# **AUTO SERVICE TECHNICIAN**

(Subject Code:96)

(Sector: AUTOMOTIVE)

#### **OVERVIEW**

This course fulfils the needs of the students willing to learn activities related to the Automotive Service Technician job role. Due to rapid growth of the automobile and auto component industry, there is a great demand for automobile technicians. Automobile engineering alias automotive engineering or vehicle engineering is one of the most challenging careers in the field of engineering, with a wide scope.

#### **OUTCOMES:**

On completion of the course, students should be able to:

- identify the principal components of a computer system;
- identify and control hazards in the workplace that pose a danger or threat to their safety or health, or that of others;
- demonstrate self-management skills;
- demonstrate the ability to provide self-analysis in context of entrepreneurial skills and abilities;
- demonstrate the knowledge of the importance of green skills in meeting the challenges of sustainable development and environment protection;
- communicate effectively with the customers;
- greet, escort, seat the customers and offer refreshments (tea/coffee);
- enquire and understand customer queries related to vehicle type, model, specifications;
- identify features of different elements of engineering such as mechanical, electrical, electronic, software and safety engineering;
- repair and service automobiles such as cars, trucks, motorcycles, scooters, etc.;
- understand the mechanism of vehicle chassis, internal combustion engine, electrical systems, motor transport affairs, workshop technology.

#### **Class IX**

There will be **one** written paper of **two hours** duration carrying 100 marks and Internal Assessment of Practical of 100 marks.

#### **COURSE STRUCTURE:**

#### **PART I: THEORY – 100 MARKS**

#### Employability Skills – 30 Marks

- Unit 1: Communication Skills I
- Unit 2: Self-management Skills I
- Unit 3: Basic Information and Communication Technology Skills I
- Unit 4: Entrepreneurial Skills I
- Unit 5: Green Skills I

#### Section B: Vocational Skills – 70 Marks

- Unit 6: History and Evolution of Automobiles
- Unit 7: Various Types of Automobiles
- Unit 8: Major Systems & Components of an Automobile
- Unit 9: Road Safety
- Unit 10: Automobiles and our Environment
- Unit 11: Introduction to Vehicle Maintenance & Servicing
- Unit 12: Innovations & Developments in Automobiles

#### PART II: INTERNAL ASSESSMENT (PRACTICAL) – 100 MARKS

#### Practical Work - 70 Marks

Practical Examination – 40 Marks

Practical File - 10 Marks

Viva Voce (based on Practical Examination/File) – 20 Marks

#### **Project Work- 30 Marks**

Report of Field Visit/Project – 10 Marks

Student Portfolio – 10 Marks

Viva Voce (based on Report of Field Visit/Student Portfolio/Project) – 10 Marks

# PART I: THEORY – 100 MARKS

# **Employability Skills**

# **Unit-1: Communication Skills – I**

Unit-1: Communication Skills – I		
Learning Outcome 1.1: Demonstrate knowledge of various methods of communication		
Theory	Practical	
<ol> <li>Methods of communication:         <ol> <li>Verbal</li> <li>Non-verbal</li> <li>Visual</li> </ol> </li> </ol>	<ul> <li>Writing pros and cons of written, verbal, and non-verbal communication</li> <li>Listing dos and don'ts for avoiding common body language mistakes</li> </ul>	
Learning Outcome 1.2: Identify elements of o	communication cycle	
Theory	Practical	
<ol> <li>Meaning of communication</li> <li>Importance of communication skills</li> <li>Elements of communication cycle:         <ol> <li>Sender</li> <li>Ideas</li> <li>Encoding</li> <li>Communication channel</li> <li>Receiver</li> <li>Decoding</li> <li>Feedback</li> </ol> </li> </ol>	<ul> <li>Draw a diagram of communication cycle</li> <li>Role plays on communication process related to the sector/job role</li> </ul>	
Learning Outcome 1.3: Identify the factors a	ffecting our perspectives in communication	
Theory	Practical	
<ol> <li>Perspectives in communication</li> <li>Factors affecting perspectives in communication:         <ol> <li>Visual perception</li> <li>Language</li> <li>Past experience</li> <li>Prejudices</li> </ol> </li> </ol>	<ul> <li>Group discussion on factors affecting perspectives in communication</li> <li>Sharing of experiences on factors affecting perspectives</li> <li>Sharing experiences on factors affecting communication at workplace</li> </ul>	

Learning Outcome 1.4: Demonstrate the knowledge of basic writing skills		
Theory	Practical	
<ol> <li>Writing skills related to the following:         <ol> <li>Phrases</li> <li>Kinds of sentences</li> <li>Parts of sentence</li> <li>Parts of speech</li> <li>Use of articles</li> <li>Construction of a paragraph</li> </ol> </li> </ol>	Demonstration and practice of writing sentences and paragraphs on topics related to the subject	

## Unit-2: Self-management Skills – I

Learning Outcome 2.1: Describe the meaning and importance of self-management		
Theory	Practical	
<ol> <li>Meaning of self-management</li> <li>Positive results of self-management</li> <li>Self-management skills</li> </ol>	<ul><li>Identification of self-management skills</li><li>Strength and weakness analysis</li></ul>	
Learning Outcome 2.2: Identify the factors that help in building self-confidence		
Theory	Practical	

# Factors that help in building self-confidence – social, cultural, and physical factors

- 2. Self-confidence building tips getting rid of negative thoughts, thinking positively, staying happy with small things, staying clean, hygienic, and smart, chatting with positive people, etc.
- Role play exercises on building selfconfidence
- Use of positive metaphors/words
- Positive stroking on waking up and before going to bed
- Helping others and working for community

# Unit-3: Basic Information and Communication Technology Skills – I

# Learning Outcome 3.1: Demonstrate the knowledge of the role of Information and Communication Technology (ICT) in day-to-day life and workplace

Theory	Practical
<ol> <li>Introduction to ICT</li> <li>Role and importance of ICT in personal life and at the workplace</li> <li>ICT in our daily life (examples)</li> <li>ICT tools – mobile, tab, radio, TV, email, etc.</li> </ol>	<ul> <li>Discussion on the role and importance of ICT in personal life and at the workplace</li> <li>Preparing posters/collages for showing the role of ICT at workplace</li> </ul>

# Learning Outcome 3.2: Identify components of basic computer system and their functions

	Theory		Practical
1.	Computer system – Central Processing Unit (CPU), memory, motherboard, storage devices		Connecting the cables and peripherals to the Central Processing Unit
2.	Hardware and software of a computer system	• S	tarting and shutting down a computer
3.	Role and functions of Random Access Memory (RAM) and Read-only Memory (ROM)		Group discussion on the various aspects of ardware and software
4.	Role and functions of Central Processing Unit		
5.	Procedure for starting and shutting down a computer		

# Learning Outcome 3.3: Demonstrate use of various components and peripherals of computer system

Theory	Practical
Peripherals devices and their uses – mouse, keyboard, scanner, webcam, etc. of a	<ul> <li>Identification of various parts and peripherals of a computer</li> </ul>
computer system	<ul> <li>Demonstration and practice on the use of a mouse</li> </ul>
	<ul> <li>Demonstration and practice on the use of a keyboard</li> </ul>
	<ul> <li>Demonstration of the use of printers, webcams, scanner, and other peripheral devices</li> </ul>
	<ul> <li>Drawing a diagram of a computer system and labelling it</li> </ul>

Learning Outcome 3.4: Demonstrate basic computer skills		
Theory	Practical	
Primary operations on a computer system – input, process, storage, output, communication, networking, etc.	<ul> <li>Identification of the various input and output units and explanation of their purposes</li> </ul>	

# Unit-4: Entrepreneurial Skills – I

Learning Outcome 4.1: Identify various types of business activities		
	Theory	Practical
	ypes of businesses – service, manufacturing, ybrid	<ul> <li>Prepare posters of business activities found in cities/villages, using pictures</li> </ul>
	ypes of businesses found in our community usiness activities around us	<ul> <li>Discuss the various types of activities, generally adopted by small businesses in a local community</li> </ul>
		Best out of waste
		<ul> <li>Costing of the product made from waste</li> </ul>
		<ul> <li>Selling of items made from waste materials</li> </ul>
		Prepare list of businesses that provides goods and services in exchange for money

# Learning Outcome 4.2: Demonstrate the knowledge of distinguishing characteristics of entrepreneurship

Theory	Practical
<ol> <li>Meaning of entrepreneurship development</li> <li>Distinguishing characteristics of entrepreneurship</li> <li>Role and rewards of entrepreneurship</li> </ol>	<ul> <li>Prepare charts showing advantages of entrepreneurship over wages</li> <li>Group discussions on role and features of entrepreneurship</li> <li>Lectures/presentations by entrepreneurs on their experiences and success stories</li> <li>Identify core skills of successful entrepreneurs</li> </ul>

## Unit-5: Green Skills – I

# Learning Outcome 5.1: Demonstrate the knowledge of the factors influencing natural

resource conservation		
Theory	Practical	
<ol> <li>Introduction to the environment</li> <li>Relationship between society and environment, ecosystem and factors causing imbalance</li> </ol>	<ul> <li>Group discussion on hazards of deteriorating environment</li> <li>Prepare posters showing environment conservation</li> </ul>	
<ul><li>3. Natural resource conservation</li><li>4. Environment protection and conservation</li></ul>	Discussion on various factors that influence our environment	
Learning Outcome 5.2: Describe the importance of green economy and green skills		

Learning Outcome 5.2. Describe the importance of green economy and green skins	
Theory	Practical
<ol> <li>Definition of green economy</li> <li>Importance of green economy</li> </ol>	<ul> <li>Discussion on the benefits of green skills and importance of green economy</li> <li>Prepare a poster showing the importance of green economy with the help of newspaper/magazine cuttings</li> </ul>

# **Vocational Skills**

# Unit-6: History and Evolution of Automobile

Learning Outcome 6.1: Describe the invention of wheel, invention of wheel cart and animal powered (horse) cart, invention of automobiles and evaluation till date, invention of automobile (Post World War II)

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	Theory	Practical	
1.	Invention of wheel, invention of wheel cart and animal powered cart	Able to describe the invention of wheel, wheel cart, able to explain use of horsepower	
_	Use of horse cart and horsepower	<ul> <li>Able to describe invention of automobiles and evolution till date</li> </ul>	
3.	Invention of automobiles and evolution till date	Able to describe invention of automobile and	
4.	Invention of automobile and evolution post World War II	evolution post World War II	

# **Unit-7: Various Types of Automobiles**

Learning Outcome 7.1: Able to identify two-wheelers three-wheelers, passenger vehicle, commercial vehicle, agricultural vehicle, construction equipment vehicle, special vehicles

	Theory		Practical
1. 2.	specifications Parts/components of special vehicles		Able to identify three-wheelers used, make lrawing of three-wheelers
			Able to identify passenger vehicles used, nake a drawing of passenger vehicle
			Able to identify commercial vehicle used, nake a drawing of commercial vehicle
			Able to identify agricultural vehicle used, nake drawing of agricultural vehicle
		r	dentify construction equipment vehicle used, nake drawing of construction equipment vehicle
			Able to identify special vehicles used, make lrawing of special vehicles

## Unit-8: Major Systems & Components of an Automobile

# Learning Outcome 8.1: Identify and discuss major systems and components of an automobile

automobile	
Theory	Practical
<ol> <li>Use of chassis and auto body</li> <li>Use of engine and its components</li> <li>Use of lubrication system</li> <li>Use of cooling system</li> <li>Use of fuel supply system</li> <li>Use of transmission system</li> <li>Use of front and rear axle</li> <li>Use of steering</li> <li>Use of suspension system</li> <li>Use of wheels and tyres</li> <li>Use of brake</li> <li>Use of electrical &amp; electronic systems</li> <li>Use of air conditioning system</li> </ol>	<ul> <li>Able to identify and describe the importance of chassis and auto body</li> <li>Able to make a drawing of the chassis and auto body</li> <li>Able to identify and describe the importance of the engine and its components</li> <li>Able to make a drawing of the engine and its components</li> <li>Able to identify and describe the importance of the lubrication and its components</li> <li>Able to make a drawing of the lubrication system and its components</li> <li>Able to identify and describe the importance cooling system</li> <li>Able to make a drawing of the cooling system</li> </ul>

#### 14. Use of active and passive safety

- Able to identify and describe importance of fuel supply system
- Able to make a drawing of the fuel supply system
- Able to identify and describe importance of transmission system
- Able to make a drawing of the transmission system
- Able to identify and describe the importance of front and rear axle
- Able to make a drawing of the front and rear axle
- Able to identify and describe the importance of steering
- Able to make drawing of steering
- Able to identify and describe importance of suspension system
- Able to make a drawing of the suspension system
- Able to identify and describe the importance wheels and tyres
- Able to make drawing of wheels and tyres
- Able to identify and describe importance of brake
- Able to make drawing of brake
- Able to identify and describe the importance of the electrical & electronic systems
- Able to make a drawing of the electrical & electronic systems
- Able to identify and describe the importance of air conditioning system
- Able to make a drawing of air conditioning system
- Able to identify and describe importance of active and passive safety
- Able to make a drawing of active and passive safety

# **Unit-9: Road Safety**

Learning Outcome 9.1: Importance of road safety rules, safe and responsible driving road signs, driving rules and registration of a vehicle, driving license

Theory	Practical
<ol> <li>Importance of road safety rules and safe practices</li> <li>Safe and responsible driving</li> <li>Road signs, traffic signals and rules</li> <li>Driving rules and registration</li> <li>License rules</li> </ol>	<ul> <li>Able to list the safety rules to be followed</li> <li>Able to use safe practices while driving</li> <li>Able to list the safe and responsible driving procedures</li> <li>Able to identify various road signs, traffic signals and describe the rules</li> <li>Able to make sketch of various road signs, traffic signals and describe the rules</li> <li>Able to describe driving rules</li> <li>Able to fill forms for driving and registration</li> <li>Able to write license rules</li> <li>Able to fill forms for license</li> </ul>

## Unit-10: Automobiles and Our Environment

Learning Outcome 10.1: Air pollution Auto Emissions and EU/ BS Standards, PUC Certification

Theory	Practical
1. Air pollution and its norms	Able to list air pollution norms
2. Air pollution and automobiles	Able to observe air pollution and automobiles
3. Auto emissions and EU/BS standards	Able to identify various standards like EU/
4. PUC certification	BS, PUC certification
	<ul> <li>Able to make list of various standards</li> </ul>
	Able to describe about PUC certification

## Unit-11: Introduction to Vehicle Maintenance and Servicing

Learning Outcome 11.1: Importance of vehicle maintenance and servicing tips to extend the life of vehicles, introduction to vehicle servicing procedure

Theory	Practical
Importance of vehicle maintenance and servicing	<ul> <li>Able to perform basic procedures for vehicle maintenance</li> </ul>
2. Tips to extend the life of vehicles	Able to describe vehicle maintenance
3. Procedures during vehicle servicing	Able to list tips to extend the life of vehicles
	<ul> <li>Able to check the tips</li> </ul>
	Able to list procedures during vehicle servicing

## **Unit-12: Innovation and Development in Automobiles**

Learning Outcome 12.1: Explain innovation and development		
Theory	Practical	
1. Importance of innovation and development	<ul> <li>Able to identify innovation in automobiles</li> <li>Able to understand about new developments</li> </ul>	

#### PART II: INTERNAL ASSESSMENT (PRACTICAL) - 100 MARKS

To be assessed internally by the school.

For guidelines for Internal Assessment refer to Class X.

#### Class X

There will be **one** written paper of **two hours** duration carrying 100 marks and Internal Assessment of Practical of 100 marks.

#### **COURSE STRUCTURE:**

#### **PART I: THEORY - 100 MARKS**

#### Employability Skills – 30 Marks

Unit 1: Communication Skills - II

Unit 2: Self-management Skills – II

Unit 3: Basic Information and Communication Technology Skills – II

Unit 4: Entrepreneurial Skills – II

Unit 5: Green Skills – II

#### **Vocational Skills – 70 Marks**

Unit 6: Automobile and Its Components

Unit 7: Automobile Service Tools

Unit 8: Vehicle Servicing

Unit 9: Customer Sales Care

Unit10: Innovation and Development

#### PART II: INTERNAL ASSESSMENT (PRACTICAL) – 100 MARKS

#### **Practical Work – 70 Marks**

Practical Examination – 40 Marks

Practical File – 10 Marks

Viva Voce (based on Practical Examination/File) – 20 Marks

#### Project Work - 30 Marks

Report of Field Visit / Project – 10 Marks

Student Portfolio – 10 Marks

Viva Voce (based on Report of Field Visit/Student Portfolio/Project) – 10 Marks

# PART I: THEORY – 100 MARKS

# **Employability Skills**

# **Unit-1: Communication Skills – II**

Unit-1. Communication Skins – II			
Learning Outcome 1.1: Demonstrate knowledge of various methods of communication			
Theory	Practical		
Methods of communication:         (i) Verbal         (ii) Non-verbal         (iii) Visual	<ul> <li>Writing pros and cons of written, verbal, and non-verbal communication</li> <li>Listing dos and don'ts for avoiding common body language mistakes</li> </ul>		
Learning Outcome 1.2: Provide descriptive a	nd specific feedback		
Theory	Practical		
Communication cycle and importance of feedback	<ul> <li>Constructing sentences for providing descriptive and specific feedback</li> </ul>		
2. Meaning and importance of feedback			
3. Descriptive feedback – written comments or conversations			
4. Specific and non-specific feedback			
Learning Outcome 1.3: Apply measures to ov	vercome barriers in communication		
Theory	Practical		
Barriers to effective communication – types and factors	Enlisting barriers to effective communication		
Measures to overcome barriers in effective communication	<ul> <li>Applying measures to overcome barriers in communication</li> </ul>		
Learning Outcome 1.4: Apply principles of c	ommunication		
Theory	Practical		
<ol> <li>Principles of effective communication</li> <li>7Cs of effective communication</li> </ol>	<ul> <li>Constructing sentences that convey all facts required by the receiver</li> <li>Expressing in a manner that shows respect to</li> </ul>		
	<ul> <li>the receiver of the message</li> <li>Exercises and games on applying 7Cs of effective communication</li> </ul>		

Learning Outcome 1.5: Demonstrate basic writing skills			
Theory	Practical		
<ol> <li>Writing skills to the following:         <ol> <li>Sentence</li> <li>Phrase</li> <li>Kinds of Sentences</li> <li>Parts of Sentence</li> </ol> </li> <li>Parts of Speech</li> <li>Articles</li> <li>Construction of a paragraph</li> </ol>	Demonstration and practice of writing sentences and paragraphs on topics related to the subject		

#### Unit-2: Self-management Skills – II

Learning Outcome 2.1: Apply stress management techniques			
Theory	Practical		
Meaning and importance of stress management	<ul> <li>Exercises on stress management techniques – yoga, meditation, physical exercises</li> </ul>		
2. Stress management techniques – physical exercise, yoga, meditation	<ul> <li>Preparing a write-up or an essay on experiences during a holiday trip</li> </ul>		
3. Enjoying going to vacations and holidays w family and friends	ith		
4. Taking nature walks			
Learning Outcome 2.2: Demonstrate the ability to work independently			

# Theory Practical 1. Importance of the ability to work independently 2. Describe the types of self-awareness 3. Describe the meaning of self-motivation and self-regulation Practical Demonstration on working independently on goals Planning of an activity Executing tasks in a specific period, with no help or directives

Demonstration on the qualities required for

working independently

# Unit-3: Basic Information and Communication Technology Skills – II

Lea	Learning Outcome 3.1: Distinguish between different operating systems		
Theory		Practical	
1.	Classes of operating systems	•	Identification of taskbar, icons, menu, etc.
2.	Menu, icons, and taskbar on the desktop	•	Demonstration and practice of creating,
	File concept, file operations, file organization, directory structures, and file-system structures		renaming, and deleting files and folders, saving files in folders and sub-folders, restoring files and folders from recycle bin
4.	Creating and managing files and folders		

Learning Outcome 3.2: Apply basic skills for care and maintenance			re and maintenance of a computer
	Theory		Practical
1.	Importance and need of care and maintenance of computer	•	Demonstration of the procedures to be followed for cleaning, care and maintenance
2.	Cleaning computer components		of hardware and software
3.	Preparing maintenance schedule		
4.	Protecting computer against viruses		
	Scanning and cleaning viruses and removing SPAM files, temporary files, and folders		

# Unit-4: Entrepreneurial Skills – II

Learning Outcome 4.1: List the characteristics of a successful entrepreneur			
Theory	Practical		
<ol> <li>Entrepreneurship and society</li> <li>Qualities and functions of an entrepreneur</li> <li>Role and importance of an entrepreneur</li> <li>Myth about entrepreneurship</li> <li>Entrepreneurship as a career option</li> </ol>	<ul> <li>Writing a note on entrepreneurship as a career option</li> <li>Collecting success stories of first generation and local entrepreneurs</li> <li>Listing the entrepreneurial qualities – analysis of strength and weaknesses</li> <li>Group discussion of self-qualities that students feel are needed to become successful entrepreneurs</li> <li>Collect information and related data for a business</li> <li>Making a plan in teams for setting up a business</li> </ul>		

# Unit-5: Green Skills – II

Learning Outcome 5.1: Demonstrate the knowledge of importance, problems and solutions related to sustainable development

	•
Theory	Practical
<ol> <li>Definition of sustainable development</li> <li>Importance of sustainable development</li> <li>Problems related to sustainable development</li> </ol>	<ul> <li>Identify the problems related to sustainable development in the community</li> <li>Group discussion on the importance of respecting and conserving indigenous knowledge and cultural heritage</li> <li>Discussion on the responsibilities and benefits of environmental citizenship, including the conservation and protection of environmental values</li> <li>Preparing models on rainwater harvesting, drip/sprinkler irrigation, vermin-compost, solar energy, solar cooker, etc.</li> </ul>

#### **Vocational Skills**

## **Unit-6: Automobile and Its Components**

Learning Outcome 6.1: Identify chassis, body, engine, lubrication system, cooling system, fuel supply system, transmission system, front axle, steering, rear axle, suspension system, wheel, and tyre brake

1. Chassis 2. Body and use 3. Engine and its components 4. Lubrication system 5. Cooling system 6. Fuel supply system 7. Transmission system 8. Front axle 9. Steering 10. Rear axle 11. Suspension system 12. Wheels and tyres 13. Brake	unie, suspension system, wheel, and cyle stune			
<ul> <li>2. Body and use</li> <li>3. Engine and its components</li> <li>4. Lubrication system</li> <li>5. Cooling system</li> <li>6. Fuel supply system</li> <li>7. Transmission system</li> <li>8. Front axle</li> <li>9. Steering</li> <li>10. Rear axle</li> <li>11. Suspension system</li> <li>12. Wheels and tyres</li> <li>Able to understand details of body</li> <li>Able to identify and describe engine and its type</li> <li>Able to understand details of engine</li> <li>12. Wheels and tyres</li> </ul>	Theory	Practical		
	<ol> <li>Body and use</li> <li>Engine and its components</li> <li>Lubrication system</li> <li>Cooling system</li> <li>Fuel supply system</li> <li>Transmission system</li> <li>Front axle</li> <li>Steering</li> <li>Rear axle</li> <li>Suspension system</li> <li>Wheels and tyres</li> </ol>	<ul> <li>Able to understand details of chassis</li> <li>Able to identify and describe body</li> <li>Able to understand details of body</li> <li>Able to identify and describe engine and its type</li> </ul>		

# **Unit-7: Automobile Service Tools**

Learning Outcome 7.1: Identify hand tools, measuring tools, electrical tools, special tools, service, workshop machine

Theory	Practical	
<ol> <li>Able to identify hand tools used</li> <li>Drawing of hand tools</li> <li>Measurement tools – make, model, specifications</li> <li>Parts/components of measurement tools</li> <li>Electrical tools – make, model, specifications</li> <li>Parts/components of electrical tools</li> <li>Special tools – make, model, specifications</li> </ol>	<ul> <li>Identify and handle hand tools</li> <li>Parts/components of hand tools</li> <li>Able to identify measurement tools used</li> <li>Drawing of measurement tools</li> <li>Able to identify electrical tools used</li> <li>Drawing of electrical tools</li> <li>Able to identify special tools</li> </ul>	
<ul> <li>8. Parts/components of special tools</li> <li>9. Service workshop equipment – make, model, specifications</li> </ul>	<ul> <li>Drawing of special tools</li> <li>Able to identify service workshop equipment</li> <li>Drawing of hand tools</li> </ul>	
10.Parts/components of hand tools		

## **Unit-8: Vehicle Servicing**

Learning outcome 8.1: Washing of a vehicle, changing of oil and oil filter, changing of air filter, changing of fuel filter, changing of coolant

meer, enunging or rule inver, enunging or evolune		
Theory	Practical	
<ol> <li>Washing of a vehicle</li> <li>Changing of oil and oil filter</li> <li>Changing of air filter</li> <li>Change the fuel filter</li> <li>Changing of coolant</li> </ol>	<ul> <li>Able to understand washing procedure of a vehicle</li> <li>Able to do washing of a vehicle</li> <li>Able to understand procedure of changing of oil and oil filter</li> <li>Able to change the oil and oil filter</li> <li>Able to understand procedure of changing of air filter</li> <li>Able to change air filter</li> <li>Able to understand procedure of fuel filter changing</li> <li>Able to change fuel filter</li> <li>Able to understand procedure of changing of coolant</li> <li>Able to change coolant</li> </ul>	

# **Unit-9: Customer Sales Care**

Learning Outcome 9.1: Customer service			
Theory	Practical		
1. Customer service	<ul> <li>Able to understand the meaning of customer service</li> </ul>		
	<ul> <li>Able to list duties of an automobile salesperson</li> </ul>		

# Unit-10: Innovation and Development

Learning Outcome 10.1: Explain about innovation and development in automobile		
Theory	Practical	
1. Importance of innovation and development	<ul> <li>Able to identify innovation in automobile</li> <li>Able to understand about new development</li> </ul>	

#### PART II: INTERNAL ASSESSMENT (PRACTICAL) - 100 MARKS

#### **Practical Work**

- Practical Examination 40 Marks
- Practical File 10 Marks
- Viva Voce (based on Practical Examination/File) 20 Marks

The Practical Work allows candidates to demonstrate that they have knowledge and understanding of performing a task. This will include the hands-on Practical Examination and viva-voce. In addition, candidates will be required to maintain a practical file of the work done throughout the year.

Candidates will be required to perform any **two** practicals selected by the external examiner. The two practicals selected by the external examiner will be from different units of the syllabus.

#### **Project Work**

- Report of Field Visit/Project 10 Marks
- Student Portfolio 10 Marks
- Viva Voce (based on Report of Field Visit/Student Portfolio/Project) 10 Marks

Project Work aims at assessing the practical skills of candidates over a certain period of time. This includes report of field visits, project undertaken, student portfolio along with viva-voce.

Candidates are required to have completed **one** project on a topic of their choice from any topic/allied aspect covered in the syllabus. The project may include case study (example, study of a local industry/business), survey, model making, poster making/creation of audio-visual aids, interview of an entrepreneur from the local industry, etc.

Candidates should maintain record of the field visits undertaken during the year. This should include subject-specific information obtained from the experts/observations made during the field visits.

The student portfolio is a compilation of work done by the candidate throughout the year, and may include reports, articles, photos of products prepared by the candidate in relation to the unit of competency.

#### **EVALUATION**

The practical and project work is to be evaluated by the subject teacher and by an External Examiner. The External Examiner shall be nominated by the Head of the school and may be a teacher from the faculty, but not teaching the subject in the relevant section/class.

The Internal Examiner and the External Examiner will assess the candidate's work independently.

Award of Marks	(100 Marks)
Subject Teacher (Internal Examiner)	50 marks
External Examiner	50 marks

The total marks obtained out of 100 are to be sent to the CISCE by the Head of the school.

The Head of the school will be responsible for the online entry of marks on the CISCE's CAREERS portal by the due date.

#### Teaching-learning Activities

For effective transaction of the subject content a combination of classroom activities, practical work and field visits/educational tours are to be used by the teacher.

Special emphasis should be laid on occupational safety, health and hygiene while conducting the teaching-learning activities.

#### Classroom Activities

Classroom activities, including, interactive lecture sessions followed by discussions should be conducted by the subject teachers, using a variety of instructional or teaching aids, such as audio-video materials, colour slides, charts, diagrams, models, exhibits, hand-outs, online teaching materials, etc.

#### Practical Work

Practical work may include but not be limited to hands-on training, simulated training, role play, case-based studies, exercises, etc. Equipment and supplies should be provided to enhance hands-on learning experience of students. Only trained personnel should teach specialized techniques.

#### Field Visits/Educational Tours

Students should be taken for field visits to give them an opportunity to interact with experts and to expose them to the various tools, equipment, materials, procedures, and operations in the workplace. During field visits, students should obtain subject-specific information from the experts or make a record of the activities observed.

A checklist of observations to be made by the students during the field visits should be developed by the teachers for systematic collection of information by the students on the various aspects.

For example, a visit may be organised to an automobile showroom and service centre. During the visit, students may be asked to make observations and obtain information from the owner or the supervisor of the showroom on the following:

- Activity of automobile showroom
- Different sections of the showroom and the service centre
- Service centre activity
- Number of vehicles sold annually
- Power transmission section of engine
- Type of engine and technology
- Automation system
- Denting and painting section
- Electrical section
- Auto electrical system

Similarly, visits may also be organised to automobile fairs.

In a year, at least 3 field visits/educational tours should be organised for the students to expose them to the activities in the workplace. Schools may identify different opportunities for field visits within a short distance from the school and make necessary arrangements for the same.

# List of Equipment and Materials

The list given below is suggestive. An exhaustive list should be prepared by the teacher. Only basic tools, equipment and accessories should be procured by the school so that the routine tasks can be performed by the students regularly for practice and acquiring adequate practical experience.

S. No.	Equipment Required	Quantity	
	TOOLS AND EQUIPMENT'S AND TRAINING MATERIALS		
1.	Compressor		
2.	Spark plug cleaning machine		
3.	Screwdriver (star & minus)		
4.	Double-end ring spanner		
5.	Open and close (fix) spanner		
6.	Socket (goti) spanner		
7.	Plier		
8.	Monkey plier		
9.	Outer and inner plier		
10.	Toolbox		
11.	T-spanner (tommy) set		
12.	Allen key set		
13.	Tappet puller		
14.	Tappet gauge		
15.	Multimeter		
16.	Tachometer		
17.	Hammer		
18.	Compressor gauge		
19.	Oil measure container, funnel		
20.	Oil can		
21.	Tools trolley		
22.	Magnetic bar		
BASIC TOOLBOX			
1.	Workshop tool/equipment: drain pan, oil can, jack hydraulic, bench vice, ramp, pneumatic tool, equipment stands, etc.		
2.	Pressure indicators: oil pressure gauges, tire pressure gauges etc.		

S. No.	Equipment Required	Quantity
3.	Specialty wrenches: alignment wrenches, chain wrenches, locking wrenches, lug wrenches etc.	
4.	Trim or moulding tools: carbon scrapers, gasket scrapers, scrapers, spoons, etc.	
5.	Measuring equipment: vernier, calipers, micrometer, feeler gauges, multi-meter, flow meter, temp gauge, dial gauge, etc.	
6.	Other tools: hand tools, power tools, lifting and jacking equipment, tensioning equipment, brake roller tester, chassis dynamometer, suspension activation, security activator, etc.	
7.	Tools for other tasks such as cleaning of vehicles, tools, equipment, and workshop	
8.	Personal protection equipment: gloves, safety shoes, goggles, ear plugs, boiler suit	
9.	Workshop safety: fire extinguishers	
10.	First aid	
	CONSUMABLE ITEMS	
1.	Cotton waste, petrol/diesel, lubricant, grease, storage containers, air filters, oil filters, spark plugs, glow plugs, etc.	
2.	Worn out/defective/spurious samples: seal, gaskets, clutch plate, brake shoes, brake pads, spark plug, oil filter, air cleaner, etc.	
	TEACHING AIDS	
1.	Charts, CBTs, LCD projector and videos	
2.	Cleaning equipment and solutions	
3.	SOP charts on safety norms and drills	
4.	Charts of dos and don'ts in work area.	
5.	Audio/video on English, Hindi or local language course	
6.	Reference books	
7.	Workbooks	
8.	Study for soft skills	
9.	CBTs on working on a computer	
10.	Computer system	
11.	UPS	
12.	Vehicle service manuals, vehicle handbook, job card, work order, completion material requests, technical reference books	

S. No.	Equipment Required	Quantity
LIST (	LIST OF CUT SECTION WORKING MODEL	
Name	of working automotive model	
1.	Four stroke working petrol engines or diesel engine model	1
2.	Old second-hand radiator	1
3.	Old second-hand pressure cap	1
4.	Old second-hand thermostat	1
5.	Old second-hand disc brake	1
6.	Four-wheeler old second-hand vehicle	1
7.	MPFI working model system	1
8.	Old second-hand motorcycle	1

## **Teacher Qualifications**

The suggestive qualifications and minimum competencies for the subject teacher are as follows:

• Degree in Automobile Engineering/Mechanical Engineering from a recognized Institute/University, with at least 1 year work/teaching experience

#### **OR**

Diploma in Automobile Engineering/Mechanical Engineering from a recognized Institute/University, with at least 3 years work/teaching experience

- Effective communication skills (oral and written)
- Basic computing skills
- Technical competencies.