



مجلس أبوظبي للجودة والمطابقة
ABU DHABI QUALITY & CONFORMITY COUNCIL

ABU DHABI OCCUPATIONAL TERMS

Automotive Workshop Driver Level 3



20 APRIL 2017
ADOT 77/2017
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	8
Other Skills	11
References.....	12



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
37	Saad Khalid	Al Futtaim Auto Center



Occupational Terms

No.	Field	Details												
1.	Occupation (Standard Unit)	Automotive Workshop Driver Level 3												
2.	Description	This standard specifies the outcome required to drive safely on the assigned route with or without company of a senior driver and will be in employment /or hired for a duration.												
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 and ensure road worthiness of the vehicle</i></td> </tr> <tr> <td>E2</td> <td><i>Drive safely on the assigned route within limited geographies</i></td> </tr> <tr> <td>E3</td> <td><i>Practice HSE and security related guidelines</i></td> </tr> <tr> <td>E4</td> <td><i>Plan and organize work to meet expected outcomes</i></td> </tr> <tr> <td>E5</td> <td><i>Work effectively in a team</i></td> </tr> </tbody> </table>	No.	Element	E1	<i>Assess and ensure road worthiness of the vehicle</i>	E2	<i>Drive safely on the assigned route within limited geographies</i>	E3	<i>Practice HSE and security related guidelines</i>	E4	<i>Plan and organize work to meet expected outcomes</i>	E5	<i>Work effectively in a team</i>
No.	Element													
E1	<i>Assess and ensure road worthiness of the vehicle</i>													
E2	<i>Drive safely on the assigned route within limited geographies</i>													
E3	<i>Practice HSE and security related guidelines</i>													
E4	<i>Plan and organize work to meet expected outcomes</i>													
E5	<i>Work effectively in a team</i>													
5.	QF Emirates level	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input checked="" type="checkbox"/> 3 <input 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 & Emiratisation
		Private Sector	Al Tayer Group, Emirates Motor Company, Ali & Sons Group, Al Futtaim Automobile
11.	Endorsement date	TBA	
12.	Frequency of review	Annually	
13.	Version No.	1	
14.	ISCO	ISCO-88 : Unit Group 8322 Car, Taxi and Van Drivers	

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 and ensure road worthiness of the vehicle
PC 1.1	Check that the vehicle meets basic legal and compliance related requirements
PC 1.2	Check vehicle service record indicative of any history of technical defects or immediate need for servicing like oil/filter change
PC 1.3	Record any other deviations observed during the trip
PC 1.4	Supervise and ensure all basic technical checks have been carried out as per standard organization check list /procedure
PC 1.5	Report actual or possible defects service supervisor or technician in enough detail so they can diagnose the problem
PC 1.6	In consultation with owner, conclude about the road worthiness of vehicle and if found unfit to decide to use another vehicle

Element	2. Drive safely on the assigned route within limited geographies
PC 2.1	Confirm all checks have been carried out for road worthiness of the vehicle
PC 2.2	Confirm all papers and documents including driving license, vehicle documents and documents related to goods etc are available
PC 2.3	Fasten seat belt, start the vehicle and before moving re-confirm all gauges are functioning
PC 2.4	After starting, but within few meters of moving, to check the brakes
PC 2.5	Change gear smoothly and in good time; coordinate the change of gears with steering control and acceleration
PC 2.6	Use the accelerator, steering control and brakes correctly to regulate speed and bring the vehicle to a stop safely
PC 2.7	Coordinate the operation of all controls to maneuver the vehicle safely and responsibly in all weather and road conditions in forward gear
PC 2.8	Use the windows, wipers, demisters and climate and ventilation controls so that you can see clearly
PC 2.9	Monitor and respond correctly to gauges, warning lights and other aids when driving
PC 2.10	In case of any malfunctioning or breakdown, attend immediately to the problem by: stopping the vehicle at a safe place, carrying out a quick diagnostic check, carrying out minor adjustments or temporary repairs if possible and/or asking for help in case of major problems by accurately reporting the exact nature of problem so that adequate help is made available
PC 2.11	At all times while driving, practice good driving habits of gear change, acceleration and braking to ensure obtaining maximum fuel efficiency
PC 2.12	No usage of mobile phones while driving
PC 2.13	Conform to state specific traffic regulations
PC 2.14	Give preference and right of road usage to children, elderly and people with special needs



Cont.	
PC 2.15	Comply with any related rules, regulations and practices for handling general public issues
PC 2.16	Be extra careful when negotiating traffic, slopes and when required to park in limited space
PC 2.17	Take care of owners belongings in the vehicle and maintain the vehicle in neat and clean condition
PC 2.18	Be pleasant in dealing with the owner and the passengers

Element	3. Practice HSE and security related guidelines
PC 3.1	Spot and report potential safety issues while driving
PC 3.2	Follow rules and regulations laid down by transport authorities
PC 3.3	Follow company policy and rules to avoid safety, health and environmental problems
PC 3.4	Ensure cleanliness of vehicle
PC 3.5	Escalate issues related to cleanliness and hygiene issues to concerned department
PC 3.6	Escalate issues related to hazardous material (if not reported in case of goods transport) to concerned authority – internal and external
PC 3.7	Take immediate and effective action to limit the danger or damage, without increasing the danger or threat to yourself or others
PC 3.8	Follow instructions or guidelines for limiting danger or damage
PC 3.9	Escalate the issue immediately if you can't deal effectively with the danger
PC 3.10	Give clear information or instructions to others to allow them to take appropriate action
PC 3.11	Record and report details of the danger in line with operator guidelines
PC 3.12	Report any difficulties in relation to health and safety instructions or guidelines, giving full and accurate details
PC 3.13	Check the exhaust as per the recommended guideline and ensure the vehicle is meeting the emission norms. In case not get the vehicle re-tuned/ adjusted
PC 3.14	Get the waste from routine cleaning, changed spare parts etc. disposed of as per environmental norms

Element	4. Plan and organize work to meet expected outcomes
PC 4.1	Keep immediate work area clean and tidy
PC 4.2	Treat confidential information as per the company's guidelines
PC 4.3	Work in line with company's policies and procedures
PC 4.4	Work within the limits of the job role
PC 4.5	Obtain guidance from appropriate people, where necessary
PC 4.6	Ensure work meets the agreed requirements
PC 4.7	Establish and agree on work requirements with appropriate people
PC 4.8	Manage time, materials and cost effectively
PC 4.9	Use resources in a reasonable manner



Element	5. Work effectively in a team
PC 5.1	Maintain clear communication with colleagues (by all means including face-to-face, telephonic as well as written)
PC 5.2	Work with colleagues to integrate work
PC 5.3	Pass on information to colleagues in line with organizational requirements both through verbal as well as non-verbal means
PC 5.4	Work in ways that show respect for colleagues
PC 5.5	Carry out commitments made to colleagues
PC 5.6	Let colleagues know in good time if cannot carry out commitments, explaining the reasons
PC 5.7	Identify problems in working with colleagues and take the initiative to solve these problems
PC 5.8	Follow the company's policies and procedures for working with colleagues

Knowledge & Understanding

- *To assess and ensure road worthiness of the vehicle, the user/individual on the job must know and understand:*
 1. Company's policies on: road worthiness requirement; basic compliance to technical requirements and standards; safety and hazards
 2. Specific local regulations
 3. Organization structure
 4. Escalation procedure

- *To drive safely on the assigned route within limited geographies, the user/individual on the job must know and understand:*
 1. Company's guidelines on safe driving practices; system and processes to ensure safe driving
 2. Reporting structure
 3. Problem escalation procedure
 4. Safe driving techniques
 5. Alternate routes in case of natural calamity, road construction work etc.
 6. Troubleshooting techniques in the event of technical problems like changing wheels using jack
 7. Traffic regulations
 8. Elements of good driving habits for obtaining fuel efficiency



- *To practice HSE and security related guidelines, the user/individual on the job must know and understand:*
 1. Organization's instructions or guidelines relating to dealing with and reporting safety and emergency issues
 2. What action you can take, and are authorized to take, to limit danger
 3. Methods of effective and appropriate communication to let others know about the safety, cleanliness and emergency situations
 4. Where and how to get help in dealing with safety and emergency situations
 5. How to use appropriate equipment and alarm systems to limit danger
 6. Alternate routes in case of natural calamity, road construction work etc.

- *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



Other Skills

Reading & Writing Skills

- *To be competent, the user/individual on the job needs to:*
 1. Read and understand technical standards of vehicle operation in terms of fuel system and other control systems in vehicle
 2. Document technical issues pertaining to vehicle

Communication Skills

- *To be competent, the user/individual on the job needs to:*
 1. Follow supervisors instructions
 2. Communicate with assistant and other personnel

References

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

www.nsdcindia.org/nos