



Model Curriculum

Washer

SECTOR: Automotive
SUB-SECTOR: Automotive Vehicle Service
OCCUPATION: Technical Service & Repair
REF ID: ASC/Q1101, v1.0
NSQF LEVEL: 2



Certificate

CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

AUTOMOTIVE SKILL DEVELOPMENT COUNCIL

for the

MODEL CURRICULUM

Complying to National Occupational Standards of
Job Role/ Qualification Pack: 'Washer'
QP No. 'ASC/Q1101 NSQF Level 2'

Date of Issuance: **January 24th, 2019**

Valid up to*: **January 23rd, 2022**

**Valid up to the next review date of the Qualification Pack*

Authorised Signatory
(Automotive skill development council)



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Washer

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “Washer”, in the “Automotive” Sector/Industry and aims at building the following key competencies amongst the learner.

Program Name	Washer		
Qualification Pack Name & Reference ID.	ASC/Q1101, v1.0		
Version No.	1.0	Version Update Date	5 th April 2019
Pre-requisites to Training	Class V		
Training Outcomes	<p>After completing this programme, participants will be able to:</p> <ul style="list-style-type: none"> • Perform cleaning and washing of a vehicle both on the outside as well as inside. • Plan and organise work in order to complete it to the required standards, on time and within budget in terms of cost and material. • Work effectively with colleagues, either in own work group or in other work groups within an organisation. • Maintain a healthy, safe and secure working environment. 		

This course encompasses 4 out of 4 National Occupational Standards (NOS) of “Washer” Qualification Pack issued by “Automotive Skill Development Council (ASDC)”.

Sr. No.	Module	Key learning outcomes	Equipment Required
1	<p>Introduction to the job role</p> <p>Theory Duration (hh:mm) 04:00</p> <p>Practical Duration (hh:mm) 00:00</p> <p>Corresponding NOS Code Bridge Module</p>	<ul style="list-style-type: none"> Describe the role and responsibilities of a Customer Relationship Manager. Explain the organisation structure of the sales department in a dealership. Describe the safety, health and environmental policies and regulations for the workplace as well as for automotive trade in general. Describe safety requirements for equipment, auto components and aggregates. Describe organisational and professional code of ethics and standards of practice. Interpret standard operating procedure (SOP) to implement quality culture at the organisation. 	<p>Training Kit (Presentations, Trainer Guide).</p>
2	<p>Preparation for vehicle cleaning and washing</p> <p>Theory Duration (hh:mm) 14:00</p> <p>Practical Duration (hh:mm) 34:00</p> <p>Corresponding NOS Code ASC/N1101</p>	<ul style="list-style-type: none"> Identify the standard operating procedures of the dealership for vehicle cleaning. Interpret the instructions given by supervisor regarding the washing, routine and any other specific cleaning requirements. Demonstrate how to drive various 2 and 4-wheeler vehicles in order to facilitate vehicle cleaning at the desired location within the organizational setup. Inspect parts, equipment, or vehicles for cleanliness. Identify the different types of grime such as, graffiti (e.g., paint, ink), encrusted human waste, scuff marks, soil and dust, oil and other grease, dried food and other stains. Describe the various methods used for cleaning various types of grime such as scraping, use of squeegee and chamois, use of chemicals, machine-assisted or manual cleaning, washing or scrubbing/cleaning, brushing, sweeping, blowing off with air. Perform mixing of cleaning solutions, abrasive compositions, or other compounds as advised by the supervisor. 	<p>Training Kit (Presentations, Trainer Guide), cleaning solutions, abrasive compositions, or other compounds, paintbrushes, implements, tools and , personal protective safety equipment (PPE) used for cleaning such as absorbent cloths, lint free cleaning cloths, buckets, brushes, hand brooms, hoses, dust pans, spotting spray bottles, applicators, squeegees (various sizes), chamois, scrapers, air blowing equipment, air compressors, extension poles, ladders and scaffold, chemicals and cleaning solutions,</p>

Sr. No.	Module	Key learning outcomes	Equipment Required
		<ul style="list-style-type: none"> Identify the standard operating procedures recommended by the dealership for using water hose pipe or any other machine which may be required to carry out the exterior or interior cleaning. Describe how to operate the machines and equipment to perform cleaning tasks. Explain how to operate various types of implements used for cleaning such as air blowing equipment, air compressors, extension poles, ladders and scaffold, chemicals and cleaning solutions, specialised graffiti removal agents etc. Describe the various types of tools used for cleaning such as buckets, brushes, hand brooms, hoses, dust pans, spotting spray bottles, applicators, squeegees (various sizes), chamois, scrapers etc. Identify the various types of safety equipment used for cleaning such as absorbent cloths, lint free cleaning cloths, rubber gloves, face masks, protective clothing including overalls and safety boots, breathing filters, safety glasses etc. Perform shifting of materials, equipment, or supplies to or from work areas, using carts or hoists. Demonstrate lubrication of machinery and the required masking materials to preserve, protect and condition the vehicle. 	<p>specialised graffiti removal agents, rubber gloves, face masks, protective clothing including overalls and safety boots, breathing filters, safety glasses, cloth, squeegees, or air compressors, Sweep, shovel, or vacuum.</p>
3	<p>Perform vehicle cleaning and washing</p> <p>Theory Duration (hh:mm) 14:00</p> <p>Practical Duration (hh:mm) 34:00</p> <p>Corresponding NOS Code ASC/N1101</p>	<ul style="list-style-type: none"> Perform Pre-soaking or rinsing of machine parts, equipment, or vehicles parts by immersing objects in cleaning solutions or water, manually or using hoists. Identify how to regulate pressure or flow of water, air, steam, or abrasives from sprayer nozzles. Turn valves or handles on equipment to regulate pressure or flow of water, air, steam, or abrasives from sprayer nozzles. Perform scrubbing, scraping or spraying of machine parts, equipment, or vehicles, using scrapers, brushes, clothes, cleaners, disinfectants, insecticides, acid, abrasives, vacuums, or hoses. 	<p>Training Kit (Presentations, Trainer Guide), cleaning solutions, abrasive compositions, or other compounds, paintbrushes, implements, tools and , personal protective safety equipment (PPE) used for cleaning such as absorbent cloths, lint free cleaning cloths, buckets, brushes, hand brooms, hoses, dust pans,</p>

Sr. No.	Module	Key learning outcomes	Equipment Required
		<ul style="list-style-type: none"> • Demonstrate how to perform vacuuming, cleaning and maintenance of vehicle interiors, including dashboards, consoles, carpet and car seats, clean door trims and hinges, wash and polish vehicle exteriors and blacken tyres, fit boot spoilers, side skirts, or mud flaps, drive vehicles through automatic car washes, blacken tyres. • Operate and/or activate cleaning equipment or machines and notify the supervisors in case of any malfunctions. • Perform cleaning of the interior and exterior surfaces of vehicles, plastic work inside cars, using paintbrushes, vehicle windows, seat frames, backs and bottoms and blacken tyres, driver seat, seating area, windshield, drivers side glass and vehicle dash, passenger grab rails and stanchions, floor to remove gum, dirt and grease, Electrical and Electronic component, couplers, connection etc. • Maintain specified distance and pressure while washing engine compartment. • Perform rinsing of objects and place them on drying racks. • Use cloth, squeegees, or air compressors to dry surfaces. • Perform sweeping, shovelling or vacuum loose debris. • Store salvageable scrap into containers. • Remove debris and other dirt containers from work areas. • Describe how to adjust machines, devices, moving parts, and equipment post cleaning. • Maintain cleanliness of the work and shop areas to ensure a safe work environment. 	spotting spray bottles, applicators, squeegees (various sizes), chamois, scrapers, air blowing equipment, air compressors, extension poles, ladders and scaffold, chemicals and cleaning solutions, specialised graffiti removal agents, rubber gloves, face masks, protective clothing including overalls and safety boots, breathing filters, safety glasses, cloth, squeegees, or air compressors, Sweep, shovel, or vacuum.
3	Plan and organise work to meet expected outcomes Theory Duration (hh:mm) 08:00 Practical Duration (hh:mm)	<ul style="list-style-type: none"> • Interpret Standard Operating Procedures (SOP) and plan sequence of operations correctly. • Adhere to 5S practices and keep the work area clean and tidy. • Organise required tools and equipment for the task to be carried out. • Maintain information confidentiality and share the information with the concerned authority only. 	Training kit (Trainer guide, Presentations).

Sr. No.	Module	Key learning outcomes	Equipment Required
	12:00 Corresponding NOS Code ASC/N0001	<ul style="list-style-type: none"> Seek guidance from the appropriate authority as per the policy. Interpret the work correctly and agree on the timelines to complete the work accurately. Manage time, resources and cost effectively to achieve better results. 	
4	Working effectively in a team Theory Duration (hh:mm) 05:00 Practical Duration (hh:mm) 10:00 Corresponding NOS Code ASC/N0002	<ul style="list-style-type: none"> State the importance of communication. Describe various communication methods. Explain the importance of listening skills in day-to-day activities. Describe the importance of non-verbal communication. State characteristics of an aligned team. Communicate required information to colleagues as per company policy. Respect colleagues and customers at all times. Adhere to commitments made to complete the work timely and accurately. Demonstrate problem solving and decision making abilities. Collaborate with team members to achieve the task. Carry out required documentation as per the policy. Communicate effectively with colleagues and customers. Read instructions and applicable guidelines accurately. Seek clarification or advice from the concerned authority. Check the quality of work and ensure that the work is complete in all respects. 	Training kit (Trainer guide, Presentations).
5	Maintaining a healthy, safe and secure working environment Theory Duration (hh:mm) 05:00 Practical Duration (hh:mm) 10:00 Corresponding NOS Code	<ul style="list-style-type: none"> Describe organization's policy regarding health, safety and security. Identify potential hazards at the workplace and take necessary actions to avoid such hazards. Report any identified safety breaches to the concerned authority. Identify the components of a first aid kit. Provide first aid to minor injuries at the workplace. Explain the term 'Fire Triangle'. 	Training Kit (Presentations, Trainer Guide) first aid kit, different types of fire extinguishers, personal protective equipment (PPE).

Sr. No.	Module	Key learning outcomes	Equipment Required
	ASC/N0003	<ul style="list-style-type: none"> Identify various types of fire extinguishers and state their application. Operate a fire extinguisher to extinguish the fire. Interpret various safety symbols. 	
	<p>Total Duration 150:00</p> <p>Theory Duration 50:00</p> <p>Practical Duration 100:00</p>	<p>Unique equipment required: Training Kit (Presentations, Trainer Guide), cleaning solutions, abrasive compositions, or other compounds, paintbrushes, implements, tools and , personal protective safety equipment (PPE) used for cleaning such as absorbent cloths, lint free cleaning cloths, buckets, brushes, hand brooms, hoses, dust pans, spotting spray bottles, applicators, squeegees (various sizes), chamois, scrapers, air blowing equipment, air compressors, extension poles, ladders and scaffold, chemicals and cleaning solutions, specialised graffiti removal agents, rubber gloves, face masks, protective clothing including overalls and safety boots, breathing filters, safety glasses, cloth, squeegees, or air compressors, Sweep, shovel, or vacuum, First Aid Kit, Different types of fire extinguishers.</p>	

Grand Total Course Duration: **150 Hours, 0 Minutes**

(This syllabus/ curriculum has been approved by [Automotive Skill Development Council](#))

Trainer Prerequisites for Job role: “Washer” mapped to Qualification Pack: “ASC/Q1101, v1.0”

Sr. No.	Area	Details
1	Description	The trainer for ‘Washer’ trains the individual to wash, scrub and polish the interiors and exteriors of vehicles (including glass) in the vehicle to protect their appearance. The individual also uses the pressurised water to clean the exterior surface before the vehicle is made ready for delivery for the first time after PDI is done on the vehicle.
2	Personal Attributes	An individual on this job should be willing to work for long hours as a part of the team cleaning vehicle especially on days of high number of first time deliveries. The individual must have a strong eye to see even the minute scratches/ dust on different vehicle structure and surface which would have to be cleaned. The individual should have basic understanding of the technical aspects of the vehicle to avoid any damage while cleaning with a pressure water hose (esp. items like glass and other fittings).
3	Minimum Educational Qualifications	ITI in Motor Mechanic or diesel Mechanic trade.
4a	Domain Certification	Certified for Job Role: “ <u>Washer</u> ” mapped to QP: “ <u>ASC/Q1101, v1.0</u> ”. Minimum accepted score is 80%.
4b	Platform Certification	Recommended that the Trainer is certified for the Job Role: “ <u>Trainer</u> ”, mapped to the Qualification Pack: “ <u>MEP/Q2601</u> ”. Minimum accepted as per respective SSC guidelines is 80%.
5	Experience	<ul style="list-style-type: none"> • 2-3 years of work experience as a washer • 1-2 years of teaching/training experience is preferred.

Annexure: Assessment Criteria

Criteria For Assessment Of Trainees

Job Role: Washer

Qualification Pack: ASC/Q1101, v1.0

Sector Skill Council: Automotive Skill Development Council

Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each 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 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 this criterion.
6. To pass the Qualification Pack, every trainee should score a minimum of 70% of aggregate marks to successfully clear the assessment.
7. In case of *unsuccessful completion*, the trainee may seek reassessment on the Qualification Pack.

Compulsory NOS				Marks Allocation	
Total Marks: 400				Theory	Skills Practical
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
ASC/N1101 Perform vehicle cleaning and washing	PC1. inspect parts, equipment, or vehicles for cleanliness	100	7	2	5
	PC2. understand the instructions given by supervisor regarding the washing, routine and any other specific cleaning requirements		8	3	5
	PC3. mix cleaning solutions, abrasive compositions, or other compounds as advised by a supervisor		9	3	6
	PC4. scrub, scrape, or spray machine parts, equipment, or vehicles, using scrapers, brushes, clothes, cleaners, disinfectants, insecticides, acid, abrasives, vacuums, or hoses		9	3	6

	PC5. transport materials, equipment, or supplies to or from work areas, using carts or hoists		6	2	4
	PC6. pre-soak or rinse machine parts, equipment, or vehicles parts by immersing objects in cleaning solutions or water, manually or using hoists		8	3	5
	PC7. operate and activate cleaning equipment or machines and notify the supervisors in case of any malfunctions		7	2	5
	PC8. turn valves or handles on equipment to regulate pressure or flow of water, air, steam, or abrasives from sprayer nozzles		5	1	4
	PC9. clean the interior and exterior surfaces of vehicles, plastic work inside cars, using paintbrushes, vehicle windows, seat frames, backs and bottoms and blacken tyres, driver seat, seating area, windshield, drivers side glass and vehicle dash, passenger grab rails and stanchions, floor to remove gum, dirt and grease, Electrical & Electronic component, couplers, connection etc.		9	3	6
	PC10. rinse objects and place them on drying racks		7	2	5
	PC11. use cloth, squeegees, or air compressors to dry surfaces		6	1	5
	PC12. sweep, shovel, or vacuum loose debris or salvageable scrap into containers		7	2	5
	PC13. maintain specified distance and pressure while washing engine compartment		4	1	3
	PC14. remove debris and other dirt containers from work areas		4	1	3
	PC15. maintain cleanliness of the work and shop areas to ensure a safe work environment		4	1	3
		Total	100	30	70
ASC/N0001 Plan and organise work to meet expected outcomes	PC1. keep immediate work area clean and tidy	100	11	2	9
	PC2. treat confidential information as per the organisation's guidelines		8	2	6
	PC3. work in line with organisation's policies and procedures		11	3	8
	PC4. work within the limits of job role		9	3	6
	PC5. obtain guidance from appropriate people, where necessary		10	3	7

	PC6. ensure work meets the agreed requirements		14	3	11
	PC7. establish and agree on work requirements with appropriate people		12	3	9
	PC8. manage time, materials and cost effectively		14	3	11
	PC9. use resources in a responsible manner		11	3	8
		Total	100	25	75
ASC/N0002 Work effectively in a team	PC1. maintain clear communication with colleagues	100	14	4	10
	PC2. work with colleagues		9	2	7
	PC3. pass on information to colleagues in line with organisational requirements		11	3	8
	PC4. work in ways that show respect for colleagues		11	3	8
	PC5. carry out commitments made to colleagues		10	2	8
	PC6. let colleagues know in good time if cannot carry out commitments, explaining the reasons		10	2	8
	PC7. identify problems in working with colleagues and take the initiative to solve these problems		13	4	9
	PC8. follow the organisation's policies and procedures for working with colleagues		12	3	9
	PC9. ability to share resources with other members as per priority of tasks		10	2	8
		Total	100	25	75
ASC/N0003 Maintain a healthy, safe and secure working environment	PC1. comply with organisation's current health, safety and security policies and procedures	100	12	3	9
	PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person		13	3	10
	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.		13	3	10
	PC4. identify and correct any hazards like illness, accidents, fires or any other natural calamity safely and within the limits of individual's authority		15	5	10

	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		12	3	9
	PC6. follow organisation's emergency procedures for accidents, fires or any other natural calamity		13	3	10
	PC7. identify and recommend opportunities for improving health, safety, and security to the designated person		11	3	8
	PC8. complete all health and safety records are updates and procedures well defined		11	2	9
	Total	400	100	25	75