p>PC6. allocate proper space to each part to ensure proper safety</p> <p>PC7. manage and improve the parts handling ergonomics</p> <p>PC8. follow the work place safety procedures while handling the spare parts</p>
	B. Optional	N.A.
	Knowledge and Understanding (K) w.r.t. the scope	
	Element	Knowledge and Understanding
A. Organisational Context (Knowledge of the Company/ Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. standard operating procedures of the organisation/ dealership for maintenance of warehouse</p> <p>KA2. safety requirements for equipment and components prescribed by the OEM</p> <p>KA3. documentation requirements for each procedure carried out as part of roles and responsibilities</p> <p>KA4. organisational and professional code of ethics and standards of practice</p>	

ASC/ N 1604: Supervise storage and retrieval of failed spare parts

	KA5.safety and health policies and regulations for the workplace
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. the technical specifications of spare parts</p> <p>KB2. the warranty terms and conditions associated with the failed parts</p> <p>KB3. the codes and terminologies associated with spare parts for orderly storage and retrieval</p> <p>KB4. how to maintain proper records of failed spare parts</p> <p>KB5. how to interact with service advisor about the disposal of failed spare parts</p> <p>KB6. how to manage and control inventory and forecast the inventory needs</p> <p>KB7. how to design and plan warehouse storage for failed parts for proper storage</p> <p>KB8. how to operate material handling equipment i.e.</p> <ul style="list-style-type: none"> • dollies • hand trucks • pallet jacks • forklifts • cranes • conveyers <p>KB9. how to use computer storage systems to manage and check spare parts storage</p> <p>KB10. the process and procedure for parts retrieval or disposal</p>
Skills (S) w.r.t. the scope	
Element	Skills
A. Core Skills/ Generic Skills	Writing skills
	The user/ individual on the job needs to know and understand how to:
	SA1. maintain record of details and archive files related to the failed spare parts SA2. record and manage data related with failed spare parts in warehouse records
	Reading skills
	The user/individual on the job needs to know and understand how to:
	SA3. read instructions mentioned on the job card, technician notes and warranty schemes
A. Core Skills/ Generic Skills	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA4. interact with the Customer/ Service Advisor about the disposal of failed spare parts SA5. specify the applicable warranty terms and condition on failed spare parts SA6. interact with team members to work efficiently
B. Professional Skills	Decision making

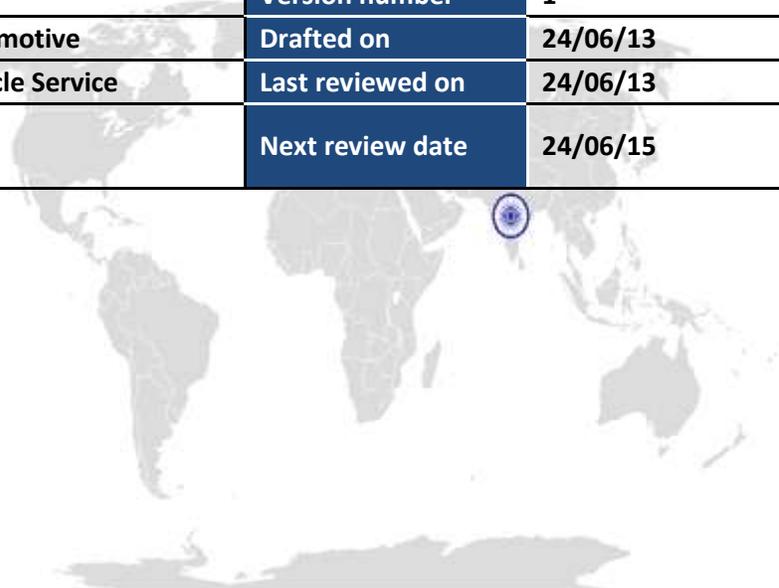
ASC/ N 1604: Supervise storage and retrieval of failed spare parts

	The user/individual on the job needs to know and understand how to:
	SB1. manage and control stocking and storage to prevent any loss or improper storage of spare part
	Plan and Organise
	The user/individual on the job needs to know and understand plan:
	SB2. plan work assigned on a daily basis and provide estimates of time required for each piece of work
	Customer centricity
	The user/individual on the job needs to know and understand how to:
	SB3. provide customer and personal services
	Problem solving
	The user/individual on the job needs to know and understand how to:
	SB4. store and manage the received spare parts to avoid further damage
	Analytical thinking
The user/individual on the job needs to know and understand how to:	
SB5. evaluate the complexity of tasks to determine if it can be carried out	
Critical thinking	
The user/individual on the job needs to know and understand how to:	
SB6. evaluate the information gathered from the job card/ technician notes and assess the failed spare part warranty	

ASC/ N 1604: Supervise storage and retrieval of failed spare parts

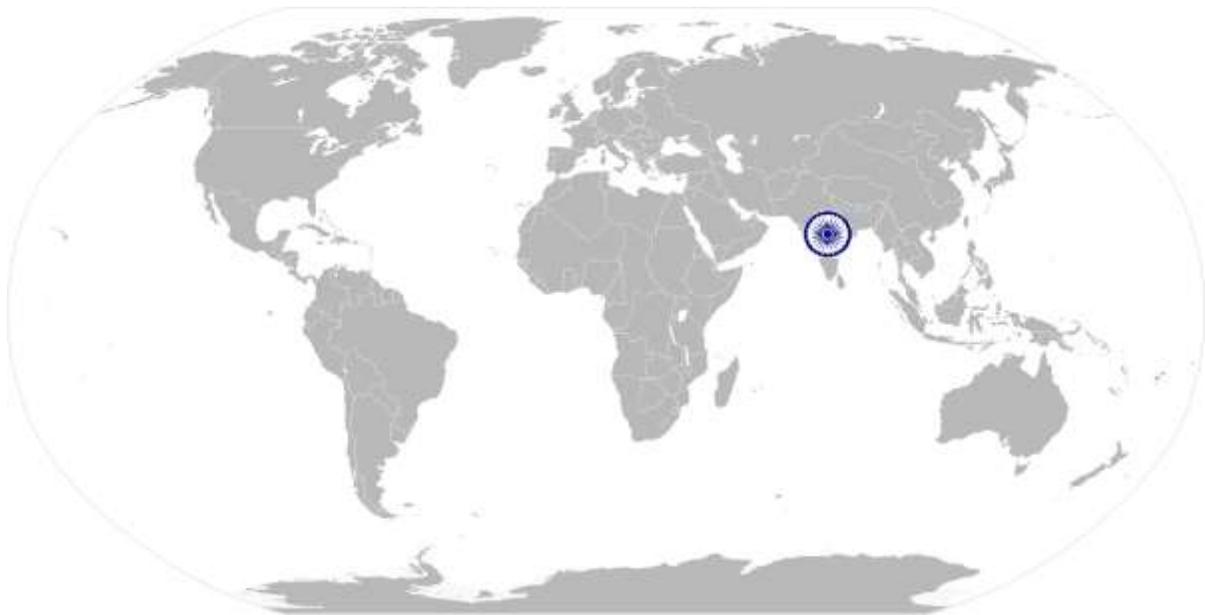
NOS Version Control

NOS Code	ASC/ N 1604		
Credits(NVEQF/NVQF/NSQF)	TBD	Version number	1
Industry	Automotive	Drafted on	24/06/13
Industry Sub-sector	Vehicle Service	Last reviewed on	24/06/13
		Next review date	24/06/15



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

National Occupational Standards



Overview

This unit is about planning and organising an individual's work in order to complete it to the required standards, on time and within budget in terms of cost and material

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

National Occupational Standard	Unit Code	ASC/ N 0001
	Unit Title (Task)	Plan and organise work to meet expected outcomes
	Description	This NOS unit is about planning and organising an individual’s work in order to complete it to the required standards on time.
	Scope	<p>This unit/task covers the following:</p> <p>Work requirements:</p> <ul style="list-style-type: none"> • activities (what is required to be done) • deliverables (the output of work) • quantity (the volume of work expected to complete) • standards (what is acceptable performance, including compliance with service level agreements) • timing (by when the work needs to be completed) <p>Appropriate people:</p> <ul style="list-style-type: none"> • superiors • the person requesting the work • members of the team/department • members from other teams/departments <p>Resources:</p> <ul style="list-style-type: none"> • cost budget • equipment • materials • information
Performance Criteria (PC) w.r.t. the Scope		
Element	Performance Criteria	
A. Compulsory	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. establish and agree on work requirements with appropriate people</p> <p>PC2. keep immediate work area clean and tidy avoiding inconvenience to others</p> <p>PC3. ensure the work area is kept free of waste material while following safe disposal practices</p> <p>PC4. manage time, materials and cost effectively</p> <p>PC5. use resources in a responsible manner</p> <p>PC6. treat confidential information as per the organisation’s guidelines</p> <p>PC7. work in line with organisation’s policies and procedures</p> <p>PC8. work within the limits of job role</p> <p>PC9. obtain guidance from appropriate people, where necessary</p> <p>PC10. ensure work meets the agreed requirements</p>	
B. Optional	N.A.	

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

Knowledge and Understanding (K) w.r.t. the scope	
Element	Knowledge and Understanding
A. Organisational Context (Knowledge of the Company/Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. the organisation’s policies, procedures and priorities for area of work, role and responsibilities in carrying out that work</p> <p>KA2. the limits of responsibilities and when to involve others</p> <p>KA3. specific work requirements and who these must be agreed with</p> <p>KA4. the importance of having a tidy work area and how to do this</p> <p>KA5. how to prioritize workload according to urgency and importance and the benefits of this</p> <p>KA6. the organisation’s policies and procedures for dealing with confidential information and the importance of complying with these</p> <p>KA7. the purpose of keeping others updated with the progress of work</p> <p>KA8. who to obtain guidance from and the typical circumstances when this may be required</p> <p>KA9. the purpose and value of being flexible and adapting work plans to reflect change</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. how to complete tasks accurately by following standard procedures</p> <p>KB2. technical resources needed for work and how to obtain and use these</p>
Skills (S) w.r.t. the scope	
Element	Skills
A. Core Skills/ Generic Skills	Writing Skills
	The user/individual on the job needs to know and understand how to:
	SA1. write in at least one language
	Reading Skills
	The user/individual on the job needs to know and understand how to:
	SA2.read instructions, guidelines/procedures
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA3.ask for clarification and advice from appropriate persons
	SA4.communicate orally with colleagues
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to:
	SB1. make a decision on a suitable course of action appropriate for accurately completing the task within resources
	Plan and Organise

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

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. agree objectives and work requirements</p> <p>SB3. plan and organise work to achieve targets and deadlines</p>
	<p>Customer Centricity</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. deliver consistent and reliable service to customers</p> <p>SB5. check own work and ensure it meets customer requirements</p>
	<p>Problem Solving</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. refer anomalies to the concerned persons</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. analyse problems and identify work-around taking help from concerned persons where required</p>
	<p>Critical Thinking</p>
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. apply own judgement to identify solutions in different situations</p>	

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

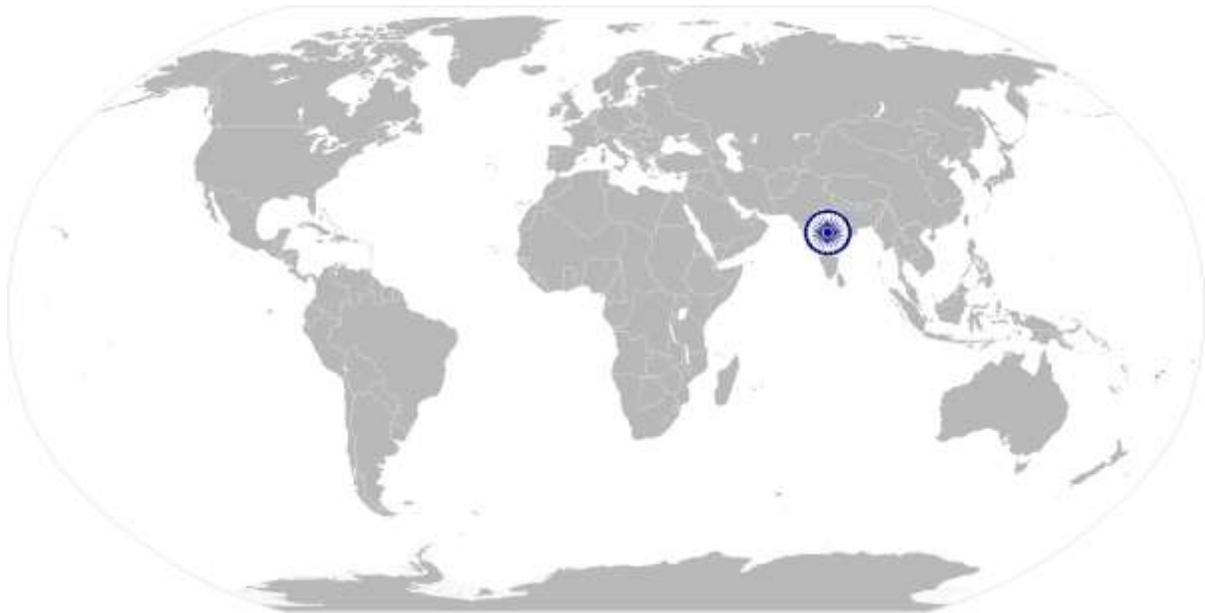
NOS Version Control

NOS Code	ASC/ N 0001		
Credits(NVEQF/NVQF/NSQF)	TBD	Version number	1
Industry	Automotive	Drafted on	24/06/13
Industry Sub-sector	NA	Last reviewed on	24/06/13
		Next review date	24/06/15



ASC/ N 0002: Work effectively in a team

National Occupational Standards



Overview

This unit is about working effectively with colleagues, either in own work group or in other work groups within organisation.

ASC/ N 0002: Work effectively in a team

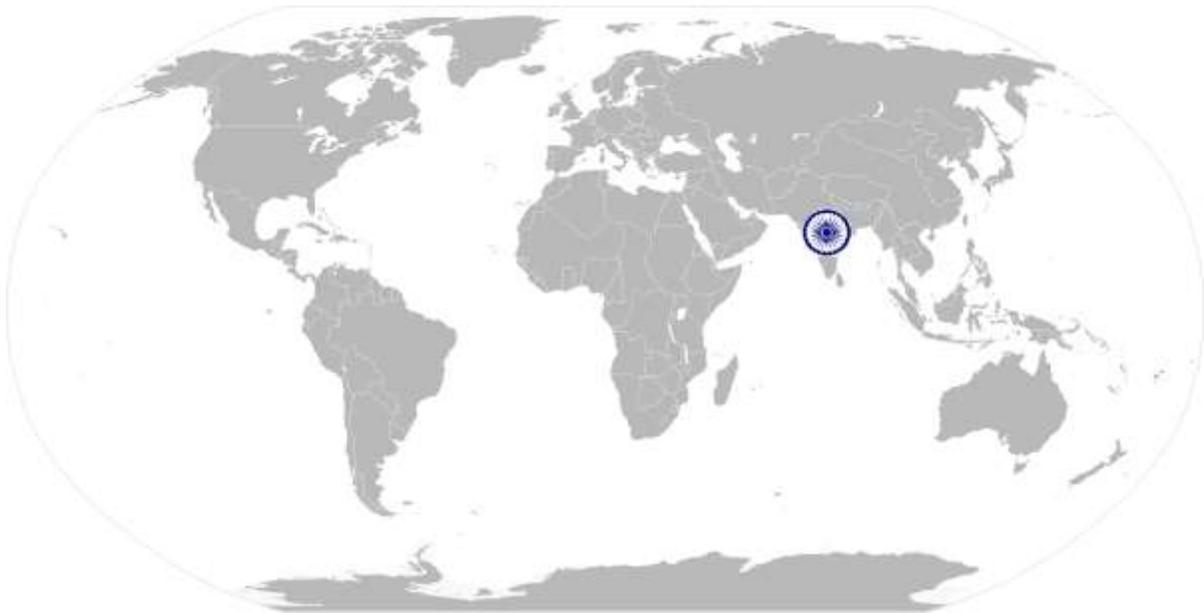
National Occupational Standard	Unit Code	ASC/ N 0002
	Unit Title (Task)	Work effectively in a team
	Description	This NOS unit is about working effectively within a team, either in individual's own work group or in other work groups outside the organisation.
	Scope	This unit/task covers the following: Colleagues: <ul style="list-style-type: none"> • superiors • members of own work group • people in other work groups within or outside the organisation Communicate: <ul style="list-style-type: none"> • face-to-face • by telephone • in writing
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	A. Compulsory	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC1. maintain clear communication with colleagues PC2. work with colleagues for achieving team objectives PC3. pass on information to colleagues in line with task requirements PC4. work in ways that show respect for colleagues PC5. carry out commitments made to colleagues PC6. let colleagues know in good time if commitments cannot be met, explaining the reasons PC7. identify problems in working with colleagues and take the initiative to resolve these problems PC8. follow the organisation's policies and procedures for working with colleagues
	B. Optional	N.A.
	Knowledge and Understanding (K) w.r.t. the scope	
	Element	Knowledge and Understanding
A. Organisational Context (Knowledge of the Company/Organisation and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. the organisation's policies and procedures for working with colleagues, role and responsibilities in relation to this KA2. different methods of communication and the circumstances in which it is appropriate to use these KA3. the importance of creating an environment of trust and mutual respect KA4. the implications of own work on the work and schedule of others 	

ASC/ N 0002: Work effectively in a team

<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. different types of information that colleagues might need and the importance of providing this information when it is required</p> <p>KB2. the importance of helping colleagues with problems, in order to meet quality and time standards as a team</p> <p>KB3. the importance of effective communication and establishing good working relationships with colleagues</p> <p>KB4. the importance of being open to the views and opinions of others</p>
<p>Skills (S) w.r.t. the scope</p>	
<p>Element</p>	<p>Skills</p>
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA1. complete written work with attention to detail</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. read instructions, guidelines/procedures</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. listen effectively and orally communicate information</p> <p>SA4. ask for clarification and advice from the concerned person</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. make decisions on a suitable course of action or response keeping in view resource utilization while meeting commitments</p> <p>Plan and Organise</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. plan and organise work to achieve targets and deadlines</p> <p>Customer Centricity</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. check that the work meets customer requirements</p> <p>SB4. deliver consistent and reliable service to customers</p> <p>Problem Solving</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. apply problem solving approaches in different situations</p> <p>Critical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p>

ASC/ N 0002: Work effectively in a team

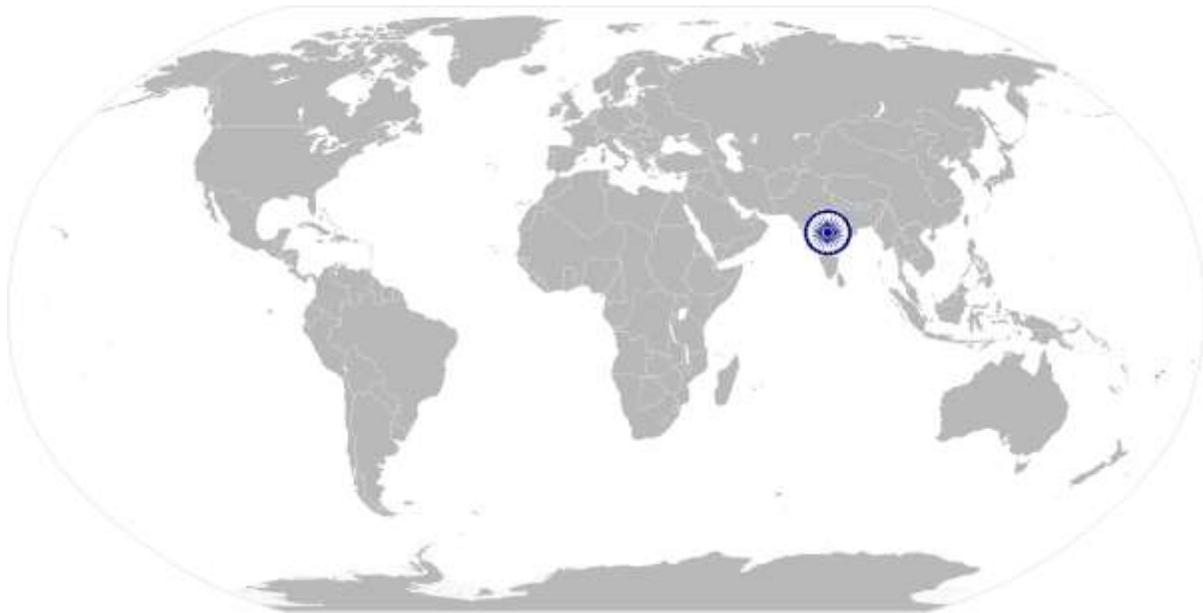
	SB6. apply balanced judgements to different situations
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ASC/ N 0002: Work effectively in a team

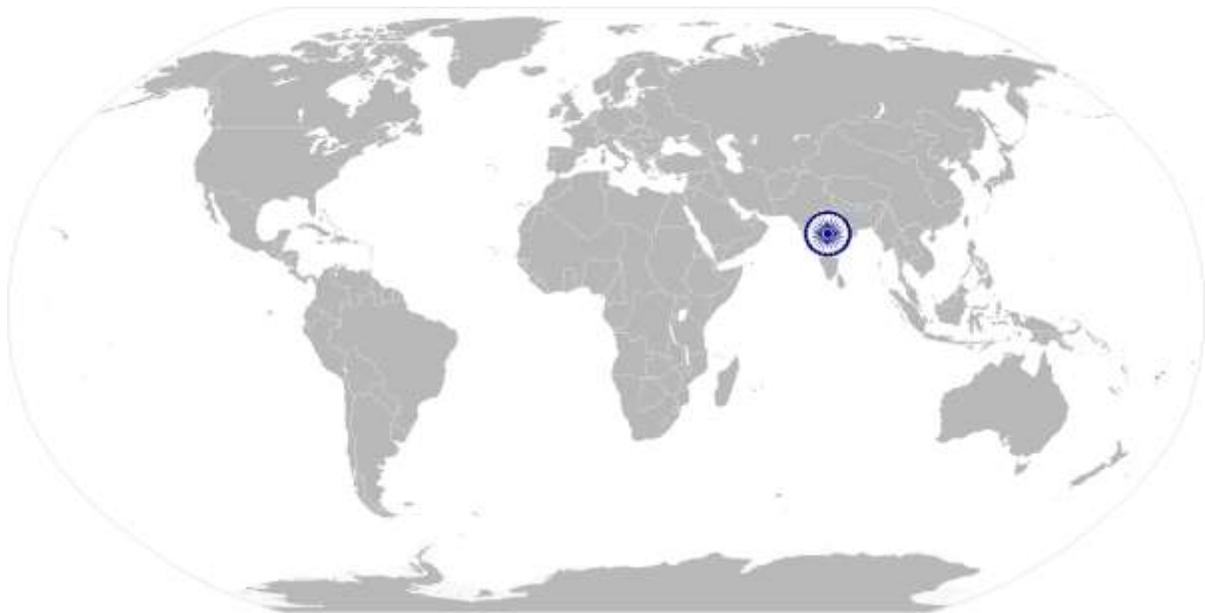
NOS Version Control

NOS Code	ASC/ N 0002		
Credits(NVEQF/NVQF/NSQF)	TBD	Version number	1
Industry	Automotive	Drafted on	24/06/13
Industry Sub-sector	NA	Last reviewed on	24/06/13
		Next review date	24/06/15



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

National Occupational Standards



Overview

This unit is about monitoring work place practices and making sure they meet requirements for health, safety, security and environmental concerns.

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

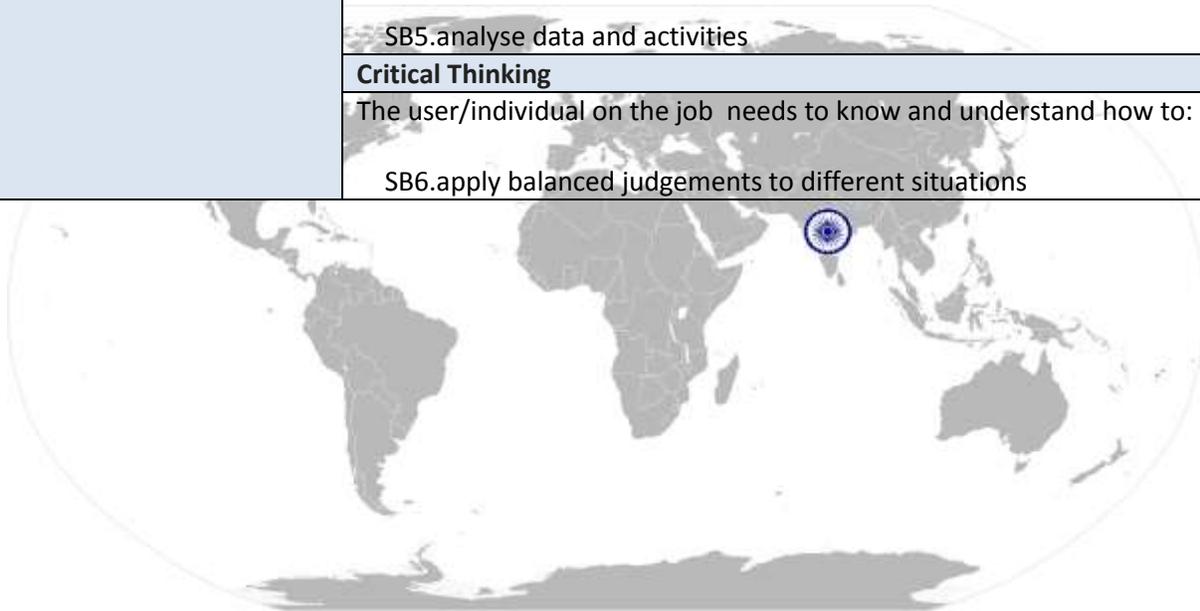
National Occupational Standard	Unit Code	ASC/ N 0003
	Unit Title (Task)	Maintain a healthy, safe and secure working environment
	Description	This NOS unit is about monitoring the working environment and making sure it meets requirements for health, safety and security.
	Scope	<p>This unit/task covers the following:</p> <p>emergency procedures in situations of:</p> <ul style="list-style-type: none"> • illness • accidents • fires • other hazardous situations • breaches of security <p>resources (needed to achieve the unit objectives):</p> <ul style="list-style-type: none"> • information on appropriate procedures to adopt in each emergency • government agencies in the areas of safety, health and security and their norms and services
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	A. Compulsory	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. comply with organisation’s current health, safety, security and environmental policies and procedures (e.g. use protective gear and other safety equipment where necessary)</p> <p>PC2. report any identified breaches in health, safety, and security and environmental policies and procedures to the designated person</p> <p>PC3. identify and correct any hazards that can be dealt with safely, competently and within the limits of individual’s authority</p> <p>PC4. report any hazards that cannot be dealt with to the relevant person in accordance with organisational procedures and warn other people who may be affected</p> <p>PC5. follow organisation’s emergency and disaster management procedures</p> <p>PC6. identify and recommend opportunities for improving health, safety, and security to the designated person (e.g. in case of deviations from recommended policies/ practices of own organisation and suppliers)</p> <p>PC7. complete all the health, safety, security and environmental records required by company and regulatory standards</p>
	B. Optional	N.A.
	Knowledge and Understanding (K) w.r.t. the scope	
	Element	Knowledge and Understanding
A. Organisational Context	The user/individual on the job needs to know and understand:	

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<p>(Knowledge of the Company/Organisation and its processes)</p>	<p>KA1. legislative requirements and organisation’s procedures for health, safety and security and individual’s role and responsibilities in relation to this</p> <p>KA2. what is meant by a hazard, including the different types of health and safety hazards that can be found in the workplace (e.g. inflammable/ hazardous/ abrasive materials)</p> <p>KA3. how and when to report hazards</p> <p>KA4. the limits of responsibility for dealing with hazards</p> <p>KA5. the organisation’s emergency and disaster management procedures for different emergency situations and the importance of following these</p> <p>KA6. the importance of maintaining high standards of health, safety and security</p> <p>KA7. implications that any non-compliance with health, safety and security may have on individuals and the organisation</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. different types of breaches in health, safety and security and how and when to report these</p> <p>KB2. risks to life and property from different types of breaches in health, safety and security</p> <p>KB3. evacuation procedures for workers and visitors</p> <p>KB4. how to summon medical assistance and the emergency services, where necessary</p> <p>KB5. how to use the health, safety and accident reporting procedures and the importance of these</p>
<p>Skills (S) w.r.t. the scope</p>	
<p>Element</p>	<p>Skills</p>
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA1. complete accurate, well written work with attention to detail</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. read instructions, guidelines/procedures/rules</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. listen to and orally communicate information with all concerned</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. make decisions on a suitable course of action or response</p> <p>Plan and Organise</p>

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	The user/individual on the job needs to know and understand how to: SB2.plan and organise work to achieve targets and deadlines
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB3.build and maintain positive and effective relationships with colleagues and customers
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB4.apply problem solving approaches in different situations
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB5.analyse data and activities
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB6.apply balanced judgements to different situations



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NOS Version Control

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Industry Sub-sector	NA	Last reviewed on	24/06/13
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