



Model Curriculum

QP Name: Four Wheeler Service Technician

QP Code: ASC/Q1402

QP Version: 3.0

NSQF Level: 4

Model Curriculum Version: 1.0

Automotive Skill Development Council
153, Gr Floor, Okhla Industrial Area, Phase – III, Leela Building, New Delhi – 110020

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Training Parameters

Sector	Automotive Skills Development Council
Sub-Sector	Automotive Vehicle Service
Occupation	Technical Service & Repair
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/3115.0602
Minimum Educational Qualification & Experience	10 th Class/ITI (Motor Mechanic) or Certificate NSQF - Four Wheeler Service Assistant with 1-2 years of experience
Pre-Requisite License or Training	Driving License and Basic Computer Skills
Minimum Job Entry Age	18 Years
Last Reviewed On	29/04/2020
Next Review Date	29/04/2025
NSQC Approval Date	
Version	3.0
Model Curriculum Creation Date	29/04/2020
Model Curriculum Valid Up to Date	29/04/2025
Model Curriculum Version	1.0
Minimum Duration of the Course	456 Hours, 0 Minutes
Maximum Duration of the Course	456 Hours, 0 Minutes

Program Overview

This section summarizes the end objectives of the program along with its duration.

Training Outcomes

At the end of the program, the learner should have acquired the listed knowledge and skills.

- Assist the lead technician in diagnosing repair requirements of the vehicle.
- Perform routine service/maintenance/minor repairs of the vehicle.
- Work effectively and efficiently as per schedules and timelines while complying with the health and hygiene norms.
- Implement safety practices.
- Optimize the use of resources to ensure less wastage and maximum conservation.
- Communicate effectively and develop interpersonal skills.

Compulsory Modules

The table lists the modules and their duration corresponding to the Compulsory NOS of the QP.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
Bridge Module	08:00	00:00	-	-	08:00
Introduction to the Role of a Four Wheeler Service Technician <i>Bridge Module</i>	08:00	00:00	-	-	08:00
ASC/N9801 - Organize Work and Resources (Service) NOS Version No. 1.0 NSQF Level 4	16:00	24:00	-	-	40:00
Work effectively and efficiently	08:00	16:00	-	-	24:00
Optimize resource utilization	08:00	08:00	-	-	16:00
ASC/N9802 – Interact Effectively with Colleagues, Customers and others NOS Version No. 1.0 NSQF Level 4	16:00	24:00	-	-	40:00
Communicate effectively and efficiently	16:00	24:00	-	-	40:00
ASC/N1402 Assist in performing diagnosis of vehicle for repair requirements NOS Version No. 2.0 NSQF Level 4	64:00	96:00	-	-	160:00

Assist in Diagnosing Repair Requirements	64:00	96:00	-	-	160:00
ASC/N1403 Carry out routine service and minor repairs NOS Version No. 2.0 NSQF Level 4	72:00	136:00	-	-	208:00
Perform Routine Service and Repairs	72:00	136:00	-	-	208:00
Total Duration	176:00	280:00	-	-	456:00

Module Details

Introduction to the Role of a Four Wheeler Service Technician

Bridge Module

Terminal Outcomes:

- Discuss how to work as per the defined the role and responsibilities of a Four Wheeler Service Technician.
- Discuss the scope of work of Four Wheeler Service Technician.

Duration: 08:00	Duration: 00:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
• Describe the role and responsibilities of a four wheeler service technician • Identify the various parts/components (inside as well as outside of a vehicle) of 4 wheeler vehicles • List the standard operating procedures (SOP) to be followed for use of tools and equipment, service and minor repairs • Discuss the documentation involved in the different processes of maintenance such as job sheet, status report, etc. • Identify the standard checklists and schedules recommended by OEM • Explain working as per SOP pertaining to processes, tools and pollution check • Describe how to work as per organisational policies and professional code of conduct	
Classroom Aids:	
Laptop, white board, marker, projector	
Tools, Equipment and Other Requirements	
Documents of standard operating procedures, code of conduct, checklists, schedules	

Work Effectively and Efficiently

Mapped to NOS ASC/N9801

Terminal Outcomes:

- Employ appropriate ways to maintain a safe and secure working environment.
- Perform work as per the quality standards.

Duration: 08:00	Duration: 16:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
• Outline the organizational structure to be followed to report about health, safety and security breaches to the concerned authorities. • List the potential workplace related risks and hazards, their causes and preventions. • State the methods to keep the work area clean and tidy. • Discuss how to complete the given work within the stipulated time period. • Explain how to maintain a proper balance between team and individual goals. • Discuss epidemics and pandemics and their impact on society at large. • Discuss the significance of conforming to basic hygiene practices such as washing hands, using alcohol-based hand sanitizers. • Discuss the use of proper PPE for maintaining health and hygiene at workplace and the process of wearing/discarding them. • Define self-quarantine or self-isolation. • Discuss the importance of identifying and reporting symptoms to the concerned authorities. • Explain the significance of following prescribed rules and guidelines during an epidemic or a pandemic. • Discuss organizational hygiene and sanitation guidelines and ways of reporting breaches/gaps if any. • Discuss the ways of dealing with stress and anxiety during an epidemic or a pandemic.	• Perform routine cleaning of tools, equipment and machines. • Employ various techniques for checking malfunctions in the equipment as per Standard Operating Procedure (SOP). • Apply basic housekeeping practices to ensure that the work area is clean, such as mopping spills and leaks, cleaning grease stains etc. • Demonstrate how to evacuate the workplace in case of an emergency. • Show how to sanitize and disinfect one's work area regularly. • Demonstrate the correct way of washing hands using soap and water. • Demonstrate the correct way of sanitizing hands using alcohol-based hand rubs. • Display the correct way of wearing and removing PPE such as face masks, hand gloves, face shields, PPE suits, etc. • Demonstrate appropriate social and behavioural etiquette (greeting and meeting people, spitting/coughing/sneezing, etc.). • Prepare a list of relevant hotline/emergency numbers.
Classroom Aids:	
White board/black board marker/chalk, duster, computer or Laptop attached to LCD projector	
Tools, Equipment and Other Requirements	

Personal Protection Equipment: safety glasses, head protection, rubber gloves, safety footwear, warning signs and tapes, fire extinguisher and first aid kit

Sanitization kit, disinfectants, alcohol-based sanitizers, different types of face masks, shields, suits, etc.

Optimize Resource Utilization

Mapped to NOS ASC/N9801

Terminal Outcomes:

- Use the resources efficiently.
- Apply conservation practices at the workplace.

Duration: 08:00	Duration: 08:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
● Explain the ways to optimize usage of resources. ● Discuss various methods of waste management and its disposal. ● List the different categories of waste for the purpose of segregation ● Differentiate between recyclable and non-recyclable waste ● State the importance of using appropriate colour dustbins for different types of waste. ● Discuss the common sources of pollution and ways to minimize it.	● Perform basic checks to identify any spills and leaks and that need to be plugged /stopped. ● Demonstrate different disposal techniques depending upon different types of waste. ● Employ different ways to check if equipment/machines are functioning as per requirements and report malfunctioning, if observed. ● Employ ways for efficient utilization of material and water ● Use energy efficient electrical appliances and devices to ensure energy conservation
Classroom Aids:	
White board/black board marker/chalk, duster, computer or Laptop attached to LCD projector	
Tools, Equipment and Other Requirements	
Different type of waste bins to collect and segregate waste for disposal	

Communicate Effectively and Efficiently

Mapped to NOS ASC/N9802

Terminal Outcomes:

- Use effective communication and interpersonal skills.
- Apply sensitivity while interacting with different genders and people with disabilities.

Duration: 16:00	Duration: 24:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
• Explain the organizational structure for communicating with colleagues, seniors and others. • Discuss the ways to adjust the communication styles to reflect sensitivity towards gender and persons with disability (PwD). • Explain the importance of respecting personal space of colleagues and customers. • State the procedure to receive work instructions and report problems to the supervisor. • List the various organizational policies and procedures to be followed at the workplace. • Describe different ways to rectify commonly occurring errors. • Explain the importance of complying with the instructions/guidelines and procedures while performing tasks related to the job specifications. • Discuss the importance of PwD and gender sensitization.	• Employ different means of communication depending upon the requirement while interacting with others. • Demonstrate using new ways to maintain good relationships with colleagues and supervisor. • Prepare a sample report to send the work status to the supervisor. • Demonstrate how to communicate with different genders and persons with disability (PwD) in a sensitive manner.
Classroom Aids:	
White board/black board marker/chalk, duster, computer or Laptop attached to LCD projector	
Tools, Equipment and Other Requirements	
Sample of escalation matrix, organisation structure.	

Assist in Diagnosing Repair Requirements

Mapped to NOS ASC/N1402

Terminal Outcomes:

- Demonstrate how to use different techniques for diagnosing the repair requirements of the vehicle

Duration: 64:00	Duration: 96:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
• Explain the basics of driving and parking a four wheeler vehicle • Discuss the manufacturer specifications and safety requirement w.r.t. components/aggregates of the vehicle • Explain the basics of different types of engines, mechanical, electrical and other systems of the vehicle • List the types of tools and equipment used in different processes of vehicle maintenance • Discuss the symptoms of technical faults, their causes and rectification procedures • List the inspection parameters w.r.t coolants, oil, grease, etc. including value and tolerance limits of components • Distinguish between different types of repairs within one's scope and those beyond the scope of work • Identify the possible defects in various tools and equipment • Discuss the documents to be maintained w.r.t inspection and diagnosis of faults • Explain the safety measures w.r.t. equipment and components during fault diagnosis	• Analyse the job card to plan diagnostic activities as per the complaints mentioned in the job card • Demonstrate how to do a test drive of the vehicle • Employ appropriate techniques to park the vehicle in the workshop's designated service/repair area as instructed by lead technician • Apply basic techniques to diagnose faults in the sub-assemblies of the vehicle • Demonstrate how to check the vehicle for the service and repair requirements based on the job card • Demonstrate how to use tools and equipment required for diagnosis as per standard operating procedures • Employ various precautions and safety measures to ensure that no damage is caused to the vehicle during diagnosis • Prepare documents required for diagnosis/troubleshooting of common issues
Classroom Aids:	
Laptop, white board, marker, projector	
Tools, Equipment and Other Requirements	
Diagnostic tools, equipment and other sources of information such as diagnostic displays, etc., computer, vehicle, job card Vehicle, various body parts, engine, sub-assemblies, material, mechanical and electrical components/aggregates	

Perform Routine Service and Repairs

Mapped to NOS ASC/N1403

Terminal Outcomes:

- Demonstrate how to perform service and minor repairs of the vehicle

Duration: 72:00	Duration: 136:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
● Discuss the job card to clearly understand the service and repair requirements ● List the various sources of information to assess service/repair requirements ● Discuss how to gauge misfits or issues in the previous repair ● Identify the parameters for inspection/routine service/non-routine repair work ● Discuss the checklist for tasks to be performed for routine or non-routine service/repair ● Explain the specifications w.r.t. quality and type of material/consumables/components required for routine service ● Discuss the importance of using appropriate spare parts and other material for service/maintenance such as grade of oil, lubricants, grease, etc. ● Discuss the symptoms of wear and tear w.r.t. components needing replacement such as filters, belts, wipers, etc. ● Identify different methods for disposing off waste material such as waste oil, scrap, etc. ● List the necessary precautions so as to avoid any kind of damage to aggregates/vehicle ● Identify the defects/malfunctions in the tools/equipment and leftover consumables/parts to be reported further for rectification ● Determine any other repair requirements to be escalated further for inspection ● List the records/documents to be maintained w.r.t service/repair work	● Demonstrate how to do a test drive of the vehicle to assess the service/repair/calibration requirements ● Apply basic maintenance techniques to ensure that the tools and equipment are functioning as per SOP ● Perform the process of routine service/maintenance as per standard operating procedures ● Employ different corrective actions to be taken for common faults and failures ● Demonstrate how to dismantle the aggregates that require servicing/repair as per SOP ● Apply suitable cleaning techniques for cleaning and conditioning the dismantled aggregates ● Perform final inspection at each stage to ensure completion of work as assigned by the service technician ● Demonstrate how to record the basic repair and service inspections performed on the vehicle ● Prepare a schedule for carrying out inspection, calibration and repairs of the tools, equipment, workstations, etc. to maintain workshop ● Apply ways to maintain the workshop by conducting properly scheduled check/calibration/repairs of tools, equipment and workstations
Classroom Aids:	
Laptop, white board, marker, projector	
Tools, Equipment and Other Requirements	

Vehicle, various body parts, engine, tools and equipment, material, consumables, components/aggregates, lubricants, grease, oil, etc.

Pressure indicators: fuel pressure testers, manifold gauge sets, oil pressure gauges, tire pressure gauges etc., pullers: ball joint separators, bearing pullers, gear puller tools, slide hammers etc., trim or moulding tools: carbon scrapers, gasket scrapers, scrapers, spoons etc., measuring equipment: vernier calipers, micrometre, feeler gauges, multi-metre, flow metre, temp gauge, dial gauge etc., other tools: hand tools, power tools, lifting/jacking equipment, tensioning equipment, security activator etc., tools for other tasks such as cleaning of vehicles, brake bleeding, wheel alignment, AC gas charging etc.

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
ITI/Diploma	Automobile Engineering/ Mechanical Engineering/ Motor Vehicle Mechanic	3	Four Wheeler Service	1	Four Wheeler Service	NA
ITI/Diploma	Automobile Engineering/ Mechanical Engineering/ Motor Vehicle Mechanic	4	Four Wheeler Service	0	Four Wheeler Service	NA
Certificate-NSQF Level 6	Four Wheeler Master Technician	3	Four Wheeler Service	1	Four Wheeler Service	NA

Trainer Certification	
Domain Certification	Platform Certification
"Four Wheeler Service technician", "ASC/Q1402", minimum accepted score is 80%	"Trainer", "MEP/Q2601", with scoring of minimum 80%.

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience		Remarks
		Years	Specialization	Years	Specialization	
ITI/Diploma	Automobile Engineering/ Mechanical Engineering/ Motor Vehicle Mechanic	4	Four Wheeler Service	2	Four Wheeler Service	NA
ITI/Diploma	Automobile Engineering/ Mechanical Engineering/ Motor Vehicle Mechanic	5	Four Wheeler Service	0	Four Wheeler Service	NA
Certificate-NSQF Level 6	Four Wheeler Master Technician	4	Four Wheeler Service	2	Four Wheeler Service	NA

Assessor Certification	
Domain Certification	Platform Certification
“Four Wheeler Service technician”, “ASC/Q1402”, minimum accepted score is 80%	“Assessor”, “MEP/Q2701”, with scoring of minimum 80%

Assessment Strategy

1. Assessment System Overview:

- Batches assigned to the assessment agencies for conducting the assessment on SDMS/SIP or email
- Assessment agencies send the assessment confirmation to VTP/TC looping SSC
- Assessment agency deploys the ToA certified Assessor for executing the assessment
- SSC monitors the assessment process & records

2. Testing Environment:

The assessor should:

- Confirm that the centre is available at the same address as mentioned on SDMS or SIP
- Check the duration of the training.
- Check the Assessment Start and End time to be as 10 a.m. and 5 p.m.
- If the batch size is more than 30, then there should be 2 Assessors.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.
- Check the mode of assessment—Online (TAB/Computer) or Offline (OMR/PP).
- Confirm the number of TABs on the ground are correct to execute the Assessment smoothly.
- Check the availability of the Lab Equipment for the particular Job Role.

3. Assessment Quality Assurance levels/Framework:

- Question papers are created by the Subject Matter Experts (SME)
- Question papers created by the SME are verified by the other subject Matter Experts
- Questions are mapped with NOS and PC
- Question papers are prepared considering that level 1 to 3 are for the unskilled & semi-skilled individuals, and level 4 and above are for the skilled, supervisor & higher management
- Assessor must be ToA certified & trainer must be ToT Certified
- Assessment agency must follow the assessment guidelines to conduct the assessment

4. Types of evidence or evidence-gathering protocol:

- Time-stamped & geotagged reporting of the assessor from assessment location
- Centre photographs with signboards and scheme specific branding
- Biometric or manual attendance sheet (stamped by TP) of the trainees during the training period
- Time-stamped & geotagged assessment (Theory + Viva + Practical) photographs & videos

5. Method of verification or validation:

- Surprise visit to the assessment location
- Random audit of the batch
- Random audit of any candidate

6. Method for assessment documentation, archiving, and access

- Hard copies of the documents are stored
- Soft copies of the documents & photographs of the assessment are uploaded/accessed from Cloud Storage
- Soft copies of the documents & photographs of the assessment are stored in the Hard Drives



Trainer Guide

AUTOMOTIVE SERVICE TECHNICIAN

LN MAN AUT AST RW L3 ENG PG VER 1.00

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Foreword

LabourNet is a social enterprise that creates sustainable benefits for workers in the informal sector, by taking an end to end solution focused on plugging gaps in the eco-system to the market, to address all the challenges faced by the unorganized sector workforce today. This course on Automotive Service Technician is created to upgrade the skills of semi-skilled helpers in automotive industry and as well as new entrants with minimum required qualification.

This course book is designed for the training model known as work integrated learning. Trainee will be imparted with knowledge through lecture in the industry premises for fixed duration every day. For the remaining time trainee will be working in a shop floor. The trainer will be providing guidance for limited duration as and when required to ensure the trainee is acquiring the required skills to function as a independently as an automotive service technician.

The advantage of this model is that the trainee will be learning in the working environment and not many new facilities are required for training delivery, except sparing of the machinery for on-the job training under the guidance of the Trainer.

This course for Automotive service technician is designed to ensure that the trainee will be able to meet all the performance, knowledge and core skills criterion specified in the draft Qualification Pack for Automotive service technician vide Reference ID: ASC/Q 1401 published by NSDC

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Course Details

Course Name	Automotive Service Technician (Automotive)
Course Code	LN MAN AUT AST RW L3 ENG PG VER 1.00

This course is designed for up grading the knowledge and basic skills to take up the job of 'Automotive Service Technician' in 'Automotive Industry' sector. All the activities carried out by an automotive service technician are covered in this course. Upon successful completion of this course the candidate will be eligible to work as automotive service technician.

This course is designed to provide the necessary knowledge and skill inputs for a technician to work in an organized and disciplined manner by following safe working practices, good housekeeping, effective communication, documentation and work ethics. Knowledge inputs are provided through participative lectures and other training methodologies like group discussion, role play and other activities to ensure effective learning. The methodology followed to impart the skill in service and repair of vehicle is 'on the job training' under guidance. Suggested exercises as part of OJT are provided at the end. The trainer can suitably modify them to suit the tools, machines and other equipment available in the company, where the training is being imparted. Formative assessment is carried out by the trainer as per the schedule in the assessment guide and summative assessment is carried out by external assessor.

Courseware consists of the following as per NSDC quality guidelines.

- Curriculum as well as Course Hand Book
- Trainers Guide
- Participants Guide
- Assessment Guide
- Training Delivery Plan
- Training Aids

Further Learning Opportunities:

Upon successful completion of this course the candidate will be eligible for attending advanced courses on Automotive Service Technician.

1. Key Competencies

Key competencies are derived from the QP

Upon successful completion, the Learners will be able to:

1. Assist in vehicle service and maintenance.
2. Plan and organize work to meet expected outcomes
3. Work effectively in a team
4. Maintain a healthy, safe and secure working environment.

Course Duration					
No. of Days	26 (1 month)				
No. of Hours Per day (hrs)	Max 1.5	Total No. Hours (GLH)	120	Theory	11
				Practical	19
				On-the-job training	85
	Total No. Hours (Assessment)			3	Theory
				Practical	

*Refer Assessment Guide for actual hours. Maximum 3 hours allotted for Formative Assessment and 2 hours of Summative Assessment.

Eligibility Criteria	
Age	18 years
NVEQF/NVQF level	3
Minimum Educational Qualifications	Class VIII
Maximum Educational Qualifications	-
Experience	-.

2. Module wise duration

Module Wise Duration				
Sl.No	Module Name	Guided Learning Hours (GLH)		
		Training		
		Theory	Practical	OJT
1	Overview on Automotive industry and generic skills	1.5 hrs	-	-
2	Assist in vehicle service and maintenance	5 hrs	10 hrs	64 hrs
3	Plan and organize work to meet expected outcomes	2.5 hrs	5 hrs	8 hrs
4	Work effectively in a team	1 hr	2 hrs	7 hrs
5	Maintain a healthy, safe and secure working environment	1 hr	2 hrs	6 hrs
Total		11 hrs	19 hrs	85 hrs
		115 Hrs		
Total GLH		118 Hrs		
Total Duration		120 Hrs		

Refer Assessment Guide for Maximum 3 hours allotted for Formative Assessment and 2 hours for Summative Assessment.

The trainer should prepare a plan for the OJT after discussing with the training coordinator/supervisor. In general the OJT should follow the sequence of modules provided above.

Suggested exercises as part of OJT are provided at the end. The trainer can suitably modify them to suit the tools, machines and other equipment available in the company, where the training is being imparted.

3. Training Centre Requirements

Teaching Materials	LabourNet provides the following material to the Centres
	• Course Hand Book/Syllabus-Curriculum • Power point presentation • Trainers Guide • Participant Guide • Assessment Guide

Trainers Qualification	Graduate or Diploma holder in Automobile Engineering with 2/4 years of experience in Automotive Service Technician
Evaluation team	Separate team form LabourNet with qualified and experienced personnel.

Instruction to faculty-

The faculty should follow all the Guides for training/ work/demonstrations/practical/on the job training

4. General Instructions for Trainers

Pre training:

- Trainer is provided with the training content for reference. For e.g. the topics you have to train in this programme.
- Before leaving for the training site Trainer should make sure that the trainees have been informed about the training.
- Trainers should make sure they have route map to reach the training site without any difficulties.
- By any chance if Trainer is getting delayed make sure that he/she should inform the site supervisor that you are getting delayed.
- As soon as the Trainer reaches the training site he/she should meet training coordinator/supervisor (to make sure of the training facilities are available-onsite, offsite).
- Please make sure you have all the required training tools and materials for conducting the training session (learning cards, sketch pens, raw materials etc.).
- Check your training equipments such as laptop, projector and camera, relevant tools (depending on the training site).
- Reach 15 minutes before to arrange for the training session

During the training

- ☐ Start the session with an icebreaker to settle the participants for the session.
- ☐ Welcome and Recap the previous days learning s and clarify the doubts if any.
- ☐ Mark attendance for the trainees at the beginning and the end of the training
- ☐ Follow the session plan strictly.
- ☐ Encourage the trainees to ask questions, explore ideas etc.
- Close the session with positive strokes

Specific instructions for Trainers - Course

- ☐ Use case stories (live examples) pertaining to the respective course training.
- ☐ Stop and check in between the sessions whether the learners are learning!!
- ☐ Ask the participants to draw a simple action plan with respect to the course to implement the learning's from the days training programme.
- ☐ Use current version of the curriculum/training package linked from the Course training manual of **LabourNet course page**.
- ☐ Ensure the delivery and assessment strategies are consistent with those outlined in the **Course Training and Assessment Strategy**
- ☐ Discover how to Anchor positive states to gestures, words and pictures pertaining to Course trade during the onsite training.
- ☐ Appropriate paper based document repository with respect to course should be used.
- ☐ Assess group and individual needs verbally (actively listening) and/or in writing.

- ☐ Establish trustworthiness with the group.
- ☐ Establish ground rules and/or reiterate them as needed, modelling and promoting protection of confidentiality, demonstrating consideration for other's feelings, and acknowledging occasions when trainees may have unintentionally broken a ground rule or offended someone.
- ☐ Acknowledge in advance possible feelings or differences of opinion that a session may generate.
- ☐ Trainers should get away from unclear thinking and unclear structure before they start the presentation.
- ☐ Trainers must communicate effectively with any audience, energy, voice and body to enhance presence, reputation and power.
- ☐ Become less dependent upon content and script, freeing up your creativity and passion!

Post training:

- **Share/Report the observations found in the training site with the concerned person (coordinator/supervisor)**
- Record on-going formative assessment results

5. Session Plan for each Module

Module 1- Overview on automotive industry and generic skills

Module Objectives

By completing this module the trainee would have gained knowledge about:

- Automotive industry in India
- The factory/section he/she is working and his role in the section
- Hazards associated with the trade and mitigation
- SHE guidelines and legal provisions
- Basics of workplace skills
- Use and wear PPE effectively

Module Design

Session no.	Session Topics	Method	Duration	Training Aids/ Tools/Equipment
1.	Introduction to automotive industry and automotive service technician	Interactive lecture/Icebreaker	45 mins	PPT, PPE, Paper, Pen, Newspaper and Various safety and hazards signs
2.	Hazards, safety and health	Interactive lecture, demonstration, study tour and group discussion	30 mins	
3.	Work place skills	Interactive lecture, group activity – writing, role play, reading	15 mins	
TOTAL			1.5 hrs	

Session Plan 1- Introduction to automotive industry and automotive service technician

Session Objectives

At the end of the session, the trainee will be able to:

- Explain the importance of automotive industry
- Describe servicing and technical repair of vehicles

Duration

S.no.	Sub – Topics	Duration	
		Theory	Practical
1.1	Introduction to the automobile	45 Mins	-
1.2	Evolution and growth of 4 wheeler segment		
1.2	Introduction to factory/section		
1.4	Role of automotive service technician		
TOTAL		45 Mins	-

Instructions to the Trainer

- Follow instructions given in the activity section
- Ensure all the task is done in sequence as given
- Gather all the materials and information required in well advance
- Keep the class energetic and motivated to learn

Materials/ Equipment Required

- Room to Accommodate 30 Trainees
- Black Board/White Board with Writing and Erasing Materials
- Computer and Projector for Power Point Presentation
- PPT and Participant Guide

Tips for Trainer

- Be energetic while introducing yourself to the trainees.
- Be aware of the timing required to complete the activity
- Training materials should be used at the right time and in the right way
- Maintain the flow of the module from start to finish
- Making sure that the Trainees are comfortable and eager to learn.

Slide No.3-31

AUTOMOTIVE SERVICE TECHNICIAN

Introduction to Four wheeler
 The era of "Automobile" starts in the mid of 17th and 18th century, strictly speaking, in 1760s. In the beginning "steam engine automobile" was created for the means of human transport.
 Later on an internal combustion engine is used for a self-propelled vehicle to transport passengers and goods too.
 Examples: Car, Bus, Truck, Jeep, Tractor, Van etc.,



LabourNet

Activity 1

Objective: To provide knowledge on automotive industry and job related activities as an automotive service technician.

Methodology:**Interactive Lecture**

- Overview on automotive industry
- Describe servicing and technical repair of vehicles
- Brief on the courses and job related activities as an automotive service technician.

Material required: PPT, Participants Guide

Outcome: The trainee will be able to describe automotive, servicing and technical repair of vehicles and job related activities as an automotive service technician.

Session Plan 2 - Hazards, safety and health**Session Objectives**

At the end of the session, the trainee will be able to:

- Familiar with the general hazards or risk that can lead to accidents
- Understand the basic safety, health and hygiene measures
- Wear and use PPE for safety

Duration

S.no.	Sub - Topics	Duration	
		Theory	Practical
2.1	Hazards	30 Mins	-
2.2	PPE, Safety measures		
2.3	Introduction to Housekeeping		
TOTAL		30 Mins	-

Instructions to the Trainer

- Follow instructions given in the activity section
- Ensure all the task is done in sequence as given
- Gather all the materials and information required in well advance
- Keep the class energetic and motivated to learn

Tips for Trainer

- Be aware of the timing required to complete the activity
- Training materials should be used at the right time and in the right way
- Maintain the flow of the module from start to finish
- Making sure that the Trainees are comfortable and eager to learn.

Slide No.32-80

AUTOMOTIVE SERVICE TECHNICIAN

Mostly hazards are hidden with a risk involved in it. A situation which is hazardous is literally termed as an incident.

For example, we can say water spilled in the floor, oil or grease spilled in the floor, etc. These are the hazards which may cause worker to slip and fall, leading to injuries.

To identify hazards it is important to understand the various types of hazards.

Types of Hazards:

1. Chemical hazard.
2. Physical hazard.
3. Ergonomic hazard.

1. **Chemical Hazards**- Chemical normally go into the workers body by the following ways:

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Activity 1

Objective: To provide knowledge on various hazards and safety measures

Methodology:

Interactive Lecture

- PPE Uses
- Hazards, Types of hazards, Common hazards that leads to accidents, possible risk at workplace
- Hazard assessment
- General safety measures while working

Material required: PPT, Participants Guide

Outcome: The trainee will be able to describe hazards and safety measures.

Activity 2

Objective: To demonstrate wearing of PPE.

Methodology:

Demonstration

1. Demonstration will take place in classroom

Material required: PPT, Participants Guide and PPE

Outcome: The trainee will be able to use PPE effectively

Activity 3

Objective: Identification of safety and hazard signs

Methodology: Each trainee will be asked to explain one of the hazard signs

Material required: Various safety and hazards signs.

Outcome: Identify hazards and safety signs at work and determine the appropriate safety measures that should be followed to avoid any accidents.

Session Plan 3 – Workplace skills

Session Objectives

At the end of the session, participants will be able to:

- Describe communication, importance of good reading & writing skills and work ethic.
- Communicate effectively with co-workers in writing as well as orally
- Read the documents that are necessary for them to read to carry out operator's tasks.
- Understand the importance of work ethics and professionalism

Duration

S.no.	Sub – Topics	Duration	
		Theory	Practical
3.1	Oral communication	15 Mins	-
3.2	Reading and comprehension skills		
3.3	Writing skills		
3.4	Work ethics and professionalism		
3.5	Analytical thinking		
TOTAL		15 Mins	-

Instructions to the Trainer

- Follow instructions given in the activity section
- Ensure all the task is done in sequence as given
- Gather all the materials and information required in well advance
- Keep the class energetic and motivated to learn

Tips for Trainer

- Be aware of the timing required to complete the activity
- Training materials should be used at the right time and in the right way
- Maintain the flow of the module from start to finish
- Making sure that the Trainees are comfortable and eager to learn.

Slide No.81-148

AUTOMOTIVE SERVICE TECHNICIAN

Oral Communication

What is communication?

Communication is exchange of information between people. It can be in the form of oral words, written words, drawings or physical actions. Communication is essential to express ideas and thoughts to friends, family, co-workers, and customers.

Communication also plays a major role in information exchange and decision making.

The communication process

Communication is an activity; which has a series of steps. The components involved in the process of communication are:

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Activity 1

Objective: To provide basic information on communication skills and work ethics

Methodology:

Interactive Lecture

- Communication: oral and writing
- Reading skills and tips to enhance the reading
- Work ethics and professionalism

Material required: PPT, Participants Guide

Outcome: The trainee will be able to describe communication, importance of good reading & writing skills and work ethic.

Activity 2

Objective: Enhance basic communication skills

Methodology:

Group activity – Role play

Role play is a technique in which several individuals or a small group of participants act out a real-life situation in front of the group. The scenario of the role play is related to the training topic and must have a skill-based objective. There is no script; however, the situation is described in as much detail as appropriate. The participants make up their parts as the situation unfolds. The role play is then discussed in relation to the situation or problem under consideration.

Prepare scenario related to their interaction with subordinate, supervisor, engineer, keeping professionalism and work ethics in mind. Eg. Asking for leave, from supervisor, admitting fault, reporting an incident etc.

Material required: Paper, Pen

Outcome: The trainee will be able to communicate effectively with co-workers

Debrief:

The trainer will recap by asking one of the participants to name few job roles as an tyre moulding operator.

Module 2- Assist in vehicle service and maintenance

Module Overview

This module will introduce learners to the motor vehicle service and maintenance. This module will provide all the relevant knowledge that is required by the technician to carry out basic services on vehicles under supervision i.e, oil changes, Lubrication, Washing vehicles, minor component replacement, mixing cleaning solutions, dismantle aggregates like wheels, suspension system, steering column, braking system, engine assembly etc.,

Module Objectives

By completing this module the trainee would have gained knowledge about:

- Basic functioning of various components and aggregates of a vehicle.
- Assist in performing vehicle service and maintenance

Underpinning Knowledge/ Theory/ Principle

Participant should be well versed with following knowledge and skills before starting this module:

- Automotive service technician job responsibilities
- General hazards at factory/workplace
- Safety measures
- Reading and writing skills

Module Design

Session no.	Session Topics	Method	Duration	Training Aids/ Tools/Equipment
1	Automotive safety and tools	Interactive lecture, study tour, group	2 Hrs	

		discussion and demonstration		PPT, PPE, Workshop tools and materials, Vehicle service manuals, Engine oil, Grease, Lubricant, Pen, Paper, cleaning solutions, waste cloth.
2	Major components and aggregates of a vehicle	Interactive lecture, study tour and demonstration	4 Hrs	
3	Service and maintenance of automobiles	Interactive lecture, study tour, group discussion and demonstration	9 Hrs	
TOTAL			15 Hrs	

Session Plan 1 – Automotive safety and tools

Session Objectives

At the end of the session, the trainee will be able to:

- Describe workshop hazards and safety
- Describe tools used during routine servicing and repairs of a vehicle

Duration

S.no.	Sub – Topics	Duration	
		Theory	Practical
1.1	Shop hazards and safety	45 Mins	1 hr 15 mins
1.2	Workshop tools		
TOTAL		2 Hrs	

Instructions to the Trainer

- Follow instructions given in the activity section
- Ensure all the task is done in sequence as given
- Gather all the materials and information required in well advance
- Keep the class energetic and motivated to learn

Tips for Trainer .

- Be aware of the timing required to complete the activity
- Training materials should be used at the right time and in the right way
- Maintain the flow of the module from start to finish
- Making sure that the Trainees are comfortable and eager to learn.

Slide No.150-197

AUTOMOTIVE SERVICE TECHNICIAN**Shop hazards and safety**

Automotive jobs in the workshop involves – adjusting wheel alignment, checking engine performance, checking charging systems, adjusting engine valves and many other jobs.

All of these jobs can be done easily and safely if you follow the safety rules.

Safety means protecting yourself and others from possible danger and injury. This session describes the rules you should follow to protect yourself from harm.

Follow the rules for your protection, and for the protection of others around you prescribed by the OEM (Original Equipment manufacturer).

**Activity 1**

Objective: To provide knowledge on workshop hazards and safety

Methodology:**Interactive Lecture**

- Hazards and Safety
- Health
- Reporting risk

Material required: PPT, Participants Guide

Outcome: The trainee will be able to explain workshop hazards and various safety measures to minimize the risk.

Activity 2

Objective: To demonstrate the use of tools used during servicing and repair of vehicles.

Methodology:**Study tour, group discussion, Demonstration**

- Pressure indicators
- Pullers
- Specialty wrenches
- Measuring Equipment

Material required: PPT, Participants Guide, PPE, Tools

Outcome: The trainee will be able to demonstrate the use of various tools used during routine servicing and repairs.

Session Plan 2 – Major components and aggregates of a vehicle

Session Objectives

At the end of the session, the trainee will be able to:

- Understand the basic functioning of engines and fuel system, cooling system, air supply systems, emission and exhaust system, ignition systems, Clutch assembly, Clutch operating system, Gearbox, Drivelines and hubs, Drive train assembly and transmission, Steering system, suspension system, Brake system, Tyres & wheels, Radiator, batteries and power storage system, Power generating systems, Electrical wire harness, air conditioning system, Lighting, Electronic systems, Electronic control unit, Hydraulic Pneumatic system, various lubrication systems, etc.,

Duration

S.no.	Sub - Topics	Duration	
		Theory	Practical
2.1	Functioning of components and aggregates of a vehicle	1.5 hrs	2.5 hrs
TOTAL		4 Hrs	

Instructions to the Trainer

- Follow instructions given in the activity section
- Ensure all the task is done in sequence as given
- Gather all the materials and information required in well advance
- Keep the class energetic and motivated to learn

Tips for Trainer

- Be aware of the timing required to complete the activity
- Training materials should be used at the right time and in the right way
- Maintain the flow of the module from start to finish
- Making sure that the Trainees are comfortable and eager to learn.

Slide No.198-335

AUTOMOTIVE SERVICE TECHNICIAN

Functioning of components and aggregates of a vehicle ENGINES AND FUEL SYSTEM

In an engine, the fuel is mixed with air and undergoes combustion process in combustion chamber.

This combustion of mixture provides energy to drive the piston.

In SI engine an appropriate amount of fuel and air mixed at some proportion prior entering into the combustion chamber.

The function of the fuel system is to store and supply fuel to the cylinder chamber where it can be mixed with air, vaporized, and burned to produce energy.

In Fuel system, fuel pump draws the fuel from tank and then it is delivered to carburetor.

Activity 1

Objective: To provide knowledge on basic functioning on various components and aggregates of a vehicle

Methodology:

Interactive Lecture

- Steering system
- Emission and exhaust system
- Brake system
- Radiator
- Suspension system
- Air conditioning system
- Power generating system
- Electronic system

Material required: PPT, Participants Guide

Outcome: The trainee will be able to describe basic functioning on various components and aggregates of a vehicle

Activity 2

Objective: To provide the practical knowledge of identifying various parts of an automotive engine.

Methodology:

Demonstration

Material required: PPT, Participants Guide, Reciprocating engine

Outcome: The trainee will understand the engine operation by observing the demonstration.

Session Plan 3 – Service and maintenance of automobile

Session Objectives

At the end of the session, the trainee will be able to:

- Describe vehicle service and repair
- Follow standard operating procedures
- Describe service manuals of vehicles

Duration

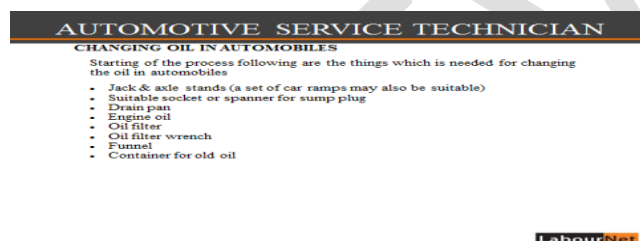
S.no.	Sub – Topics	Duration	
		Theory	Practical
3.1	Vehicle service & maintenance	2 hrs	7 hrs
3.2	SOP (Standard operating procedures) & Service Manuals		
3.3	Housekeeping		
TOTAL		9 hrs	

Instructions to the Trainer

- Ensure all the task is done in sequence as given
- Gather all the materials and information required in well advance
- Keep the class energetic and motivated to learn

Tips for Trainer

- Be aware of the timing required to complete the activity
- Training materials should be used at the right time and in the right way
- Maintain the flow of the module from start to finish
- Making sure that the Trainees are comfortable and eager to learn.

Slide No.336-376**Activity 1**

Objective: To demonstrate changing oil in automobiles

Methodology:

Study tour and Demonstration

Material required: PPT, Participants Guide, SOP, Engine oil

Outcome: The trainee will be able to explain procedure to carry out oil change in automobiles

Activity 2

Objective: To demonstrate the procedure in maintaining and managing the workshop tools, equipment and machinery in required condition.

Methodology:**Study tour, group discussion, Demonstration**

- Cleaning and lubricating equipment
- Cleaning and organizing workshop
- Rinsing objects, tools and equipment

Material required: PPT, Participants Guide, PPE

Outcome: The trainee will be able to demonstrate good housekeeping in workshop.

Debrief:

The trainer will recap by asking one of the participants to name few job roles as an tyre moulding operator.

Assessment

1. List the important function of lubrication.
2. Explain briefly cooling system and its importance.

Module 3- Plan and organize work to meet expected outcome

Module Overview

This module 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

Module Objectives

By completing this module the trainee would have gained knowledge about:

- Importance of planning and organizing work at workplace
- Managing time, materials and cost effectively

Underpinning Knowledge/ Theory/ Principle

Participant should be well versed with following knowledge and skills before starting this module:

- Automotive service technician job responsibilities
- Assisting in vehicle service and maintenance
- General hazards at factory/workplace
- Safety measures
- Reading and writing skills

Module Design

Session no.	Session Topics	Method	Duration	Training Aids/ Tools/Equipment
1	Planning and Organizing	Interactive lecture, study tour, group discussion and demonstration	450 Mins	PPT
TOTAL			7.5 Hrs	

Session Plan 1 – Planning and Organizing**Session Objectives**

At the end of the session, the trainee will be able to:

- Establish and agreeing work requirements with appropriate people
- Managing time, material and cost effectively
- Work in line with the organization's policies and guidelines
- Work within the limits of his job role
- Keep the work area clean, safe and secure

Duration

S.no.	Sub – Topics	Duration	
		Theory	Practical
1.1	Planning	2.5 Hrs	5 Hrs
1.2	Organizational skills		
TOTAL		7.5 Hrs	

Instructions to the Trainer

- Follow instructions given in the activity section
- Ensure all the task is done in sequence as given
- Gather all the materials and information required in well advance
- Keep the class energetic and motivated to learn

Tips for Trainer

- Be aware of the timing required to complete the activity
- Training materials should be used at the right time and in the right way
- Maintain the flow of the module from start to finish
- Making sure that the Trainees are comfortable and eager to learn.

Slide No 378-397

AUTOMOTIVE SERVICE TECHNICIAN

Planning and Organizing

Planning

Planning is the process/an act to achieve a desired goals of an organization. It is a process of achieving the optimum balance of needs with the available resources.

The planning process involves:

- Identifying the goals/objectives to be achieved
- To frame the strategies to achieve the goals of the organization.
- It creates the means required

Planning combines with forecasting of developments with the preparation of scenarios of how to react to them.



Activity 1

Objective: To provide knowledge on planning and its importance

Methodology:

Interactive Lecture

- Planning and Organising

Material required: PPT, Participants Guide

Outcome: The trainee will be able to explain planning and its importance at workplace

Activity 2

Objective: To demonstrate the importance of Planning and Organizing at workplace

Methodology:

Demonstration, Group Discussion

Material required: PPT, Participants Guide,

Outcome: The trainees will be able to demonstrate the importance of Planning and Organizing at workplace

Debrief:

The trainer will recap by asking one of the participants to different duties of a automotive service technician

Assessment

1. What is planning and list the different types of planning

2. Explain the importance of organizing at work place

Module 4-Work effectively in a team

Module Overview

This module is about working effectively within a team, either in individual's own work group or in other work groups outside the organization.

Module Objectives

By completing this module the trainee would have gained knowledge about:

- Team work and collaboration at workplace
- Maintaining clear communication with everyone

Underpinning Knowledge/ Theory/ Principle

Participant should be well versed with following knowledge and skills before starting this module:

- Automotive service technician job responsibilities
- Assisting in vehicle service and maintenance
- General hazards at factory/workplace
- Safety measures
- Planning and organizational skills
- Reading and writing skills

Module Design

Session no.	Session Topics	Method	Duration	Training Aids/ Tools/Equipment
1	Work effectively in a team	Interactive lecture, group discussion and demonstration	3 Hrs	PPT
TOTAL			3 Hrs	

Session Plan 1 – Team work and communication skills

Session Objectives

At the end of the session, the trainee will be able to:

- Work in a team effectively
- Pass on information to colleagues in line with organizational requirements

- Respect and carry out commitments made to colleagues
- Inform in time to colleagues if not able to fulfill the commitments made
- Identify and resolve if any problems in working with colleagues
- Follow organization's policies and procedures
- Share resources with team members as per priority of tasks

Duration

S.no.	Sub – Topics	Duration	
		Theory	Practical
1.1	Team Work	1 Hr	2 Hrs
1.2	Respect Colleagues		
TOTAL		3 Hrs	

Instructions to the Trainer

- Follow instructions given in the activity section
- Ensure all the task is done in sequence as given
- Gather all the materials and information required in well advance
- Keep the class energetic and motivated to learn

Tips for Trainer

- Training materials should be used at the right time and in the right way
- Maintain the flow of the module from start to finish
- Making sure that the Trainees are comfortable and eager to learn.

Slide No 399-419

AUTOMOTIVE SERVICE TECHNICIAN

Working with Colleagues.

An employee needs to be a team player while working in a team in an organization.

The employee has to work with his colleagues.

Colleagues refer to superiors, team members and members of other teams. Relationship of an employee with colleagues is important.

Good workplace relationships help to build a healthy working environment and also help you do your job better.

Good work place relationship improves the productivity of an employee and also makes the work pleasurable.

Bad relationship with colleagues spoils the working environment which diverts the concentration of an employee.



Activity 1

Objective: To provide knowledge on team work, effective communication and its importance

Methodology:

Interactive Lecture

- Team work
- Communication skills

Material required: PPT, Participants Guide

Outcome: The trainee will be able to explain the importance of team work and effective communication

Activity 2

Objective: To demonstrate the importance of team work at workplace

Methodology:

Demonstration, Group Discussion

Material required: PPT, Participants Guide,

Outcome: The trainees will be able to demonstrate the importance of team work at workplace

Debrief:

The trainer will recap the whole session in brief

Assessment

1. What is the importance of team work
2. Write a note on working with colleagues

Module 5-Maintain a healthy, safe and secure working environment

Module Overview

This module is about monitoring the working environment and making sure it meets requirements for health, safety and security.

Module Objectives

By completing this module the trainee would have gained knowledge about:

- Maintaining a healthy, safe and secure environment at workplace
- Identifying and correcting hazards at workplace in accordance with organizational procedures
- Maintaining health and safety records as required by regulatory and company standards and procedures

Underpinning Knowledge/ Theory/ Principle

Participant should be well versed with following knowledge and skills before starting this module:

- Automotive service technician job responsibilities
- Assisting in vehicle service and maintenance
- Planning and organizational skills
- Reading and writing skills

Module Design

Session no.	Session Topics	Method	Duration	Training Aids/ Tools/Equipment
1	Health and safety	Interactive lecture, group discussion and demonstration	3 Hrs	PPT
TOTAL			3 Hrs	

Session Plan 1 – Health, safety and security requirements

Session Objectives

At the end of the session, the trainee will be able to:

- Comply with organisation's current health, safety, security and environmental policies and procedures
- Report identified any health, safety, security and environmental policies and procedures
- Identify and report hazards at workplace in accordance with organizational procedures
- Follow organisation's emergency procedures
- Identify and recommend opportunities for improving health, safety and security at workplace
- Maintain health and safety records as required by company and regulatory standards and procedures

Duration

S.no.	Sub – Topics	Duration	
		Theory	Practical
1.1	Health and Safety	1 Hr	2 Hrs
TOTAL		3 Hrs	

Instructions to the Trainer

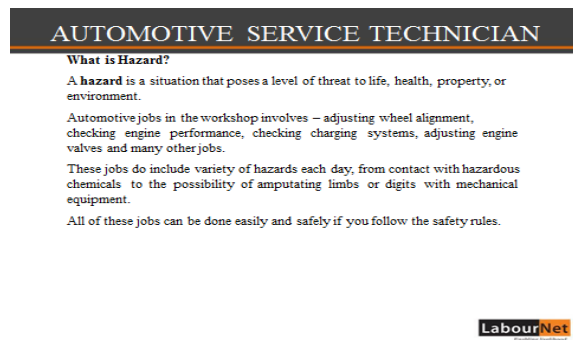
- Follow instructions given in the activity section

- Ensure all the task is done in sequence as given
- Gather all the materials and information required in well advance
- Keep the class energetic and motivated to learn

Tips for Trainer

- Be aware of the timing required to complete the activity
- Training materials should be used at the right time and in the right way
- Maintain the flow of the module from start to finish
- Making sure that the Trainees are comfortable and eager to learn.

Slide No. 421-467



Activity 1

Objective: To provide knowledge on maintaining health, safety and security at workplace

Methodology:

Interactive Lecture followed by group discussion

- Personal protective equipment (PPE)
- Non-authorized / restricted areas
- Protective safety requirements
- Hazards and safety from machinery

Material required: PPT, PPE, and Participants Guide

Outcome: The trainee will be able to explain the importance of maintaining health, safety and security at workplace

Activity 2

Objective: To demonstrate the evacuation process in case of any health threat at workplace

Methodology:**Demonstration**

Material required: PPT, Participants Guide,

Outcome: The trainee will be able to demonstrate the evacuation process of any health threat at workplace

Debrief:

The trainer will recap the whole session in brief

PREVIEW