

Model Curriculum

Auto Service Technician Level 4

SECTOR: AUTOMOTIVE

SUB-SECTOR: AUTOMOTIVE VEHICLE SERVICE

OCCUPATION: TECHNICAL SERVICE & REPAIR

REF ID: ASC/Q1402, VERSION 1.1

NSQF LEVEL: 4



Certificate
CURRICULUM COMPLIANCE TO
QUALIFICATION PACK - NATIONAL OCCUPATIONAL
STANDARDS

is hereby issued by the

AUTOMOTIVE SKILLS DEVELOPMENT COUNCIL

for

MODEL CURRICULUM

Complying to National Occupational Standards of
Job Role/Qualification Pack "**Auto Service Technician Level 4**" QP No: "**ASC/Q1402, NSQF Level 4**"

Date of Issuance: March 10th, 2017

Valid up to: March 9th, 2019*

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



Authorised Signatory
(Automotive Skills Development Council)

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Auto Service Technician Level 4

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “**Auto Service Technician Level 4**”, in the “**Automotive**” Sector/Industry and aims at building the following key competencies amongst the learner

Program Name	Auto Service Technician Level 4		
Qualification Pack Code	ASC/Q1402,		
Version No.	1.1	Version Update	29-Aug-2018
Pre-requisites to Training	10th Standard passed		
Training Outcomes	<p>After completing this programme, participants will be able to:</p> <ul style="list-style-type: none"> • assist in performing diagnosis of vehicle for repair requirement, dismantle and assemble aggregates, will be able to repair the vehicle after root cause analysis . • carry out routine service, minor repair of mechanical and electrical aggregates of the vehicle. Understand auto component manufacturing specifications & technology used in aggregates of the vehicles and to use workshop tools correctly. • plan and organize work to meet expected out comes, maintain quality standards, manage organizational resources efficiently and effectively. • work effectively in a team. Know and follow organizational policies and procedures for working with colleagues. • maintain a healthy, safe and secure working environment. Know prevailing environmental norms, government policies, and work to eliminate common breaches in health & safety. 		

This course encompasses 5 out of 5 National Occupational Standards (NOS) of “**Auto Service Technician Level 4**” Qualification Pack issued by “Automotive Skills Development Council”.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<p>Introduction</p> <p>Theory Duration (hh:mm) 05:00</p> <p>Practical Duration (hh:mm) 00:00</p> <p>Corresponding NOS Code Bridge Module</p>	<ul style="list-style-type: none"> Highlight about the course and the scope Outline about various Autos manufactures. Summarize service process of an automotive workshop List responsibilities of service technician and customer expectations List job opportunities for an automotive service technician 	
2.	<p>Assist in performing diagnosis of vehicle for repair requirements</p> <p>Theory Duration (hh:mm) 45:00</p> <p>Practical Duration (hh:mm) 75:00</p> <p>Corresponding NOS Code ASC/ N Q1402</p>	<ul style="list-style-type: none"> Outline the auto component manufacturer specifications and function of the various components/ aggregates including engine and fuel systems cooling system, electrical and electronic system, gear box, clutch assembly, brakes, steering, suspension, hydraulic and pneumatic system, air-conditioning and lubrication system. Execute a test drive to assist the senior technician in finding the fault based on the performance of the vehicle during the test drive. Examine the job card and understand the customers complaints. Explain check list and OEM operating procedures to understand if the fault is occurred due to low level of oil, coolant, grease, improper servicing etc. Follow all precautions to avoid damage to the vehicle and component while working on diagnosis of the vehicle for any fault. Identify that the trainings organized by OEMs are required to be attended regularly for knowledge upgradation. 	<ul style="list-style-type: none"> Basic tool box, drain pan, oil can, hydraulic jack, bench vice, two post lift ramp, pneumatic tools, air compressor, bin/racks, trolley, equipment stand, drum for storage of waste oil. 4w of different make: diesel, petrol, CNG, electric, hybrid for learning Cut sections of engines and vehicle aggregate assemblies i.e. brake, clutch, steering, electrical, transmission for training. Tools: pressure indicators: multi-meter, flow meter, temperature gauge, dial gauge, tire pressure indicator etc. Trim or molding tools: carbon scrapers, gasket scrapers, scrapers, spoons etc. Hammer ball peen, screw

Sr. No.	Module	Key Learning Outcomes	Equipment Required
			<p>driver set, files, torque, wrenches, grease gun, compression gauge, vacuum gauge, wheel balancing machine drills, taps, tachometer, injectors, spark plug cleaner.</p> <ul style="list-style-type: none"> • Bench drilling machine and bench grinder • Pullers: ball joint separators, bearing pullers, gear puller tools, slide hammers etc. • Measuring equipment: Vernier calipers, micrometers, feeler gauges, steel ruler, measuring tape etc • PPE: Gloves, Safety shoes, goggles, ear plugs, boiler suits • Workshop Safety: Fire Extinguishers First Aid • Consumable: cotton waste, petrol/diesel, coolant, lubricant, grease, storage containers, air filters, oil filters, spark plugs, glow plugs etc • Samples: seals, sealants, fittings, gaskets, joints, fasteners, etc • Worn out/ defective/ spurious samples: seal, gaskets, clutch plate, brake shoes, brake pads, spark plug, oil filter, air cleaner etc. • Vehicle service manuals, vehicle hand book, job orders, work order, completion material requests, feedback

Sr. No.	Module	Key Learning Outcomes	Equipment Required
			<p>forms, Technical reference books.</p> <ul style="list-style-type: none"> Teaching Aids: Charts, Computer based teaching Videos. Electrical and electronic testing equipments volt meter, ammeters ohm meter, battery testing equipment , neon light and oscilloscope
3	<p>Carry out routine service and minor repairs of mechanical and electrical aggregates</p> <p>Theory Duration (hh:mm) 85:00</p> <p>Practical Duration (hh:mm) 115:00</p> <p>Corresponding NOS Code ASC/ N 1403</p>	<ul style="list-style-type: none"> Listen the auto component manufacturer specifications related to the various components/ aggregates in the vehicle Follow standard operating procedures for using workshop tools and equipment for service and minor aggregate repairs in the vehicle Execute test drives to assess need for repairs, calibration or any other adjustments in the electrical/mechanical aggregates in the vehicle Examine the job card and understand work to be carried out Follow OEM recommended procedure and checklist for routine servicing in case of non-routine service or repair, confirm tasks to be carried out with superior Copy calibrate, align and adjust settings and other routine service and maintenance of various parts and aggregates including: <ul style="list-style-type: none"> engine and aggregates other engine sub-assemblies like turbocharger, radiator etc. gear box and it aggregates propeller shafts and other transmission systems 	<ul style="list-style-type: none"> Basic tool box, drain pan, oil can, hydraulic jack, bench vice, two post lift ramp, pneumatic tools, air compressor, bin/racks, trolley, equipment stand , drum for storage of waste oil. 4w of different make: diesel, petrol, CNG, electric, hybrid for learning Cut sections of engines and vehicle aggregate assemblies i.e. brake, clutch, steering, electrical, transmission for training. Tools: pressure indicators: multi-meter, flow meter, temperature gauge, dial gauge, tire pressure indicator etc. Trim or molding tools: carbon scrapers, gasket scrapers, scrapers, spoons etc. Hammer ball peen, screw driver set, files, torque, wrenches, grease gun, compression gauge,

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> ○ clutch and brake systems and sub-assemblies ○ Chassis ○ electrical and electronic components ○ steering systems ○ suspension system ○ other components (including valves, ignition, fuel and emissions transmission, lights, tyres, steering and body fittings) ● Execute routine maintenance and service, the correct spare parts and appropriate grade of lubricants, coolant, oils and grease required have been obtained ● Identify all dismantled components (including mechanical and electrical aggregates) are cleaned and conditioned prior to reassembly ● Identify and change components due to continuous wear and tear including: <ul style="list-style-type: none"> ○ oil and air filters ○ belts ○ wiper blades ○ brake linings and pads ● Demonstrate disposal of materials (including waste oil, scrap of failed parts/ aggregates) in accordance with the organization's policies ● Demonstrate various precautions to be taken to avoid damage to the vehicle and its components while working on other aggregates ● Execute recording of all service and repairs carried out and ensure completeness of tasks assigned before releasing vehicle for the next procedure ● Execute all workshop tools, equipment 	<ul style="list-style-type: none"> vacuum gauge, wheel balancing machine drills, taps, tachometer, injectors, spark plug cleaner. ● Bench drilling machine and bench grinder ● Pullers: ball joint separators, bearing pullers, gear puller tools, slide hammers etc. ● Measuring equipment: Vernier calipers, micrometers, feeler gauges, steel ruler, measuring tape etc ● PPE: Gloves, Safety shoes, goggles, ear plugs, boiler suits ● Workshop Safety: Fire Extinguishers First Aid ● Consumable: cotton waste, petrol/diesel, coolant, lubricant, grease, storage containers, air filters, oil filters, spark plugs, glow plugs etc. ● Samples: seals, sealants, fittings, gaskets, joints, fasteners, etc. ● Worn out/ defective/ spurious samples: seal, gaskets, clutch plate, brake shoes, brake pads, spark plug, oil filter, air cleaner etc. ● Vehicle service manuals, vehicle hand book, job orders, work order, completion material

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<p>and workstations are adequately maintained by carrying out scheduled checks, calibration and timely repairs where necessary</p> <ul style="list-style-type: none"> • Make reports on any malfunctioning observed in tools and equipment for the concerned persons • Make reports on any repair requirements observed in the other components/ aggregates systems (like engine, gear box etc.) while repairing/ overhauling of braking systems for inspection of supervisor/ service advisor • Execute the inspection of machining or any other repair done from an outside source/ local machining garages • Summarize the importance of attending trainings organized by the OEM from time-to-time to upgrade knowledge (esp. in case of newly launched products) 	<p>requests, feedback forms, Technical reference books.</p> <ul style="list-style-type: none"> • Teaching Aids: Charts, Computer based teaching Videos. • Electrical and electronic testing equipments volt meter, ammeters ohm meter, battery testing equipment , neon light and oscilloscope
4	<p>Plan and organize work to meet expected outcomes</p> <p>Theory Duration (hh:mm) 15:00</p> <p>Practical Duration (hh:mm) 20:00</p> <p>Corresponding NOS Code ASC/N0001</p>	<ul style="list-style-type: none"> • Perform the job completed within given time as per quality standards/work schedule • Identify and manage resource and use it efficiently and effectively • Examine work is completed in accordance with the organizational policies and Standard procedures • Make effective time management at work • Execute best practices to keep workplace clean • Summarize knowledge and understanding required for planning and organizing. 	5 S literature
5	<p>Work effectively in a team</p>	<ul style="list-style-type: none"> • Communicate effectively with colleagues • List all forms of verbal and non-verbal 	Case studies

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	<p>Theory Duration (hh:mm) 15:00</p> <p>Practical Duration (hh:mm) 20:00</p> <p>Corresponding NOS Code ASC/N 0002</p>	<p>methods to communicate clearly and effectively with colleagues, supervisors, customers and other stakeholders.</p> <ul style="list-style-type: none"> • Explain how to judge customers' body language and use an appropriate approach to deal with them. • Follow grooming practices to look presentable and make good impression on customers. • Follow proper personal etiquettes at workplace. • Demonstrate team skills for effective functioning 	
6	<p>Maintain a Healthy, Safe and Secure working environment</p> <p>Theory Duration (hh:mm) 15:00</p> <p>Practical Duration (hh:mm) 20:00</p> <p>Corresponding NOS Code ASC/N0003</p>	<ul style="list-style-type: none"> • Identify and report potential safety issues while driving. • Follow safety standards. • Perform cleanliness and hygiene of vehicle. • Escalate issues related to cleanliness, hygiene issues and hazardous material to concerned department. • Follow instructions or guidelines for preventing danger or damage for the vehicle and report any abnormal observation. • Ensure vehicle meets the emission norms. • Identify steps of emergency procedures for accident, fire, passenger, client related issues. 	Fire extinguisher, First aid, BS IV-VI and disposal of hazardous items and parts to provide an overview
	<p>Total Duration</p> <p>Theory Duration (hh:mm) 180:00</p> <p>Practical Duration (hh:mm) 250:00</p>	<ul style="list-style-type: none"> • Basic tool box, drain pan, oil can, hydraulic jack, bench vice, two post lift ramp, pneumatic tools, air compressor, bin/racks, trolley, equipment stand, dram for storage of waste oil. • 4w of different make: diesel, petrol, CNG, electric, hybrid for learning • Cut sections of engines and vehicle aggregate assemblies i.e. brake, clutch, steering, electrical, transmission for training. • Tools: pressure indicators: multi-meter, flow meter, temp gauge, dial gauge, tire pressure indicator etc. • Trim or molding tools: carbon scrapers, gasket scrapers, scrapers, spoons 	

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<p>etc.</p> <ul style="list-style-type: none"> • Hammer ball peen, screw driver set, files, torque, wrenches, grease gun, compression gauge, vacuum gauge, wheel balancing machine drills, taps, tachometer, injectors, spark plug cleaner. • Bench drilling machine and bench grinder • Pullers: ball joint separators, bearing pullers, gear puller tools, slide hammers etc. • Measuring equipment: Venire callipers, micrometers, feeler gauges, steel ruler, measuring tape etc • Personal Protection Equipment: Gloves, Safety shoes, Goggles, Ear plugs, boiler suits • Workshop Safety: Fire Extinguishers, First Aid • Consumable: cotton waste, petrol/diesel, coolant, lubricant, grease, storage containers, air filters, oil filters, spark plugs, glow plugs etc • Samples: seals, sealants, fittings, gaskets, joints, fasteners, etc • Worn out/ defective/ spurious samples: seal, gaskets, clutch plate, brake shoes, brake pads, spark plug, oil filter, air cleaner etc. • Vehicle service manuals, vehicle hand book, job orders, work order, completion material requests, feedback forms, Technical reference books. • Teaching Aids: Charts, Computer based teaching Videos. • Electrical and electronic testing equipments volt meter ammeters ohm meter, battery testing equipment , neon light and oscilloscope 	

Grand Total Course Duration: 430Hours, 0 Minutes

*(This syllabus/ curriculum has been approved by **Automotive Skills Development Council**)*

Trainer Prerequisites for Job role: "Auto Service Technician Level 4" mapped to Qualification Pack: "ASC/Q1402, Version 1.1"

S. No.	Area	Details
1	Description	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack "ASC/Q1402, Version 1.1".
2	Personal Attributes	<ul style="list-style-type: none"> • Aptitude for conducting training, and pre/ post work to ensure competent, employable candidates at the end of the training. • Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well organized and focused. • Eager to learn and keep oneself abreast of the latest developments and newer technologies used in the various systems of the vehicle and its aggregates is highly desirable. • Should be able to demonstrate the usage of workshop equipment, instruments, special instruments and tools. • Should have sharp diagnostic abilities for identifying reasons of problems in vehicles and troubleshoot. • Should be hands-on with servicing of vehicles to provide actual training.
3	Minimum Educational Qualifications	ITI/ Diploma /Engineer (mechanical engineering) from a recognized institute
4a	Domain Certification	Certified for Job Role: "Auto Service Technician Level 4" mapped to QP: ASC/Q1402 Minimum qualifying score-80%, as per ASDC guidelines.
4b	Platform Certification	Recommended that the Trainer is certified for the Job Role: "Trainer", mapped to the Qualification Pack: "MEP/ Q0102". Minimum accepted score as per ASDC guidelines is 80%.
5	Experience	<ul style="list-style-type: none"> ▪ Minimum 3 years of experience in Automotive Service Industry for ITI ▪ Minimum 2 years of experience in Automotive Service Industry for Diploma/ Engineer (mechanical engineering) ▪ Working experience on latest tools and equipments used for vehicle servicing

Annexure: Assessment Criteria

Assessment Criteria	
Job Role	Automotive Service Technician L-4
Qualification Pack	ASC/Q1402, v1.1
Sector Skill Council	Automotive

Sr. No.	Guidelines for Assessment
1	Assessment to be conducted by ASDC as per competency output defined in the NOS/QP and the assessment criteria provided in the NOS/QP
2	Assessment to be carried out by a third party Assessment Body duly affiliated to the SSC.
3	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: <ol style="list-style-type: none"> i. Theory/Knowledge test ii. Practical demonstration test iii. Face to Face Viva-Voice
4	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. <ul style="list-style-type: none"> • 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.
5	ASDC assessor would be conducting Practical and Viva as per the criteria provided in the NOS/QP.
6	Cut off criteria for certification (Marks obtained in::70%)

NOS Title/ NOS Elements	NOS & Performance Criterion Description	Marks allocation	
		Viva	Practical
ASC/N 1402	Assist in performing diagnosis of vehicle for repair requirements		
Assist in the diagnosis of the root cause of the vehicle trouble	to be competent, the user/individual on the job must be able to:		
	PC1. understand the auto component manufacturer specifications related to the various components/ aggregates in the vehicle		
	PC2. understand the functioning of each system, component and aggregate (including both mechanical and electrical aggregates) of a vehicle		
	PC3. follow standard operating procedures for using workshop tools and equipment for fault diagnosis or troubleshoot problem in a vehicle	15	30
	PC4. conduct test drives to assist the Senior Technician in finding the fault based on the performance of the vehicle during the test drive		
	PC5. review the job card and understand customer complaints		
	PC6. follow standard operating procedure set out for diagnosing faults under the supervision of a Senior Technician		
	PC7. follow instructions of seniors for specific tasks related to diagnosing faults in the various sub-assemblies and aggregates in a vehicle		
	PC8. Use checklists and standard OEM operating procedures to understand if the fault is because of improper servicing, or low levels of oils, coolants, grease etc. or poor quality oil/ air filters etc.		
	PC9. dismantle and assemble aggregates	30	40
	PC10. ensure any malfunctioning observed in tools and equipment are reported to the concerned persons		
	PC11. ensure any malfunctioning or repair requirements observed in vehicles (and beyond own scope of work) are reported to the concerned person		
	PC12. understand the various precautions to be taken to avoid damage to the vehicle and its components while working on diagnosis or troubleshooting the vehicle for any faults		
	PC13. ensure safe movement and parking of the vehicle in the workshop especially in case some aggregate to be diagnosed had been disassembled		
	PC14. ensure that trainings organized by the OEM from time-to-time are attended and knowledge levels are upgraded (esp. in case of newly launched products		
PC15. drive a relevant 2/3/4 wheeler vehicle which is an important part of the diagnosis of the type of vehicle that is dealt by the relevant OEM	10	5	
	subtotal	55	75

ASC/N 1403	Carry out routine service and minor repairs of mechanical and electrical aggregates	Viva	Practical
Carry out routine service and minor repairs of mechanical & electrical aggregates	To be competent, the user/individual on the job must be able to:		
	PC1. understand the auto component manufacturer specifications related to the various components/ aggregates in the vehicle		
	PC2. follow standard operating procedures for using workshop tools and equipment for service and minor aggregate repairs in the vehicle		
	PC3. conduct test drives to assess need for repairs, calibration or any other adjustments in the electrical/ mechanical aggregates in the vehicle	20	30
	PC4. review the job card and understand work to be carried out		
	PC5. ensure OEM recommended procedure and checklist is followed for routine servicing and in case of non-routine service or repair, confirm tasks to be carried out with superior		
	PC6. calibrate, align and adjust settings, and other routine service and maintenance of various parts and aggregates including: <ul style="list-style-type: none"> • engine and aggregates • Other engine sub-assemblies like turbocharger, radiator etc. • gear box and its aggregates • propeller shafts and other transmission systems • clutch and brake systems and sub-assemblies • chassis • electrical and electronic components • steering systems • suspension system • other components (including valves, ignition, fuel and emissions, transmission, lights, tyres, steering and body fittings) 	15	10
	PC7. ensure that for routine maintenance and service, the correct spare parts and appropriate grade of lubricants, coolant, oils and grease required have been obtained		
	PC8. ensure all dismantled components (including mechanical and electrical aggregates) are cleaned and conditioned prior to reassembly	10	20
	PC9. identify and change components due to continuous wear and tear including: <ul style="list-style-type: none"> • oil and air filters • belts • wiper blades • brake linings and pads 	10	20
PC10. ensure disposal of materials (including waste oil, scrap of			

	<p>failed parts/ aggregates) in accordance with the organisation's policies</p> <p>PC11. understand the various precautions to be taken to avoid damage to the vehicle and its components while working on other aggregates</p> <p>PC12. record all service and repairs carried out and ensure completeness of tasks assigned before releasing vehicle for the next procedure</p> <p>PC13. ensure all workshop tools, equipment and work stations are adequately maintained by carrying out scheduled checks, calibration and timely repairs where necessary</p> <p>PC14. ensure any malfunctioning observed in tools and equipment are reported to the concerned persons</p> <p>PC15. ensure any other repair requirements observed in the other components/ aggregates systems (like engine, gear box etc.) while repairing/ overhauling of braking systems are reported to supervisor/ service advisor for further inspection by other specialists</p> <p>PC16. measure/ inspect the machining or any other repair done from an outside source/ local machining garages</p> <p>PC17. ensure that trainings organized by the OEM from time-to-time are attended and knowledge levels are upgraded (esp. in case of newly launched products, product refreshes)</p>	15	45
	subtotal	70	125
ASC/N 0001	Plan and organise work to meet expected outcomes	Viva	Practical
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 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>	10	10
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>	10	20
	subtotal	20	30
ASC/N 0002	Work effectively in a team	Viva	Practical
Interact & communicate effectively with colleagues including member in the	<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</p>		

own group as well as other groups	<p>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 working with colleagues</p>	20	30
	subtotal	20	30
ASC/N 0003	Maintain a healthy, safe and secure working environment	Viva	Practical
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>	25	50
	subtotal	25	50
	Total	190	310