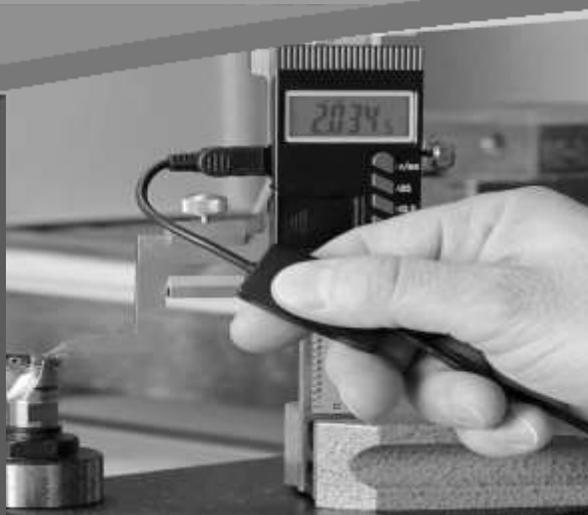


What are Occupational Standards(OS)?

- 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- Maintenance Assistant / Helper

SECTOR: AUTOMOTIVE

SUB-SECTOR: MANUFACTURING SUPPORT

OCCUPATION: MAINTENANCE

JOB ROLE : MAINTENANCE ASSISTANT

REFERENCE ID: ASC/Q6806

ALIGNED TO : NCO-2004/ Nil

Brief Job Description: Individuals at this job are responsible for providing assistance to the maintenance personnel in repairing of the breakdown equipment by fetching the tools, spares and providing material handling support.

Personal Attributes: This job requires the individual to work under the supervision of the maintenance team. The individual must be physically fit as he has to maintain unusual working hours.

Job Details

Qualifications Pack Code	ASC/Q 6806		
Job Role	Maintenance Assistant		
Credits(NSQF) [OPTIONAL]	TBD	Version number	1.0
Sector	Automotive	Drafted on	13.08.13
Sub-sector	Manufacturing Support	Last reviewed on	23.09.13
Occupation	Maintenance	Next review date	30.09.15

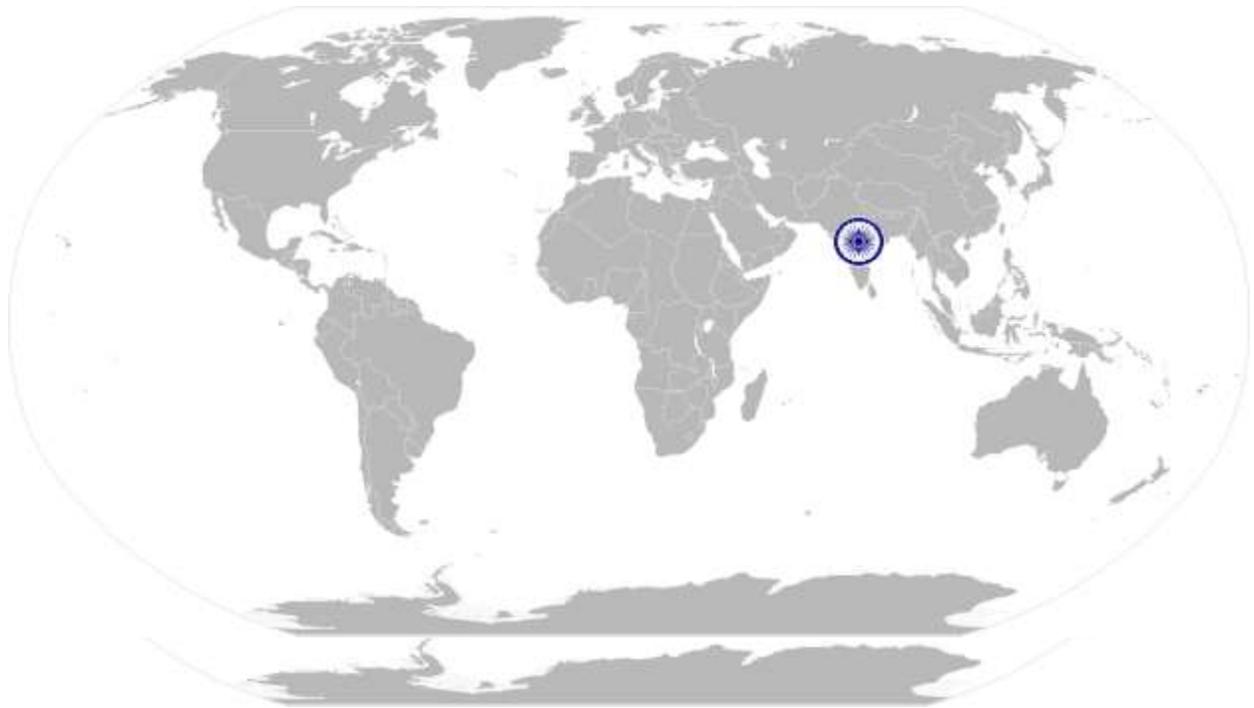
Job Role	Maintenance Helper
Role Description	Providing support to the maintenance personnel in maintenance activities
NSQF level	2
Minimum Educational Qualifications*	ITI -
Maximum Educational Qualifications*	Not Applicable
Training (Suggested but not mandatory)	Basic fundamentals training courses on repairing of equipment and machinery
Experience	Min. 1-2 years in Maintenance/Manufacturing
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <p>ASC/N6808. Provide support for maintenance activities & documentation</p> <p>ASC/N0006. Maintain a safe , secure and clean working environment</p> <p>Optional: N.A.</p>
Performance Criteria	As described in the relevant OS units

Keywords/Terms	Description
Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or an 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 OS.
Sub-function	Sub-functions are sub-activities essential to fulfill the achieving the objectives of the function.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance criteria are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (OS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
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 OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.
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.
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.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish

	specific designated responsibilities.
Core Skills/ Generic Skills	Core skills or generic skills are a group of skills that are the key to learning and working in today’s world. These skills are typically needed in any work environment in today’s world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Keywords /Terms	Description
NOS	National Occupational Standard(s)
NVQF	National Vocational Qualifications Framework
NSQF	National Skills Qualifications Framework
NVEQF	National Vocational Education Qualifications Framework
QP	Qualifications Pack
HSE	Health , Safety and Environment
TS	TS 16949 Quality Management system
TPM	Total Productive Maintenance

ASC/N6808. Provide support for maintenance activities & documentation

National Occupational Standards



Overview

This unit is about providing support to the maintenance personnel for various tasks e.g. attending to breakdown equipment etc. as per laid down systems and maintaining documentation.

ASC/N6808. Provide support for maintenance activities & documentation

National Occupational Standard

Unit Code	ASC/N6808
Unit Title (Task)	Provide support for maintenance activities and documentation
Description	This OS unit is about the providing support for carrying out the repair of the breakdown equipment and maintaining the necessary documentation.
Scope	The unit/ task covers the following: <ul style="list-style-type: none"> • providing support in repair breakdown equipment & routine maintenance tasks • maintaining records of the documentation
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Providing support for repair of breakdown equipment, routine maintenance tasks	To be competent , the user/individual on the job must be able to: <p>PC1. understand the reason for breakdown/ task to be done in the mechanical and electrical equipment and the method of repair with the help of maintenance technicians based on the requirements , arrange for the tools , spares etc. by fetching from the respective area of storage and providing to the maintenance personnel repairing the breakdown equipment</p> <p>PC2. if required , lend support to overhaul/dismantle the equipment safely in coordination with the maintenance personnel as per the instructions given in the work instruction sheet</p> <p>PC3. in case of heavy or big size tools , spares etc. use the material handling equipment like stacker , forklift , crane etc. as per the applicability and safely transport them</p> <p>PC4. as per the instructions from the maintenance personnel , arrange the oil / consumables for replenishment for the equipment</p> <p>PC5. assist and work as a team-member to maintain 5S at the work location, stores .</p>
Maintaining the documentation records	To be competent , the user/individual on the job must be able to: <p>PC6. as per the instructions of the maintenance technicians , collect /update all the history sheets , maintenance check sheets , breakdown slips, spares' stocks and other maintenance related documentation</p> <p>PC7. arrange all the documents in a neat , chronological order.</p> <p>PC8. store all the records at the designated shelf , storage places with labels.</p> <p>PC9. If required , retrieve any specific document from its storage place and submit to the concerned maintenance personnel</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company /	The user/individual on the job needs to know and understand: <p>KA1. company manufacturing processes & the equipment in use</p> <p>KA2. existing layout for the processes</p> <p>KA3. sequence of operations for each process</p> <p>KA4. Withdrawal / Restore procedures for tools, spares etc.</p>

ASC/N6808. Provide support for maintenance activities & documentation

organization and its processes)	
B. Technical Knowledge	<p>The individual on the job needs to have knowledge of:</p> <p>KB1. complete knowledge of the process in consideration KB2. dimensions and type of the existing facility being used for the process KB3. electrical -wiring drawings of equipment KB4. operation of electrical equipment viz. motor etc . being used for the process KB5. material and information flow of the process KB6. various documents prepared for maintenance like the history sheets , breakdown slips , kaizen sheets , checksheet etc.</p>
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Basic reading and writing skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. read the information displayed at the workplace and work accordingly SA2. identify the various types of maintenance related documents and understand its purpose of usage</p>
	Communication skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. communicate with shop floor workers for arranging the tool , spares, material handling equipment etc. as applicable SA4. if required , gather the information related to maintenance activities mentioned in the maintenance documents</p>
B. Professional Skills	Plan and Organize
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Arrange the tools , spares , material handling tools etc. for the repair of the breakdown equipment in an effective manner and on timely basis</p>
	Critical thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. provide support to maintenance personnel for repair of the breakdown equipment in a timely and effective manner</p>

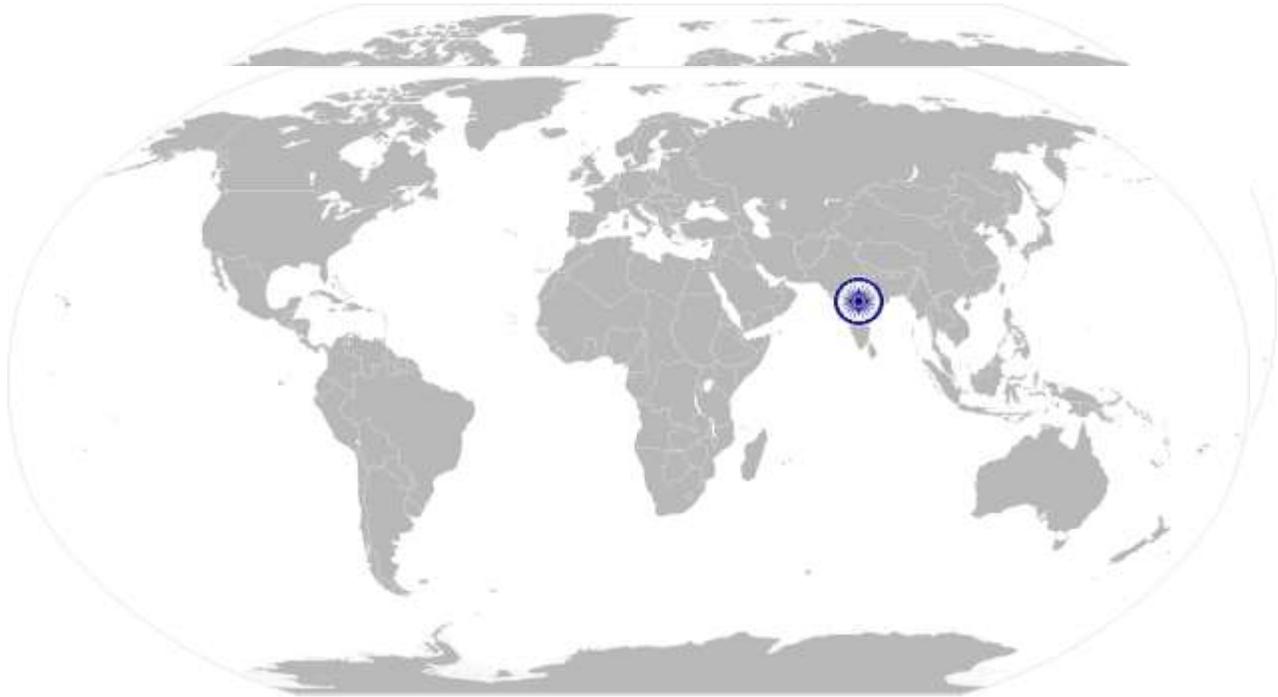
ASC/N6808. Provide support for maintenance activities & documentation

NOS Code	ASC/ N 6808		
Credits(NSQF)	TBD	Version number	1.0
Industry	Automotive	Drafted on	13/08/13
Industry Sub-sector	Manufacturing Support	Last reviewed on	23/09/13
Occupation	Maintenance	Next review date	30/09/15

NOS Version Control

ASC/N0006. Maintain a safe , clean and secure working environment

National Occupational Standards



Overview

This unit is about establishing a Safe, Healthy and Environment friendly workplace at the organization shop floor

ASC/N0006. Maintain a safe , clean and secure working environment

National Occupational Standard	Unit Code	ASC/N0006
	Unit Title (Task)	Maintain a healthy , safe and secure working environment
	Description	This OS unit is about creating a Safe and Healthy work place, adhering to the safety guidelines in the working area of the organization and vendor’s shop floor, following practices which are not impacting the environment in a negative manner
	Scope	<p>This unit/task covers the following:</p> <p>Types of processes:</p> <ul style="list-style-type: none"> • Mechanical and electrical maintenance processes • Manufacturing processes <p>Types of products</p> <ul style="list-style-type: none"> • individual child parts • part assemblies • mechanical equipment • electrical equipment
Performance Criteria (PC) w.r.t. the Scope		
	Element	Performance Criteria
	Identify and report the risks identified	<p>To be competent , the user/individual on the job must be able to :</p> <p>PC1. identify activities which can cause potential injury through sharp objects, burns, fall, electricity, gas leakages, radiation, poisonous fumes, chemicals ,loud noise</p> <p>PC2. inform the concerned authorities about the potential risks identified in the processes, workplace area/ layout, materials used etc.</p> <p>PC3. inform the concerned authorities about damages which can potentially harm man/ machine during operations</p> <p>PC4. create awareness amongst other by sharing information on the identified risks</p>
	Create and sustain a Safe, clean and environment friendly work place	<p>PC5. follow the instructions given on the equipment manual describing the operating process of the equipment.</p> <p>PC6. follow the Safety, Health and Environment related practices developed by the organization</p> <p>PC7. operate the machine using the recommended Personal Protective Equipment (PPE)</p> <p>PC8. maintain a clean and safe working environment near the work place and ensure there is no spillage of chemicals, production waste, oil, solvents etc.</p> <p>PC9. maintain high standards of personal hygiene at the work place</p> <p>PC10. ensure that the waste disposal takes place in the designated</p>

ASC/N0006. Maintain a safe , clean and secure working environment

	<p>area as per organization SOP</p> <p>PC11. inform appropriately the medical officer/ HR in case of self or an employee’s illness of contagious nature so that preventive actions can be planned for others</p>
Knowledge and Understanding (K) w.r.t. the scope	
Element	Knowledge and Understanding
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. relevant standards, procedures and policies related to Health, Safety and Environment followed in the company</p>
A. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. basic knowledge of Safety procedures(fire fighting, first aid) within the organization</p> <p>KB2. basic knowledge of various types of PPEs and their usage</p> <p>KB3. basic knowledge of risks associated with each occupation in the organization</p> <p>KB4. knowledge of personal hygiene and how an individual can contribute towards creating a highly safe and clean working environment</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 basic level notes and observations
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA2. read safety instructions put up across the plant premises SA3. read safety precautions mentioned in equipment manuals and panels to understand the potential risks associate with the equipment
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA4. effectively communicate information to team members and Inform employees in the plant and concerned functions about potentials Safety, Health and Environment related risks observed SA5. question operator/ supervisor in order to understand the safety related issues SA6. attentively listen with full attention and comprehend the information given by the speaker during safety drills and training programs
B. Professional Skills	Judgmental Thinking

ASC/N0006. Maintain a safe , clean and secure working environment

	The user/individual on the job needs to know and understand how to: SB1. use common sense and make judgments during day to day basis SB2. use reasoning skills to identify and resolve basic problems
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NOS Version Control

NOS Code	ASC/N0006		
Credits(NSQF)	TBD	Version number	1.0
Industry	Automotive	Drafted on	13/08/13
Industry Sub-sector	Manufacturing Support	Last reviewed on	23/09/13
Occupation	Maintenance	Next review date	30/09/15

Assessment Criterion for Maintenance Assistant L2

Criteria for assessment of Trainees
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JOB ROLE	Maintenance Assistant Level 2
Qualification Pack	ASC/Q 6806
No. Of NOS	1 Role specific ,1 generic

NOS Title/ NOS Elements	NOS & Performance Criterion Description	Marks allocation	
		Viva	Practical
ASC/ N6808	Providing support for Maintenance activities & documentation		
Providing support for repair of breakdown equipment & routine maintenance	<p>To be competent , the user/individual on the job must be able to:</p> <p>PC1. understand the reason for breakdown/ task to be done in the mechanical and electrical equipment and the method of repair with the help of maintenance technicians based on the requirements , arrange for the tools , spares etc. by fetching from the respective area of storage and providing to the maintenance personnel repairing the breakdown equipment</p> <p>PC2. if required , lend support to overhaul/dismantle the equipment safely in coordination with the maintenance personnel as per the instructions given in the work instruction sheet</p> <p>PC3. in case of heavy or big size tools , spares etc. use the material handling equipment like stacker , forklift , crane etc. as per the applicability and safely transport them</p> <p>PC4. as per the instructions from the maintenance personnel , arrange the oil / consumables for replenishment for the equipment</p> <p>PC5. assist and work as a team-member to maintain 5S at the work location, stores .</p>	50	100
Maintaining the documentation records	<p>To be competent , the user/individual on the job must be able to:</p> <p>PC6. as per the instructions of the maintenance technicians , collect /update all the history sheets , maintenance check sheets , breakdown slips, spares' stock and other maintenance related documentation</p> <p>PC7. arrange all the documents in a neat , chronological order.</p> <p>PC8. store all the records at the designated shelf , storage places with labels.</p> <p>PC9. If required , retrieve any specific document from its storage place and submit to the concerned maintenance personnel</p>	40	80
	subtotal	90	180

Assessment Criterion for Maintenance Assistant L2

ASC/N 0006	Maintain safe , healthy environment friendly workplace	Viva	Practical
Identify and report the risks identified	PC1. Identify activities which can cause potential injury through sharp objects, burns, fall, electricity, gas leakages, radiation, poisonous fumes, chemicals ,loud noise PC2. Inform the concerned authorities about the potential risk identified in the processes, workplace area/ layout, materials used etc. PC3. Inform the concerned authorities about machine breakdowns, damages which can potentially harm man/ machine during operations PC4. Create awareness amongst other by sharing information on the identified risks	20	10
Create and sustain a Safe, clean and environment friendly work place	PC5. Follow the instructions given on the equipment manual describing the operating process of the equipment PC6. Follow the Safety, Health and Environment related practices developed by the organization PC7. Operate the machine using the recommended Personal Protective Equipment (PPE) PC8. Maintain a clean and safe working environment near the work place and ensure there is no spillage of chemicals, production waste, oil, solvents etc. PC9. Maintain high standards of personal hygiene at the work place PC10. Ensure that the waste disposal is done in the designated area and manner as per organization SOP. PC11. Inform appropriately the medical officer/ HR in case of self or an employee’s illness of contagious nature so that preventive actions can be planned for others	50	70
	subtotal	70	80
	Total	160	260