

**Model Curriculum**

# Model Curriculum – Standalone STT / NOS

## Entrepreneurship in Car Washing Service



## Model Curriculum

**NOS Name:** Entrepreneurship in Car Washing Service

**NOS Code:** IID/N0052

**NOS Version:** 1.0

**NSQF Level:** 3.5

**Model Curriculum Version:** 1.0

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## Training Parameters

<b>Sector</b>	Service Sector, Entrepreneurship Sector, and Automobile Sector																										
<b>Sub-Sector</b>	Service																										
<b>Occupation</b>	Entrepreneurship																										
<b>Country</b>	India																										
<b>NSQF Level</b>	3.5																										
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO 2015/ 1120.3500																										
<b>Minimum Educational Qualification and Experience</b>	<table border="1"> <thead> <tr> <th>S. No.</th> <th>Academic/Skill Qualification (with Specialization - if applicable)</th> <th>Required Experience (with Specialization - if applicable)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Class 11 Pass</td> <td>1 Years of Experience</td> </tr> <tr> <td colspan="3" style="text-align: center;">or</td> </tr> <tr> <td>2</td> <td>Class 10 Pass</td> <td>1.5* Years of Experience</td> </tr> <tr> <td colspan="3" style="text-align: center;">or</td> </tr> <tr> <td>3</td> <td>Class 8 Pass</td> <td>4.5* Years of Experience</td> </tr> <tr> <td colspan="3" style="text-align: center;">or</td> </tr> <tr> <td>4</td> <td>NSQF Level 3 in relevant field</td> <td>1.5* Years of Experience</td> </tr> </tbody> </table> <p>Age: 18 <span style="float: right;">* (In relevant Industry)</span></p>			S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1	Class 11 Pass	1 Years of Experience	or			2	Class 10 Pass	1.5* Years of Experience	or			3	Class 8 Pass	4.5* Years of Experience	or			4	NSQF Level 3 in relevant field	1.5* Years of Experience
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1	Class 11 Pass	1 Years of Experience																									
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2	Class 10 Pass	1.5* Years of Experience																									
or																											
3	Class 8 Pass	4.5* Years of Experience																									
or																											
4	NSQF Level 3 in relevant field	1.5* Years of Experience																									
<b>Pre-Requisite License or Training</b>	NA																										
<b>Minimum Job Entry Age</b>	18 years																										
<b>Last Reviewed On</b>	NA																										
<b>Next Review Date</b>	NA																										
<b>NSQC Approval Date</b>	17 <sup>th</sup> December, 2024																										
<b>QP Version</b>	1.0																										
<b>Model Curriculum Creation Date</b>	25 <sup>th</sup> November, 2024																										
<b>Model Curriculum Valid Up to Date</b>	16 <sup>th</sup> December, 2027																										
<b>Model Curriculum Version</b>	1.0																										
<b>Minimum Duration of the Course</b>	90 Hours 00 Minutes																										
<b>Maximum Duration of the Course</b>	90 Hours 00 Minutes																										

## Program Overview

This section summarizes the end objectives of the program along with its duration.

### Training Outcomes

At the end of the program, the learner should have acquired the listed knowledge and skills.

- Gain a comprehensive understanding of car washing techniques, including waterless methods and interior detailing.
- Learn about the different types of car washes and how to implement quality control measures.
- Understand the importance of water management and compliance with water treatment regulations.
- Develop skills in fleet washing services, odour removal, and interior sanitization for commercial clients.
- Explore continuous improvement techniques and innovations in car washing technology.
- Understand advanced concepts in market research and customer targeting for car washing businesses.
- Explore innovative techniques for revenue management, budgeting, cost control, and financial analysis in the car washing business.
- Apply theoretical knowledge to real-world scenarios and analyze data collected during the project.
- Enhance writing and presentation skills through the creation of a professional project report.
- Gain practical experience in business research, analysis, and business project management.

## Compulsory Modules

The table lists the modules and their duration corresponding to the Compulsory NOS.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
<b>Entrepreneurship in Car Washing Service - IID/N0052</b> NOS Version No. NSQF Level 3.5	<b>60:00</b>	<b>30:00</b>	<b>00:00</b>	<b>00:00</b>	<b>90:00</b>
<b>1. Mandatory Industry Specific Technical Modules</b>	<b>40:00</b>	<b>00:00</b>	<b>00:00</b>	<b>00:00</b>	<b>40:00</b>
Module 1: Introduction to Car Washing Business	02:00	00:00	00:00	00:00	02:00
Module 2: Understanding the Car Washing Industry	02:00	00:00	00:00	00:00	02:00
Module 3: Machine and Equipment for Car Washing Business	04:00	00:00	00:00	00:00	04:00
Module 4: Basic Car Washing Techniques and Procedures	04:00	00:00	00:00	00:00	04:00
Module 5: Car Washing Techniques for Different Vehicle Types	02:00	00:00	00:00	00:00	02:00
Module 6: Interior Car Cleaning	02:00	00:00	00:00	00:00	02:00
Module 7: Exterior Car Cleaning	02:00	00:00	00:00	00:00	02:00
Module 8: Engine Bay Cleaning	02:00	00:00	00:00	00:00	02:00
Module 9: Environmental Sustainability Practices in Car Washing	02:00	00:00	00:00	00:00	02:00
Module 10: Introduction to Waterless Car Washing Techniques	02:00	00:00	00:00	00:00	02:00
Module 11: Health and Safety Standards in Car Washing Operations	02:00	00:00	00:00	00:00	02:00
Module 12: Implementing Quality Control Measures in Car Washing	04:00	00:00	00:00	00:00	04:00

Module 13: Continuous Improvement Techniques for Car Wash Operations	04:00	00:00	00:00	00:00	04:00
Module 14: Innovations in Car Washing Technology	02:00	00:00	00:00	00:00	02:00
Module 15: Implementing Waste Management Techniques for Car Washing Business	04:00	00:00	00:00	00:00	04:00
<b>2. Mandatory Industry Specific Business Modules</b>	<b>20:00</b>	<b>00:00</b>	<b>00:00</b>	<b>00:00</b>	<b>20:00</b>
Module 16: Market Research Techniques for Car Washing Businesses	01:00	00:00	00:00	00:00	01:00
Module 17: Identifying Target Customers in Car Washing Business	01:00	00:00	00:00	00:00	01:00
Module 18: Car Washing Business Models and Strategies	01:00	00:00	00:00	00:00	01:00
Module 19: Legal Requirements and Regulations for Car Washing Businesses	02:00	00:00	00:00	00:00	02:00
Module 20: Customer Service Skills for Car Washing Businesses	01:00	00:00	00:00	00:00	01:00
Module 21: Marketing Essentials for Car Washing Businesses	01:00	00:00	00:00	00:00	01:00
Module 22: Managing Financial Literacy in a Car Washing Business	02:00	00:00	00:00	00:00	02:00
Module 23: Budgeting and Cost Control in Car Wash Operations	02:00	00:00	00:00	00:00	02:00
Module 24: Insurance Requirements for Car Wash Operations	02:00	00:00	00:00	00:00	02:00
Module 25: Networking Skills for Car Wash Entrepreneurs	01:00	00:00	00:00	00:00	01:00
Module 26: Creating an Effective Marketing Plan for a Car Wash	02:00	00:00	00:00	00:00	02:00
Module 27: Time Management Skills for Car Washing Business	02:00	00:00	00:00	00:00	02:00

Module 28: Manage Branding and Promotion of Business	02:00	00:00	00:00	00:00	02:00
<b>3. Mandatory Practical / Apprenticeship / Project Work / Survey / Other Experiential Learning</b>	<b>00:00</b>	<b>30:00</b>	<b>00:00</b>	<b>00:00</b>	<b>30:00</b>
Module 29: Detailed Project Report on Car Washing Business	00:00	30:00	00:00	00:00	30:00
<b>Total Duration</b>	<b>60:00</b>	<b>30:00</b>	<b>00:00</b>	<b>00:00</b>	<b>90:00</b>

## Module Details

### Module 1: Introduction to Car Washing Business

**Mapped to IID/N0052**

#### Terminal Outcomes:

- Learn fundamental competencies essential for initiating and managing a car washing venture.
- Understand basic concepts and principles related to starting and operating a car washing business.
- Establish a foundational understanding of industry dynamics and operational requirements.
- Gain insights into market segmentation strategies critical for business success.

<b>Duration:</b> <02:00>	<b>Duration:</b> <00:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Students should articulate fundamental concepts and principles related to starting and operating a car washing business, including industry terminology, operational processes, and business models.</li> <li>• Students should identify and analyze potential target markets and customer segments for a car washing business, considering factors such as demographics, location, and consumer preferences to inform marketing and business development strategies.</li> <li>• Students should comprehend the initial steps and legal requirements involved in establishing a car washing business, including business registration, permits, licenses, and compliance with environmental regulations.</li> <li>• Students should develop a basic business plan outlining the mission, objectives, and strategies for their car washing venture, incorporating elements such as market analysis, competitive positioning, operational plans, and financial projections to guide business operations and decision-making.</li> </ul>	NA
<b>Classroom Aids:</b>	
PC's / Laptop with Internet Connection	
<b>Tools, Equipment and Other Requirements</b>	
Laptop or Mobile	

## Module 2: Understanding the Car Washing Industry

**Mapped to IID/N0052**

### Terminal Outcomes:

- Develop skills to comprehensively explore and analyze the diverse segments within the car washing sector.
- Gain an understanding of current market trends within the industry.
- Analyze the competitive landscape and identify key players and their strategies.
- Understand the impact of external factors such as economic conditions and regulatory changes on the industry.

<b>Duration:</b> <02:00>	<b>Duration:</b> <00:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Students should be able to recognize and interpret current market trends impacting consumer behaviour and industry dynamics.</li> <li>• Students should develop the capacity to assess the competitive environment within the car washing industry.</li> <li>• Students should recognize the implications of regulatory changes on operational practices and compliance within the car washing sector.</li> <li>• Students should be able to evaluate potential growth opportunities, including emerging technologies and new service offerings, within the car washing industry.</li> </ul>	NA
<b>Classroom Aids:</b>	
PC's / Laptop with Internet Connection	
<b>Tools, Equipment and Other Requirements</b>	
Laptop or Mobile	

## Module 3: Machine and Equipment for Car Washing Business

**Mapped to IID/N0052**

### Terminal Outcomes:

- Gain a comprehensive understanding of the essential equipment and machines required to establish and operate a successful car washing business.
- Learn to identify specific equipment needed, including pressure washers, vacuum cleaners, and detailing machines.
- Emphasize understanding the functions and maintenance requirements of these machines to ensure effective operation and upkeep.
- Develop the ability to evaluate different equipment options based on performance, durability, and cost-effectiveness.

<b>Duration:</b> <04:00>	<b>Duration:</b> <00:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Students should establish the ability to identify and list the essential equipment and machines necessary for launching and maintaining a car washing business.</li> <li>• Students should comprehend the functions and operational processes of various car washing equipment, including pressure washers, vacuum cleaners, and detailing machines.</li> <li>• Students should be capable of evaluating different equipment options available in the market based on criteria such as performance, durability, and cost-effectiveness.</li> <li>• Students should be able to create a comprehensive procurement plan outlining the steps and timelines for acquiring necessary equipment.</li> </ul>	NA
<b>Classroom Aids:</b>	
PC's / Laptop with Internet Connection	
<b>Tools, Equipment and Other Requirements</b>	
Laptop or Mobile	

## Module 4: Basic Car Washing Techniques and Procedures

**Mapped to IID/N0052**

### Terminal Outcomes:

- Acquire fundamental skills essential for effectively washing and maintaining vehicles.
- Learn various car washing techniques, starting from pre-wash inspection to exterior cleaning and drying, ensuring a thorough and efficient cleaning process.
- Understand the significance of using proper washing tools and techniques to prevent scratches and swirl marks, highlighting the importance of vehicle surface protection.
- Practice safe and efficient car washing procedures to uphold vehicle aesthetics and integrity, prioritizing both customer satisfaction and vehicle preservation.

<b>Duration:</b> <04:00>	<b>Duration:</b> <00:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Students should be able to implement exterior cleaning procedures effectively, including washing and drying techniques.</li> <li>• Students should be able to identify and utilize proper washing tools and methods to ensure a safe and effective cleaning process.</li> <li>• Students should exercise safe and efficient car washing procedures, prioritizing both the aesthetic appearance and structural integrity of vehicles.</li> <li>• Students should develop proficiency in detailing techniques, such as interior cleaning and polishing, to enhance the overall cleanliness and appearance of vehicles.</li> </ul>	NA
<b>Classroom Aids:</b>	
PC's / Laptop with Internet Connection	
<b>Tools, Equipment and Other Requirements</b>	
Laptop or Mobile	

## Module 5: Car Washing Techniques for Different Vehicle Types

**Mapped to IID/N0052**

### Terminal Outcomes:

- Acquire the skills to adapt car washing techniques for different vehicle types (cars, trucks, SUVs, motorcycles).
- Understand the unique challenges and considerations of washing vehicles with varying sizes, shapes, and materials.
- Ensure effective and safe cleaning practices tailored to different vehicle types.
- Develop specialized techniques for cleaning specific vehicle areas (wheels, tires, undercarriages).

<b>Duration:</b> <02:00>	<b>Duration:</b> <00:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Students should demonstrate the ability to adapt car washing techniques to accommodate different vehicle types, considering factors such as size, shape, and design.</li> <li>• Students should understand the unique challenges associated with washing vehicles of various sizes, shapes, and materials, including differences in accessibility and cleaning requirements.</li> <li>• Students should develop specialized techniques for cleaning specific areas of vehicles, including wheels, tires, and undercarriages, to ensure thorough and effective cleaning.</li> <li>• Students should be able to customize car washing services to meet the specific needs and preferences of diverse customer segments, including variations in service offerings and delivery methods.</li> </ul>	NA
<b>Classroom Aids:</b>	
PC's / Laptop with Internet Connection	
<b>Tools, Equipment and Other Requirements</b>	
Laptop or Mobile	

## Module 6: Interior Car Cleaning

**Mapped to IID/N0052**

### Terminal Outcomes:

- Develop skills necessary to thoroughly clean and detail vehicle interiors.
- Ensure professional results and customer satisfaction through proper interior cleaning techniques.
- Learn the process of interior car cleaning, including tasks such as vacuuming, upholstery cleaning, and dashboard polishing.
- Understand the importance of using appropriate cleaning products and tools for different interior surfaces.

<b>Duration:</b> <02:00>	<b>Duration:</b> <00:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Students should learn the step-by-step process of thoroughly cleaning and detailing the interior of vehicles, ensuring a comprehensive cleaning approach.</li> <li>• Students should be able to identify common interior cleaning tasks, such as vacuuming carpets and upholstery, cleaning and conditioning leather surfaces, and polishing dashboard and interior trim.</li> <li>• Students should be able to select and utilize appropriate cleaning products and tools to effectively clean and protect interior surfaces while avoiding damage or discoloration.</li> <li>• Students should demonstrate the ability to consistently deliver high-quality interior car cleaning services that meet or exceed customer expectations for cleanliness and aesthetics.</li> </ul>	NA
<b>Classroom Aids:</b>	
PC's / Laptop with Internet Connection	
<b>Tools, Equipment and Other Requirements</b>	
Laptop or Mobile	

## Module 7: Exterior Car Cleaning

Mapped to IID/N0052

### Terminal Outcomes:

- Develop expertise in effectively cleaning and maintaining the exterior of vehicles.
- Ensure a pristine appearance of the vehicle, enhancing customer satisfaction.
- Understand exterior car cleaning techniques to efficiently remove dirt, grime, and contaminants.
- Understand the importance of safe washing and rinsing techniques.

Duration: <02:00> Theory – Key Learning Outcomes	Duration: <00:00> Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Students should be proficient in selecting appropriate cleaning products and tools for different exterior surfaces to achieve optimal cleaning results.</li> <li>• Students should demonstrate proficiency in implementing safe washing and rinsing techniques to ensure thorough cleaning while protecting the vehicle's paint and finish.</li> <li>• Students should understand the significance of clay bar treatment and paint decontamination in removing embedded contaminants and achieving a smooth, glossy finish on the vehicle's paint.</li> <li>• Students should practice proper drying and finishing techniques, such as using microfiber towels and detailing sprays, to prevent water spots and streaks on the vehicle's paint surface.</li> </ul>	NA
<b>Classroom Aids:</b>	
PC's / Laptop with Internet Connection	
<b>Tools, Equipment and Other Requirements</b>	
Laptop or Mobile	

## Module 8: Engine Bay Cleaning

**Mapped to IID/N0052**

### Terminal Outcomes:

- Gain essential knowledge and skills for effectively cleaning and maintaining vehicle engine bays.
- Understand the significance of engine bay cleaning for vehicle maintenance and aesthetics.
- Recognize the role of engine bay cleaning in preventing corrosion, identifying leaks, and enhancing overall vehicle presentation.
- Identify common engine bay cleaning products and tools, such as degreasers, brushes, and protective coatings.

<b>Duration:</b> <02:00>	<b>Duration:</b> <00:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Students should understand the significance of engine bay cleaning for vehicle maintenance, including preventing corrosion, identifying leaks, and enhancing overall vehicle aesthetics.</li> <li>• Students should learn safe cleaning and degreasing techniques for the engine bay, ensuring thorough cleaning without causing damage to sensitive electrical components or sensors.</li> <li>• Students should demonstrate knowledge of the properties and uses of common engine bay cleaning products and tools to achieve desired cleaning results.</li> <li>• Students should demonstrate proficiency in implementing cleaning techniques to achieve optimal cleaning results and meet industry standards for engine bay cleanliness.</li> </ul>	NA
<b>Classroom Aids:</b>	
PC's / Laptop with Internet Connection	
<b>Tools, Equipment and Other Requirements</b>	
Laptop or Mobile	

## Module 9: Environmental Sustainability Practices in Car Washing

Mapped to IID/N0052

### Terminal Outcomes:

- Understand the principles of waterless car washing techniques.
- Explore the environmental benefits of waterless car washing

Duration: <02:00>	Duration: <00:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Students should understand the environmental impact of traditional car washing methods, including water wastage and pollution caused by chemical runoff.</li> <li>• Students should understand the environmental impact of traditional car washing methods, including water wastage and pollution caused by chemical runoff.</li> <li>• Students should develop the ability to effectively educate customers about the benefits of environmentally sustainable car washing practices, including water conservation and pollution reduction.</li> <li>• Students should be able to monitor and assess the environmental performance of car washing operations, including tracking water usage, waste management practices, and energy consumption.</li> </ul>	NA
<b>Classroom Aids:</b>	
PC's / Laptop with Internet Connection	
<b>Tools, Equipment and Other Requirements</b>	
Laptop or Mobile	

## Module 10: Introduction to Waterless Car Washing Techniques

**Mapped to IID/N0052**

### Terminal Outcomes:

Students will embark on a journey to grasp the principles and advantages of waterless car washing techniques. They will learn about the environmental benefits and practical advantages of waterless methods, including reduced water usage, minimal runoff pollution, and increased convenience. Students will learn the step-by-step process of performing a comprehensive waterless car wash, encompassing surface preparation, product application, and buffing to achieve a pristine finish.

<b>Duration:</b> <02:00>	<b>Duration:</b> <00:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Students should learn about the principles underlying waterless car washing techniques, including the environmental benefits and practical advantages such as water conservation and increased efficiency.</li> <li>• Students should understand the various types of waterless car washing products available on the market, including spray-on cleaners, lubricants, and protective coatings.</li> <li>• Students should master the step-by-step process of performing a waterless car wash, which includes surface preparation (such as dusting and debris removal), product application, and buffing for a polished finish.</li> <li>• Students should demonstrate proficiency in waterless car washing techniques through hands-on practice sessions, showcasing their ability to apply learned concepts and methods in practical scenarios.</li> </ul>	NA
<b>Classroom Aids:</b>	
PC's / Laptop with Internet Connection	
<b>Tools, Equipment and Other Requirements</b>	
Laptop or Mobile	

## Module 11: Health and Safety Standards in Car Washing Operations

**Mapped to IID/N0052**

### Terminal Outcomes:

- Demonstrate comprehensive knowledge and understanding of health and safety regulations applicable to car washing operations.
- Identify and mitigate common hazards associated with car washing operations.
- Proficiently implement safe working practices, including the use of personal protective equipment (PPE).

<b>Duration:</b> <02:00>	<b>Duration:</b> <00:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Identify potential health and safety hazards associated with car washing operations.</li> <li>• Implement best practices and protocols to ensure a safe working environment for employees and customers.</li> <li>• Comply with relevant health and safety regulations and standards applicable to car washing businesses.</li> <li>• Train staff on proper safety procedures and emergency protocols to prevent accidents and injuries.</li> </ul>	NA
<b>Classroom Aids:</b>	
PC's / Laptop with Internet Connection	
<b>Tools, Equipment and Other Requirements</b>	
Laptop or Mobile	

## Module 12: Implementing Waste Management Techniques for Car Washing Business

**Mapped to IID/N0052**

### Terminal Outcomes:

- Apply sustainable waste management techniques to minimize water wastage.
- Ensure proper disposal of hazardous substances like detergents and cleaning chemicals.
- Implement water recycling and filtration systems for wastewater treatment.
- Promote eco-friendly practices to reduce the environmental impact of car washing operations.

<b>Duration:</b> <04:00>	<b>Duration:</b> <00:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain types of waste generated in car washing businesses.</li> <li>• Implement water-saving techniques and recycling practices.</li> <li>• Ensure safe handling and disposal of cleaning chemicals.</li> <li>• Promote eco-friendly practices within the organization.</li> <li>• Adhere to local and national waste management regulations for car washing businesses.</li> </ul>	NA
<b>Classroom Aids:</b>	
PC's / Laptop with Internet Connection	
<b>Tools, Equipment and Other Requirements</b>	
Laptop or Mobile	

## Module 13: Implementing Quality Control Measures in Car Washing

Mapped to IID/N0052

### Terminal Outcomes:

- Demonstrate a comprehensive understanding of quality control principles and practices specific to the car washing industry.
- Assess and improve the quality of car washing services using various quality control tools and techniques.
- Identify potential areas for improvement in car washing services.
- Implement corrective actions to address quality issues.

Duration: <04:00>	Duration: <00:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Establish quality control protocols to ensure consistency and excellence in car washing services.</li> <li>• Develop criteria and standards for evaluating the quality of car wash results, including cleanliness, shine, and customer satisfaction.</li> <li>• Implement inspection procedures to identify and address any issues or deficiencies in the car washing process.</li> <li>• Train staff on quality control measures and empower them to take corrective actions to maintain service excellence.</li> </ul>	NA
<b>Classroom Aids:</b>	
PC's / Laptop with Internet Connection	
<b>Tools, Equipment and Other Requirements</b>	
Laptop or Mobile	

## Module 14: Continuous Improvement Techniques for Car Wash Operations

**Mapped to IID/N0052**

### Terminal Outcomes:

- Demonstrate a comprehensive understanding of continuous improvement principles.
- Apply continuous improvement principles within the car wash industry.
- Identify, analyze, and prioritize improvement opportunities using tools and methodologies such as Lean Six Sigma and Kaizen.
- Develop and implement effective improvement plans.

<b>Duration:</b> <04:00>	<b>Duration:</b> <00:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Foster a culture of continuous improvement within the car wash business to drive innovation and efficiency.</li> <li>• Implement feedback mechanisms to gather input from customers, employees, and stakeholders for process improvement.</li> <li>• Utilize performance data and key performance indicators (KPIs) to identify areas of opportunity and track progress over time.</li> <li>• Encourage employee involvement in problem-solving and decision-making to generate creative solutions and drive operational excellence.</li> </ul>	NA
<b>Classroom Aids:</b>	
PC's / Laptop with Internet Connection	
<b>Tools, Equipment and Other Requirements</b>	
Laptop or Mobile	

## Module 15: Innovations in Car Washing Technology

**Mapped to IID/N0052**

### Terminal Outcomes:

- Demonstrate a comprehensive understanding of the latest technologies and trends in the car washing industry.
- Be proficient in operating and maintaining various car washing equipment.
- Develop skills in designing and implementing innovative car washing strategies.
- Assess market needs and consumer preferences to develop competitive car washing business models.

<b>Duration:</b> <02:00>	<b>Duration:</b> <00:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Stay abreast of the latest advancements in car washing technology, including automation, robotics, and water recycling systems.</li> <li>• Evaluate the potential benefits and challenges of adopting new technologies in the car wash industry.</li> <li>• Identify innovative solutions to improve efficiency, sustainability, and customer experience in car wash operations.</li> <li>• Collaborate with technology vendors and industry partners to implement cutting-edge solutions and stay competitive in the market.</li> </ul>	NA
<b>Classroom Aids:</b>	
PC's / Laptop with Internet Connection	
<b>Tools, Equipment and Other Requirements</b>	
Laptop or Mobile	

## Module 16: Market Research Techniques for Car Washing Businesses

**Mapped to IID/N0052**

### Terminal Outcomes:

- Understand the importance of market research in the car washing industry and its role in business decision-making.
- Learn to define research objectives based on business goals and customer needs within the car washing sector.
- Identify key customer preferences and factors influencing purchasing behavior in the car washing industry.
- Analyze industry trends and assess how they impact the car washing market.

<b>Duration:</b> <01:00>	<b>Duration:</b> <00:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Students should learn the principles and techniques of market research, including data collection methods and analysis techniques, to gather insights into customer preferences, industry trends, and competitive dynamics.</li> <li>• Students should demonstrate proficiency in selecting and applying research methodologies that align with specific research objectives and target market characteristics.</li> <li>• Students should be able to interpret market research data accurately and derive actionable insights to inform strategic decision-making processes.</li> <li>• Students should learn to use market research data to inform strategic decision-making processes, such as business expansion, product development, and marketing initiatives, aimed at improving the competitiveness of car washing businesses.</li> </ul>	NA
<b>Classroom Aids:</b>	
PC's / Laptop with Internet Connection	
<b>Tools, Equipment and Other Requirements</b>	
Laptop or Mobile	

## Module 17: Identifying Target Customers in Car Washing Business

Mapped to IID/N0052

### Terminal Outcomes:

- Understand the concept of target customer segments and its importance in developing tailored marketing strategies.
- Learn to define customer segments based on key characteristics such as demographics, psychographics, and behaviors.
- Gain the ability to categorize customers by age, gender, income, lifestyle, values, and other demographic factors.
- Apply findings from market analysis to segment customers into groups with similar needs or preferences.

Duration: <01:00>	Duration: <00:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Students should learn to define target customer segments for the car washing business based on demographic (age, gender, income), psychographic (lifestyle, values), and behavioral (usage patterns, purchase behavior) characteristics.</li> <li>• Students should be able to interpret market research findings to understand customer motivations and identify opportunities for service improvement and differentiation.</li> <li>• Students should implement targeted marketing campaigns and messaging to reach and engage specific customer segments effectively, using channels and tactics that align with target audience preferences and behaviors.</li> <li>• Students should demonstrate proficiency in monitoring campaign performance and adjusting strategies as needed to optimize results and achieve marketing objectives.</li> </ul>	NA
<b>Classroom Aids:</b>	
PC's / Laptop with Internet Connection	
<b>Tools, Equipment and Other Requirements</b>	
Laptop or Mobile	

## Module 18: Car Washing Business Models and Strategies

Mapped to IID/N0052

### Terminal Outcomes:

- Understand the fundamentals of the car washing industry and its various business models.
- Identify and explore the different car washing business models, such as standalone facilities, mobile services, and franchises.
- Analyze the advantages and challenges associated with each business model.
- Investigate revenue streams within the car washing business, including one-time services, memberships, and packages.

Duration: <01:00>	Duration: <00:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Students should gain an understanding of the key characteristics, advantages, and challenges associated with each business model to inform decision-making processes.</li> <li>• Students should critically evaluate the pros and cons of each car washing business model, considering factors such as investment requirements, scalability potential, and market opportunities.</li> <li>• Students should create a strategic roadmap outlining key objectives, action plans, and performance metrics to guide the implementation and management of their business strategy.</li> <li>• Students should develop a deep understanding of market dynamics and consumer preferences to identify opportunities for value creation and market positioning strategies that drive sustainable growth and success.</li> </ul>	NA
<b>Classroom Aids:</b>	
PC's / Laptop with Internet Connection	
<b>Tools, Equipment and Other Requirements</b>	
Laptop or Mobile	

## Module 19: Legal Requirements and Regulations for Car Washing Businesses

**Mapped to IID/N0052**

### Terminal Outcomes:

- Understand the key legal and regulatory frameworks governing car washing businesses, ensuring overall compliance.
- Identify licensing and permit requirements for starting and operating a car washing business.
- Learn about local and national environmental regulations related to public health and environmental protection in the car washing industry.
- Understand the importance of compliance with industry-specific standards and regulations to mitigate legal risks.

<b>Duration:</b> <02:00>	<b>Duration:</b> <00:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Students should understand the legal and regulatory framework governing car washing businesses, including requirements for licensing, permits, and compliance with environmental regulations.</li> <li>• Students should identify industry-specific regulations and standards relevant to car washing businesses, including regulations governing water usage, wastewater discharge, and the handling of hazardous materials.</li> <li>• Students should develop compliance strategies and procedures to ensure adherence to applicable laws and regulations, including measures for obtaining necessary licenses and permits and implementing environmental management practices.</li> <li>• Students should establish systems for monitoring regulatory changes affecting the car washing industry and staying informed about updates to legal requirements and regulations.</li> </ul>	NA
<b>Classroom Aids:</b>	
PC's / Laptop with Internet Connection	
<b>Tools, Equipment and Other Requirements</b>	
Laptop or Mobile	

## Module 20: Customer Service Skills for Car Washing Businesses

Mapped to IID/N0052

### Terminal Outcomes:

- Develop active listening skills to fully understand customer needs and concerns during interactions.
- Demonstrate the ability to express empathy in customer conversations, fostering positive rapport.
- Learn techniques for effective verbal and non-verbal communication to enhance customer interactions.
- Understand the importance of aligning service delivery with customer expectations and preferences.

<b>Duration:</b> <01:00>	<b>Duration:</b> <00:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Students should develop essential customer service skills, including active listening, empathy, and effective communication, to foster positive interactions and enhance the overall customer experience.</li> <li>• Students should understand customer expectations and preferences regarding car washing services and interactions with service providers, including factors such as service quality, convenience, and communication.</li> <li>• Students should learn techniques for handling customer inquiries, complaints, and feedback professionally and efficiently, including active listening, problem-solving, and effective communication.</li> <li>• Students should demonstrate leadership in providing employees with the tools, resources, and encouragement needed to consistently exceed customer expectations.</li> </ul>	NA
<b>Classroom Aids:</b>	
PC's / Laptop with Internet Connection	
<b>Tools, Equipment and Other Requirements</b>	
Laptop or Mobile	

## Module 21: Marketing Essentials for Car Washing Businesses

*Mapped to IID/N0052*

### Terminal Outcomes:

- Understand fundamental marketing concepts and principles relevant to the car washing industry.
- Learn the importance of strategic marketing planning and its role in business growth.
- Gain knowledge about the marketing mix (4Ps)—product, price, place, and promotion and how it applies to car washing services.
- Understand the role of branding and positioning in differentiating car washing services in a competitive market.

<b>Duration:</b> <01:00>	<b>Duration:</b> <00:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Students should learn fundamental marketing concepts and principles relevant to the car washing industry, including market analysis, consumer behavior, and marketing strategy development.</li> <li>• Students should identify target markets, customer segments, and positioning strategies for car washing businesses based on market research and analysis.</li> <li>• Students should understand the interplay between the marketing mix elements and their role in influencing customer perceptions and behavior.</li> <li>• Students should demonstrate proficiency in selecting and deploying appropriate marketing tools and channels to effectively reach and engage target customers and achieve marketing objectives.</li> </ul>	NA
<b>Classroom Aids:</b>	
PC's / Laptop with Internet Connection	
<b>Tools, Equipment and Other Requirements</b>	
Laptop or Mobile	

## Module 22: Managing Financial Literacy in a Car Washing Business

Mapped to IID/N0052

### Terminal Outcomes:

- Develop essential financial management skills tailored for the car washing business.
- Learn to effectively manage revenue, expenses, and cash flow to ensure financial stability and sustainability.
- Gain an understanding of basic accounting principles and their application in business operations.
- Interpret and analyze financial statements, including income statements, balance sheets, and cash flow statements, to assess business performance.

<b>Duration:</b> <02:00>	<b>Duration:</b> <00:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Students should develop financial management skills to effectively manage revenue, expenses, and cash flow in a car washing business, ensuring financial stability and sustainability.</li> <li>• Students should understand basic accounting principles and financial statements, including income statements, balance sheets, and cash flow statements, to assess the financial performance and health of their car washing business.</li> <li>• Students should develop the ability to create realistic budgets, forecast financial performance, and monitor financial progress to achieve business goals and objectives.</li> <li>• Students should utilize financial analysis tools and metrics to evaluate business performance, profitability, and return on investment (ROI) in their car washing business.</li> </ul>	NA
<b>Classroom Aids:</b>	
PC's / Laptop with Internet Connection	
<b>Tools, Equipment and Other Requirements</b>	
Laptop or Mobile	

## Module 23: Budgeting and Cost Control in Car Wash Operations

*Mapped to IID/N0052*

### Terminal Outcomes:

- Develop essential skills to manage financial resources effectively in car wash operations.
- Learn to create and implement budgets for efficient allocation of financial resources.
- Ensure prudent financial management practices to achieve business sustainability.
- Understand the components of fixed and variable costs in car wash businesses.

<b>Duration:</b> <02:00>	<b>Duration:</b> <00:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Students should develop budgeting skills to allocate financial resources effectively and efficiently in car wash operations, ensuring prudent financial management and sustainability.</li> <li>• Students should be able to differentiate between fixed and variable costs and understand their impact on overall cost structure and profitability.</li> <li>• Students should implement cost control measures to reduce expenses, optimize resource utilization, and improve profitability in car wash operations.</li> <li>• Students should monitor budget performance and conduct variance analysis to identify opportunities for cost savings and operational improvement in car wash operations.</li> </ul>	NA
<b>Classroom Aids:</b>	
PC's / Laptop with Internet Connection	
<b>Tools, Equipment and Other Requirements</b>	
Laptop or Mobile	

## Module 24: Insurance Requirements for Car Wash Operations

**Mapped to IID/N0052**

### Terminal Outcomes:

- Learn to identify the requirements for adequate protection against potential risks and liabilities.
- Understand the importance of liability insurance in covering damages or legal claims from customers or third parties.
- Recognize the role of property insurance in protecting physical assets such as equipment, premises, and inventory.
- Understand the role of insurance in mitigating financial risks for car wash operations.

<b>Duration:</b> <02:00>	<b>Duration:</b> <00:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Students should understand the various types of insurance needs and requirements specific to car wash operations.</li> <li>• Students should evaluate insurance options and coverage limits to protect against potential risks and liabilities associated with operating a car wash business.</li> <li>• Students should work with insurance brokers and providers to customize insurance policies that meet the unique needs and circumstances of their car wash operation.</li> <li>• Students should maintain accurate records of insurance coverage, premiums, claims, and policy renewals to ensure compliance with regulatory requirements and financial protection for their car wash business.</li> </ul>	NA
<b>Classroom Aids:</b>	
PC's / Laptop with Internet Connection	
<b>Tools, Equipment and Other Requirements</b>	
Laptop or Mobile	

## Module 25: Networking Skills for Car Wash Entrepreneurs

Mapped to IID/N0052

### Terminal Outcomes:

- Develop essential networking skills to establish and maintain professional relationships.
- Learn to create personalized networking strategies aligned with business goals and personal strengths.
- Understand the significance of tailored approaches for meaningful connections in the car wash industry and beyond.
- Recognize the importance of a robust professional network as a source of support, opportunities, and resources.

<b>Duration:</b> <01:00>	<b>Duration:</b> <00:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Students should understand the importance of strategic planning in networking and be able to identify key networking opportunities that align with their business objectives.</li> <li>• Students should build productive professional relationships by identifying and engaging with industry peers, potential partners, and clients.</li> <li>• Students should understand the role of digital and in-person networking tools and develop strategies to maximize their impact in building professional connections.</li> <li>• Students should demonstrate proficiency in initiating and sustaining meaningful conversations.</li> </ul>	NA
<b>Classroom Aids:</b>	
PC's / Laptop with Internet Connection	
<b>Tools, Equipment and Other Requirements</b>	
Laptop or Mobile	

## Module 26: Creating an Effective Marketing Plan for a Car Wash

**Mapped to IID/N0052**

### Terminal Outcomes:

- Identify and define target markets for car wash services based on demographic and behavioral factors.
- Develop a tailored marketing plan for a car wash business, addressing specific business objectives.
- Formulate effective pricing strategies to attract customers and maximize profitability.
- Design and implement promotional tactics such as advertisements, offers, and loyalty programs.

<b>Duration:</b> <02:00>	<b>Duration:</b> <00:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Develop a comprehensive marketing plan outlining objectives, target audience, strategies, tactics, and budget allocation for promoting a car wash business.</li> <li>• Conduct market analysis to assess competitive landscape, customer needs, and market trends influencing marketing strategy development.</li> <li>• Identify key marketing channels and platforms for reaching target customers, such as social media, local advertising, and community events.</li> <li>• Set measurable marketing goals and metrics to track performance and evaluate the effectiveness of marketing initiatives.</li> </ul>	NA
<b>Classroom Aids:</b>	
PC's / Laptop with Internet Connection	
<b>Tools, Equipment and Other Requirements</b>	
Laptop or Mobile	

## Module 27: Time Management Skills for Car Washing Business

**Mapped to IID/N0052**

### Terminal Outcomes:

- Optimize operational schedules to reduce customer wait times and improve service efficiency.
- Develop prioritization techniques to handle multiple tasks effectively during peak hours.
- Implement time-saving methods and technologies in car washing processes.

<b>Duration:</b> <02:00>	<b>Duration:</b> <00:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Understand the concept of operational scheduling and its significance in customer service.</li> <li>• Analyze customer demand patterns to create efficient schedules for peak and non-peak hours.</li> <li>• Understand the benefits of using automated and semi-automated washing systems.</li> <li>• Identify manual processes that can be optimized or replaced with technology.</li> <li>• Learn to evaluate and integrate new technologies into the business workflow.</li> </ul>	NA
<b>Classroom Aids:</b>	
PC's / Laptop with Internet Connection	
<b>Tools, Equipment and Other Requirements</b>	
Laptop or Mobile	

## Module 28: Manage Branding and Promotion of Business

Mapped to IID/N0052

### Terminal Outcomes:

- Develop and implement effective branding strategies to establish a strong market presence.
- Plan and execute promotional campaigns using appropriate channels to reach the target audience.
- Analyze and evaluate the performance of branding and promotional activities using measurable KPIs.
- Ensure alignment of branding and promotional efforts with ethical standards and business objectives.

Duration: <02:00>	Duration: <00:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Understand Branding Fundamentals</li> <li>• Design a cohesive branding strategy to position the business in the market.</li> <li>• Create engaging content and promotional materials for various platforms.</li> <li>• Apply digital tools like social media, email marketing, and SEO for branding.</li> <li>• Ensure compliance with regulations and maintain ethical practices in branding and promotions.</li> </ul>	NA
<b>Classroom Aids:</b>	
PC's / Laptop with Internet Connection	
<b>Tools, Equipment and Other Requirements</b>	
Laptop or Mobile	

## Module 29: Detailed Project Report on Car Washing Business

*Mapped to IID/N0052*

### Terminal Outcomes:

- Demonstrate the ability to plan and propose projects effectively by creating detailed and structured project plans.
- Develop comprehensive business proposals specifically tailored to the car washing industry.
- Prepare financial projections that include cost estimates, revenue forecasts, and profitability analysis.
- Formulate operational strategies to ensure smooth workflow and optimal resource utilization in the car washing business.

<b>Duration: &lt;00:00&gt;</b>	<b>Duration: &lt;30:00&gt;</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
NA	<ul style="list-style-type: none"> <li>• Demonstrate the ability to identify and define project objectives with clarity and purpose.</li> <li>• Develop a step-by-step project plan that includes timelines, milestones, and deliverables.</li> <li>• Apply appropriate research methods to gather qualitative and quantitative data relevant to the project.</li> <li>• Design and conduct surveys or interviews to collect primary data for the project.</li> <li>• Utilize data collection tools such as spreadsheets or software to organize project data systematically.</li> <li>• Perform data cleaning and validation to ensure accuracy and reliability of collected information.</li> <li>• Use statistical tools or software to analyze project data effectively.</li> <li>• Interpret and present data insights using charts, graphs, or dashboards.</li> <li>• Allocate and manage project resources such as time, manpower, and budget efficiently.</li> <li>• Identify and mitigate potential risks or challenges during project execution.</li> <li>• Demonstrate the ability to delegate tasks among team members to optimize efficiency.</li> </ul>

- Apply project management tools (e.g., Gantt charts, project tracking software) to monitor progress.
- Organize and participate in team meetings to review project progress and address issues.
- Write a structured project proposal that includes an executive summary, objectives, and methodology.
- Develop a detailed project timeline using tools like MS Project or similar software.
- Prepare a comprehensive project report that includes findings, analysis, and conclusions.
- Present project findings effectively through oral presentations supported by visual aids like slides.
- Demonstrate the ability to handle feedback and incorporate revisions into the project report or plan.
- Conduct a self-assessment or team evaluation to identify lessons learned and areas of improvement.
- Showcase the completed project through a formal review or exhibition, highlighting innovative solutions and outcomes.
- Describe essential marketing techniques for promoting a car washing business, showcasing proficiency in selecting and utilizing appropriate research methods and collecting data.
- Manage finances effectively in a car washing business, including budgeting and cost control, demonstrating competence in managing project execution and resources efficiently.
- Create a comprehensive business plan for a car washing business, including financial projections and marketing strategies, demonstrating the ability to plan and propose a project effectively.
- Identify insurance requirements for car wash operations and how to manage them, demonstrating the ability to write

	<p>and structure a comprehensive project report.</p> <ul style="list-style-type: none"> <li>• Develop networking skills relevant to the car washing industry, demonstrating competence in managing project execution and resources efficiently.</li> </ul>
<b>Classroom Aids:</b>	
NA	
<b>List of Tools and Equipment at Industry Site (For Project Work /Entrepreneurship):</b>	
<p>Pressure Washer, Foam Cannon/Sprayer, Automatic Car Wash System, Car Wash Tunnel System, Water Recycling System, Waterless Cleaning Machine (Steamer Machine), Vacuum Cleaner, Air Compressor, Steam Cleaner, Carpet Extractor, Buffing and Polishing Machine, Hot Water Pressure Washer, Detailing Brushes, Dual Action Polisher, Wheel Cleaning Machine, Underbody Wash System, Self-Serve Car Wash Station, Spot-Free Rinse System, Low-Pressure Washing System, and Automatic Drying System.</p>	

## Annexure

### Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
MBA with B. Tech	Automobile or Mechanical Engineering	5	Experience in Car Washing Business or consultancy experience in the relevant field.	NA	NA	NA
or 12 <sup>th</sup> Pass	NA	10	Experience in Car Washing Business or consultancy experience in the relevant field.	NA	NA	NA
or Graduate	NA	7	Experience in Car Washing Business or consultancy experience in the relevant field.	NA	NA	NA
or NA	Entrepreneurs	7	Experience in Car Washing Business or consultancy experience in the relevant field.	NA	NA	NA

### Trainer Certification

Trainer Certification	
Domain Certification	Platform Certification
Recommended that the Trainer is certified for the Job Role: "Entrepreneurship in Car Washing Service", mapped to NOS IID/N0052 v1.0 Minimum accepted score is 80%.	Recommended that the Trainer is certified for the Job Role: "Trainer", mapped to the Qualification Pack: "Trainer (VET and Skills) MEP/Q2601 v3.0". Minimum accepted score is 80%.

## Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training/ Assessment Experience		Remarks
		Years	Specialization	Years	Specialization	
MBA with B. Tech	Automobile or Mechanical Engineering	3	Experience in relevant qualification and an entrepreneur in the similar field with 5 Years of experience	NA	NA	NA

## Assessor Certification

Assessor Certification	
Domain Certification	Platform Certification
Recommended that the Assessor is certified for the Job Role: "Entrepreneurship in Car Washing Service", mapped to NOS IID/N0052 v1.0 Minimum accepted score is 80%.	Recommended that the Assessor is certified for the Job Role: "Assessor", mapped to the Qualification Pack: "Assessor (VET and Skills) MEP/Q2701 v3.0". Minimum accepted score is 80%.

## Assessment Strategy

**Assessment Overview:** The assessment strategy for the Entrepreneurship in Car Washing qualification is designed to comprehensively evaluate students' understanding, application, and integration of theoretical concepts with practical skills in managing a car wash business. The assessment methods include written assignments and case studies, MCQ based segment-wise final tests, development, and evaluation of a comprehensive project report based on experiential learning, and a viva voice examination on the project work undertaken by the students.

### Assessment Methods:

#### 1. Written Assignments and Case Studies:

- Purpose: To assess students' ability to analyze and solve real-world problems related to car wash business management.
- Description: Students will be required to complete written assignments and case studies that simulate scenarios encountered in the car wash industry. These assessments will evaluate their critical thinking, problem-solving, and decision-making skills.

#### 2. MCQ Based Segment Wise Final Test:

- Purpose: To evaluate students' understanding of key concepts and principles covered in each module of the qualification.
- Description: The final test will consist of multiple-choice questions (MCQs) covering each module of the qualification. This assessment will test students' knowledge and comprehension of the course material.

#### 3. Development & Evaluation of a Comprehensive Project Report:

- Purpose: To assess students' ability to apply theoretical concepts to real-world situations and to effectively communicate their findings and recommendations.
- Description: Students will undertake a practical project (e.g., market research, operational improvement, marketing strategy) related to car wash business management. They will develop a comprehensive project report based on their experiential learning, detailing their project objectives, methodology, findings, and recommendations. The project report will be evaluated based on its clarity, depth of analysis, and practical relevance.

#### 4. Viva on the Project Work Taken Up:

- Purpose: To assess students' understanding of their project work and their ability to articulate and defend their findings and recommendations.
- Description: Students will participate in a viva voice examination where they will present and discuss their project work with a panel of examiners. The viva will assess their knowledge, understanding, and critical reflection on their project, as well as their ability to respond to questions and feedback.

**Assessment Criteria:** The assessment criteria for each assessment method will be aligned with the learning outcomes of the qualification. Criteria may include:

- Demonstration of understanding and application of theoretical concepts.
- Critical analysis and evaluation of information.
- Effectiveness of communication and presentation.
- Creativity and innovation in problem-solving.
- Ability to work independently and collaboratively.
- Ability to reflect on learning and apply feedback.

**Assessment Schedule:** Assessment tasks will be distributed throughout the duration of the qualification to ensure ongoing feedback and opportunities for improvement. The final project report and viva voce examination will typically be scheduled towards the end of the qualification, allowing students to integrate and apply their learning from the entire program.

**Assessment Integrity:** To ensure the integrity of the assessment process, all assessments will be conducted in accordance with the institution's policies and procedures. Measures will be in place to prevent plagiarism and cheating, and assessments will be marked by qualified and impartial assessors, as elaborated in Qualification File.

**Conclusion:** The assessment strategy outlined above aims to provide a rigorous and comprehensive evaluation of students' knowledge, skills, and competencies in managing a car wash business. By combining written assignments, tests, project work, and viva voce examinations, the assessment strategy ensures that students are well-prepared to succeed in the dynamic and competitive car wash industry.

## References

## Glossary

Term	Description
<b>Declarative Knowledge</b>	Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.
<b>Key Learning Outcome</b>	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
<b>OJT (M)</b>	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
<b>OJT (R)</b>	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
<b>Procedural Knowledge</b>	Procedural knowledge addresses how to do something, or how to perform a task. It is the ability to work, or produce a tangible work output by applying cognitive, affective or psychomotor skills.
<b>Training Outcome</b>	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training.
<b>Terminal Outcome</b>	Terminal outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module. A set of terminal outcomes help to achieve the training outcome.

## Acronyms and Abbreviations

<b>NOS</b>	National Occupational Standard(s)
<b>NSQF</b>	National Skills Qualifications Framework
<b>QP</b>	Qualifications Pack
<b>TVET</b>	Technical and Vocational Education and Training
<b>SOP</b>	Standard Operating Procedure
<b>WI</b>	Work Instructions
<b>PPE</b>	Personal Protective equipment