



مجلس أبوظبي للجودة والمطابقة
ABU DHABI QUALITY & CONFORMITY COUNCIL

ABU DHABI OCCUPATIONAL TERMS

Automotive Workshop Tire Fitter Level 4



17 MAY 2017
ADOT 79/2017
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.
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.



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Occupational Terms

No.	Field	Details												
1.	Occupation (Standard Unit)	Automotive Workshop Tire Fitter Level 4												
2.	Description	This standard specifies the outcome required to repair damage to tires, fit and balance new tires to vehicles, and inspect a vehicle's tires and the related components, checking for signs of damage and wear.												
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>Inspect, repair and replace standard light vehicle tires</i></td> </tr> <tr> <td>E2</td> <td><i>Carry out light vehicle four wheel alignment</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>Inspect, repair and replace standard light vehicle tires</i>	E2	<i>Carry out light vehicle four wheel alignment</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>
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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												
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 7231 Motor Vehicles Mechanics and Repairers	

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. Inspect, repair and replace standard light vehicle tires
PC 1.1	Use suitable personal protective equipment and vehicle coverings throughout all tire inspection, repair and replacement activities
PC 1.2	Use suitable sources of technical information to support your inspection, repair and replacement of tires
PC 1.3	Work in a way which minimises the risk of damage to the vehicle and its systems
PC 1.4	Confirm that all the tools and equipment required are safe prior to use
PC 1.5	Ensure your inspection techniques are sufficiently in depth to identify the severity of all tire and wheel defects
PC 1.6	Conduct all inspection, repair and replacement activities following: manufacturers' instructions, workplace procedures and health and safety requirements
PC 1.7	Carry out all inspection, repair and replacement activities using: suitable tools and equipment, correct inspection techniques and correct type, size and construction of tire
PC 1.8	Clearly identify and record the cause of any tire, valve or wheel faults following your normal workplace procedures
PC 1.9	Make clear and accurate recommendations for further action to the relevant person(s) when necessary
PC 1.10	Ensure that replaced, refitted tyres and valves are fitted correctly and balanced
PC 1.11	Ensure that all work carried out conforms to any legal requirements prior to releasing the vehicle to the customer
PC 1.12	Dispose of removed components safely to meet current legal and your workplace requirements
PC 1.13	Complete all activities within the agreed timescale
PC 1.14	Report any anticipated delays in completion and any additional faults identified to the relevant person(s) promptly

Element	2. Carry out light vehicle four wheel alignment
PC 2.1	Select and use suitable personal protective equipment and vehicle coverings throughout all four wheel alignment activities
PC 2.2	Work in a way which minimizes the risk of damage to the vehicle and its systems
PC 2.3	Ensure that your measuring and adjustment equipment is safe, in good working order and where necessary, calibrated prior to use
PC 2.4	Conduct all four wheel alignment pre checks and four wheel alignment activities following: the use of correct technical data, the vehicle and equipment manufacturers' recommendations, your workplace procedures and health and safety requirements



Cont.	
PC 2.5	Carry out all four wheel alignment activities using suitable tools and equipment and the correct techniques
PC 2.6	Ensure your final adjustments and settings are within the tolerances recommended by the vehicle manufacturer for the vehicle
PC 2.7	Inform the relevant person(s) when adjustments to within the tolerances allowed are not possible
PC 2.8	Make clear and suitable recommendations for any further action to the relevant person(s) clearly and accurately
PC 2.9	Complete all four wheel alignment activities within the agreed timescale
PC 2.10	Report any anticipated delays in completion to the relevant person(s) promptly
PC 2.11	Ensure your records of measurements taken and adjustments made are clear and accurate

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
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 inspect, repair and replace standard light vehicle tires, the user/individual on the job must know and understand:*
1. The current workplace procedures relevant to workshop practices and personnel and vehicle protection
 2. The legal requirements for light vehicle tires and the relevant parts of the prevailing local standard for the repair of light vehicle tires
 3. How to isolate scrapped tires and dispose of waste materials in your workplace
 4. The importance of disposing of waste safely and the consequences of not doing so to others and the environment
 5. The agreed work specification
 6. Workplace procedures for: the referral of problems, reporting of delays to the completion of work and personal protection
 7. The requirements for protecting the vehicle and contents from damage before, during and after removing and replacing wheels
 8. The importance of working to agreed timescales and keeping others informed of progress
 9. The relationship between time and cost
 10. The importance of reporting anticipated delays to the relevant person(s) promptly
 11. How to select, prepare and use the tools and equipment necessary for inspecting, repairing, replacing and refitting light vehicle tires



12. The types of tire repair materials available (i.e. rubber only plug patch unit and rubber only patch and filler material)
 13. The repair material manufacturer's instructions for the type(s) of tires on which you are working
 14. How to find and use suitable sources of information on standard light vehicle tires
 15. The purpose, function and construction of standard light vehicle tires
 16. The common faults associated with standard light vehicle tires and their causes
 17. What a tire inspection should cover
 18. The inspection techniques associated with light vehicle tires and how to carry them out
 19. The importance of taking accurate measurements and ensuring any adjustments are within acceptable tolerances for the vehicle
 20. The importance of basing your decision to replace or repair tires upon the results of your inspection
 21. How to remove, repair, replace and refit light vehicle tires, replace valves and remove and replace road wheels
 22. The importance of checking the safety and operation of equipment prior to use
 23. How to work safely avoiding, injury to yourself, others and damage to tires and wheels
 24. The potential risks associated with aged tires
- *To carry out light vehicle four wheel alignment, the user/individual on the job must know and understand:*
1. The current workplace procedures relevant to workshop practices and personnel and vehicle protection
 2. Workplace procedures for: the referral of problems, reporting of delays to the completion of work and personal protection
 3. The requirements for protecting the vehicle and contents from damage before, during and after removing and replacing wheels
 4. The importance of working to agreed timescales and keeping others informed of progress
 5. The relationship between time and cost
 6. The importance of reporting anticipated delays to the relevant person(s) promptly
 7. How to select and use the tools and equipment used for the measurement and adjustment of four wheel alignment
 8. The importance of checking for safety and accuracy
 9. How to confirm that measuring and adjustment equipment is safe and, where necessary, calibrated prior to use
 10. The Ackerman principle
 11. The principles of caster, camber, KPI/SAI, toe out on turns, thrust angle set back, wheel run out and their effects on tyre wear and vehicle handling
 12. The purpose, function and location of steering and suspension system components and how wear can affect wheel alignment



13. The abnormal tire wear associated with misalignment
 14. The importance of taking accurate measurements
 15. How to find and use vehicle data relating to working tolerances
 16. How to carry out four wheel alignment pre checks
 17. Four wheel alignment and adjustment techniques, including the use of weights, how to apply them and record adjustments
 18. The importance of ensuring any adjustments are within acceptable tolerances for the vehicle
 19. The possible consequences of inaccurate adjustments and the effect on other items
 20. How to take and record accurate measurements
 21. The importance of checking the operation of adjusted items prior to return to the customer
 22. The implications for safety and customer satisfaction
 23. How to check that the adjusted items function correctly
 24. How to work safely avoiding injury to yourself, others and damage to vehicles
 25. Impact of adjustment on electronic systems, for example, TPMS, steering wheel angle sensor
 26. ESP and dynamic cruise control
- *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 the job performed on various components
 - 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 job performed
 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.nsdcindia.org/nos