



**NATIONAL COMPETENCY STANDARDS
FOR
AUTOMOBILE WORKSHOP SUPERVISOR
(ND2)**

**Department of Occupational Standards
Ministry of Labour and Human Resources
Thimphu, Bhutan: June 2022**

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FOREWORD

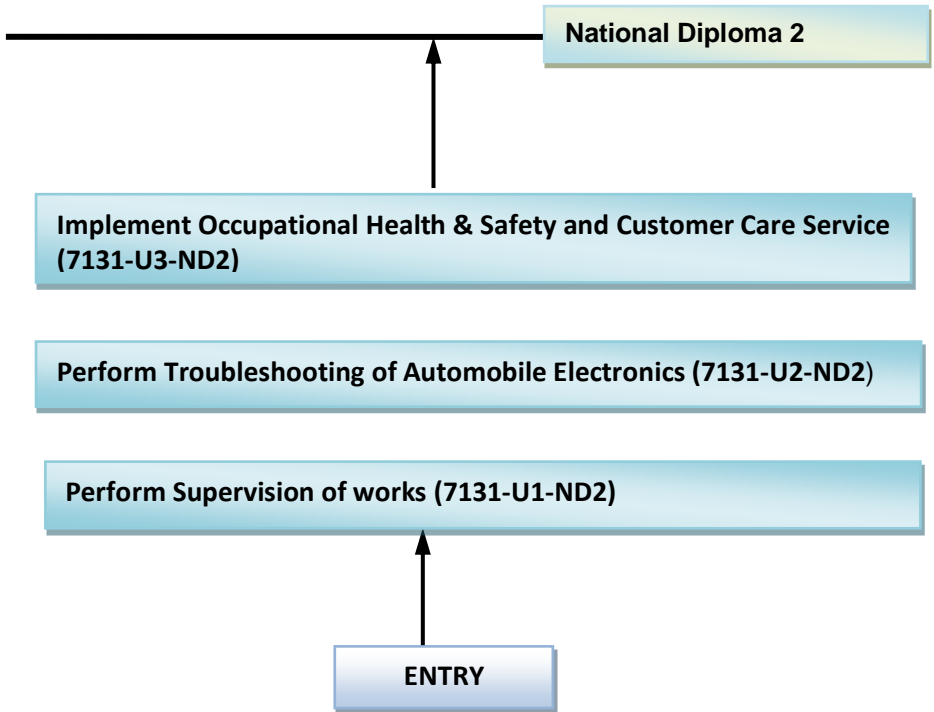
The Department of Occupational Standards is pleased to release the Diploma level National Competency Standards (NCS) for Automobile Workshop Supervisor. This NCS is developed in close consultation with industry or field experts to capture the competencies required at workplaces. The National Competency Standards contains the knowledge, skills and attitude required by competent workers to perform best at workplace.

The development of National Competency Standards was initiated with the implementation of Bhutan Vocational Qualifications Framework (BVQF) as part of Technical Vocational Education and Training (TVET) reform process in our country. The Qualifications set through the NCS will be the accredited and recognized nationally. The Training providers are required to develop curriculums based on NCS to get their courses accredited and to avail National Certification for their trainees.

This department would like to acknowledge the active participation of industry or field experts from private, corporate and public sectors. The industry participation is very crucial to shift our TVET system from supply based to demand driven. The trainings delivered based on the NCS is expected to make our workforce competent and productive thereby enhancing the productivity of our industries. The competent workforce is the key to socio economic development of our country.

Director
Department of Occupational Standards

PACKAGING OF QUALIFICATIONS



Acknowledgement

Validation date : 10th June, 2022

Endorsement date : 10th June 2022

Date of Review : 10th June 2025(max. 3 years)

Subject experts involved during the 1st consultative workshop of Construction Supervisor competency standards:

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4. Sangay Tempa, Druk Penden Workshop, Phuntsholing
5. Kuenzang Dorji, DTE Service Center, Phuntsholing
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6. Ruth Biswakarma, Manager, Parlad Workshop
7. Tshewang Tobgay, Supervisor, Kunjung Workshop

8. Kinga Dorji, Sr. Instructor, TTI, Samthang
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Development group (Facilitator):

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3. Chogyal Lhendup, Sr. Program Officer, Department of Occupational Standards

OVERVIEW OF NATIONAL COMPETENCY STANDARDS

SI.	UNIT TITLE	ELEMENTS OF COMPETENCE
1.	Perform Supervision of Works	1.1 Prepare Estimation and Costing 1.2 Prepare Work Plan 1.3 Monitor Work Progress 1.4 Complete the Work
2.	Perform Troubleshooting of Automobile Electronics	2.1 Diagnose the Fault 2.2 Carry out Electronic Repair Works
3.	Ensure Workshop Safety & Occupational Health and Customer Care Services	3.1 Provide Customer Care Services 3.2 Implement Occupational Health and Safety

UNIT TITLE	Carryout Supervision of Automobile Repair Works
DESCRIPTOR	This unit covers the competencies required prepare estimation and costing, prepare work plan, monitor the work progress and complete the work following safety procedures at all times to successfully carry out supervision of Automobile Repair Work
CODE	7231- U1- ND2
ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
1. Prepare Estimation and Costing	<p>1.1 Carry out assessment of the repair works as per the job requirement following standard procedure</p> <p>1.2 Estimate the cost as per the job requirement following standard procedure</p>
2. Prepare Work Plan	<p>2.1 Identify the repair works to be carried out as per the work place requirement following standard procedure</p> <p>2.2 Allocate the repair works following standard procedure</p>
3. Monitor the Work Progress	<p>3.1 Monitor the work progress following standard procedure</p> <p>3.2 Inform the customer on progress and other unforeseen repair works as per the job requirement following standard procedure.</p> <p>3.3 Liaise with relevant department following standard procedure</p>
4. Complete the Work	<p>4.1 Check if the repair works are carried out as per the job card following standard procedure</p> <p>4.2 Liaise with the Account Section for payment following standard procedure</p> <p>4.3 Evaluate the productivity of the workers following standard procedure</p> <p>4.4 Provide mentoring/coaching to workers following standard procedure</p>

	<p>4.5 Check the quality of work following standard procedure</p> <p>4.6 Maintain record of work following standard procedure</p> <p>4.7 Maintain customer satisfaction record following standard procedure</p>
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RANGE STATEMENT

Department may include but not limited to:	
<ul style="list-style-type: none"> • Store • Finance 	<ul style="list-style-type: none"> • Human Resource

<p>Critical Aspects:</p> <ul style="list-style-type: none"> • Demonstrate compliance with safety regulations applicable to work site operations • Prepare estimation and costing following standard operating procedure
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UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none"> • Ethics and Integrity • Occupational Health and safety regulations • Basic First Aid • Basic estimation and costing 	<ul style="list-style-type: none"> • Team Work • Communication • Time Management • Problem Solving • Innovative Thinking • Negotiation • Critical Thinking

UNIT TITLE	Perform Troubleshooting of Automobile Electronics
DESCRIPTOR	This unit covers the competencies required to diagnose the fault and carry out electronic repair works following occupational health and safety regulations at all times
CODE	7231- U2- ND2
ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
1. Diagnose the Fault of Electronic System	1.1 Handle diagnostic tools following standard procedure 1.2 Diagnose the fault using diagnostic tools following standard procedure
2. Carryout Electronic Repair Works	2.1 Perform repair work based on fault code following standard procedure 2.2 Test the repair work as per the job requirement following standard procedure

Critical Aspects:

- Demonstrate compliance with safety regulations applicable to work site operations
- Diagnose faults following standard procedure

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none"> • Ethics and Integrity • Occupational Health and Safety Regulations • Basic First Aid • Working Principle of ECU and Sensors • Types of Sensors • Types of Diagnostic Tools • Fault Codes • Safety of Electronic Devices 	<ul style="list-style-type: none"> • Team Work • Communication Skills • Time Management • Problem Solving • Innovative Thinking • Negotiation • Critical Thinking

UNIT TITLE	Implement Occupation Health & Safety and Customer Care
DESCRIPTOR	This unit covers the competencies required to receive customers, handle complaints, ensure workplace safety using various tools and equipment
CODE	7231- U3- ND2
ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
1. Provide Customer Care Services	<p>1.1 Receive the customers as per the work place requirement following standard procedure</p> <p>1.2 Provide information related to repair works as per the work place requirement following standard procedure</p> <p>1.3 Facilitate agreement/contract between the client and management as per the job requirement following standard procedure.</p> <p>1.4 Handle customer complaints following standard procedure</p>
2. Implement Occupational Health Safety	<p>2.1 Ensure use of PPEs by the workers following standard procedure</p> <p>2.2 Ensure all the safety signs and symbols are in place following standard procedure.</p> <p>2.3 Ensure fire safety equipment are functional and in place following standard procedure</p> <p>2.4 Ensure first aid is in place following standard procedure</p> <p>2.5 Ensure use of safety tools and equipment by the workers during the repair work following standard procedure</p> <p>2.6 Report accident/incidences to the relevant authority following standard procedure</p> <p>2.7 Maintain Report of accidents/incidences following standard procedure</p>

	2.8 Maintain housekeeping in the workplace following standard procedure
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RANGE STATEMENT	
Information may include but not limited to:	
<ul style="list-style-type: none"> • Repair Service Charges • Cost of Spare Parts 	<ul style="list-style-type: none"> • Work Guarantee • Repair Time
Safety tools and equipment may include but not limited to:	
<ul style="list-style-type: none"> • Jack • Wheel Edge 	<ul style="list-style-type: none"> • Stands • Four/two Post Lift
Critical Aspects:	
<ul style="list-style-type: none"> • Demonstrate compliance with safety regulations applicable to work site operations • Provide Customer Care services following standard operating procedure 	

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none"> • Ethics and Integrity • Occupational Health and Safety Regulations • Basic First Aid • Rules on Environment and Waste Management • RSTA Rules and Regulation (modification of vehicles) 	<ul style="list-style-type: none"> • Team Work • Communication • Time Management • Problem Solving • Innovative Thinking • Negotiation • Critical Thinking

ANNEXURE

A. National Competency Standards (NCS)

Competency Standards specify the skill, knowledge and attitude applied to a particular occupation. Standards also specify the requirements or criteria of performance of a competent worker and the various contexts in which work may take place. Standards provide explicit advice to assessors regarding the skill and knowledge to be demonstrated by candidates seeking formal recognition either following training or through work experience.

Purpose of National Competency Standards

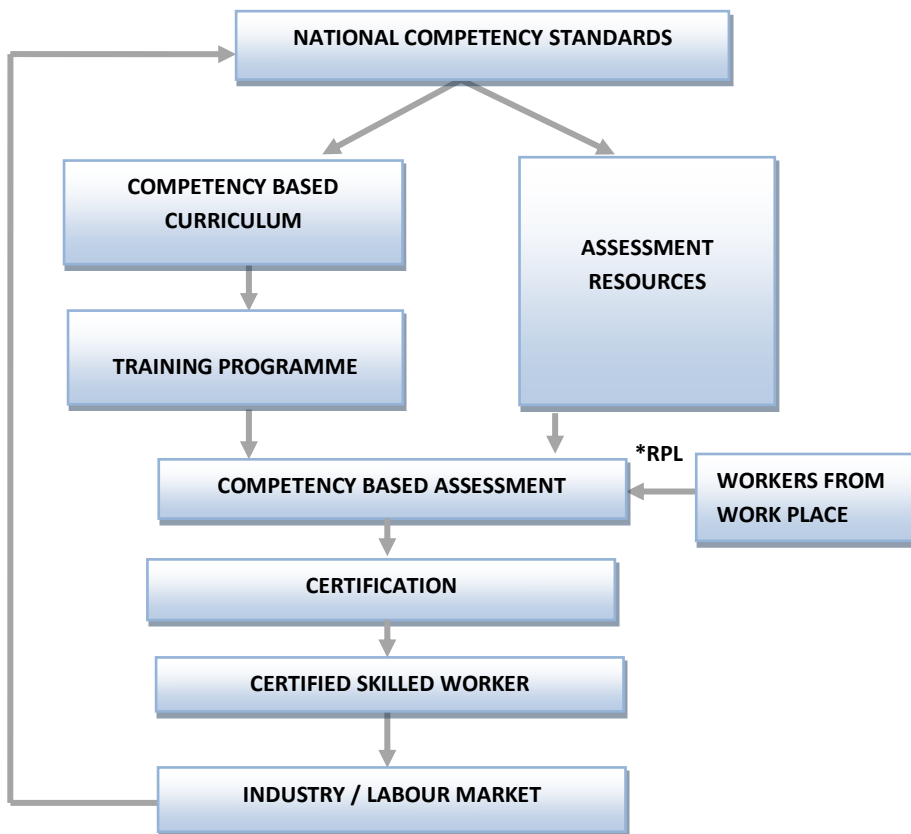
National Competency Standards serve a number of purposes including:

- Providing advice to curriculum developers about the skill and knowledge to be included in curriculum.
- Providing specifications to assessment resource developers about the skill, knowledge and attitudes within an occupation to be demonstrated by candidates.
- Providing advice to industry/employers about job functions, which in turn can be used for the development of job descriptions, performance appraisal systems and work flow analysis.

B. Bhutan Vocational Qualification Framework (BVQF)

Bhutan Vocational Qualifications Framework is an agreed system of Assessing, Certifying and Monitoring nationally recognized qualifications for all learning in the TVET sector against national standards, in training institutions, in the workplace, in schools or anywhere where learning takes place.

Components of the Bhutan Vocational Qualification Framework (BVQF)



* RPL = Recognition of Prior Learning

BVQF Levels

The Bhutan Vocational Qualification Framework has five levels classified based on the competency of the skilled workers. The levels are:

- National Diploma 2 (ND2)
- National Diploma1 (ND1)
- National Certificate Level 3 (NC III)
- National Certificate Level 2 (NC II)
- National Certificate Level 1 (NC I)

BVQF Level Descriptors

The qualification levels are decided based on level descriptors. The detail of the qualification level descriptor is as follows:

National Certificate Level 1

Carry out processes that:	Learning demand:	Responsibilities which are applied:
<ul style="list-style-type: none">• Are narrow in range.• Are established and familiar.• Offer a clear choice of routine responses.• Involve some prioritizing of tasks from known solutions.	<ul style="list-style-type: none">• Basic operational knowledge and skill.• Utilization of basic available information.• Known solutions to familiar problems.• Little generation of new ideas.	<ul style="list-style-type: none">• In directed activity.• Under general supervision and quality control.• With some responsibility for quantity and quality.• With no responsibility for guiding others.

National Certificate Level 2

Carry out processes that:	Learning demand:	Responsibilities which are applied:
<ul style="list-style-type: none">• Require a range of well developed skills.• Offer a significant choice of procedures requiring prioritization.• Are employed within a range of familiar context.	<ul style="list-style-type: none">• Some relevant theoretical knowledge.• Interpretation of available information.• Discretion and judgments.• A range of known responses to familiar problems	<ul style="list-style-type: none">• In directed activity with some autonomy.• Under general supervision and quality checking.• With significant responsibility for the quantity and quality of output.• With some possible responsibility for the output of others.

National Certificate Level 3

Carry out processes that:	Learning demand:	Responsibilities which are applied:
<ul style="list-style-type: none">• Requires a wide range of technical or scholastic skills.• Offer a considerable choice of procedures requiring prioritization to achieve optimum outcomes.• Are employed in a variety of familiar and unfamiliar contexts.	<ul style="list-style-type: none">• A broad knowledge base which incorporates some theoretical concepts.• Analytical interpretation of information.• Informed judgment.• A range of sometimes innovative responses to concrete but often unfamiliar problems.	<ul style="list-style-type: none">• In self-directed activity.• Under broad guidance and evaluation.• With complete responsibility for quantity and quality of output.• With possible responsibility for the output of others.

National Diploma 1 (ND1)

Carry out processes that:	Learning demand:	Responsibilities which are applied:
<ul style="list-style-type: none"> • Require wide range of specialized technical or scholastic skills. • Involve a wide choice of standard procedures • Are employed in a variety of routine & non-routine contexts 	<ul style="list-style-type: none"> • A broad knowledge based with substantial depth in some areas • Analytical interpretation of wide range of data • Determination of appropriate methods & procedures in response to a range of concrete problems with same theoretical elements 	<ul style="list-style-type: none"> • Self-directed and sometimes directed activity • Under broad general guidelines for functions • With full responsibility for the nature, quantity & quality of outcomes • With possible responsibility for the achievement of team output

National Diploma 2 (ND2)

Carry out processes that:	Learning demand:	Responsibilities which are applied:
<ul style="list-style-type: none"> • Require a wide range of technical or scholastic skills. • Offer a wide choice of standard and non- standard procedures • Are employed in a variety of routine and non- routine contexts 	<ul style="list-style-type: none"> • Specialist knowledge with depth in more than one area • Analysis reformatting and evaluation of a wide range of information • Formulation of appropriate responses to resolve both concrete and abstract problems 	<ul style="list-style-type: none"> • In self-directed activity. • Under broad guidance and evaluation. • With complete responsibility for quantity and quality of output. • With possible responsibility for the quality and quantity of output of others

CODING USED FOR NATIONAL COMPETENCY STANDARDS

The coding and classification system developed in Bhutan is logical, easy to use, and also aligned with international best practises. The Bhutanese coding and classification system is based on the International Standard Classification of Occupations, 2008 (ISCO-08) developed by the International Labour Organisation (ILO).

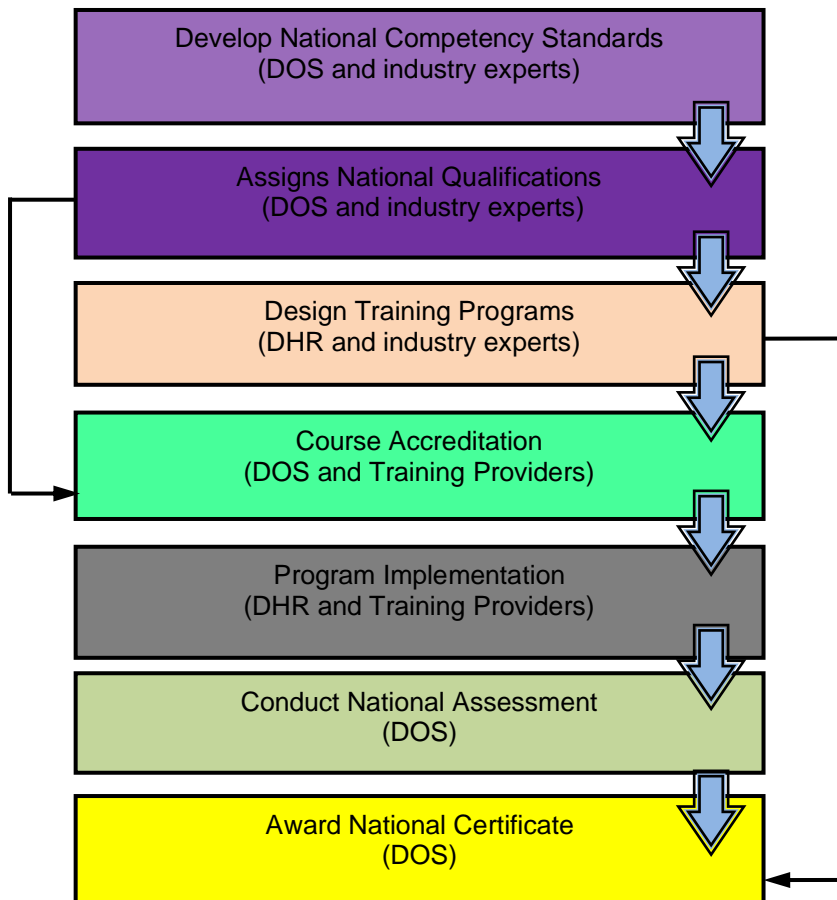
The coding of the National Competency Standards forms the basis of the identification code for the Vocational Education and Training Management Information System (VET – MIS) both in terms of economic sector identification and that of the individual standard.

Coding the individual unit of National Competency Standard

Coding the individual units of Competency Standard is to identify the level where that particular unit belongs. While packaging, in order to follow a logical order, only national competency standards related to each other and following a logical sequence in terms of training delivery, from the simple to the complex are clustered into a qualification package.

The ILO assigns the code 3123 to the occupation, Construction Supervisor and related trades. Therefore, in Bhutan, the occupation Construction supervisor has been assigned the code 3123 in the national coding system. The units are assigned the code 'U' while the levels are assigned the code 'ND'. Therefore, the code for the National Diploma1 will be 3123-U1-ND1

Implementation and operational procedures for National Competency Standards (NCS)

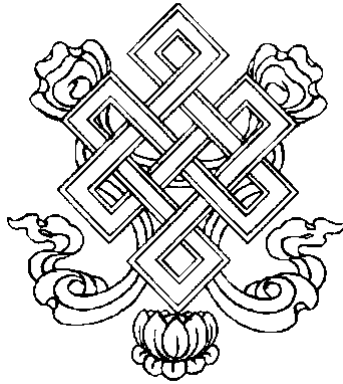


Key:

MoLHR – Ministry of Labour and Human Resources

DHR – Department of Human Resources

DOS – Department of Occupational Standards



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