QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR CAPITAL GOODS INDUSTRY

Contents

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

Contact Us:
Capital Goods Skill Council, C/O Awfis, 1st Floor, L-29 Outer Circle Connaught Place
New Delhi – 110001
E-mail:
inder.gahlaut@cgsc.in

Introduction

Qualifications Pack- Service Engineer - Installation

SECTOR/S: CAPITAL GOODS

SUB-SECTOR:

1. Machine Tools
2. Plastics Manufacturing Machinery
3. Process Plant Machinery
4. Textile Manufacturing Machinery
5. Electrical and Power Machinery

OCCUPATION: Service

REFERENCE ID: CSC/Q0501

ALIGNED TO: NCO-2004/NIL

Brief Job Description: It also involves technical ability to understand various machine/ foundation drawings, surveying the site, checking of foundation wherever required, facilitating foundation load tests if required, taking necessary clearances organizing the movement of equipment to be installed, including safe unloading of machine part near site and performing the leveling, aligning and coupling, the connection of sub-assemblies, and the alignment and connection to external units, such as power supplies, hydraulic and pneumatic assemblies, etc. Carrying out tests (wherever required) as per standards prescribed.

Personal Attributes: Basic communication, numerical and computational abilities. Openness to learning, ability to plan and organize 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.

Job Details

Qualifications Pack Code	**CSC/Q0501**		
Job Role	**Service Engineer - Installation** **[Applicable for National Scenarios]**		
Credits	**TBD**	**Version number**	**1.0**
Sector	**Capital Goods**	**Drafted on**	**14/04/2014**
Sub-sector	**1. Machine Tools** **2. Plastics Manufacturing Machinery** **3. Textile Manufacturing Machinery** **4. Process Plant Machinery** **5. Electrical and Power Machinery**	**Last reviewed on**	**24/11/2017**
Occupation	**Service**	**Next review date**	**24/11/2021**
NSQC Clearance on	**19/05/2015**		

Job Role	Service Engineer - Installation
Role Description	Perform for installing a range of mechanical equipment such as machine tools, process control equipment, rotating mechanical equipment, conveyors, equipment for lifting and handling, process plant equipment, in accordance with approved procedures.
NSQF level	4
Minimum Educational Qualifications **Maximum Educational Qualifications**	Diploma - Mechanical Engineering Not Applicable
Prerequisite License or Training	No Previous Training Required
Minimum Job Entry Age	18 Years
Experience	Minimum 1 year apprenticeship or equivalent
Applicable National Occupational Standards (NOS)	**Compulsory:** 1. CSC/N0501 Install mechanical equipment at site 2. CSC/N1335 Use basic health and safety practices at the workplace 3. CSC/N1336 Work effectively with others
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.

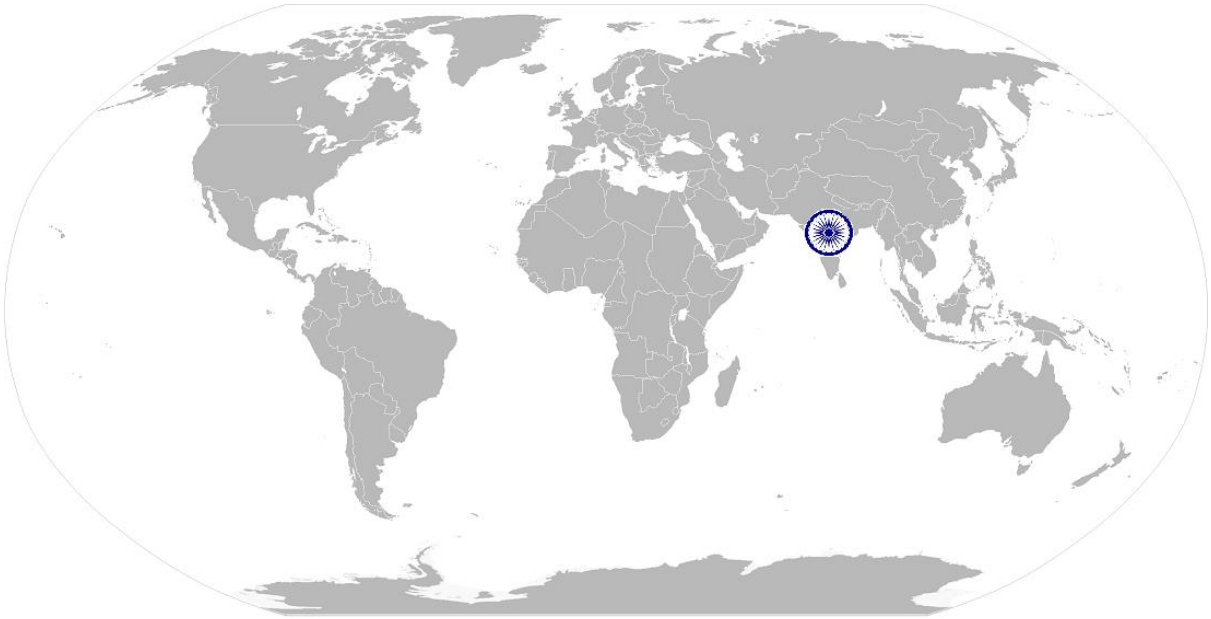
Core Skills/ Generic Skills	Core skills or generic skills are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. In the context of the OS, these include communication related skills that are applicable to most job roles.

Acronyms

Keywords /Terms	Description
AC	Alternating Current
CO_2	Carbon Dioxide
CPR	Cardiac Pulmonary Resuscitation
PPE	Personal Protective Equipment

CSC/N0501 **Install mechanical equipment at site**

National Occupational Standard



Overview

This unit covers the installing of a range of mechanical equipment such as machine tools, process control equipment, rotating mechanical equipment, conveyors, equipment for lifting and handling, hydraulic press, furnaces, auto/ manual welding machines, shot blasting machines, process plant equipment, in accordance with approved procedures.

CSC/N0501 **Install mechanical equipment at site**

National Occupational Standard

Unit Code	**CSC/N0501**
Unit Title (Task)	**Install mechanical equipment at site**
Description	This unit covers the skills and knowledge required for installing a range of mechanical equipment such as machine tools, process control equipment, rotating mechanical equipment, conveyors, lifting and handling equipment hydraulic press, furnaces, auto / manual welding machines, shot blasting machines and processing plant machinery that have mechanical systems connected to them, in accordance with approved procedures.
Scope	This unit/task covers the following: • Work safely • Carry out a site check, prior to the installation • Carry out a check on receiving the product for installation • Prepare the product for installation • Install the mechanical equipment

Performance Criteria(PC) w.r.t. the Scope	
Element	**Performance Criteria**
Work safely	To be competent, the user/individual on the job must be able to: PC1. comply with health and safety, environmental and other relevant regulations and guidelines at work PC2. adhere to procedures and guidelines for personal protective equipment (PPE) and other relevant safety regulations while performing installation operations PC3. ensure work area is clean and safe from hazards PC4. ensure that all tools, equipment, power tool cables, extension leads are in a safe and usable condition PC5. obtain clearance to carry out the installation activities PC6. provide safe access and working arrangements for the installation area PC7. ensure safe isolation of services during the installation PC8. dispose of waste items in a safe and environmentally acceptable manner PC9. leave the work area in a safe condition and free from foreign object debris
Carry out a site check prior to the installation	To be competent, the user/individual on the job must be able to: PC10. plan the installation activities in an efficient and appropriate manner PC11. survey and inspect the site and foundation for the following Inspect the following: ensure that the site is accessible; ensure that site is free from obstructions or hazards; conduct load test to test suitability of foundation where required; ensure the site is suitably prepared for the mechanical equipment installation to take place PC12. ensure that appropriate utilities are available (eg. gas, water, air, electricity)

CSC/N0501 **Install mechanical equipment at site**

	PC13. ensure that required installation consumables are available PC14. ensure that safety and environmental conditions can be met PC15. obtain necessary permits to carry out the required work PC16. check that installation job specification documentation are available and correct Job specification documents: e.g. assembly drawings; layout drawings; contractual specifications; manufacture's guidelines for installation; spares check and handover; manuals check and handover, etc. PC17. instruct and supervise marking out of positioning and layouts
Carry out a check on receiving the product for installation	To be competent, the user/individual on the job must be able to: PC18. check and record for any physical damages to the machine/equipment PC19. compare received product and accessories with product order specifications PC20. take appropriate action in lieu with manufacturer and customer, in case of any deviations
Prepare the product for installation	To be competent, the user/individual on the job must be able to: PC21. instruct and supervise use of grouting and adhesives after conducting foundation/site inspection PC22. instruct and supervise drilling holes for rig and anchor bolts PC23. instruct and supervise the movement and positioning of equipment, using cranes or forklifts as per the layout PC24. remove moisture absorbent bags, rust preventive, locking devices PC25. fill oils for lubrication, hydraulic and other special oils PC26. ensure the machine is clean
Install the mechanical equipment	To be competent, the user/individual on the job must be able to: PC27. install the machine in accordance with manufacturers' and site specifications PC28. perform routine modifications/alterations as per standard operating procedures or in consultation with manufacturer and customer, where required PC29. use the various installation tools and equipment as required Instruments: straight edges and feeler gauges; spirit levels with appropriate accuracy; mandrels; dial test indicators; measuring instruments (meter tape, vernier caliper, micrometers, depth gauges); plumb lines and taut wires; tension meters; customized gauges; multimeters; autocollimator; laser interferometer; right angle/square block PC30. apply installation techniques like leveling, aligning, coupling and connecting in accordance with specifications PC31. fill coolants, oil and other fluids as per specifications PC32. ensure the site is cleaned and clear of all debris and left in safe state PC33. ensure that all reports and documentation are completed correctly to

CSC/N0501 **Install mechanical equipment at site**

	required specifications PC34. produce installations which comply with the equipment manufacturer's operation specification/range PC35. deal promptly and effectively with problems within control, and seek help and guidance from the relevant people for problems that cannot be resolved PC36. complete the relevant paperwork, and pass to the appropriate people Paperwork: work instruction checklist along with non-conformance report; installation records; company specific documentation; service report to be signed by customer; maintain and hand-over log data sheet PC37. give a brief to the customer staff on do's and don'ts of the operation and maintenance of the machine PC38. switch on product equipment and carry out check for proper functioning without load Checks: system turns on; input and output voltage levels are being arrived at; hydraulics are working; pressure is building as per requirement; working of fans, motors, ACs, etc. and functioning properly; various sub-parts of the machinery functions; check oils and coolant; testing that the equipment operates to the installation specification PC39. make adjustments, appropriate to the equipment being installed
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/ organization andits processes)	The user/individual on the job needs to know and understand: KA1. legislation, standards, policies, and procedures followed in the company relevant to own employment and performance conditions KA2. relevant health and safety requirements applicable in the work place KA3. importance of working in clean and safe environment KA4. own job role and responsibilities and sources for information pertaining to employment terms, entitlements, job role and responsibilities KA5. reporting structure, inter-dependent functions, lines and procedures in the KA6. work area KA7. relevant people and their responsibilities within the work area KA8. escalation matrix and procedures for reporting work and employment related issues KA9. documentation and related procedures applicable in the context of employment and work KA10. importance and purpose of documentation in context of employment and work

CSC/N0501 **Install mechanical equipment at site**

B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. procedures to be carried out before starting work on the installation KB2. specific safe working practices, installation procedures and environmental regulations that must be observed KB3. hazards associated with carrying out the installation of machinery and plant equipment and how can they be minimized KB4. personal protective equipment to be used during the fabrication and fitting activities and where can it be obtained KB5. types and sources of appropriate job specifications Job specification documents: e.g. assembly drawings; layout drawings; contractual specifications; manufacture's guidelines for installation; spares check and handover; manuals check and handover KB6. common terminology used in installation of machinery and plant equipment KB7. interpretation of drawings, standards, quality control procedures and specifications used for the installation including testing procedures KB8. equipment to be installed, its operating procedures and function KB9. methods of marking out the site for positioning of the equipment, and the tools and equipment used for this KB10. methods of drilling holes for rag and expanding bolts (including the use of grouting and adhesives) KB11. various mechanical fasteners that will be used, and their method of installation (eg. threaded fasteners, special securing devices, masonry fixing devices) KB12. torque loading requirements of the fasteners, and what to do if these loadings are exceeded or not achieved KB13. correct tools, equipment, and fasteners for the installation activities KB14. types of tools and instruments used to position, secure and align the equipment (eg. spanners, wrenches, crow bars, torque wrenches, engineer's levels, alignment telescopes and laser devices) Instruments: straight edges and feeler gauges; spirit levels with appropriate accuracy; mandrels; dial test indicators; measuring instruments (meter tape, vernier caliper, micrometers, depth gauges); plumb lines and taut wires; tension meters; customized gauges; multimeters; autocollimator; laser interferometer; right angle/square block KB15. techniques used to position, align, level and adjust the equipment KB16. methods of lifting, handling and supporting the equipment during the installation activities KB17. methods of connecting to mechanical power transmission devices (eg. belt and chain drives, couplings, clutches and brakes)

CSC/N0501 **Install mechanical equipment at site**

	KB18. methods of connecting equipment to service supplies (eg. electrical, fluid power, compressed air oil and fuel supplies) KB19. procedure for the safe disposal of waste materials KB20. how to conduct any necessary checks to ensure the equipment integrity, functionality, accuracy, and quality of the installation Checks: setting working clearance; tensioning; checking level and alignment; making visual checks for completeness and freedom from damage; making sensory checks (sight, sound, smell, touch); ensuring that moving parts are guarded and clear of obstruction; checking torque settings of fasteners fitted at the site; ensuring locking devices are fitted to fasteners (where appropriate); ensure fulfillment of specific instruction in manufactures' guidelines KB21. how to recognize installation defects and how to address them appropriately Defects: leaks, poor seals, misalignment, ineffective fasteners, foreign object damage, contamination, vibration, etc. KB22. importance of ensuring that the completed installation is free from dirt, and foreign object damage, and of ensuring that any exposed components or pipe ends are correctly covered/protected KB23. calibration/care and control procedures for tools and equipment KB24. problems that can occur with the installation operations, and how these can be overcome KB25. fault-finding techniques to be used when the equipment fails to operate correctly KB26. recording documentation and importance of completing it accurately and timely for the activities undertaken KB27. extent of own responsibility, and whom to report to in case there is a problems that is not getting resolved KB28. reading of various job related engineering drawings KB29. knowledge of the mechanical equipment function and product KB30. knowledge of component machining processes KB31. relevant basic electrical installation theory (electrical connections of the equipment to be installed) KB32. do's and don'ts of operating and maintaining the machine
Skills (S)	
A. Core Skills/ Generic Skills	**Reading Skills**
	The user/ individual on the job needs to know and understand how to: 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

CSC/N0501 **Install mechanical equipment at site**

	Writing Skills
	The user/individual on the job needs to know and understand how to: SA2. fill up appropriate technical forms, process charts, activity logs as per organizational format in English and/or local language SA3. undertake numerical operations, geometry and calculations/ formulae arithmetic: addition, subtraction, multiplication, division, fractions and decimals, percentages and proportions, simple ratios and averages SA4. use appropriate measuring techniques SA5. express numerical solutions to a degree of accuracy that is appropriate to the value being calculated degree of accuracy: correct to three significant figures, correct to two decimal places, express a decimal fraction in standard form, express tolerance in terms of limits of size SA6. use a calculator to raise a number to a power and determine square roots SA7. use formulae to complete transpositions and solve problems transpositions: involving addition, subtraction, multiplication and division in any combination using a maximum of three terms, for example Ohm's Law, substitution of known values SA8. use algebraic expressions to solve linear equations SA9. plot and interpret straight line graphs SA10. apply pythagoras' theorem to perform calculations SA11. explain how to use sine, cosine and tangent to solve typical engineering problems sine, cosine and tangent: state their ratios for angles up to 90°, determine their values for given angles up to 90°, solve simple problems SA12. define density and relative density and solve related problems using formula SA13. define moments of a force and solve related problems using formula moments of a force: define and apply the 'Principle of Moments', define the meanings of the terms 'torque' & 'couple' SA14. define work, power and energy and solve related problems using formula work, power and energy: explain what is meant by energy; state that the unit of energy is the joule (J), the unit of power is the watt (W) and the unit of work is the joule (J); define power in terms of voltage/current and work done per second, perform calculations for work, power and energy, levers and couples work, power and energy, define work done in terms of force and distance moved SA15. define friction and solve related problems using formula friction: definition, explain coefficient of friction, explain how friction can be educed, select materials that will rotate, or slide together with low frictional

	value, perform calculations for friction SA16. describe the relationship between temperature changes and changes in length temperature: define coefficient of expansion, solve numerical problems to determine the change in length due to temperature SA17. define types of heat and solve related problems using formula heat: define specific heat capacity, specific latent heat (fusion, evaporation) solve numerical problems associated with specific heat capacity, specific latent heat of fusion, specific latent heat of evaporation SA18. measure heights and angles at a site
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA19. convey and share technical information clearly using appropriate language SA20. check and clarify task-related information SA21. liaise with appropriate authorities using correct protocol SA22. communicate with people in respectful form and manner in line with organizational protocol SA23. listen to questions and concerns of the customer and provide resolution in a respectful manner as per organizational guidelines SA24. be well dressed and groomed SA25. put forward ones point of view in a convincing manner
B. Professional Skills	**Decision Making**
	NA
	Plan and Organize
	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
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB4. exercise restraint while expressing dissent and during conflict situations SB5. follow correct communication protocols with customers SB6. work towards ensuring customer satisfaction and delight SB7. contribute to customer satisfaction SB8. meet customer needs for information and assistance SB9. recognize and communicate limits of one's authority and ability in responding to customer expectations

CSC/N0501 **Install mechanical equipment at site**

	SB10. collect and pass on accurate and timely customer feedback to appropriate company authorities SB11. handle customer disgruntlement and dissatisfaction
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB12. identify problems with work planning, procedures, output and behavior and their implications SB13. prioritize and plan for problem solving SB14. communicate problems appropriately to others SB15. identify sources of information and support for problem solving SB16. seek assistance and support from other sources to solve problems SB17. identify effective resolution techniques SB18. select and apply resolution techniques SB19. seek evidence for problem resolution
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB20. undertake and express new ideas and initiatives to others SB21. modify work plan to overcome unforeseen difficulties or developments that occur as work progresses SB22. participate in improvement procedures including process, quality and internal/external customer/supplier relationships SB23. enhance one's competencies in new and different situations and contexts to achieve more
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB24. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action SB25. participate in on-the-job and other learning, training and development interventions and assessments SB26. clarify task related information with appropriate personnel or technical adviser SB27. seek to improve and modify own work practices SB28. maintain current knowledge of application standards, legislation, codes of practice and product/process developments

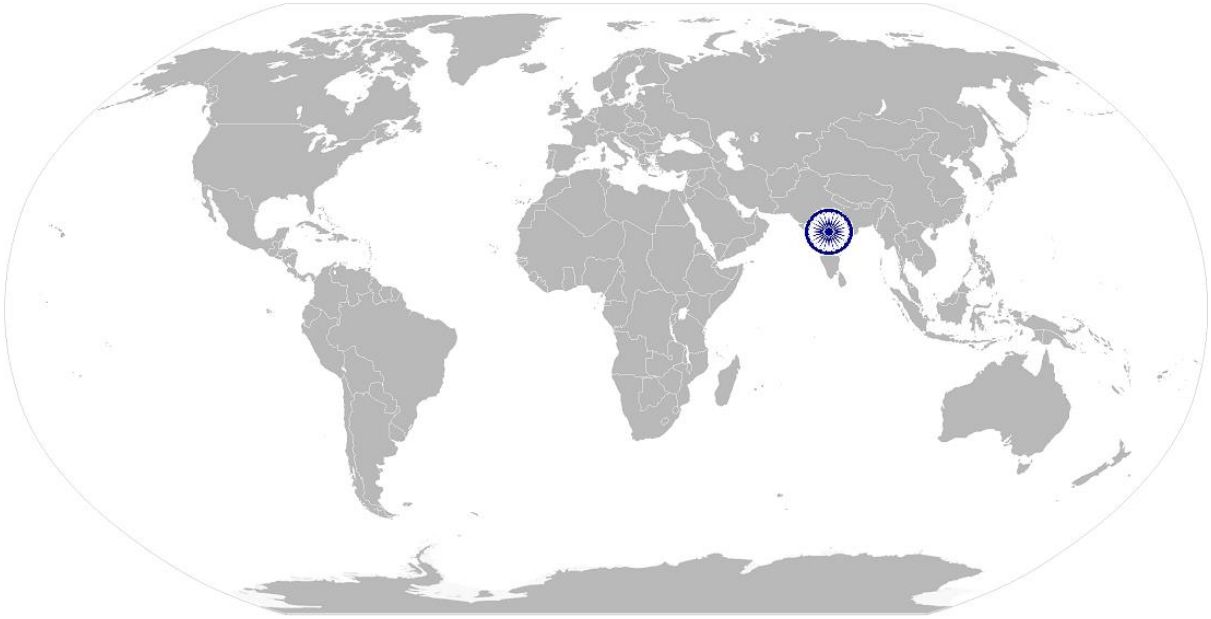
CSC/N0501 **Install mechanical equipment at site**

NOS Version Control

NOS Code	CSC/N0501		
Credits	TBD	Version number	1.0
Industry	Capital Goods	Drafted on	14/04/2014
Industry Sub-sector	1. Machine Tools 2. Plastics Manufacturing Machinery 3. Textile Manufacturing Machinery 4. Process Plant Machinery 5. Electrical and Power Machinery	Last reviewed on	24/11/2017
Occupation	Service	Next review date	24/11/2021

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

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.

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

National Occupational Standard

Unit Code	CSC/N1335
Unit Title (Task)	**Use basic health and safety practices at the workplace**
Description	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.
Scope	This unit/task covers the following: • Health and safety • Fire safety • Emergencies, rescue and first-aid procedure
Performance Criteria(PC) w.r.t. the Scope	
Element	**Performance Criteria**
Health and safety	To be competent, the user/individual on the job must be able to: 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, cuffless (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 PC2. state the name and location of people responsible for health and safety in the workplace PC3. state the names and location of documents that refer to health and safety in the workplace 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, tolls 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 drunkenness); health hazards (such as untreated injuries and contagious

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

	illness) 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. 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 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) 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. PC9. work safely in and around trenches, elevated places and confined areas PC10. lift heavy objects safely using correct procedures PC11. apply good housekeeping practices at all times Good housekeeping practices: clean/tidy work areas, removal/disposal of waste products, protect surfaces 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. 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 and procedures, company notices and documents, legal documents (eg

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

	government notices)
Fire safety	To be competent, the user/individual on the job must be able to: PC14. use the various appropriate fire extinguishers on different types of fires correctly 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) PC15. demonstrate rescue techniques applied during fire hazard PC16. demonstrate good housekeeping in order to prevent fire hazards PC17. demonstrate the correct use of a fire extinguisher
Emergencies, rescue and first-aid procedures	To be competent, the user/individual on the job must be able to: PC18. demonstrate how to free a person from electrocution PC19. administer appropriate first aid to victims where required eg. in case of bleeding, burns, choking, electric shock, poisoning etc. PC20. demonstrate basic techniques of bandaging PC21. respond promptly and appropriately to an accident situation or medical emergency in real or simulated environments PC22. perform and organize loss minimization or rescue activity during an accident in real or simulated environments 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 PC24. demonstrate the artificial respiration and the CPR Process PC25. participate in emergency procedures Emergency procedures: raising alarm, safe/efficient, evacuation, correct means of escape, correct assembly point, roll call, correct return to work PC26. complete a written accident/incident report or dictate a report to another person, and send report to person responsible 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 PC27. demonstrate correct method to move injured people and others during an emergency
Knowledge and Understanding (K)	

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

A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. names (and job titles if applicable), and where to find, all the people responsible for health and safety in a workplace KA2. names and location of documents that refer to health and safety in the workplace
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. meaning of "hazards" and "risks" KB2. health and safety hazards commonly present in the work environment and related precautions KB3. possible causes of risk, hazard or accident in the workplace and why risk and/or accidents are possible 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) 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 KB6. safe working practices when working with tools and machines KB7. safe working practices while working at various hazardous sites KB8. where to find all the general health and safety equipment in the workplace KB9. various dangers associated with the use of electrical equipment 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 KB11. importance of using protective clothing/equipment while working KB12. precautionary activities to prevent the fire accident KB13. various causes of fire Causes of fires: heating of metal; spontaneous ignition; sparking; electrical heating; loose fires (smoking, welding, etc.); chemical fires; etc. KB14. techniques of using the different fire extinguishers KB15. different methods of extinguishing fire KB16. different materials used for extinguishing fire

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

	Materials: sand, water, foam, CO_2, dry powder KB17. rescue techniques applied during a fire hazard KB18. various types of safety signs and what they mean KB19. appropriate basic first aid treatment relevant to the condition eg. shock, electrical shock, bleeding, breaks to bones, minor burns, resuscitation, poisoning, eye injuries KB20. content of written accident report KB21. potential injuries and ill health associated with incorrect manual handing KB22. safe lifting and carrying practices KB23. personal safety, health and dignity issues relating to the movement of a person by others KB24. potential impact to a person who is moved incorrectly
Skills (S)	
A. Core Skills/ Generic Skills	**Reading Skills**
	The user/ individual on the job needs to know and understand how to: SA1. read and comprehend basic content to read labels, charts, signages SA2. read and comprehend basic English to read manuals of operations SA3. read an accident/incident report in local language or English
	Writing Skills
	The user/individual on the job needs to know and understand how to: SA4. write an accident/incident report in local language or English
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA5. question coworkers appropriately in order to clarify instructions and other issues SA6. give clear instructions to coworkers, subordinates others
B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to: 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
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB2. plan and organize their own work schedule, work area, tools, equipment and materials to maintain decorum and for improved productivity
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB3. remain congenial while discussing and debating issues with co-workers

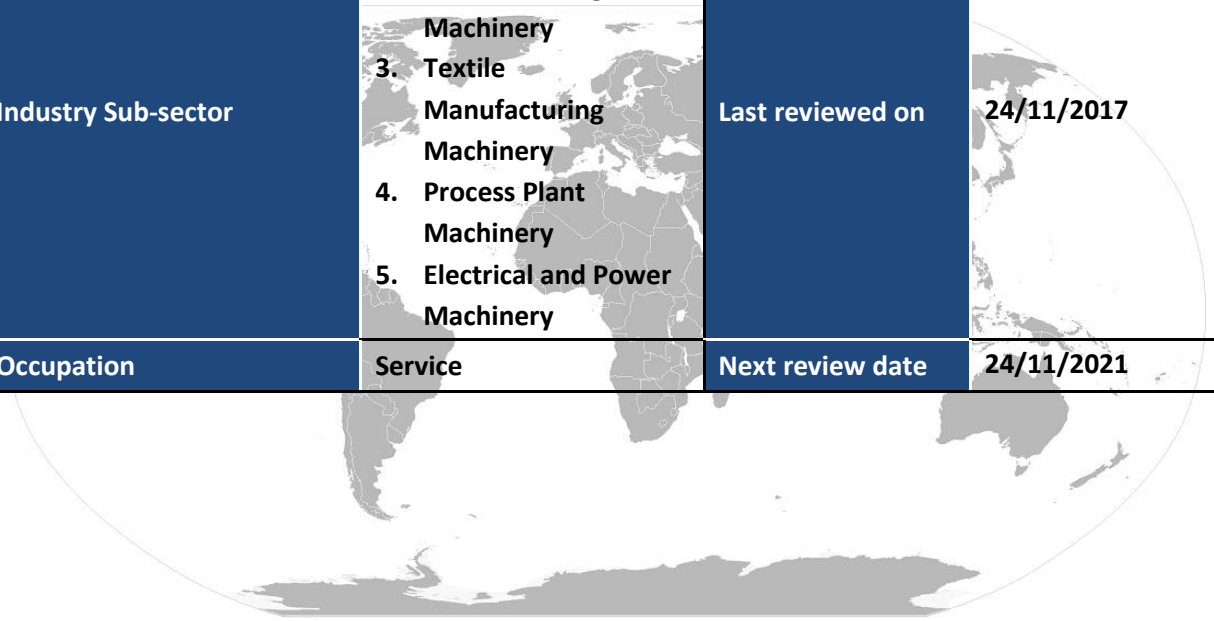
CSC/N1335 Use basic health and safety practices at the workplace

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

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

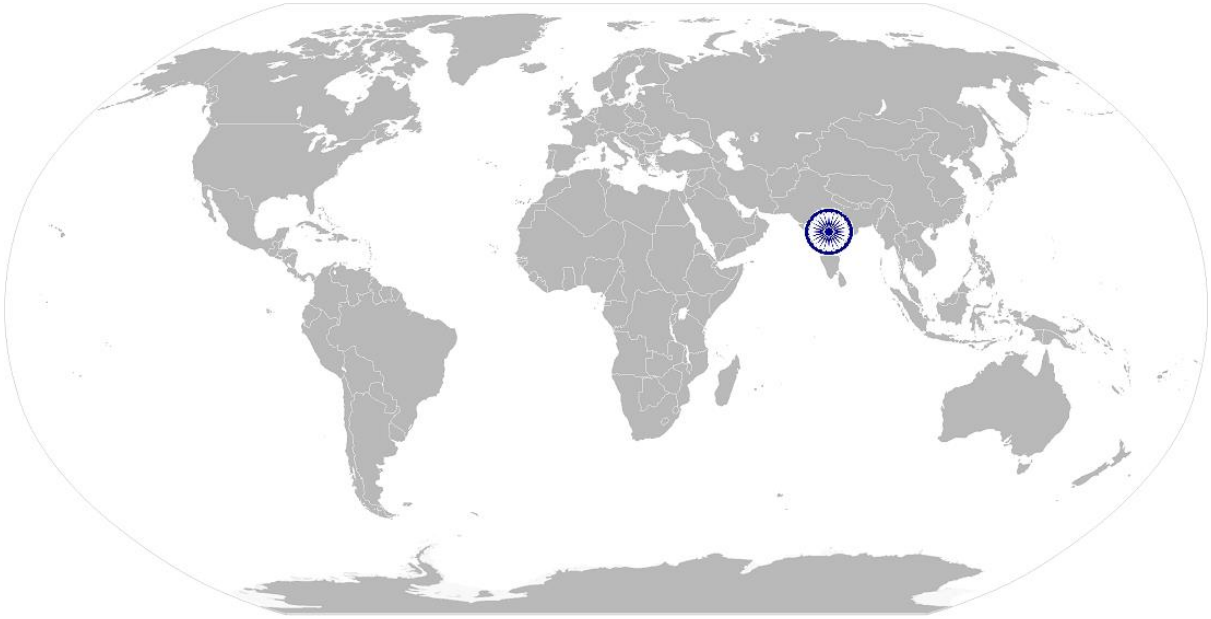
NOS Version Control

NOS Code	CSC/N1335		
Credits	TBD	Version number	1.0
Industry	Capital Goods	Drafted on	14/04/2014
Industry Sub-sector	1. Machine Tools 2. Plastics Manufacturing Machinery 3. Textile Manufacturing Machinery 4. Process Plant Machinery 5. Electrical and Power Machinery	Last reviewed on	24/11/2017
Occupation	Service	Next review date	24/11/2021



CSC/N1336 **Work effectively with others**

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

Unit Code	**CSC/N1336**
Unit Title (Task)	**Work effectively with others**
Description	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.
Scope	This unit/task covers the following: • Work effectively with others
Performance Criteria(PC) w.r.t. the Scope	
Element	**Performance Criteria**
Work effectively with others	To be competent, the user/individual on the job must be able to: PC1. receive information accurately and instructions from the supervisor and fellow workers, getting clarification where required PC2. pass on information accurately to authorized persons who require it and within agreed timescale and confirm its receipt PC3. give information to others clearly, at a pace and in a manner that helps them to understand PC4. display helpful behavior by assisting others in performing tasks in a positive manner, where required and possible PC5. consult with and assist others to maximize effectiveness and efficiency in carrying out tasks 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. PC7. display active listening skills while interacting with others at work PC8. use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism 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. PC10. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company /	The user/individual on the job needs to know and understand: KA1. legislation, standards, policies, and procedures followed in the company relevant to own employment and performance conditions KA2. reporting structure, inter-dependent functions, lines and procedures in the

CSC/N1336 **Work effectively with others**

organization and its processes)	work area KA3. relevant people and their responsibilities within the work area KA4. escalation matrix and procedures for reporting work and employment related issues
B. Technical Knowledge	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
Skills (S)	
A. Core Skills/ Generic Skills	**Reading Skills**
	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
	Writing Skills
	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

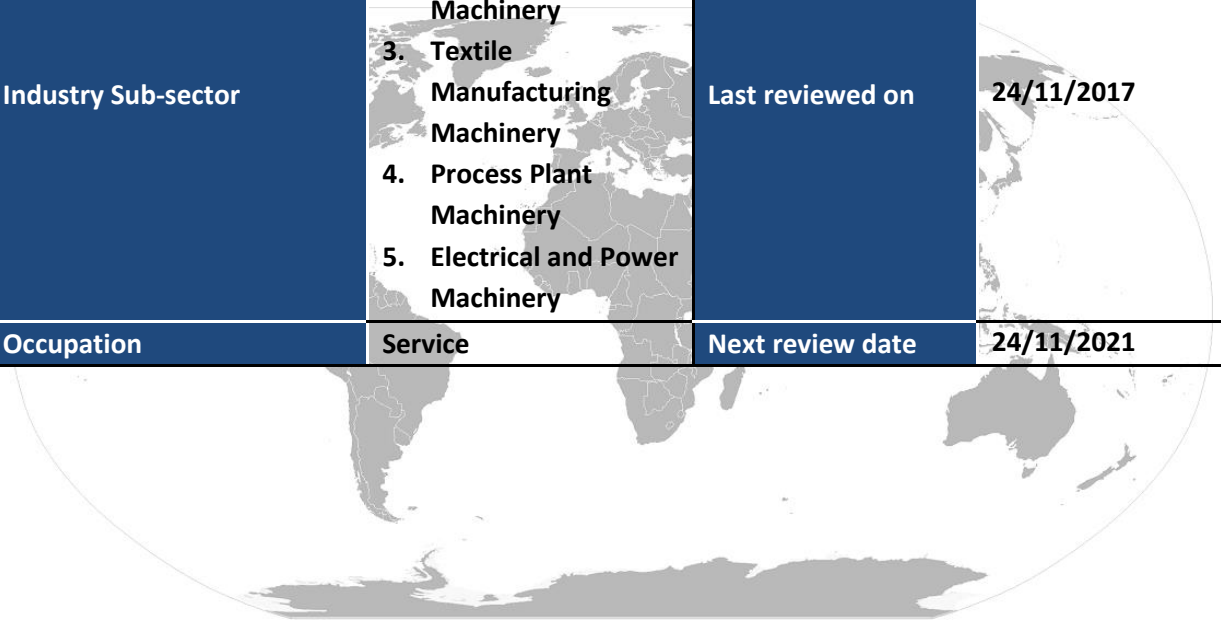
CSC/N1336 **Work effectively with others**

	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: 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 SA6. give clear instructions to co-workers about the type of output required and answer queries SA7. display active listening skills while interacting with co-workers and other in the workplace
B. Professional Skills	**Decision Making**
	NA
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB1. use appropriate planning to maintain a smooth relationship with fellow team members SB2. take steps within one's limits of authority to initiate modification in plan if the circumstances require it
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB3. check that work meets customer requirements SB4. deliver consistent and reliable service to internal and external customers
	Problem Solving
	The user/individual on the job needs to know and understand how to: 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
	Analytical Thinking
	NA
	Critical Thinking
	NA

CSC/N1336 **Work effectively with others**

NOS Version Control

NOS Code	CSC/N1336		
Credits	TBD	Version number	1.0
Industry	Capital Goods	Drafted on	14/04/2014
Industry Sub-sector	1. Machine Tools 2. Plastics Manufacturing Machinery 3. Textile Manufacturing Machinery 4. Process Plant Machinery 5. Electrical and Power Machinery	Last reviewed on	24/11/2017
Occupation	Service	Next review date	24/11/2021



Annexure

Nomenclature for QP and NOS

Qualifications Pack

9 characters

[ABC]/ Q 0101

[Insert 3 letter codes for SSC]

Q denoting Qualifications Pack

QP number (2 numbers)

Occupation (2 numbers)

Occupational Standard

An example of NOS with 'N'

9 characters

[ABC] / N 0101

[Insert 3 letter codes for SSC]

N denoting National Occupational Standard

OS number (2 numbers)

Occupation (2 numbers)

Back to top…

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 **Q**P or **N**OS	N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

Criteria For Assessment Of Trainees

Job Role: Service Engineer - Installation

Qualification Pack: CSC/Q0501

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 **Total Marks: 300**				**Marks Allocation**	
Assessment outcomes	**Assessment Criteria for outcomes**	**Total Marks**	**Out of**	**Theory**	**Skills Practical**
CSC/N0501 Install mechanical equipment at site	PC1.comply with health and safety, environmental and other relevant regulations and guidelines at work	100	3	1	2
	PC2.adhere to procedures and guidelines for personal protective equipment (PPE) and other relevant safety regulations while performing installation operations		4	1	3
	PC3.ensure work area is clean and safe from hazards		2	0	2
	PC4.ensure that all tools, equipment, power tool cabl es, extension leads are in a safe and usable condition		2	0	2
	PC5.obtain clearance to carry out the installation activities		2	0	2
	PC6.provide safe access and working arrangements for the installation area		3	0	3
	PC7.ensure safe isolation of services during the installation		2	0	2

	PC8.dispose of waste items in a safe and environmentally acceptable manner		2	1	1
	PC9.leave the work area in a safe condition and free from foreign object debris		2	0	2
	PC10.plan the installation activities in an efficient and appropriate manner		3	1	2
	PC11. survey and inspect the site and foundation for the following		3	0	3
	PC12.ensure that appropriate utilities are available (eg. gas, water, air, electricity)		2	0	2
	PC13.ensure that required installation consumables are available		2	0	2
	PC14.ensure that safety and environmental conditions can be met		3	1	2
	PC15.obtain necessary permits to carry out the required work		2	0	2
	PC16.check that installation job specification documentation are available and correct		2	0	2
	PC17.instruct and supervise marking out of positioning and layouts		2	0	2
	PC18.check and record for any physical damages to the machine/equipment		2	0	2
	PC19.compare received product and accessories with product order specifications		3	1	2
	PC20.take appropriate action in lieu with manufacturer and customer, in case of any deviations		3	0	3
	PC21.instruct and supervise use of grouting and adhesives after conducting foundation/site inspection		3	0	3
	PC22.instruct and supervise drilling holes for rig and anchor bolts		3	0	3
	PC23.instruct and supervise the movement and positioning of equipment, using cranes or forklifts as per the layout		3	1	2
	PC24.remove moisture absorbent bags, rust preventive, locking devices		2	0	2
	PC25.fill oils for lubrication, hydraulic and other special oils		2	0	2
	PC26.ensure the machine is clean		1	0	1
	PC27.install the machine in accordance with manufacturers' and site specifications		4	1	3

	PC28.perform routine modifications/alterations as per standard operating procedures or in consultation with manufacturer and customer, where required		5	2	3
	PC29.use the various installation tools and equipment as required		2	0	2
	PC30.apply installation techniques like leveling, aligning, coupling and connecting in accordance with specifications		4	1	3
	PC31.fill coolants, oil and other fluids as per specifications		3	1	2
	PC32.ensure the site is cleaned and clear of all debris and left in safe state		1	0	1
	PC33. ensure that all reports and documentation are completed correctly to required specifications		3	1	2
	PC34.produce installations which comply with the equipment manufacturer's operation specification/range		4	1	3
	PC35.deal promptly and effectively with problems within control, and seek help and guidance from the relevant people for problems that cannot be resolved		2	0	2
	PC36.complete the relevant paperwork, and pass to the appropriate people		2	0	2
	PC37.give a brief to the customer staff on do's and don'ts of the operation and maintenance of the machine		2	0	2
	PC38.switch on product equipment and carry out check for proper functioning without load		2	0	2
	PC39.make adjustments, appropriate to the equipment being installed		3	0	3
		Total	**100**	**14**	**86**
CSC/N1335 Use basic health and safety practices at the workplace	PC1.use protective clothing/equipment for specific tasks and work conditions		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	100	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
		Total	**100**	**36**	**64**
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
		Total	**100**	**30**	**70**