



مجلس أبوظبي للجودة والمطابقة
ABU DHABI QUALITY & CONFORMITY COUNCIL

ABU DHABI OCCUPATIONAL TERMS

Automotive Washing Attendant Level 2



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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	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

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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 Washing Attendant Level 2										
2.	Description	This standard specifies the outcome required to wash, scrub and polishes the interiors and exteriors of vehicles to protect their appearance.										
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>Perform vehicle cleaning and washing</i></td> </tr> <tr> <td>E2</td> <td><i>Plan and organize work to meet expected outcomes</i></td> </tr> <tr> <td>E3</td> <td><i>Work effectively in a team</i></td> </tr> <tr> <td>E4</td> <td><i>Maintain a healthy, safe and secure working environment</i></td> </tr> </tbody> </table>	No.	Element	E1	<i>Perform vehicle cleaning and washing</i>	E2	<i>Plan and organize work to meet expected outcomes</i>	E3	<i>Work effectively in a team</i>	E4	<i>Maintain a healthy, safe and secure working environment</i>
No.	Element											
E1	<i>Perform vehicle cleaning and washing</i>											
E2	<i>Plan and organize work to meet expected outcomes</i>											
E3	<i>Work effectively in a team</i>											
E4	<i>Maintain a healthy, safe and secure working environment</i>											
5.	QF Emirates level	<input type="checkbox"/> 1 <input checked="" type="checkbox"/> 2 <input 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										
8.	Grading	Application unit: <i>Competent/Not Yet Competent</i>										



No.	Field	Details	
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 9122 Vehicle, Window and Related Cleaners	

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. Perform vehicle cleaning and washing
PC 1.1	Inspect parts, equipment, or vehicles for cleanliness
PC 1.2	Understand the instructions given by supervisor regarding the washing, routine and any other specific cleaning requirements
PC 1.3	Mix cleaning solutions, abrasive compositions, or other compounds as advised by a supervisor
PC 1.4	Scrub, scrape, or spray machine parts, equipment, or vehicles, using scrapers, brushes, clothes, cleaners, disinfectants, insecticides, acid, abrasives, vacuums, or hoses
PC 1.5	Transport materials, equipment, or supplies to or from work areas, using carts or hoists
PC 1.6	Pre-soak or rinse machine parts, equipment, or vehicles parts by immersing objects in cleaning solutions or water, manually or using hoists
PC 1.7	Operate and activate cleaning equipment or machines and notify the supervisors in case of any malfunctions
PC 1.8	Turn valves or handles on equipment to regulate pressure or flow of water, air, steam, or abrasives from sprayer nozzles
PC 1.9	Clean: interior and exterior surfaces of vehicles, plastic work inside cars, using paint brushes, vehicle windows, seat frames, backs and bottoms and blacken tyres, driver seat, seating area, windshield, drivers side glass and vehicle dash, passenger grab rails and stanchions, floor to remove gum, dirt and grease & Electrical & Electronic component, couplers, connection etc.
PC 1.10	Rinse objects and place them on drying racks
PC 1.11	Use cloth, squeegees, or air compressors to dry surfaces
PC 1.12	Sweep, shovel, or vacuum loose debris or salvageable scrap into containers
PC 1.13	Maintain specified distance and pressure while washing engine compartment
PC 1.14	Remove debris and other dirt containers from work areas
PC 1.15	Maintain cleanliness of the work and shop areas to ensure a safe work

Element	2. Plan and organize work to meet expected outcomes
PC 2.1	Keep immediate work area clean and tidy
PC 2.2	Treat confidential information as per the company's guidelines
PC 2.3	Work in line with company's policies and procedures
PC 2.4	Work within the limits of the job role
PC 2.5	Obtain guidance from appropriate people, where necessary
PC 2.6	Ensure work meets the agreed requirements
PC 2.7	Establish and agree on work requirements with appropriate people
PC 2.8	Manage time, materials and cost effectively
PC 2.9	Use resources in a reasonable manner



Element	3. Work effectively in a team
PC 3.1	Maintain clear communication with colleagues (by all means including face-to-face, telephonic as well as written)
PC 3.2	Work with colleagues to integrate work
PC 3.3	Pass on information to colleagues in line with organizational requirements both through verbal as well as non-verbal means
PC 3.4	Work in ways that show respect for colleagues
PC 3.5	Carry out commitments made to colleagues
PC 3.6	Let colleagues know in good time if cannot carry out commitments, explaining the reasons
PC 3.7	Identify problems in working with colleagues and take the initiative to solve these problems
PC 3.8	Follow the company's policies and procedures for working with colleagues

Element	4. Maintain a healthy, safe and secure working environment
PC 4.1	Comply with the Emirate's current health, safety and security policies and procedures
PC 4.2	Report any identified breaches in health, safety, and security policies and procedures to the designated person/authority
PC 4.3	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 4.4	Identify and correct any hazards like illness, accidents, fires or any other natural calamity safely and within the limits of individual's authority
PC 4.5	Report any hazards outside the individual's authority to the relevant person, and warn other people who may be affected
PC 4.6	Safe handling of basic and simple vehicle systems, functions and standard equipment and instruments
PC 4.7	Identify and recommend opportunities for improving health, safety, and security to the designated person
PC 4.8	Complete all health and safety records
PC 4.9	Understand the safety dress & PPE types and adhere to the proper dress code & PPE requirements in the work area



Knowledge & Understanding

- *To perform vehicle cleaning and washing, the user/individual on the job must know and understand:*
 1. Standard operating procedures of the dealership for vehicle cleaning
 2. Standard operating procedures recommended by the dealership for using water hose pipe or any other machine which may be required to carry out the exterior or interior cleaning
 3. Documentation requirements for each procedure carried out as part of roles and responsibilities as specified by the organization
 4. Organizational and professional code of ethics and standards of practice
 5. Safety, health and environmental policies and regulations for the workplace as well as for automotive trade in general (e.g. safe practices while working in pits/ under vehicles)
 6. How to drive vehicles to ensure cleaning at the desired location within the organizational setup
 7. How to operate the machines and equipment to perform cleaning tasks
 8. The different types of grime and the method used for cleaning each, including: graffiti (e.g., paint, ink), encrusted human waste, scuff marks, soil and dust, oil and other grease, dried food and other non-hazardous stains and other stains
 9. The various methods used for cleaning including: scraping, use of squeegee and chamois, use of chemicals, machine-assisted or manual cleaning, washing or scrubbing/cleaning, brushing, sweeping and blowing off with air
 10. How to adjust machines, devices, moving parts, and equipment post cleaning
 11. The various implements, tools and safety equipment used for cleaning
 12. How to: vacuum, clean and maintain vehicle interiors, including dashboards, consoles, carpet and car seats, clean door trims and hinges, wash and polish vehicle exteriors and blacken tires, fit boot spoilers, side skirts, or mud flaps, drive vehicles through automatic car washes, and blacken tires
 13. How to use regulate pressure or flow of water, air, steam, or abrasives from sprayer nozzles
 14. How to lubricate machinery and the required masking materials to preserve, protect and condition the vehicle

- *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:*
 1. Write in at least one language

Reading Skills

- *To be competent, the user/individual on the job needs to:*
 1. Read instructions, guidelines/procedures

Communication Skills

- *To be competent, the user/individual on the job needs to:*
 1. Ask for clarification and advice from appropriate persons
 2. Communicate orally with colleagues

References

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

www.nsdindia.org/nos