ABU DHABI OCCUPATIONAL TERMS

Automotive Team Leader Level 5

08 JUN 2017
ADOT 83/2017
FIRST EDITION

Contents

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:

Occupational Terms

No.	Field	Details
1.	Occupation (Standard Unit)	Automotive Team Leader Level 5
2.	Description	This standard specifies the outcome required to provide direction, instructions and guidance to a group of individuals at the workshop for the purpose of achieving a certain goal.
3.	Unit type	☐ Knowledge and Skills OR ■ Application
4.	Elements	<table><tr><th>No.</th><th>Element</th></tr><tr><td>E1</td><td>*Allocate and check work in the team*</td></tr><tr><td>E2</td><td>*Contribute to effective team working*</td></tr><tr><td>E3</td><td>*Quality assure work in the team*</td></tr><tr><td>E4</td><td>*Plan and organize work to meet expected outcomes*</td></tr><tr><td>E5</td><td>*Work effectively in a team*</td></tr><tr><td>E6</td><td>*Maintain a healthy, safe and secure working environment*</td></tr></table>
5.	QF *Emirates* level	☐ 1 ☐ 2 ☐ 3 ☐ 4 ■ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10
6.	Function	☐ Policy and strategy QF 9-10 ☐ Managing QF 7-8 ☐ Specifying QF 6-7 ☐ Controlling QF 6 ■ Maintaining capability QF 4-6 ☐ Performing/carry out QF 1-4
7.	Entry information and prerequisites	Graduate degree/ Diploma in Mechanical/Automobile Engineering

No.	Field	Details	
8.	Grading	**Application unit**: *Competent/Not Yet Competent*	
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 1439 Production & Operations Department Managers Not Elsewhere Classified	

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. Allocate and check work in the team
PC 1.1	Confirm the work required of the team with your manager and seek clarification, where necessary, on any outstanding points and issues
PC 1.2	Plan how the team will undertake its work, identifying any priorities or critical activities and making best use of the available resources
PC 1.3	Allocate work to team members on a fair basis taking account of their skills, knowledge and understanding, experience and workloads and the opportunity for development
PC 1.4	Brief team members on the work they have been allocated and the standard or level of expected performance
PC 1.5	Recognise and seek to find out about differences in expectations and working methods of any team members from a different country or culture and promote ways of working that take account of their expectations and maximise productivity
PC 1.6	Encourage team members to ask questions, make suggestions and seek clarification in relation to the work they have been allocated
PC 1.7	Check the progress and quality of the work of team members on a regular and fair basis against the standard or level of expected performance and provide prompt and constructive feedback
PC 1.8	Support team members in identifying and dealing with problems and unforeseen events
PC 1.9	Motivate team members to complete the work they have been allocated and provide, where requested and where possible, any additional support and/or resources to help completion
PC 1.10	Monitor the team for conflict, identifying the cause(s) when it occurs and dealing with it promptly and effectively
PC 1.11	Identify unacceptable or poor performance, discuss the cause(s) and agree ways of improving performance with team members
PC 1.12	Recognise successful completion of significant pieces of work or work activities by team members and the overall team and advise your manager
PC 1.13	Use information collected on the performance of team members in any formal appraisal of performance

Element	2. Contribute to effective team working
PC 2.1	Present yourself in the workplace on time and in a way that does not cause concern to other team members
PC 2.2	Work in accordance with the roles and responsibilities identified for your individual and team activities
PC 2.3	Make sure that any actions that you take are within the limits of your own responsibility and authority

Cont.	
PC 2.4	Ask for information, advice and / or help politely, without causing disruption to your own or other team members work
PC 2.5	Offer help to others promptly and willingly in order to ensure team objectives are met
PC 2.6	Contribute to team discussion / briefing sessions in a positive manner that shows respect for the views and rights of others
PC 2.7	Deal with problems in team relationships in ways which minimize offence and maintain mutual respect
PC 2.8	Refer requests for information and / or assistance that are outside your authority/responsibility to the appropriate people
PC 2.9	Work together to resolve disagreements and difficulties in team relationships
PC 2.10	Communicate in a manner which promotes understanding, goodwill and trust

Element	3. Quality assure work in the team
PC 3.1	Check regularly the progress and quality of the work of team members against the standard performance expected
PC 3.2	Provide team members with prompt, specific feedback designed to maintain and improve their performance
PC 3.3	Support team members in identifying and dealing with problems and unforeseen events
PC 3.4	Motivate team members to complete the work they have been allocated on time and to the standard required
PC 3.5	Provide any additional support and/or resources team members require to complete their work on time and to the standard required
PC 3.6	Identify any unsatisfactory performance, discuss the causes and agree ways of improving performance with team members
PC 3.7	Recognize successful completion of significant pieces of work by team members
PC 3.8	Motivate team members to maintain and continuously improve their performance over time
PC 3.9	Use information collected on the performance of team members in any formal appraisal of performance, where appropriate

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

Cont.	
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

Element	6. Maintain a healthy, safe and secure working environment
PC 6.1	Comply with the Emirate's current health, safety and security policies and procedures
PC 6.2	Report any identified breaches in health, safety, and security policies and procedures to the designated person/authority
PC 6.3	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 6.4	Identify and correct any hazards like illness, accidents, fires or any other natural calamity safely and within the limits of individual's authority
PC 6.5	Report any hazards outside the individual's authority to the relevant person, and warn other people who may be affected
PC 6.6	Safe handling of basic and simple vehicle systems, functions and standard equipment and instruments
PC 6.7	Identify and recommend opportunities for improving health, safety, and security to the designated person
PC 6.8	Complete all health and safety records
PC 6.9	Understand the safety dress & PPE types and adhere to the proper dress code & PPE requirements in the work area

Knowledge & Understanding

➢ *To allocate and check work in the team, the user/individual on the job must know and understand:*

1. Different ways of communicating effectively with members of a team
2. The importance of confirming/clarifying the work required of the team with your manager and how to do this effectively
3. How to plan the work of a team, including how to identify any priorities or critical activities and the available resources
4. How to identify sustainable resources and ensure their effective use when planning the work of a team
5. How to identify and take due account of health and safety issues in the planning, allocation and checking of work
6. Why it is important to allocate work across the team on a fair basis and how to do so
7. Why it is important to brief team members on the work they have been allocated and the standard or level of expected performance and how to do so
8. The values, ethics, beliefs, faith, cultural conventions, perceptions and expectations of any team members from a different country or culture and how your own values, ethics, beliefs, faith, cultural conventions, perceptions, expectations, use of language, tone of voice and body language may appear to them
9. Ways of encouraging team members to ask questions and/or seek clarification and make suggestions in relation to the work which they have been allocated
10. Effective ways of regularly and fairly checking the progress and quality of the work of team members
11. How to provide prompt and constructive feedback to team members
12. How to select and apply a limited range of different methods for motivating, supporting and encouraging team members to complete the work they have been allocated and improve their performance, and for recognizing their achievements
13. The additional support and/or resources which team members might require to help them complete their work and how to assist in providing this
14. Why it is important to monitor the team for conflict and how to identify the cause(s) of conflict when it occurs and deal with it promptly and effectively
15. How to take account of diversity and inclusion issues when supporting and encouraging team members to complete the work they have been allocated
16. Why it is important to identify unacceptable or poor performance by members of the team and how to discuss the cause(s) and agree ways

➢ *To contribute to effective team working, the user/individual on the job must know and understand:*

1. What are the statutory regulations that can affect working relationship i.e., disability, equal opportunities, discrimination, harassment
2. Why it is important to create and maintain good team working relationships
3. What are the sort of things that might affect good team working relationships
4. Why it is important to present yourself in the workplace on time and ready for work
5. What are the methods that can be used to establish and maintain good team working relationships
6. What are the methods of handling and resolving difficulties in team working relationships
7. How to use data and team information to help resolve concerns and disagreements
8. Why it is important to resolve difficulties or misunderstandings quickly and not let them develop into more serious problems
9. Why it is important to share your knowledge and information and your performance measures with other people in your team and with other groups
10. How to use the data and information available to you to communicate your performances effectively to others
11. What types of information and data are available in your area such as key performance measures, production targets, quality, scrap ratios, problem resolution processes, action planning brainstorming and continuous improvement processes
12. What mixture of skills and experience is available in your team to support you or the manufacturing process when problems occur (such as a team skills matrix)
13. Why you need to keep other team members involved in or informed of any plans or activities you may be doing
14. What type of support or assistance might you need from other team members
15. Why it is important to request help from other team members in a polite and timely manner and to offer assistance to them when help is needed
16. Why it is important to show respect for the views, rights and property of other team members
17. How asking for help or assistance at inappropriate times can lead to disruption and problems within the team
18. The methods used in your area for effective communication (such as team briefings covering team performance, quality, cost and delivery issues, general information, personnel issues and action plans)
19. Who to refer to with requests that are not within the limits of your responsibility
20. Who to refer to if you have problems with team relationships that you cannot resolve
21. What your responsibilities are with regard to the reporting lines and procedures in your working area

22. Who are the appropriate people and what are their responsibilities within your working area

➢ *To quality assure work in the team, the user/individual on the job must know and understand:*

1. Effective ways of regularly and fairly checking the progress and quality of the work of team members.
2. How to provide prompt and constructive feedback to team members.
3. How to select and apply different methods for motivating, supporting and encouraging team members to complete the work they have been allocated and continuously improve their performance.
4. How to select and apply different methods for recognising team members' achievements.
5. The additional support and/or resources which team members might require to help them complete their work on time and to the standard required and how to assist in providing this.
6. Industry/sector specific legislation, regulations, guidelines, codes of practice relating to carrying out work
7. Your team's plan for undertaking the required work.
8. The knowledge, skills, competence, roles and workloads of team members.
9. Your organisation's policy and procedures in terms of personal and professional development.
10. Reporting lines in your organisation and the limits of your authority.
11. Your organisation's standards or levels of expected performance.
12. Your organisation's policies and procedures for dealing with poor performance.
13. Your organisation's grievance and disciplinary policies and procedures.
14. Your organisation's performance appraisal systems

➢ *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. Communicate information and ideas in writing so that the subordinates and peers can understand
2. Create documents required on the job (including requirement sheets, query sheets, response or feedback sheets etc.)
3. write at least one language

Reading Skills

> ➢ *To be competent, the user/individual on the job needs to:*
1. Read reviews from subordinates in terms of their requirements, queries and feedbacks
2. Read appraisal documents related with any of subordinating position
3. Read policies and regulations pertinent to the job

Communication Skills

> ➢ *To be competent, the user/individual on the job needs to:*
1. Interact with all subordinates to understanding their requirements, queries and feedbacks on various aspects within the organisation
2. Interact with organisation's internal stakeholders to ensure efficient performance evaluation of the subordinates leading to higher levels of satisfaction and motivation

References

http://www.ukstandards.org.uk

www.nsdcindia.org/nos