

## QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR CAPITAL GOODS INDUSTRY

### What are Occupational Standards(OS) ?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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## Introduction

### Qualifications Pack- Polisher - Manual

**SECTOR/S:** CAPITAL GOODS

**SUB-SECTOR:**

- |                                     |                                   |
|-------------------------------------|-----------------------------------|
| 1. Machine Tools                    | 4. Process Plant Machinery        |
| 2. Plastics Manufacturing Machinery | 5. Electrical and Power Machinery |
| 3. Textile Manufacturing Machinery  | 6. Light Engineering Goods        |

**OCCUPATION:** Coating and Painting

**REFERENCE ID:** CSC/Q0703

**ALIGNED TO:** NCO-2004/7224.45,7224.55

**Brief Job Description:** Select appropriate polishing equipment and method to suit work requirements, fitting and adjusting abrasive belts on polishing machines, identifying surface imperfections, understanding processing hazards, finally polishing the material and inspecting the components after polishing.

**Personal Attributes:** Basic communication, numerical and computational abilities. Openness to learning, ability to plan and organise own work and identify and solve problems in the course of working. Understanding the need to take initiative and manage self and work to improve efficiency and effectiveness.

<b>Job Details</b>	<b>Qualifications Pack Code</b>	<b>CSC/Q0703</b>		
	<b>Job Role</b>	<b>Polisher - Manual</b> [Applicable for National Scenarios]		
	<b>Credits</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
	<b>Sector</b>	<b>Capital Goods</b>	<b>Drafted on</b>	<b>10/04/2014</b>
	<b>Sub-sector</b>	<ol style="list-style-type: none"> <li>1. Machine Tools</li> <li>2. Plastics Manufacturing Machinery</li> <li>3. Textile Manufacturing Machinery</li> <li>4. Process Plant Machinery</li> <li>5. Electrical and Power Machinery</li> <li>6. Light Engineering Goods</li> </ol>	<b>Last reviewed on</b>	<b>24/11/2017</b>
	<b>Occupation</b>	<b>Coating and Painting</b>	<b>Next review date</b>	<b>24/11/2021</b>
	<b>NSQC Clearance on</b>	<b>19/05/2015</b>		

Job Role	Polisher - Manual
Role Description	Manual finishing by polishing a wide range of products made from metals and metal alloys used for component machining and manufacturing.
NSQF level	2
Minimum Educational Qualifications	8 <sup>th</sup> Standard pass, preferably
Maximum Educational Qualifications	Not Applicable
Prerequisite License or Training	No Previous Training Required
Minimum Job Entry Age	18 Years
Experience	No Previous Experience Required
Applicable National Occupational Standards (NOS)	<p><b>Compulsory:</b></p> <ol style="list-style-type: none"> <li><a href="#">CSC/N0703 Perform manual polishing on metals and metal alloys</a></li> <li><a href="#">CSC/N1335 Use basic health and safety practices at the workplace</a></li> <li><a href="#">CSC/N1336 Work effectively with others</a></li> </ol>
Performance Criteria	As described in the relevant OS units

Definitions

Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Jobrole	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance criteria are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack(QP)	QP comprises the set of OSs, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.
Knowledge and Understanding	Knowledge and understanding are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual need to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic	Core skills or generic skills are a group of skills that are the key to learning

Acronyms

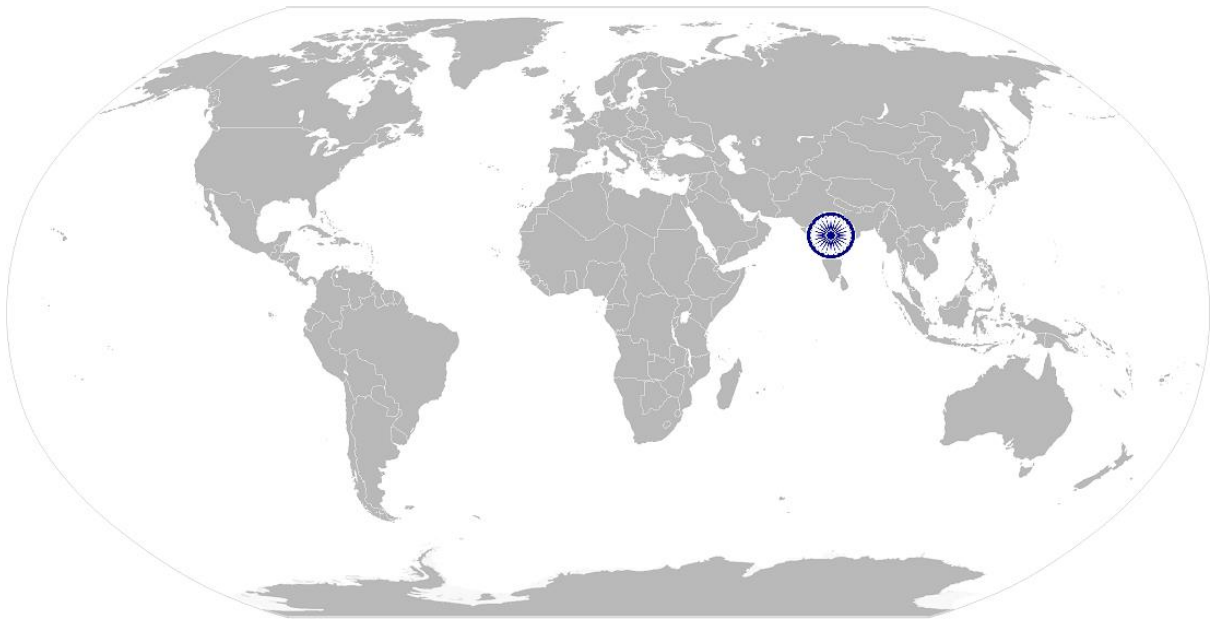
Skills	and working in today's world. These skills are typically needed in any work environment in today's world. In the context of the OS, these include communication related skills that are applicable to most job roles.
Keywords /Terms	Description
CO <sub>2</sub>	Carbon Dioxide
CPR	Cardiac Pulmonary Resuscitation
PPE	Personal Protective Equipment

CSC/N0703

Perform manual polishing on metals and metal alloys

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# National Occupational Standard



## Overview

This unit covers finishing by manually polishing a wide range of products made from metals and metal alloys used for component machining and manufacturing.

**CSC/N0703**

**Perform manual polishing on metals and metal alloys**

<b>National Occupational Standard</b>	<b>Unit Code</b>	<b>CSC/N0703</b>
	<b>Unit Title (Task)</b>	<b>Perform manual polishing on metals and metal alloys</b>
	<b>Description</b>	This unit covers finishing by manually polishing a wide range of components and products made from metals and metal alloys used for machining and manufacturing. This involves selecting appropriate polishing equipment and method to suit work requirements; fitting and adjusting abrasive belts on polishing machines, identifying surface imperfections, understanding processing hazards and finally polishing the material with appropriate process to match specifications.
	<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>• Work safely</li> <li>• Prepare for polishing operations</li> <li>• Carry out polishing</li> <li>• Handle of unresolved problems</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>		
<b>Element</b>	<b>Performance Criteria</b>	
<b>Work safely</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. comply with health and safety, environmental and other relevant regulations and guidelines at work and ensure process compliance</p> <p>PC2. adhere to procedures or systems in place for risk assessment, occupational standards, personal protective equipment (PPE) and other relevant occupational safety regulations</p> <p>PC3. follow laid down procedures and instructions</p> <p>PC4. ensure that all tools, equipment, power tool cables, extension leads are in a safe and usable condition; are kept at secured location</p> <p>PC5. ensure that all measuring equipment are within calibration date and are approved for usage</p> <p>PC6. ensure work area is clean and safe from hazards before and after the job is completed</p>	
<b>Prepare for polishing operations</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC7. obtain job specification from a valid and approved source Valid sources: job instruction sheet/job card; work drawings and instructions; planning documentation; quality control documents; process specifications; standard operating procedures; instructions from supervisor</p> <p>PC8. read and establish job requirements from the job specification document accurately Job requirements: raw materials or components required (type, quality,</p>	



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	<p>quantity); dimensions and surface texture requirements; limits and tolerances; operations required(list, sequence and procedures where applicable); timelines</p> <p>PC9. report and rectify incorrect and inconsistent information in job specification documents as per organization procedures</p> <p>PC10. prepare the work area for the polishing operations as per procedure</p> <p>PC11. obtain correct work-pieces/raw materials and consumables as per job requirements</p> <p>PC12. identify the metals, metal alloys and non-metals accurately for the job</p> <p>PC13. interpret surface finish specifications accurately Parameters to be checked:texture, roughness</p> <p>PC14. select polishing method/technique as per the work requirements</p> <p>PC15. obtain appropriate tools and equipment per job requirements</p>
<p><b>Carry out polishing</b></p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC16. fit abrasive belts according to standard operating procedures</p> <p>PC17. fit grinding wheels and mops according to standard operating procedures</p> <p>PC18. install polishing mops and buffs according to standard operating procedures</p> <p>PC19. set work pieces as per job requirements using appropriate positioning and/or holding devices</p> <p>PC20. finish job surfaces to specification according to requirement</p> <p>PC21. check the polished products to ensure completeness of work</p> <p>PC22. identify common surface imperfections and correct errors</p> <p>PC23. complete documentation post completion of work, as per procedure Documentation: job card, progress records, incident reports</p>
<p><b>Handle of unresolved problems</b></p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC24. refer unresolved job related problems to appropriate personnel for support</p> <p>PC25. monitor the problem and keep the supervisor informed about progress or any delays in resolving the problem</p>
<p><b>Knowledge and Understanding (K)</b></p>	
<p><b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. relevant legislation, standards, policies, and procedures followed in the company relevant to own employment and performance conditions</p> <p>KA2. relevant health and safety requirements applicable in the work place</p> <p>KA3. own job role and responsibilities and sources for information pertaining to employment terms, entitlements, job role and responsibilities</p> <p>KA4. reporting structure, inter-dependent functions, lines and procedures in the work area</p> <p>KA5. how to engage with specialists for support in order to resolve incidents and service requests</p> <p>KA6. importance of working in clean and safe environment practices and</p>



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	<p>procedures</p> <p>KA7. relevant people and their responsibilities within the work area</p> <p>KA8. escalation matrix and procedures for reporting work and employment related issues</p> <p>KA9. documentation and related procedures applicable in the context of employment and work</p>
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. kinds of common metals, metal alloys and non-metals</p> <p>KB2. common terminology used in polishing procedures</p> <p>KB3. polishing media to be used in finishing/polishing for different types of material</p> <p>Finishing /polishing media(containing solid and liquid compositions): alumina, aluminum oxide, silicon carbide, diamond dust, Tripoli, calcium oxide, iron oxides</p> <p>Kinds of Materials: cast iron; zinc/zinc alloys; bronzes; low-carbon steel, low alloy steels, high yield steels, stainless steels; clad and coated materials; aluminum/aluminum alloys; copper/copper alloys</p> <p>KB4. kinds of tools and equipment for installing, fitting and adjusting abrasive belts on polishing machines</p> <p>KB5. procedures, tools and techniques required to fit and dress grinding wheels and mops and buffs</p> <p>KB6. finishing and polishing methods and techniques and reasons for selecting a specific method or technique</p> <p>KB7. polishing operations and importance of procedures of tools and equipment usage for the polishing operations</p> <p>Finishing /polishing equipment:abrasive belt for grinders; pedestal grinders and polishers; flat wheels; fabric mops and brushes with underhand and overhand techniques; flexible drive appliances; buffing compounds; cutting compounds and abrasives</p> <p>KB8. effect of different types and grades of polishing media used for surface finish</p> <p>KB9. importance of following specified polishing sequence and procedures</p> <p>KB10. types and sources of appropriate job specifications</p> <p>KB11. importance and procedures to ensure suitability of work-pieces/materials and consumables for the specified job</p> <p>KB12. importance of securing the work-piece/raw material correctly using appropriate devices and mechanisms</p> <p>KB13. methods and techniques to check for common surface imperfections/defects and conformance to specifications</p> <p>KB14. common problems that can occur in the polishing activity and procedure</p> <p>KB15. surface imperfections/defects that can be removed/repared by manual</p>

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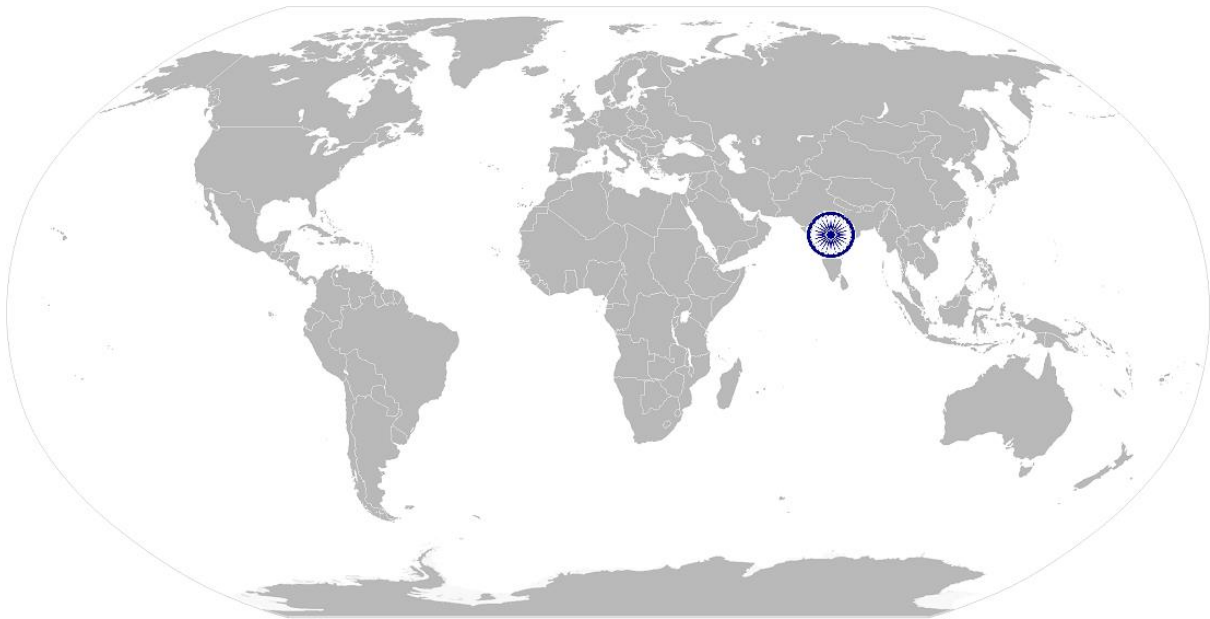
	<p>finishing/polishing procedures</p> <p>KB16. procedures for handling components with surface imperfections/defects that cannot be removed/repared and how can they be minimized</p> <p>KB17. importance of tools and equipment to be kept in a safe and usable condition</p> <p>KB18. hazards associated with carrying out the manual finishing/polishing process</p> <p>KB19. personal protective equipment (PPE) and clothing that must be worn during the manual polishing activity and from where can it be obtained</p>
<b>Skills (S)</b>	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Reading Skills</b></p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. read and interpret information correctly from various job specification documents, health and safety instructions, memos, etc. applicable to the job in English and/or local language</p>
	<p><b>Writing Skills</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. fill up appropriate technical forms, process charts, activity logs as per organizational format in English and/or local language</p> <p>SA3. undertake basic numerical computations and calculations Numerical computations: addition, subtraction, multiplication, division, fractions and decimals, percentages and proportions, simple ratios and averages</p> <p>SA4. identify various basic, compound and solid shapes as per dimensions given Basic shapes: square, rectangle, triangle, circle, quadrilaterals Compound shapes: involving squares, rectangles, triangles, circles, semicircles, quadrants of a circle Solid shapes: cube, rectangular prism, cylinder</p> <p>SA5. use appropriate measuring techniques and units of measurement</p> <p>SA6. use appropriate units and number systems to express degree of accuracy Units and number systems representing degree of accuracy: decimals places, significant figures, fractions as a decimal quantity</p> <p>SA7. use metric systems of measurement</p>
	<p><b>Oral Communication (Listening and Speaking skills)</b></p>
<p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. convey and share technical information clearly using appropriate language</p> <p>SA9. check and clarify task-related information</p> <p>SA10. liaise with appropriate authorities using correct protocol</p> <p>SA11. communicate with people in respectful form and manner in line with organizational protocol</p>	

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<b>B. Professional Skills</b>	<b>Decision Making</b>
	NA
	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand how to: SB1. plan, prioritize and sequence work operations as per job requirements SB2. organize and analyze information relevant to work SB3. basic concepts of shop-floor work productivity including waste reduction, efficient material usage and optimization of time
	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to: SB4. exercise restraint while expressing dissent and during conflict situations SB5. avoid and manage distractions to be disciplined at work SB6. manage own time for achieving better results SB7. work in a team in order to achieve better results SB8. identify and clarify work roles within a team SB9. communicate and cooperate with others in the team for better results SB10. seek assistance from fellow team members
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to: SB11. identify problems with work planning, procedures, output and behavior and their implications SB12. prioritize and plan for problem solving SB13. communicate problems appropriately to others SB14. identify sources of information and support for problem solving SB15. seek assistance and support from other sources to solve problems SB16. identify effective resolution techniques SB17. select and apply resolution techniques SB18. seek evidence for problem resolution
	<b>Analytical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB19. undertake and express new ideas and initiatives to others SB20. modify work plan to overcome unforeseen difficulties or developments that occur as work progresses SB21. participate in improvement procedures including process, quality and internal/external customer/supplier relationships SB22. enhance one's competencies in new and different situations and contexts to achieve more
<b>Critical Thinking</b>	

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	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"><li>SB23. participate in on-the-job and other learning, training and development interventions and assessments</li><li>SB24. clarify task related information with appropriate personnel or technical adviser</li><li>SB25. seek to improve and modify own work practices</li><li>SB26. maintain current knowledge of application standards, legislation, codes of practice and product/process developments</li></ul>
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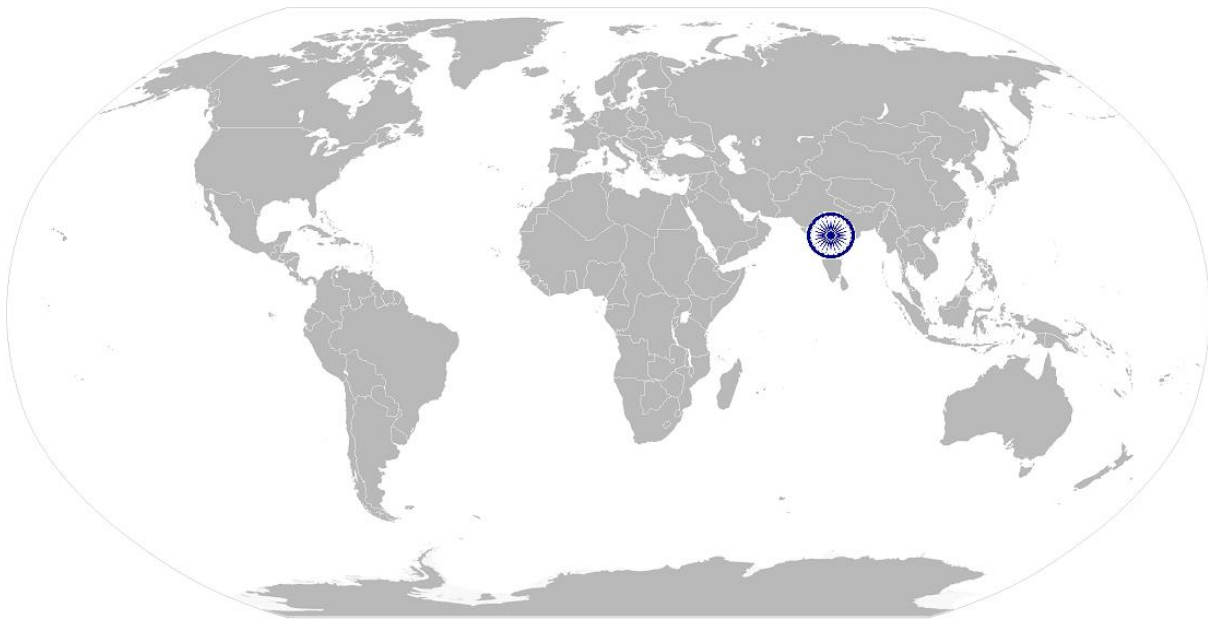
## NOS Version Control

NOS Code	CSC/N0703		
Credits	TBD	Version number	1.0
Industry	Capital Goods	Drafted on	10/04/2014
Industry Sub-sector	<ol style="list-style-type: none"> <li>1. Machine Tools</li> <li>2. Plastics Manufacturing Machinery</li> <li>3. Textile Manufacturing Machinery</li> <li>4. Process Plant Machinery</li> <li>5. Electrical and Power Machinery</li> <li>6. Light Engineering Goods</li> </ol>	Last reviewed on	24/11/2017
Occupation	Coating and Painting	Next review date	24/11/2021

CSC/N1335 Use basic health and safety practices at the workplace

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# National Occupational Standard



## Overview

This unit covers health, safety and security at the workplace. This includes procedures and practices that candidates need to follow to help maintain a healthy, safe and secure work environment.



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National Occupational Standard	<b>Unit Code</b>	<b>CSC/N1335</b>
	<b>Unit Title (Task)</b>	<b>Use basic health and safety practices at the workplace</b>
	<b>Description</b>	This OS unit is about knowledge and practices relating to health, safety and security that candidates need to use in the workplace. It covers responsibilities towards self, others, assets and the environment.
	<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Health and safety</li> <li>• Fire safety</li> <li>• Emergencies, rescue and first-aid procedure</li> </ul>
	<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>	
<b>Health and safety</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. use protective clothing/equipment for specific tasks and work conditions Protective clothing: leather or asbestos gloves, flame proof aprons, flame proof overalls buttoned to neck, cuffs (without folds), trousers, reinforced footwear, helmets/hard hats, cap and shoulder covers, ear defenders/plugs, safety boots, knee pads, particle masks, glasses/goggles/visors Equipment: hand shields, machine guards, residual current devices, shields, dust sheets, respirator</p> <p>PC2. state the name and location of people responsible for health and safety in the workplace</p> <p>PC3. state the names and location of documents that refer to health and safety in the workplace</p> <p>PC4. identify job-site hazardous work and state possible causes of risk or accident in the workplace Hazards: sharp edged and heavy tools; heated metals; oxyfuel and gas cylinders; welding radiation; hazardous surfaces (sharp, slippery, uneven, chipped, broken, etc.); hazardous substances (chemicals, gas, oxy-fuel, fumes, dust, etc.); physical hazards (working at heights, large and heavy objects and machines, sharp and piercing objects, tools and machines, intense light, load noise, obstructions in corridors, by doors, blind turns, noise, over stacked shelves and packages, etc.) electrical hazards (power supply and points, loose and naked cables and wires, electrical machines and appliances, etc.) Possible causes of risk and accident: physical actions; reading; listening to and giving instructions; inattention; sickness and incapacity (such as</p>	



**CSC/N1335 Use basic health and safety practices at the workplace**

	<p>drunkenness); health hazards (such as untreated injuries and contagious illness)</p> <p>PC5. carry out safe working practices while dealing with hazards to ensure the safety of self and others Safe working practices: using protective clothing and equipment; putting up and reading safety signs; handle tools in the correct manner and store and maintain them properly; keep work area clear of clutter, spillage and unsafe object lying casually; while working with electricity take all electrical precautions like insulated clothing, adequate equipment insulation, use of control equipment, dry work area, switch off the power supply when not required, etc.; safe lifting and carrying practices; use equipment that is working properly and is well maintained; take due measures for safety while working in confined places, trenches or at heights, etc. including safety harness, fall arrestors, etc.</p> <p>PC6. state methods of accident prevention in the work environment of the job role Methods of accident prevention: training in health and safety procedures; using health and safety procedures; use of equipment and working practices (such as safe carrying procedures); safety notices, advice; instruction from colleagues and supervisors</p> <p>PC7. state location of general health and safety equipment in the workplace General health and safety equipment: fire extinguishers; first aid equipment; safety instruments and clothing; safety installations(eg fire exits, exhaust fans)</p> <p>PC8. inspect for faults, set up and safely use steps and ladders in general use Ladder faults: corrosion of metal components, deterioration, splits and cracks timber components, imbalance, loose rungs, missing/ unfixed nuts or bolts, etc. Ladders set up: firm/level base, clip/lash down, leaning at the correct angle, etc.</p> <p>PC9. work safely in and around trenches, elevated places and confined areas</p> <p>PC10. lift heavy objects safely using correct procedures</p> <p>PC11. apply good housekeeping practices at all times Good housekeeping practices: clean/tidy work areas, removal/disposal of waste products, protect surfaces</p> <p>PC12. identify common hazard signs displayed in various areas Various areas: on chemical containers; equipment; packages; inside buildings; in open areas and public spaces, etc.</p> <p>PC13. retrieve and/or point out documents that refer to health and safety in the workplace Documents: fire notices, accident reports, safety instructions for equipment</p>
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**CSC/N1335 Use basic health and safety practices at the workplace**

	<p>and procedures, company notices and documents, legal documents (eg government notices)</p>
<p><b>Fire safety</b></p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC14. use the various appropriate fire extinguishers on different types of fires correctly</p> <p>Types of fires: Class A: eg. ordinary solid combustibles, such as wood, paper, cloth, plastic, charcoal, etc.; Class B: flammable liquids and gases, such as gasoline, propane, diesel fuel, tar, cooking oil, and similar substances; Class C: eg. electrical equipment such as appliances, wiring, breaker panels, etc. (These categories of fires become Class A, B, and D fires when the electrical equipment that initiated the fire is no longer receiving electricity); Class D: combustible metals such as magnesium, titanium, and sodium (These fires burn at extremely high temperatures and require special suppression agents)</p> <p>PC15. demonstrate rescue techniques applied during fire hazard</p> <p>PC16. demonstrate good housekeeping in order to prevent fire hazards</p> <p>PC17. demonstrate the correct use of a fire extinguisher</p>
<p><b>Emergencies, rescue and first-aid procedures</b></p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC18. demonstrate how to free a person from electrocution</p> <p>PC19. administer appropriate first aid to victims where required eg. in case of bleeding, burns, choking, electric shock, poisoning etc.</p> <p>PC20. demonstrate basic techniques of bandaging</p> <p>PC21. respond promptly and appropriately to an accident situation or medical emergency in real or simulated environments</p> <p>PC22. perform and organize loss minimization or rescue activity during an accident in real or simulated environments</p> <p>PC23. administer first aid to victims in case of a heart attack or cardiac arrest due to electric shock, before the arrival of emergency services in real or simulated cases</p> <p>PC24. demonstrate the artificial respiration and the CPR Process</p> <p>PC25. participate in emergency procedures</p> <p>Emergency procedures: raising alarm, safe/efficient, evacuation, correct means of escape, correct assembly point, roll call, correct return to work</p> <p>PC26. complete a written accident/incident report or dictate a report to another person, and send report to person responsible</p> <p>Incident Report includes details of: name, date/time of incident, date/time of report, location, environment conditions, persons involved, sequence of events, injuries sustained, damage sustained, actions taken, witnesses, supervisor/manager notified</p> <p>PC27. demonstrate correct method to move injured people and others during an emergency</p>

**CSC/N1335 Use basic health and safety practices at the workplace**

Knowledge and Understanding (K)	
<p><b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. names (and job titles if applicable), and where to find, all the people responsible for health and safety in a workplace</p> <p>KA2. names and location of documents that refer to health and safety in the workplace</p>
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. meaning of “hazards” and “risks”</p> <p>KB2. health and safety hazards commonly present in the work environment and related precautions</p> <p>KB3. possible causes of risk, hazard or accident in the workplace and why risk and/or accidents are possible</p> <p>KB4. possible causes of risk and accident Possible causes of risk and accident: physical actions; reading; listening to and giving instructions; inattention; sickness and incapacity (such as drunkenness); health hazards (such as untreated injuries and contagious illness)</p> <p>KB5. methods of accident prevention Methods of accident prevention: training in health and safety procedures; using health and safety procedures; use of equipment and working practices (such as safe carrying procedures); safety notices, advice; instruction from colleagues and supervisors</p> <p>KB6. safe working practices when working with tools and machines</p> <p>KB7. safe working practices while working at various hazardous sites</p> <p>KB8. where to find all the general health and safety equipment in the workplace</p> <p>KB9. various dangers associated with the use of electrical equipment</p> <p>KB10. preventative and remedial actions to be taken in the case of exposure to toxic materials Exposure: ingested, contact with skin, inhaled Preventative action: ventilation, masks, protective clothing/ equipment); Remedial action: immediate first aid, report to supervisor Toxic materials: solvents, flux, lead</p> <p>KB11. importance of using protective clothing/equipment while working</p> <p>KB12. precautionary activities to prevent the fire accident</p> <p>KB13. various causes of fire Causes of fires: heating of metal; spontaneous ignition; sparking; electrical heating; loose fires (smoking, welding, etc.); chemical fires; etc.</p> <p>KB14. techniques of using the different fire extinguishers</p>

**CSC/N1335 Use basic health and safety practices at the workplace**

	<p>KB15. different methods of extinguishing fire</p> <p>KB16. different materials used for extinguishing fire Materials: sand, water, foam, CO<sub>2</sub>, dry powder</p> <p>KB17. rescue techniques applied during a fire hazard</p> <p>KB18. various types of safety signs and what they mean</p> <p>KB19. appropriate basic first aid treatment relevant to the condition eg. shock, electrical shock, bleeding, breaks to bones, minor burns, resuscitation, poisoning, eye injuries</p> <p>KB20. content of written accident report</p> <p>KB21. potential injuries and ill health associated with incorrect manual handling</p> <p>KB22. safe lifting and carrying practices</p> <p>KB23. personal safety, health and dignity issues relating to the movement of a person by others</p> <p>KB24. potential impact to a person who is moved incorrectly</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<p><b>Reading Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. read and comprehend basic content to read labels, charts, signages</p> <p>SA2. read and comprehend basic English to read manuals of operations</p> <p>SA3. read an accident/incident report in local language or English</p> <p><b>Writing Skills</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. write an accident/incident report in local language or English</p> <p><b>Oral Communication (Listening and Speaking skills)</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. question coworkers appropriately in order to clarify instructions and other issues</p> <p>SA6. give clear instructions to coworkers, subordinates others</p>
<b>B. Professional Skills</b>	<p><b>Decision Making</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. make appropriate decisions pertaining to the concerned area of work with respect to intended work objective, span of authority, responsibility, laid down procedure and guidelines</p> <p><b>Plan and Organize</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. plan and organize their own work schedule, work area, tools, equipment and materials to maintain decorum and for improved productivity</p> <p><b>Customer Centricity</b></p>

**CSC/N1335 Use basic health and safety practices at the workplace**

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. remain congenial while discussing and debating issues with co-workers</p> <p>SB4. follow appropriate protocols for communication based on situation, hierarchy, organizational culture and practice</p> <p>SB5. ask for, provide and receive required assistance where possible to ensure achievement of work related objectives</p> <p>SB6. thank coworkers for any assistance received</p> <p>SB7. offer appropriate respect based on mutuality and respect for fellow workmanship and authority</p>
	<p><b>Problem Solving</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)</p> <p>SB9. identify immediate or temporary solutions to resolve delays</p> <p>SB10. identify sources of support that can be availed of for problem solving for various kind of problems</p> <p>SB11. seek appropriate assistance from other sources to resolve problems</p> <p>SB12. report problems that you cannot resolve to appropriate authority</p>
	<p><b>Analytical Thinking</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB13. identify cause and effect relations in their area of work</p> <p>SB14. use cause and effect relations to anticipate potential problems and their solution</p>
	<p><b>Critical Thinking</b></p>
	<p>NA</p>



**CSC/N1335 Use basic health and safety practices at the workplace**

## NOS Version Control

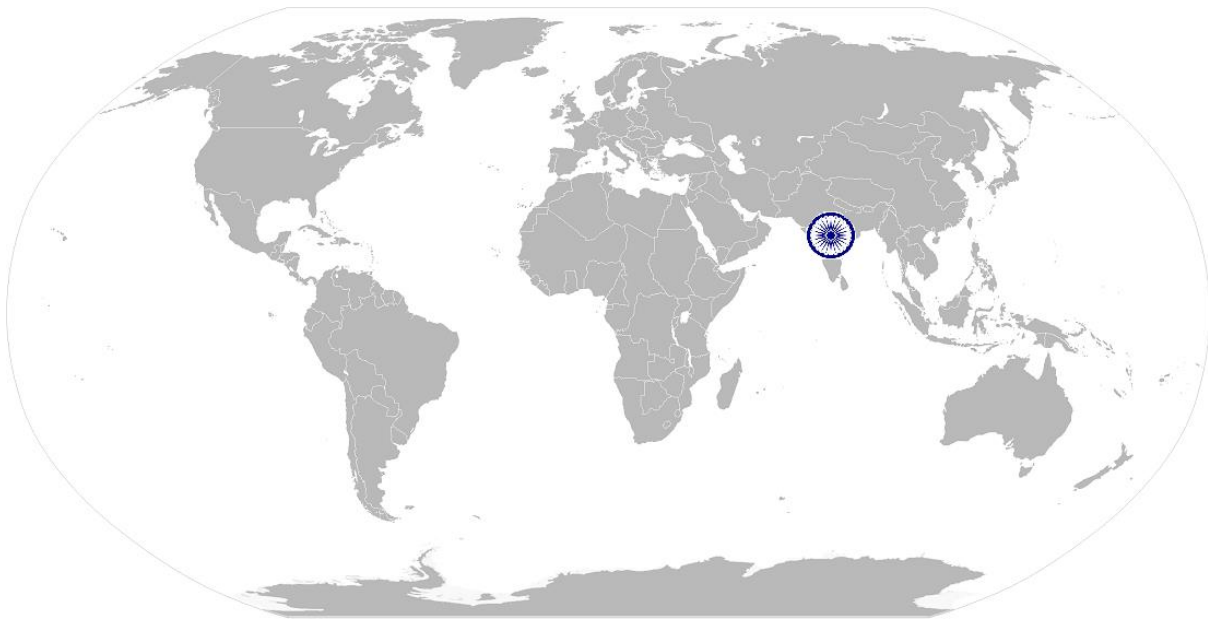
NOS Code	CSC/N1335		
Credits	TBD	Version number	1.0
Industry	Capital Goods	Drafted on	10/04/2014
Industry Sub-sector	<ol style="list-style-type: none"> <li>1. Machine Tools</li> <li>2. Plastics Manufacturing Machinery</li> <li>3. Textile Manufacturing Machinery</li> <li>4. Process Plant Machinery</li> <li>5. Electrical and Power Machinery</li> <li>6. Light Engineering Goods</li> </ol>	Last reviewed on	24/11/2017
Occupation	Coating and Painting	Next review date	24/11/2021

CSC/N1336

Work effectively with others

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# National Occupational Standard



## Overview

This unit covers basic practices that improve effectiveness of working with others in an organizational set-up.



**CSC/N1336**

**Work effectively with others**

National Occupational Standard	<b>Unit Code</b>	CSC/N1336
	<b>Unit Title (Task)</b>	Work effectively with others
	<b>Description</b>	This unit covers basic etiquette and competencies that a candidate is required to possess and demonstrate in their behavior and interactions with others at the workplace. These cover areas such as communication etiquette, discipline, listening etc.
	<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>Work effectively with others</li> </ul>
	<b>Performance Criteria(PC) w.r.t. the Scope</b>	
	<b>Element</b>	<b>Performance Criteria</b>
	<b>Work effectively with others</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. receive information accurately and instructions from the supervisor and fellow workers, getting clarification where required</p> <p>PC2. pass information accurately to authorized persons who require it and within agreed timescale and confirm its receipt</p> <p>PC3. give information to others clearly, at a pace and in a manner that helps them to understand</p> <p>PC4. display helpful behavior by assisting others in performing tasks in a positive manner, where required and possible</p> <p>PC5. consult with and assist others to maximize effectiveness and efficiency in carrying out tasks</p> <p>PC6. display appropriate communication etiquette while working Communication etiquette: do not use abusive language; use appropriate titles and terms of respect; do not eat or chew while talking (vice versa)etc.</p> <p>PC7. display active listening skills while interacting with others at work</p> <p>PC8. use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism</p> <p>PC9. demonstrate responsible and disciplined behaviors at the workplace Disciplined behaviors: e.g. punctuality; completing tasks as per given time and standards; not gossiping and idling time; eliminating waste, honesty, etc.</p> <p>PC10. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict</p>
	<b>Knowledge and Understanding (K)</b>	
	<b>A. Organizational Context</b> (Knowledge of the company /	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. legislation, standards, policies, and procedures followed in the company relevant to own employment and performance conditions</p> <p>KA2. reporting structure, inter-dependent functions, lines and procedures in the</p>

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**Work effectively with others**

<p>organization and its processes)</p>	<p>work area KA3. relevant people and their responsibilities within the work area KA4. escalation matrix and procedures for reporting work and employment related issues</p>
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand: KB1. various categories of people that one is required to communicate and co-ordinate with in the organization KB2. importance of effective communication in the workplace KB3. importance of teamwork in organizational and individual success KB4. various components of effective communication KB5. key elements of active listening KB6. value and importance of active listening and assertive communication KB7. barriers to effective communication KB8. importance of tone and pitch in effective communication KB9. importance of avoiding casual expletives and unpleasant terms while communicating professional circles KB10. how poor communication practices can disturb people, environment and cause problems for the employee, the employer and the customer KB11. importance of ethics for professional success KB12. importance of discipline for professional success KB13. what constitutes disciplined behavior for a working professional KB14. common reasons for interpersonal conflict KB15. importance of developing effective working relationships for professional success KB16. expressing and addressing grievances appropriately and effectively KB17. importance and ways of managing interpersonal conflict effectively</p>
<p><b>Skills (S)</b></p>	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Reading Skills</b></p> <p>The user/ individual on the job needs to know and understand how to: SA1. read basic terms and terminologies to accurately interpret work related documents, labels, supervisor instructions in the local language SA2. read and interpret accurate information from various relevant work instructions and records</p> <p><b>Writing Skills</b></p> <p>The user/ individual on the job needs to know and understand how to: SA3. write clear and legible notes to self, colleagues and seniors to pass messages, keep records, prepare to-do lists, take down instructions SA4. write basic numbers, quantities and work related terminology for operational requirements in the local language</p>

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**Work effectively with others**

	<b>Oral Communication (Listening and Speaking skills)</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. interact with the supervisor appropriately (correct protocol and manner of speaking) in order to understand the basic requirements of the product, production plans and other associated requirements</p> <p>SA6. give clear instructions to co-workers about the type of output required and answer queries</p> <p>SA7. display active listening skills while interacting with co-workers and other in the workplace</p>
<b>B. Professional Skills</b>	<b>Decision Making</b>
	NA
	<b>Plan and Organize</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. use appropriate planning to maintain a smooth relationship with fellow team members</p> <p>SB2. take steps within one's limits of authority to initiate modification in plan if the circumstances require it</p>
	<b>Customer Centricity</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. check that work meets customer requirements</p> <p>SB4. deliver consistent and reliable service to internal and external customers</p>
	<b>Problem Solving</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. work with co-workers and supervisor to resolve any issues that threaten disruption, increase risk, cause delays or under-achievement of quality and targets as per the planned schedule</p>
	<b>Analytical Thinking</b>
	NA
<b>Critical Thinking</b>	
NA	

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Work effectively with others

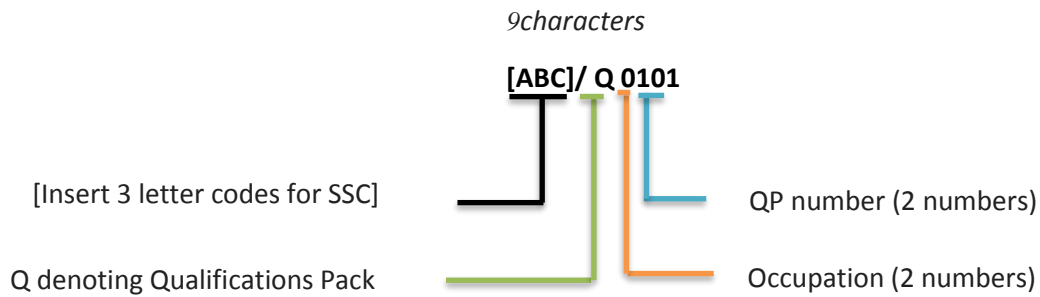
## NOS Version Control

NOS Code	CSC/N1336		
Credits	TBD	Version number	1.0
Industry	Capital Goods	Drafted on	10/04/2014
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Occupation	Coating and Painting	Next review date	24/11/2021

## Annexure

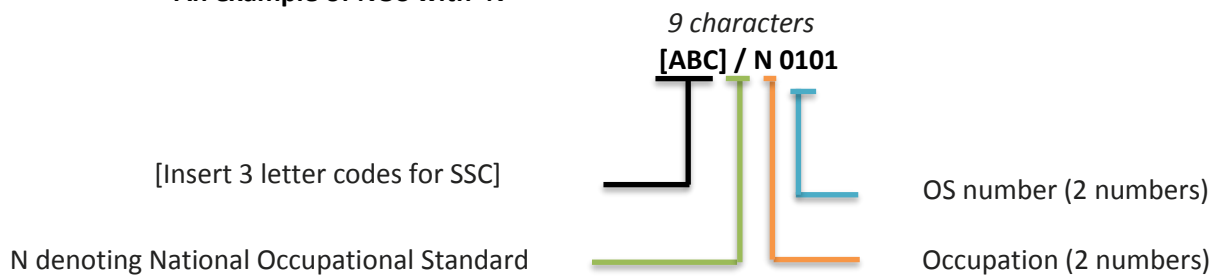
### Nomenclature for QP and NOS

#### Qualifications Pack



#### Occupational Standard

##### An example of NOS with 'N'



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The following acronyms/ codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
Machine Tools	01-13
Dies, Moulds and Press Tools	01-13
Plastic Manufacturing Machinery	01-13
Textile Manufacturing Machinery	01-13
Process Plant Machinery	01-13
Electrical and Power Machinery	01-13
Light Engineering Goods	01-13

Sequence	Description	Example
Three letters	Capital Goods	CSC
Slash	/	/
Next letter	Whether QP or NOS	N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

## Criteria For Assessment Of Trainees

**Job Role:** Polisher - Manual

**Qualification Pack:** CSC/Q0703

**Sector Skill Council:** Capital Goods Skill Council

### Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criterion.
6. To pass the Qualification Pack, every trainee should score a minimum of 70% of aggregate marks to successfully clear the assessment.
7. In case of *unsuccessful completion*, the trainee may seek reassessment on the Qualification Pack.

Compulsory NOS				Marks Allocation	
Total Marks: 300					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
CSC/N0703 Perform manual polishing on metals and metal alloys	PC1.comply with health and safety, environmental and other relevant regulations and guidelines at work and ensure process compliance	100	4	1	3
	PC2.adhere to procedures or systems in place for risk assessment, occupational standards, personal protective equipment (PPE) and other relevant occupational safety regulations		5	1	4
	PC3.follow laid down procedures and instructions		4	1	3
	PC4.ensure that all tools, equipment, power tool cables, extension leads are in a safe and usable condition; are kept at secured location		3	0	3
	PC5.ensure that all measuring equipment are within calibration date and are approved for usage		3	0	3
	PC6.ensure work area is clean and safe from hazards before and after the job is completed		3	0	3
	PC7.obtain job specification from a valid and approved source		3	0	3



	PC8.read and establish job requirements from the job specification document accurately		4	1	3
	PC9.report and rectify incorrect and inconsistent information in job specification documents as per organization procedures		4	1	3
	PC10.prepare the work area for the polishing operations as per procedure		5	1	4
	PC11.obtain correct work-pieces/raw materials and consumables as per job requirements		4	1	3
	PC12.identify the metals, metal alloys and non-metals accurately for the job		3	0	3
	PC13.interpret surface finish specifications accurately		3	0	3
	PC14.select polishing method/technique as per the work requirements		5	1	4
	PC15.obtain appropriate tools and equipment per job requirements		4	1	3
	PC16.fit abrasive belts according to standard operating procedures		5	1	4
	PC17.fit grinding wheels and mops according to standard operating procedures		5	1	4
	PC18.install polishing mops and buffs according to standard operating procedures		6	1	5
	PC19.set work pieces as per job requirements using appropriate positioning and/or holding devices		5	1	4
	PC20.finish job surfaces to specification according to requirement		4	1	3
	PC21.check the polished products to ensure completeness of work		4	0	4
	PC22.identify common surface imperfections and correct errors		5	0	5
	PC23.complete documentation post completion of work, as per procedure		3	0	3
	PC24.refer unresolved job related problems to appropriate personnel for support		3	0	3
	PC25.monitor the problem and keep the supervisor informed about progress or anydelays in resolving the problem		3	0	3
		<b>Total</b>	<b>100</b>	<b>14</b>	<b>86</b>
CSC/N1335 Use basic health and safety practices at the workplace	PC1.use protective clothing/equipment for specific tasks and work conditions	100	4	1	3
	PC2.state the name and location of people responsible for health and safety in the workplace		3	1	2
	PC3.state the names and location of documents that refer to health and safety in the workplace		3	1	2

PC4.identify job-site hazardous work and state possible causes of risk or accident in the workplace	5	2	3
PC5.carry out safe working practices while dealing with hazards to ensure the safety of self and others	4	2	2
PC6.state methods of accident prevention in the work environment of the job role	3	2	1
PC7.state location of general health and safety equipment in the workplace	5	2	3
PC8.inspect for faults, set up and safely use steps and ladders in general use	5	2	3
PC9.work safely in and around trenches, elevated places and confined areas	5	2	3
PC10.lift heavy objects safely using correct procedures	4	2	2
PC11.apply good housekeeping practices at all times	5	2	3
PC12.identify common hazard signs displayed in various areas	3	1	2
PC13.retrieve and/or point out documents that refer to health and safety in the workplace	4	1	3
PC14.use the various appropriate fire extinguishers on different types of fires correctly	3	1	2
PC15.demonstrate rescue techniques applied during fire hazard	3	1	2
PC16.demonstrate good housekeeping in order to prevent fire hazards	4	1	3
PC17.demonstrate the correct use of a fire extinguisher	4	1	3
PC18.demonstrate how to free a person from electrocution	4	1	3
PC19.administer appropriate first aid to victims where required eg. in case of bleeding, burns, choking, electric shock, poisoning etc.	3	1	2
PC20.demonstrate basic techniques of bandaging	3	1	2
PC21.respond promptly and appropriately to an accident situation or medical emergency in real or simulated environments	3	1	2
PC22.perform and organize loss minimization or rescue activity during an accident in real or simulated environments	3	1	2
PC23.administer first aid to victims in case of a heart attack or cardiac arrest due to electric shock, before the arrival of emergency services in real or simulated cases	3	1	2
PC24.demonstrate the artificial respiration and the CPR Process	3	1	2
PC25.participate in emergency procedures	4	1	3

	PC26.complete a written accident/incident report or dictate a report to another person, and send report to person responsible		3	1	2
	PC27.demonstrate correct method to move injured people and others during an emergency		4	2	2
		<b>Total</b>	<b>100</b>	<b>36</b>	<b>64</b>
CSC/N1336 Work effectively with others	PC1.receive information accurately and instructions from the supervisor and fellow workers, getting clarification where required	100	10	3	7
	PC2.pass information accurately to authorized persons who require it and within agreed timescale and confirm its receipt		10	3	7
	PC3.give information to others clearly, at a pace and in a manner that helps them to understand		10	3	7
	PC4.display helpful behavior by assisting others in performing tasks in a positive manner, where required and possible		10	3	7
	PC5.consult with and assist others to maximize effectiveness and efficiency in carrying out tasks		10	3	7
	PC6.display appropriate communication etiquette while working		10	3	7
	PC7.display active listening skills while interacting with others at work		10	3	7
	PC8.use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism		10	3	7
	PC9.demonstrate responsible and disciplined behaviors at the workplace		10	3	7
	PC10.escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict		10	3	7
		<b>Total</b>	<b>100</b>	<b>30</b>	<b>70</b>