



مجلس أبوظبي للجودة والمطابقة
ABU DHABI QUALITY & CONFORMITY COUNCIL

ABU DHABI OCCUPATIONAL TERMS

Automotive Painter Level 4



14 FEBRUARY 2017
ADOT 70/2017
FIRST EDITION



Contents

Amendment Page	2
About the Abu Dhabi Quality & Conformity Council.....	3
Foreword	3
Acknowledgments.....	4
Occupational Terms	5
Terms & Conditions.....	6
Performance Criteria	7
Knowledge & Understanding	9
Other Skills	12
References.....	14



Amendment Page

This Amendment Page is updated and issued with each set of revised and/or new pages of the document to help ensure that each copy of this Abu Dhabi Occupation Term (ADOT) contains a complete record of amendments.

This Occupational Term is a live document which can be amended when necessary. QCC operates an Occupational Standards Working Group that has prepared this document, and can review stakeholder comments in order to review and amend this document; ultimately resulting in an issuance of an updated version, if necessary.

Log of Amendments						
Amendment			Discard		Insert	
No.	Date	*Sections Changed	Page(s)	Issue No.	Page(s)	Issue No.
1	xxx	Document launched				



About the Abu Dhabi Quality & Conformity Council

The Abu Dhabi Quality and Conformity Council (QCC) was established by law No. 3 of 2009, issued by His Highness Sheikh Khalifa Bin Zayed Al Nahyan, President of the UAE. QCC is responsible for the development of Abu Dhabi Emirate's Quality Infrastructure, which enables industry and regulators to ensure that products, systems and personnel can be tested and certified to UAE and International Standards.

Products and services certified by QCC receive the Abu Dhabi Trustmark. The Trustmark is designed to communicate that a product or system conforms to various safety and performance standards that are set by Abu Dhabi regulators.

Foreword

The QCC Car Workshops Personnel Occupational Terms Working Group was initiated in January 2017 in order to establish occupational terms for workers in the car workshops sector in Abu Dhabi to elevate the quality of services provided in the sector and to promote the productivity of personnel.

The occupational terms are professional standards that specialist personnel must meet in order to perform the jobs they are assigned to produce quality outcomes. The Government of Abu Dhabi, under the leadership of His Highness Sheikh Khalifa bin Zayed Al Nahyan, President of the UAE and Ruler of Abu Dhabi, and His Highness Sheikh Mohamed bin Zayed Al Nahyan, Crown Prince of Abu Dhabi, Deputy Supreme Commander of the UAE Armed Forces and Chairman of the Abu Dhabi Executive Council, has invested heavily, and at high levels of professionalism and safety, in the Infrastructure of Abu Dhabi. Therefore, it is crucial and obligatory to encourage the presence of skilled workmanship to maintain the quality infrastructure value in the Emirate of Abu Dhabi in particular and the United Arab Emirates in general.



Acknowledgments

The QCC would like to thank the members of the working group listed below:

Sr.	Name	Entity
1	Ahmed Al Mazrouei	Zones Corp
2	Salem Al Maamari	Zones Corp
3	Abdulla Al Marzouqi	Zones Corp
4	Amir Hamied	Zones Corp
5	Abdullatif Al Ali	Dept. of Economic Development
6	Naser Al Marzouqi	Dept. of Economic Development
7	Khaleefa Al Romaithi	AD Municipality
8	Ali Al Kaabi	AD Municipality
9	Saeed Al Romaithi	AD Municipality
10	Abdulla Mohamed	Urban Planning Council
11	Abdulla Al Muhairbi	Urban Planning Council
12	Mohamed Abdulrahim Hussain	Health Authority Abu Dhabi
13	Marwah Al Shamsi	Center of Waste Management
14	Mahmoud Adnan	Center of Waste Management
15	Zainab Al Kaff	OSHAD
16	John Ewing	OSHAD
17	Dr. Mazen AbdulJabbar	SAAED for Traffic Systems
18	Dr. Jamal Mohamed	AD Chamber
19	Abdulla Ibrahim Bilal	AD Chamber
20	Khalfan Al Mazrouei	Civil Defense
21	Saif Ali Hasan	Civil Defense
22	Tawfeeq Deeb	NQA
23	Mohamed Fawaz Abu Baker	ACTVET
24	Ziad Abu Sal	ESMA
25	Jeff Stagg	Ali & Sons
26	Patrick Wolfram	Ali & Sons
27	Ian Beattie	Emirates Motor Company
28	Khaldon Sousou	Eastern Motors Company
29	Trevor Hunter	Prestige Cars Service
30	Anas Jinna	Prestige Cars Service
31	Hari Janardhanan	Al Futtaim Auto Center
32	Masqood Ahmed	Al Futtaim Auto Center
33	Saleh Al Zaabi	Patriot Performance
34	Mohamed Al Mosaabi	Electra Auto
35	Syed Naveed	Bin Hamooda Auto
36	Rodyney Ghosn	Al Tayer Group



Occupational Terms

No.	Field	Details												
1.	Occupation (Standard Unit)	Automotive Painter Level 4												
2.	Description	This standard specifies the outcome required to prepare body surfaces on vehicles and apply paint and other coatings												
3.	Unit type	<input type="checkbox"/> Knowledge and Skills OR <input checked="" type="checkbox"/> Application												
4.	Elements	<table border="1"> <thead> <tr> <th>No.</th> <th>Element</th> </tr> </thead> <tbody> <tr> <td>E1</td> <td><i>Assess damage to paint and identify repair and replacement needs</i></td> </tr> <tr> <td>E2</td> <td><i>Carry out painting work on vehicles and replace/ install painted body panels</i></td> </tr> <tr> <td>E3</td> <td><i>Plan and organize work to meet expected outcomes</i></td> </tr> <tr> <td>E4</td> <td><i>Work effectively in a team</i></td> </tr> <tr> <td>E5</td> <td><i>Maintain a healthy, safe and secure working environment</i></td> </tr> </tbody> </table>	No.	Element	E1	<i>Assess damage to paint and identify repair and replacement needs</i>	E2	<i>Carry out painting work on vehicles and replace/ install painted body panels</i>	E3	<i>Plan and organize work to meet expected outcomes</i>	E4	<i>Work effectively in a team</i>	E5	<i>Maintain a healthy, safe and secure working environment</i>
No.	Element													
E1	<i>Assess damage to paint and identify repair and replacement needs</i>													
E2	<i>Carry out painting work on vehicles and replace/ install painted body panels</i>													
E3	<i>Plan and organize work to meet expected outcomes</i>													
E4	<i>Work effectively in a team</i>													
E5	<i>Maintain a healthy, safe and secure working environment</i>													
5.	QF Emirates level	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input checked="" type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> 8 <input type="checkbox"/> 9 <input type="checkbox"/> 10												
6.	Function	<input type="checkbox"/> Policy and strategy QF 9-10 <input type="checkbox"/> Managing QF 7-8 <input type="checkbox"/> Specifying QF 6-7 <input type="checkbox"/> Controlling QF 6 <input type="checkbox"/> Maintaining capability QF 4-6 <input checked="" type="checkbox"/> Performing/carry out QF 1-4												
7.	Entry information and prerequisites	High School Diploma/Industrial Training Diploma												



No.	Field	Details	
8.	Grading	Application unit: <i>Competent/Not Yet Competent</i>	
9.	Industry sector	Automotive	
10.	Developed by	Government Entities	Abu Dhabi Quality & Conformity Council, Zones Corp, Abu Dhabi Department of Economic Development, Abu Dhabi Urban Planning Council, Abu Dhabi Municipality, OSHAD, Center of Waste Management, Abu Dhabi Chamber, Health Authority Abu Dhabi, ACTVET, National Qualification Authority, SAAED for Trafficking Systems and the Ministry of Human Resources & Emiratization
		Private Sector	Al Tayer Group, Emirates Motor Company, Ali & Sons Group, Al Futtaim Automobile and Prestige Car Services
11.	Endorsement date	11 April 2017	
12.	Frequency of review	Annually	
13.	Version No.	1	
14.	ISCO-88	7131 Painters & Related Workers	

Terms & Conditions

Term	Description
Dealership	A business established or operated under an authorisation to sell or distribute an automotive company's goods and services
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task
OEM	Original Equipment Manufacturer
Vehicle	Mode of personal transport including 2-wheelers, 3-wheelers and 4- wheelers



Performance Criteria

Element	1. Assess damage to paint and identify repair and replacement needs
PC 1.1	Ensure the vehicle is placed on a suitable platform, to carry out proper inspection and identify repair/ replacement needs
PC 1.2	Check the damaged areas where repairs and replacements maybe required prior to painting
PC 1.3	Ensure the surface is cleaned thoroughly to carry out proper inspection of the damaged areas
PC 1.4	Use various tools and cleaners required for ensuring the repair/ replacement of the parts before the commencement of the paint process
PC 1.5	Ensure that all surface not to be painted are covered with masking tape and paper (including glass, window trim, door handles, mirrors, grills) while carrying out the repair/ replacement of parts
PC 1.6	Work in a way which minimizes the risk of damage to the vehicle and other parts/ components, i.e: Ensure sample test plate is prepared for color matching and verify color with the vehicle before application to avoid color mismatch to the original color
PC 1.7	Seek assistance from a denter (body repair technician) to assess damage to a body panel
PC 1.8	Follow manufacturer's instructions and correct procedures before replacing and installing vehicle parts

Element	2. Carry out painting work on vehicles and replace/ install painted body panels
PC 2.1	Ensure the vehicle is placed on a suitable platform, before the painting actually starts
PC 2.2	Ensure all the tools and equipment required are prepared, tested and adjusted, following manufacturer's instructions prior to use, which includes painting equipment, paint, sanding & polishing tools and any other safety equipment
PC 2.3	Ensure the vehicle or body surface is free from any dust and dents prior to the actual painting
PC 2.4	Ensure the dents (if found on the body surface) are repaired before starting to paint
PC 2.5	Protect the vehicle and its contents when carrying out the repair of minor paint defects to paint surfaces
PC 2.6	Ensure the sanding of the paint (ideally removing the paint to the bare metal, original primer) is done, sufficiently so that new paint adheres to it
PC 2.7	Ensure the surface is cleaned thoroughly, using mineral spirits or denatured alcohol to make sure that there is no oil (including body oils from fingers and hands) on the surface
PC 2.8	Ensure all surface not to be painted are covered with masking tape and paper (including glass, window trim, door handles, mirrors, grills) and ensure



	that there are no holes in the masking tape and paper to allow overspray to get through
PC 2.9	Prime the surface with a corrosion resistant, self-etching primer after removing all paint down to bare metal by applying enough paint to fill scratches or pits left in the preparation process
PC 2.10	Ensure primer is cured thoroughly (as some primers might require recoating or applying fresh coat after a certain period)
PC 2.11	Ensure the surface is clean to remove any dust or oil that might have accumulated during priming, i.e: application of Wet / Dry Sanding Process
PC 2.12	Ensure that prepared finished paint for spraying is sprayed on the vehicle/ body surface (using proper hardener/ catalyst in case the specific automotive enamel requires it)
PC 2.13	Ensure the paint surface finish produced is free from dust and contamination between the beginning of the painting process and tack-free time
PC 2.14	Polish the paint using a rubbing compound either by hand or through buffing machines/ power polishers especially on the edges
PC 2.15	Use suitable sources of technical information to support repair and replacement of vehicle parts
PC 2.16	Work in a way which minimizes the risk of damage to the vehicle and other parts/ components
PC 2.17	Confirm that all the tools and equipment required are safe prior to use
PC 2.18	Follow manufacturer's instructions and correct procedures before replacing and installing vehicle parts
PC 2.19	Fit and balance the replaced and refitted parts correctly
PC 2.20	Carry out repairing and repainting of Plastic Components

Element	3. Plan and organize work to meet expected outcomes
PC 3.1	Keep immediate work area clean and tidy
PC 3.2	Treat confidential information as per the company's guidelines
PC 3.3	Work in line with company's policies and procedures
PC 3.4	Work within the limits of the job role
PC 3.5	Obtain guidance from appropriate people, where necessary
PC 3.6	Ensure work meets the agreed requirements
PC 3.7	Establish and agree on work requirements with appropriate people
PC 3.8	Manage time, materials and cost effectively
PC 3.9	Use resources in a reasonable manner

Element	4. Work effectively in a team
PC 4.1	Maintain clear communication with colleagues (by all means including face-to-face, telephonic as well as written)
PC 4.2	Work with colleagues to integrate work



Cont.	
PC 4.3	Pass on information to colleagues in line with organizational requirements both through verbal as well as non-verbal means
PC 4.4	Work in ways that show respect for colleagues
PC 4.5	Carry out commitments made to colleagues
PC 4.6	Let colleagues know in good time if cannot carry out commitments, explaining the reasons
PC 4.7	Identify problems in working with colleagues and take the initiative to solve these problems
PC 4.8	Follow the company's policies and procedures for working with colleagues

Element	5. Maintain a healthy, safe and secure working environment
PC 5.1	Comply with the Emirate's current health, safety and security policies and procedures
PC 5.2	Report any identified breaches in health, safety, and security policies and procedures to the designated person/authority
PC 5.3	Coordinate with other resources at the workplace to achieve the healthy, safe and secure environment for all incorporating all government norms esp. for emergency situations like fires, earthquakes etc.
PC 5.4	Identify and correct any hazards like illness, accidents, fires or any other natural calamity safely and within the limits of individual's authority
PC 5.5	Report any hazards outside the individual's authority to the relevant person, and warn other people who may be affected
PC 5.6	Safe handling of basic and simple vehicle systems, functions and standard equipment and instruments
PC 5.7	Identify and recommend opportunities for improving health, safety, and security to the designated person
PC 5.8	Complete all health and safety records
PC 5.9	Understand the safety dress & PPE types and adhere to the proper dress code & PPE requirements in the work area

Knowledge & Understanding

- *To assess damage to paint and identify repair and replacement needs, the user/individual on the job must know and understand:*
 1. Standard operating procedures of the company/ dealership for inspection, and painting of vehicles or any other painted body panel
 2. Standard operating procedures for replacement of parts as mandated by the OEM which may be required to be dismantled while painting the vehicle or body panels
 3. Safety requirements for paint equipment and vehicular body parts/ other components which may require repairs prior to getting painted as prescribed by the OEM



4. Documentation requirements for each procedure carried out as part of roles and responsibilities as specified for carrying out paint related jobs
 5. Organizational and professional code of ethics and standards of practice
 6. Safety and health policies and regulations for the workplace as well as for automotive trade in general
 7. The overall functioning of various components in a vehicle which may have to be repaired/ replaced prior to the painting
 8. The cleaning techniques used to prepare the vehicle
 9. The various types of cleaners used to prepare the vehicle such as soap, water and degreaser
 10. The various types of cleaners and their basic properties e.g. which cleaner to use on plastic substrate and which on metal
 11. The type of cleaner used for particular contaminants
 12. When to seek assistance from and work in coordination with a denter (body repair technician) to assess damage and corrective action to be taken
- *To carry out painting work on vehicles and replace/ install painted body panels, the user/individual on the job must know and understand:*
1. Standard operating procedures of the company/dealership for inspection, and painting of vehicles or any other painted body panel
 2. Standard operating procedures for replacement of parts mandated by the OEM which may be required to be dismantled while painting the vehicle or body panels
 3. Safety requirements for equipment (including sanding and polishing tools) and various paints and allied materials (primer, varnish, mineral oils, sand paper etc.) as prescribed by the OEM
 4. Documentation requirements for each procedure carried out as part of roles and responsibilities as specified for carrying out paint related jobs
 5. Organisational and professional code of ethics and standards of practice
 6. Safety and health policies and regulations for the workplace as well as for automotive trade in general
 7. The overall functioning of various components in a vehicle (as they may be affected while the surface is being painted)
 8. Basic technology used in the overall functioning of various types painting equipment
 9. Sanding techniques (along with filling & chiselling techniques) and various types of sandpaper to be used for a particular surface
 10. Various dust prevention techniques between the beginning of the painting process and tack-free time
 11. Various paints and their specific requirements including timing of the coat and the equipment/ tools used for each of the following: primer, Solid Basecoat Paint, Metallic Basecoat Paint and Clear Coat Paint
 12. Process of auto spray painting



13. Spray booth operations
 14. Knowledge in computerized mixing variation of colors and their effects on the painted surface
 15. Various refinishing methods which may enhance the look and feel of the painted/coated surface
 16. Various rust prevention techniques in the long run
- *To plan and organize work to meet expected outcomes, the user/individual on the job must know and understand:*
1. The company's policies, procedures and priorities for area of work, role and responsibilities in carrying out that work
 2. The limits of responsibilities and when to involve others
 3. Specific work requirements and who these must be agreed with
 4. The importance of having a tidy work area and how to do this
 5. How to prioritize workload according to urgency and importance and the benefits of this
 6. The company's policies and procedures for dealing with confidential information and the importance of complying with these
 7. The purpose of keeping others updated with the progress of work
 8. Who to obtain guidance from and the typical circumstances when this may be required
 9. The purpose and value of being flexible and adapting work plans
 10. How to complete tasks accurately by following standard procedures
 11. Technical resources needed for work and how to obtain and use these
- *To work effectively in a team, the user/individual on the job must know and understand:*
1. The company's policies and procedures for working with colleagues, role and responsibilities in relation to this
 2. The importance of effective communication and establishing good working relationships with colleagues
 3. Different methods of communication and the circumstances in which it is appropriate to use these
 4. The importance of creating an environment of trust and mutual respect
 5. The implications of own work on the work and schedule of others
 6. Different types of information that colleagues might need and the importance of providing this information when it is required
 7. The importance of helping colleagues with problems, in order to meet quality and time standards as a team



- *To maintain a health, safe and secure working environment, the user/individual on the job must know and understand:*
1. Legislative requirements and organisation's procedures for health, safety and security and individual's role and responsibilities in relation to this
 2. What is meant by a hazard, including the different types of health and safety hazards that can be found in the workplace
 3. How and when to report hazards
 4. The limits of responsibility for dealing with hazards
 5. The company's emergency procedures for different emergency situations and the importance of following these
 6. The importance of maintaining high standards of health, safety and security
 7. Implications that any non-compliance with health, safety and security may have on individuals and the organisation
 8. Different types of breaches in health, safety and security and how and when to report these
 9. Evacuation procedures for workers and visitors
 10. How to summon medical assistance and the emergency services, where necessary
 11. How to use the health, safety and accident reporting procedures and the importance of these

Other Skills

Writing Skills

- *To be competent, the user/individual on the job needs to:*
- Record and document the basic details of repairs and maintenance performed on various components/ components
 - Record all diagnostics done by senior technicians as per the prescribed format recommended by the OEM/ auto-component manufacturer
 - Write in at least one language
 - Complete written work with attention to detail

Reading Skills

- *To be competent, the user/individual on the job needs to:*
1. Read the basic specification of a vehicle or any other component or part
 2. Read work orders, specifications etc. related to the job including instructions mentioned on the job card
 3. Read the service circulars/ sign boards placed in the workshop with respect to the overall process to be followed for service, repair and maintenance of the vehicle
 4. Read any specific safety related guideline



Listening & Speaking Skills

- *To be competent, the user/individual on the job needs to:*
 1. Clearly communicate workplace information and ideas with colleagues (verbal and non- verbal)
 2. Use terms, names, grades, and other nomenclature pertaining to the Automotive trade, tools, specific workshop equipment etc.
 3. Communicate with colleagues and customers to handle verbal enquiries, such as clarifying indicated faults and problems indicated on a job card which would lead to the proper diagnosis of the issue to do an effective root cause analysis
 4. Communicate to the supervisor and service advisor, the results of the test performed and appropriate values to find the root cause of the problem
 5. Interact with the customer through Service Advisor/ Supervisor in case any additional work needs to be done on the vehicle which may not have been indicated in the job card and found during the work being carried out as per the job card
 6. Understand and promote the brand image with respect to reliability and economy

References

<http://www.ukstandards.org.uk>

www.nsdindia.org/nos