



مجلس أبوظبي للجودة والمطابقة  
ABU DHABI QUALITY & CONFORMITY COUNCIL

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# ABU DHABI OCCUPATIONAL TERMS

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**Automotive Workshop Polisher Level 3**



15 MAY 2017  
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FIRST EDITION



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## 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.
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## 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

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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 Polisher Level 3										
2.	Description	This standard identifies the competences needed to flatten and polish vehicle body surfaces, in accordance with approved procedures.										
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>Flatten and polish the body vehicle panels for final inspection</i></td> </tr> <tr> <td>E2</td> <td><i>Practice HSE and security related guidelines</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> </tbody> </table>	No.	Element	E1	<i>Flatten and polish the body vehicle panels for final inspection</i>	E2	<i>Practice HSE and security related guidelines</i>	E3	<i>Plan and organize work to meet expected outcomes</i>	E4	<i>Work effectively in a team</i>
No.	Element											
E1	<i>Flatten and polish the body vehicle panels for final inspection</i>											
E2	<i>Practice HSE and security related guidelines</i>											
E3	<i>Plan and organize work to meet expected outcomes</i>											
E4	<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										
8.	Grading	<b>Application unit:</b> <i>Competent/Not Yet Competent</i>										
9.	Industry sector	Automotive										



No.	Field	Details	
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 7224 Metal Wheel-grinders, Polishers and Tool Sharpeners	

## 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. Flatten and polish the body vehicle panels for final inspection
PC 1.1	Work safely at all times, complying with health and safety, environmental and other relevant regulations, directives and guidelines
PC 1.2	Ensure the surfaces to be finished are suitably prepared for the activities to be carried out
PC 1.3	Identify the defects on painted panels (Color Difference, Clear Runs, Pin holes, Fish Eyes, Solvent Popping, Over Sprays Etc.)
PC 1.4	Tape the Chrome areas, Rubber areas, Headlights, Fog lamps and Panel Edges
PC 1.5	Check that the finishing equipment, materials and treatment solutions are set up and maintained at satisfactory operating conditions and levels
PC 1.6	Carry out the flattening and polishing process in accordance with operating procedures and the specification requirements
PC 1.7	Ensure that the polished surfaces achieves the required characteristics and meets the finishing specification
PC 1.8	Deal promptly and effectively with problems within your control and report those that cannot be solved
PC 1.4	Dispose of waste and excess materials in line with agreed organisational procedures
PC 1.5	Shut down the finishing equipment to a safe condition on completion of the flattening and polishing activities
PC 1.6	Clean the surface from dust, polish compound residues, and apply wax on polished panels
PC 1.7	Ensure the polished panels are hologram free / sanding/ scratch marks

Element	2. Practice HSE and security related guidelines
PC 2.1	Spot and report potential safety issues while performing the required polishing job
PC 2.2	Follow rules and regulations laid down by HSE authorities
PC 2.3	Follow company policy and rules to avoid safety, health and environmental problems
PC 2.4	Ensure cleanliness of vehicle
PC 2.5	Escalate issues related to cleanliness and hygiene issues to concerned department
PC 2.6	Escalate issues related to hazardous material to concerned authority – internal and external
PC 2.7	Take immediate and effective action to limit the danger or damage, without increasing the danger or threat to yourself or others
PC 2.8	Follow instructions or guidelines for limiting danger or damage
PC 2.9	Escalate the issue immediately if you can't deal effectively with the danger
PC 2.10	Give clear information or instructions to others to allow them to take appropriate action
PC 2.11	Record and report details of the danger in line with operator guidelines





<b>Cont.</b>	
PC 2.12	Report any difficulties in relation to health and safety instructions or guidelines, giving full and accurate details
PC 2.13	Get the waste from routine cleaning, changed spare parts etc. disposed of as per environmental norms

<b>Element</b>	<b>3. Plan and organize work to meet expected outcomes</b>
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

<b>Element</b>	<b>4. Work effectively in a team</b>
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
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



## Knowledge & Understanding

- *To flatten and polish the body vehicle panels for final inspection, the user/individual on the job must know and understand:*
  1. How to check that the tools and equipment to be used are in a safe, tested and serviceable condition and what to do if they are not
  2. The importance of ensuring that all tools are used correctly and within their permitted operating range
  3. The specific health and safety precautions to be followed for the lifting and handling of chemicals, components and associated panel holding devices during the flattening and polishing process
  4. The procedures for obtaining the various types of drawing, job instructions and specifications that are used during the vehicle body flattening and polishing process and how to interpret them correctly
  5. How to prepare, maintain and clean equipment used in the body finishing process
  6. How to ensure that adequate lighting is available and the best methods for lighting the panels
  7. How to identify defects in body panels and how to resolve them
  8. How to identify various grades and types of abrasive/polishing media and their applications
  9. The process to follow during the flattening and polishing activities
  10. The techniques to be used during the flattening and polishing of the vehicle panels (including the correct angle, speed and pressure of power tools used)
  11. How to carry out visual assessment of body panels for color and brightness
  12. The procedure to be adopted in checking the body finish throughout the process and the procedure to rectify faults
  13. The quality control procedures to be followed during the flattening and polishing activities
  14. Problems with the flattening and polishing operations and the importance of informing appropriate people of non-conformances
  15. The correct and safe procedure to be adopted for the disposal of all waste materials
  16. The extent of your own responsibility and to whom you should report if you have problems that you cannot resolve
  
- *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. The specific safety precautions to be taken whilst carrying out the vehicle body flattening and polishing process (including any specific legislation, regulations or codes of practice relating to the activities, equipment or materials)
  7. The health and safety requirements of the work area in which you are carrying out the flattening and polishing activities and the responsibility they place on you
  8. The personal protective equipment and clothing (PPE) to be worn during the vehicle body flattening and polishing activities
  9. The hazards associated with carrying out body finishing and with the tools, equipment and materials used (such as sanders, chemical reactions, dust, compressed air, polishers, solvents, sharp edges) and how to minimize them and reduce any risks
  10. The specific health and safety precautions that need to be followed regarding storage and use of sanding/cleaning materials and their effect on the environment and others working in the area
- *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

### Writing Skills

- *To be competent, the user/individual on the job needs to:*
  1. Record and document the basic details of the polishing job performed on various components
  2. Write in at least one language
  3. 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 Use terms, names, grades, and other nomenclature pertaining to the Automotive trade, tools, specific workshop equipment etc.
  2. 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
  3. Communicate to the supervisor and service advisor, the results of the job performed
  4. 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
  5. Understand and promote the brand image with respect to reliability and economy

## References

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

[www.nsdindia.org/nos](http://www.nsdindia.org/nos)