



GOVERNMENT OF TAMILNADU
DIRECTORATE OF TECHNICAL EDUCATION, CHENNAI
STATE PROJECT COORDINATION UNIT
(Established under Canada India Institutional Cooperation Project)
CURRICULUM

Course Name	AUTOMOBILE ENGINEERING – LEVEL 2
Course Code	ME/2020/023
Course Duration	360 Hours
Minimum Eligibility Criteria	8 th Std
Pre-requisites (if any)	-
Course Objectives	<p>Training module has been designed for the participants to</p> <ul style="list-style-type: none"> • Learn about front office management practices • Understand the workshop management • Learn about vehicle warranty procedures • Familiar with customer care activities • Know about the procedure for parts sales and vehicle sales.
Course Outcomes	<p>At the end of training, the participants will be able to</p> <ul style="list-style-type: none"> • Perform the skills of front office and workshop management • Use the warranty procedure of a vehicle • Perform the skills in handling the customers. • Perform the sales of the vehicles and parts.
Expected Job Roles	<ul style="list-style-type: none"> • Automobile Sales/service front office assistant • Vehicle service advisor/workshop foreman • Stores assistant/ Customer care assistant/Sales assistant • Direct dealers –two-wheeler and four wheelers

TEACHING AND SCHEME OF EXAMINATION						
Course Code	Course Name	Hours		Assessment Marks		Duration of the Examination
				Min	Max	
ME/2020/023	AUTOMOBILE ENGINEERING – LEVEL 2	Theory	120	10	20	3 hours
		Practical	240	40	80	
		Total	360	50	100	

ME/2020/023 - AUTOMOBILE ENGINEERING – LEVEL 2
DETAILED SYLLABUS

Unit No.	Modules	No. of Hours	
		Theory	Practical
I	Front Office Management-Service Advising, Job Order Preparation and Billing	75 Hours	
1.1	Main objective of appointment, Points to Implementing / Encouraging the Appointment System - Details Person should know about the Appointment System in a Dealer Workshop - Reasons for lacking of Appointment System in a Dealer Workshop - Reasons for Walk Around Check - Items to be noted while Walk Around Check - Points to be discussed during a morning briefing - Important Points to mention in the Job Card while receiving the vehicle - Appropriate points must known by the Service Advisor when filling out the Repair Order - the important points should be noted - Points to consider to get Additional Approval from the Customers through Telephone - billing details - Post service follow-up (P.S.F), Feed Back given by the Customer - the Expressions can be used during a Phone call for Post Service Follow- Up.	25	
1.2	Practical: ➤ Practical training in company/ dealer showroom in Appointment System, Walk Around Check, Job Card preparation, bill preparation, Post service follow-up.		50
II	Workshop Management-Supervising, Productivity Analysis and Job Allotting Procedures	75 Hours	
2.1	Responsibility Job for Technician, Job Responsibility for Foreman (or) Supervisor - Job allotting Procedure - Productivity - Details of Productivity - Regular Process of Calculating the Revenue of a Dealer Work Shop. Examples for productivity and revenue calculations.	25	
2.2	Practical: ➤ Practical training in company/ dealer showroom in Job allotting Procedure, Productivity Analysis, Dealer Work Shop revenue analysis.		50
III	Warranty Procedures and vehicle insurance	75 Hours	
3.1	Warranty definition - Warranty Period - Warranty Period Calculation - reasons for repairs during warranty period - Types of warranty – Reason for Warranty Rejection- List of Items not covered by Warranty - Pre Delivery information about warranty and Periodic Maintenance of Service Items covered under warranty. Vehicle Insurance- Importance - Types-claim procedures.	25	
3.2	Practical: ➤ Practical training in company/ dealer showroom in Warranty Period Calculation, various aspects of warranty-Vehicle Insurance claim procedures.		50

IV	Customer Care	60 Hours	
4.1	The seven steps of Customer Care Process - Five Elements of Customer Care - Positive Remarks - Negative Remarks - Customer Evaluation of Service-Presentable Techniques - topics and actions to be avoided while talking to the customers - appropriate points before and while calling a Customer - Most appropriate points to satisfy the Customer - Rights of the Customer - “Little Extras” when a vehicle Come for Repair or Service to Satisfy the Customer and “CARE – PLUS Messages”.	20	
4.2	Practical: ➤ Practical training in company/ dealer showroom in Customer Care Process-mannerisms to be adopted while handling the customers, customer care.		40
V	Spare Parts management and Sales Procedures:	75 Hours	
5.1	Details of Vehicle Off the Road (VOR) - PNA - Parts Not Available -PND- Parts Not Drawn - Moving Parts and Non Moving Parts - Spare Parts Ordering method in a Dealer Workshop - Sales Department - Points to be considered by the Customers planning to buy a New Vehicle - Information and details to get from the Car Showroom during the visit by a Customer - The Sales Procedures while delivering a New Vehicle to the Customer - Explanation about the total number of Free Service offered and charges for the consumables during Free Service.	25	
5.2	Practical: ➤ Practical training in company/ dealer showroom in Spare Parts management and Sales Procedures.		50
Total Theory and Practical hours		120	240
Total hours		360	

HARDWARE REQUIREMENT

S.NO.	LIST OF TOOLS /EQUIPMENTS
1.	Service Ramp
2	Vehicle service tools box kit
3	Box spanner kit
4	Water service Accessories and kits
5	Air Compressor

REFERENCE BOOKS

S. NO.	NAME OF THE BOOK	AUTHOR	PUBLISHER
1	Advanced front office operations and management	Praveen K.Vankdoth	Notion Press, Chennai
2	Dealership Sales and Value-Added Service Executive Handbook	---	National skill Development Corporation, NewDelhi.
3	Dealership Tele caller Sales Executive Handbook	---	National skill Development Corporation, NewDelhi.

ASSESSMENT AND CERTIFICATION

S. No.	Criteria for Assessment
1.	A trainee will be assessed based on the performance in End Examination for Theory and Practical conducted internally in the Project Polytechnic College for a duration of 3 hours
2.	A trainee must have 75% of attendance to appear for End examination in Theory and Practical.
3.	The assessment for theory part will be based on the marks scored in the end examination on the knowledge bank of questions (1 word/objective type questions)
4.	The assessment for practical part will be based on the marks scored in the end examination conducted by the Project Polytechnic and assessed by the Examiners approved by Strategic Plan Implementation Committee (SPIC) of the project polytechnic.
5.	The passing criteria for successful completion of training is every trainee should score 50% of marks in theory and practical examination.
6.	On successful completion of training, Certificate will be issued to the participants by the Directorate of Technical Education through the Project Polytechnics.

END EXAMINATION ALLOCATION OF MARKS

S.NO	Description	Max.Marks
1.	Theory Examination	20
2.	Practical Examination	
	a) Aim and Procedure	20
	b) Demonstration / Execution	25
	c) Result & Viva Voce	15
	d) Record	20
Total Marks		100

THEORY MODEL QUESTION PAPER

ME/2020/023 - AUTOMOBILE ENGINEERING - LEVEL 2

(Maximum Marks :20)

(N.B: Answer any **twenty** questions)

(20x1 = 20Marks)

1. What is the main aim of Appointment System?
2. Mention any three Methods of Implementing Appointment System.
3. What are reasons for Appointment System Failure?
4. Name the Persons who must know and follow the Appointment System in a Workshop.
5. State the Reason of carrying out the Walk Around Checkup.
6. State the message of Morning brief in a meeting of a Dealer Workshop.
7. What are the main things that need to be noted during Walk Around Checkup?
8. Mention the points that need to be noted in the Job Card?
9. Write any three points that Service Advisor must know.
10. Write any three points / Procedures that to follow during Telephonic Approval .
11. What are the Procedures will you follow when a valuable thing missed in the vehicle?
12. What is the Expansion of PDF?
- 13 Write the Productivity Formula.
14. Write the Main Job responsibility of the Technician .
15. Mention any three points of Job Responsibility of the Supervisor.
16. Write the Formula for Calculating the Labour per Month per Mechanic?
17. What is Warranty?
18. How will you Calculate Warranty Period?
19. Write the Reason arising for Warranty Repairs?
20. Write any Three Reasons for Rejecting Warranty Repairs.
21. What is VOR and PNA?
22. Write any two of Seven Steps of Customer Care Process.
23. What are the Five Elements of a Customer Care?
24. Write the Steps/Procedures of Customer Care Evaluation?
25. Write any three most appropriate points to satisfy the customer?