

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- Lab Technician - Metal Testing

SECTOR/S: CAPITAL GOODS

SUB-SECTOR:

- | | |
|-------------------------------------|------------------------------------|
| 1. Machine Tools | 5. Electrical and Power Machinery |
| 2. Dies, Moulds and Press Tools | 6. Textile Manufacturing Machinery |
| 3. Plastics Manufacturing Machinery | 7. Light Engineering Goods |
| 4. Process Plant Machinery | |

OCCUPATION: Quality

REFERENCE ID: CSC/Q0602

ALIGNED TO: NCO-2004/8223.69

Brief Job Description: It involves identifying and using relevant methods and skills to complete the testing and address problems. It involves initiating and completing testing and procedures using a range of different metal testing methods and equipments used within the workplace.

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/Q0602		
	Job Role	Lab Technician - Metal Testing [Applicable for National Scenarios]		
	Credits	TBD	Version number	1.0
	Sector	Capital Goods	Drafted on	10/04/2014
	Sub-sector	<ol style="list-style-type: none"> 1. Machine Tools 2. Dies, Moulds and Press Tools 3. Plastics Manufacturing Machinery 4. Textile Manufacturing Machinery 5. Process Plant Machinery 6. Electrical and Power Machinery 7. Light Engineering Goods 	Last reviewed on	24/11/2017
	Occupation	Quality	Next review date	24/11/2021
	NSQC Clearance on	19/05/2015		

Job Role	Lab Technician - Metal Testing
Role Description	This unit covers the performance of testing operations on metals as per approved procedures.
NSQF level	4
Minimum Educational Qualifications Maximum Educational Qualifications	Technical Diploma (eg. mechanical, metallurgy, etc.) 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>Compulsory:</p> <ol style="list-style-type: none"> CSC/N0602 Carry out testing on metals CSC/N1335 Use basic health and safety practices at the workplace 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	Core skills or generic skills are a group of skills that are the key to learning

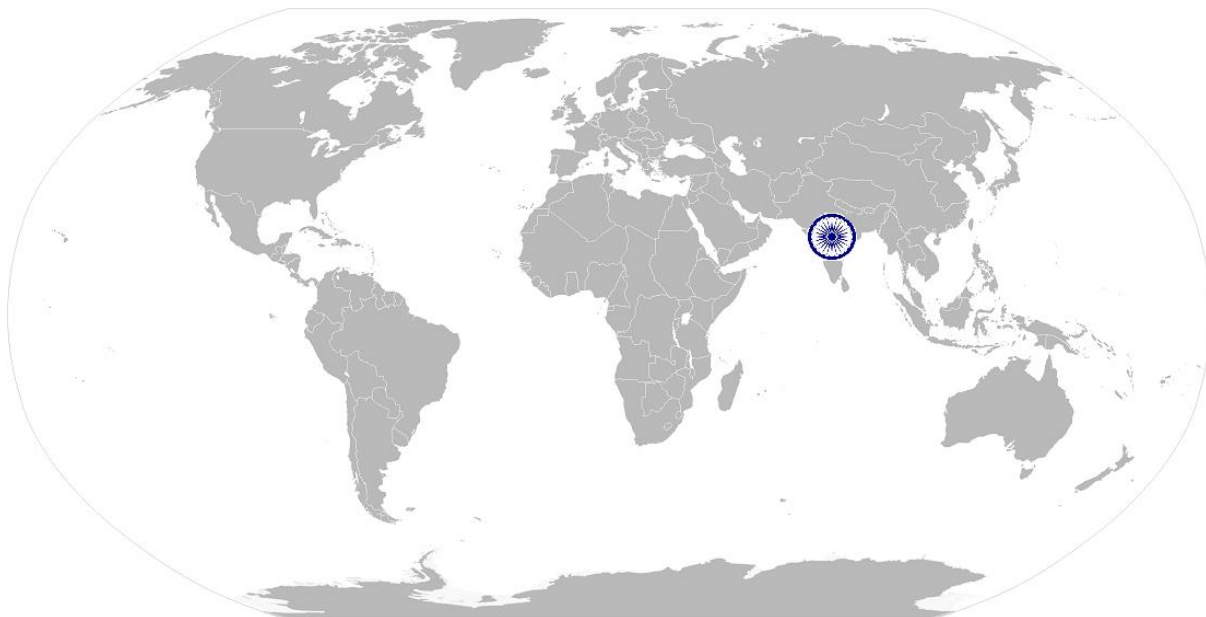
Acronyms

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 ₂	Carbon Dioxide
CPR	Cardiac Pulmonary Resuscitation
PPE	Personal Protective Equipment

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Carry out testing on metals

National Occupational Standard



Overview

This unit covers the performance of testing operations on metals for assessing quality, applicability and suitability for further processing, as per approved procedures.

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Carry out testing on metals

National Occupational Standard	Unit Code	CSC/N0602
	Unit Title (Task)	Carry out testing on metals
	Description	This unit covers the performance of testing operations on metals as per approved procedures. It involves identifying and using relevant methods and skills to complete the testing and address problems. It involves initiating and completing testing and procedures using a range of different metal testing methods and equipment used within the workplace.
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Work safely • Prepare for testing on metal objects • Carry out testing on metal objects • Handle the unresolved problems
Performance Criteria(PC) w.r.t. the Scope		
Element	Performance Criteria	
Work safely	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. work safely at all times, complying with health and safety legislation, regulations and other relevant guidelines</p> <p>PC2. adhere to procedures or systems in place for health and safety, personal protective equipment (PPE) and other relevant safety regulations for laboratory operations</p> <p>PC3. work following 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 and 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>	
Prepare for testing on metal objects	<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</p> <p>PC9. report and rectify incorrect and inconsistent information in job specification documents as per organization procedures</p>	

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Carry out testing on metals

	<p>PC10. prepare the work area for the testing operations as per procedure</p> <p>PC11. obtain correct work-pieces/raw materials to be tested</p> <p>PC12. identify the metals, metal alloys and non-metals and job specifications accurately</p> <p>PC13. ensure availability appropriate testing tools and equipment as per job requirements</p> <p>PC14. set up tools and equipment for testing</p>
<p>Carry out testing on metal objects</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC15. identify conditions required for tests to be undertaken</p> <p>PC16. select the appropriate testing methods to be undertaken</p> <p>PC17. prepare any tools and equipment required for the testing operations</p> <p>PC18. prepare the test samples in accordance with the procedures and check their integrity</p> <p>PC19. carry out the required tests in accordance with the procedures</p> <p>PC20. record the results of the tests undertaken in the appropriate format as per organisational procedures</p> <p>Formats: written or typed report, computer-based record, specific workplace documentation, other appropriate media</p> <p>PC21. complete documentation post completion of work, as per organisational procedure</p> <p>PC22. secure tools and equipment in a safe condition on completion of the testing activities</p>
<p>Handle the unresolved problems</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC23. refer unresolved job related problems to appropriate personnel for support</p> <p>PC24. monitor the problem and keep the supervisor informed about progress or any delays in resolving the problem</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (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 procedures</p> <p>KA7. relevant people and their responsibilities within the work area</p>

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Carry out testing on metals

	<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. Technical Knowledge</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 testing procedures</p> <p>KB3. range of chemicals, equipment, meters to be used for testing different types of material Materials: cast iron, bronzes, steels (low-carbon, low alloy, high yield, stainless), aluminum/aluminum alloys</p> <p>KB4. various methods and techniques used in testing various kinds of metals</p> <p>KB5. procedures, tools and techniques required to set operational performance parameters on testing equipment and meters, Parameters: equipment omissions/leaks/contamination/environmental, material/physical/metallurgy properties pre metal processing, material/physical/metallurgy properties during metal processing, material/physical/metallurgy properties post metal processing</p> <p>KB6. importance of monitoring the equipment settings and function during the testing process</p> <p>KB7. reasons for selecting a specific machine, method or technique testing</p> <p>KB8. relevant health and safety requirements of the work area in which you are carrying out the testing operations</p> <p>KB9. specific safe working practices, sampling collection, testing procedures and environmental regulations that need to be observed</p> <p>KB10. hazards associated with carrying out the testing procedures and how can they be minimized (eg. as hot equipment and materials/products, moving loads, rotating/moving equipment)</p> <p>KB11. what personal protective equipment (PPE) needs to be used during the metal testing operations, how to check that it is in a safe and usable condition and where can it be obtained</p> <p>KB12. how to obtain the necessary testing instructions, test equipment, inspection and testing procedures and quality control specifications that are used and how to interpret them</p> <p>KB13. how to set up the metal testing equipment and resources correctly Resources: consumables, utilities/facilities, instruments, test materials, equipment</p> <p>KB14. principles of metal testing and the types of tests available</p> <p>KB15. importance to follow the specific testing procedure at all times</p> <p>KB16. how to determine the required testing equipment to be used and the</p>

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	<p>precautions to be taken when handling and using it</p> <p>KB17. importance of testing equipment calibration and how to check it</p> <p>KB18. what factors may make the equipment, or the metal test samples obtained unsuitable for the testing activities and the action to be taken</p> <p>KB19. what are the correct methods of preparing, handling and storing the samples</p> <p>KB20. how to carry out the tests on the metal products in line with production and quality control procedures</p> <p>KB21. documentation and reporting procedures that should be used on conclusion of the testing</p> <p>KB22. importance of completing the documentation throughout the testing process</p> <p>KB23. potential problems associated with stages of the testing process, how they occur and how they can be prevented/corrected</p> <p>KB24. how to deal with problems which affect aspects of sample collection, inspection and testing activities and the interpretation of the results</p> <p>KB25. how to report any problems you are not able to deal with yourself and why it is important to report faults, variations or problems immediately</p>
Skills (S)	
A. Core Skills/ GenericSkills	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
	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 basic numerical computations and calculations Numerical computations: addition, subtraction, multiplication, division, fractions and decimals, percentages and proportions, simple ratios and averages 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 SA5. use appropriate measuring techniques and units of measurement 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

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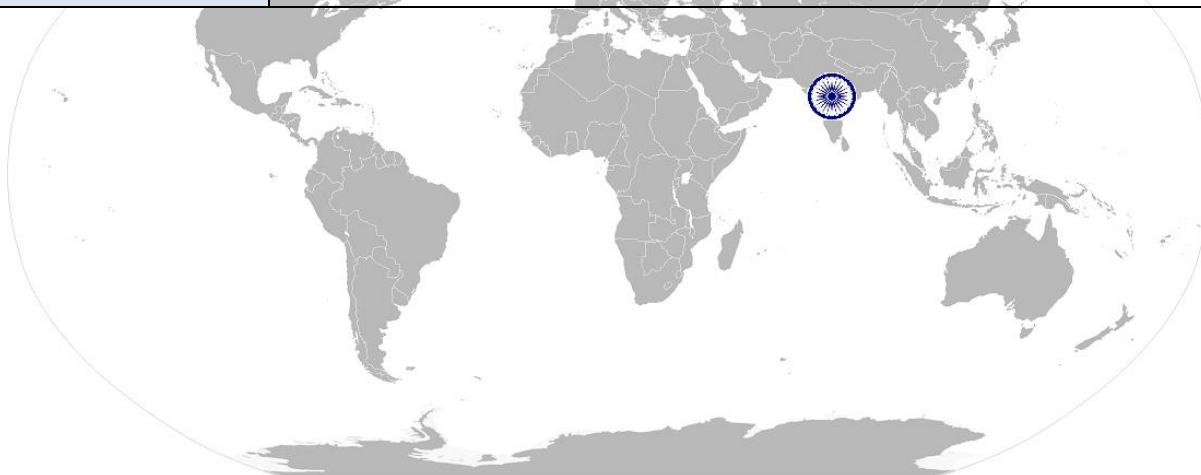
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	SA7. use metric systems of measurement
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA8. convey and share technical information clearly using appropriate language SA9. check and clarify task-related information SA10. liaise with appropriate authorities using correct protocol SA11. communicate with people in respectful form and manner in line with organizational protocol
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. 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
	Problem Solving
	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
	Analytical Thinking

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	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB19. undertake and express new ideas and initiatives to others</p> <p>SB20. modify work plan to overcome unforeseen difficulties or developments that occur as work progresses</p> <p>SB21. participate in improvement procedures including process, quality and internal/external customer/supplier relationships</p> <p>SB22. enhance one's competencies in new and different situations and contexts to achieve more</p>
	<p>Critical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB23. participate in on-the-job and other learning, training and development interventions and assessments</p> <p>SB24. clarify task related information with appropriate personnel or technical adviser</p> <p>SB25. seek to improve and modify own work practices</p> <p>SB26. maintain current knowledge of application standards, legislation, codes of practice and product/process developments</p>



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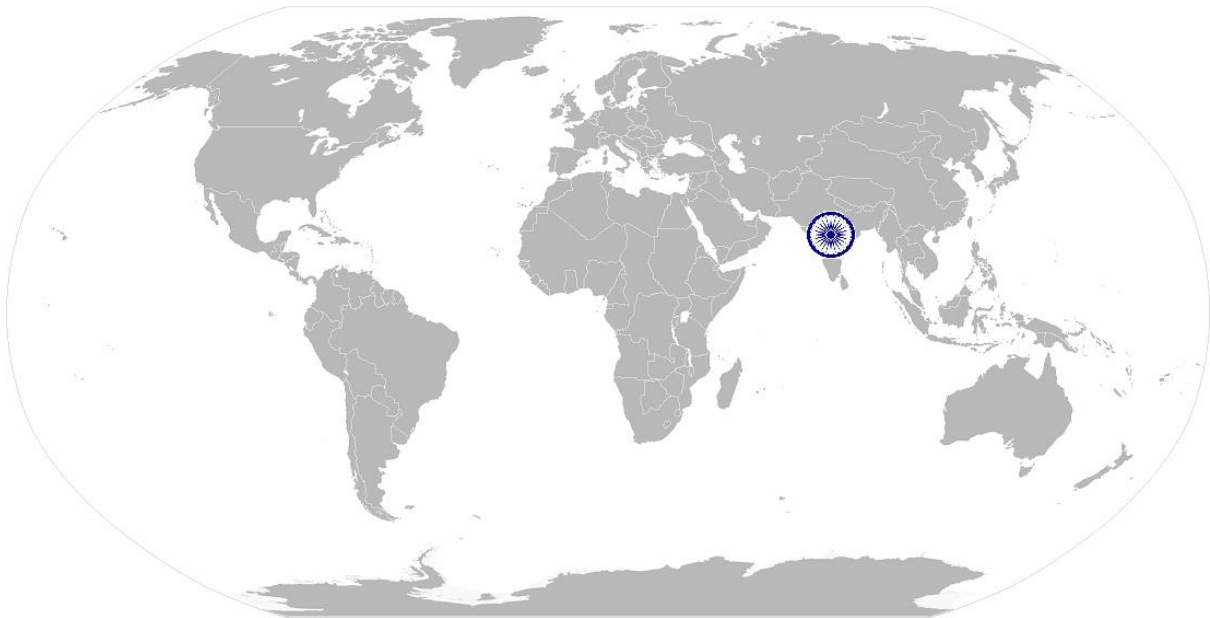
Carry out testing on metals

NOS Version Control

NOS Code	CSC/N0602		
Credits	TBD	Version number	1.0
Industry	Capital Goods	Drafted on	10/04/2014
Industry Sub-sector	<ol style="list-style-type: none"> 1. Machine Tools 2. Dies, Moulds and PressTools 3. Plastics Manufacturing Machinery 4. Textile Manufacturing Machinery 5. Process Plant Machinery 6. Electrical and Power Machinery 7. Light Engineering Goods 	Last reviewed on	24/11/2017
Occupation	Quality	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	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • 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	<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, 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</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, 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</p>	


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	<p>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/ unfixd 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 and procedures, company notices and documents, legal documents (eg</p>
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CSC/N1335 Use basic health and safety practices at the workplace

<p>Fire safety</p>	<p>government notices)</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 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>Emergencies, rescue and first-aid procedures</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 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 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>

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Knowledge and Understanding (K)	
<p>A. Organizational Context (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. Technical Knowledge</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> <p>KB15. different methods of extinguishing fire</p>

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	<p>KB16. different materials used for extinguishing fire Materials: sand, water, foam, CO2, 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>
Skills (S)	
A. Core Skills/ Generic Skills	<p>Reading Skills</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>Writing Skills</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>Oral Communication (Listening and Speaking skills)</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. Professional Skills	<p>Decision Making</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>Plan and Organize</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>Customer Centricity</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>
	Problem Solving
	<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>
	Analytical Thinking
	<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>
	Critical Thinking
NA	

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

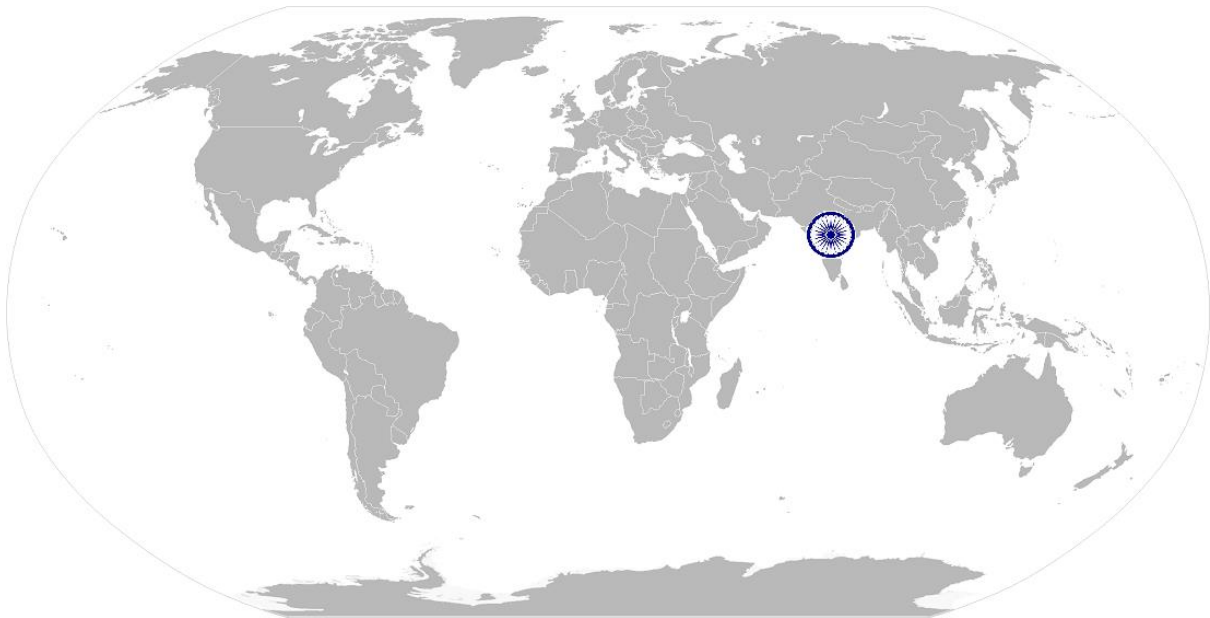
NOS Version Control

NOS Code	CSC/N1335		
Credits	TBD	Version number	1.0
Industry	Capital Goods	Drafted on	10/04/2014
Industry Sub-sector	<ol style="list-style-type: none"> 1. Machine Tools 2. Dies, Moulds and Press Tools 3. Plastics Manufacturing Machinery 4. Textile Manufacturing Machinery 5. Process Plant Machinery 6. Electrical and Power Machinery 7. Light Engineering Goods 	Last reviewed on	24/11/2017
Occupation	Quality	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: <ul style="list-style-type: none"> • Work effectively with others
	Performance Criteria(PC) w.r.t. the Scope	
	Element	Performance Criteria
	Work effectively with others	<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>
	Knowledge and Understanding (K)	
	A. Organizational Context (Knowledge of the company /	The user/individual on the job needs to know and understand: <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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<p>organization and its processes)</p>	<p>work area</p> <p>KA3. relevant people and their responsibilities within the work area</p> <p>KA4. escalation matrix and procedures for reporting work and employment related issues</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. various categories of people that one is required to communicate and co-ordinate with in the organization</p> <p>KB2. importance of effective communication in the workplace</p> <p>KB3. importance of teamwork in organizational and individual success</p> <p>KB4. various components of effective communication</p> <p>KB5. key elements of active listening</p> <p>KB6. value and importance of active listening and assertive communication</p> <p>KB7. barriers to effective communication</p> <p>KB8. importance of tone and pitch in effective communication</p> <p>KB9. importance of avoiding casual expletives and unpleasant terms while communicating professional circles</p> <p>KB10. how poor communication practices can disturb people, environment and cause problems for the employee, the employer and the customer</p> <p>KB11. importance of ethics for professional success</p> <p>KB12. importance of discipline for professional success</p> <p>KB13. what constitutes disciplined behavior for a working professional</p> <p>KB14. common reasons for interpersonal conflict</p> <p>KB15. importance of developing effective working relationships for professional success</p> <p>KB16. expressing and addressing grievances appropriately and effectively</p> <p>KB17. importance and ways of managing interpersonal conflict effectively</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Reading Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. read basic terms and terminologies to accurately interpret work related documents, labels, supervisor instructions in the local language</p> <p>SA2. read and interpret accurate information from various relevant work instructions and records</p> <p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA3. write clear and legible notes to self, colleagues and seniors to pass messages, keep records, prepare to-do lists, take down instructions</p> <p>SA4. write basic numbers, quantities and work related terminology for operational requirements in the local language</p>

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	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	

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Work effectively with others

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Occupation	Quality	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

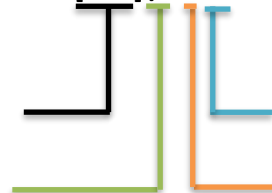
An example of NOS with 'N'

9 characters

[ABC] / N 0101

[Insert 3 letter codes for SSC]

N denoting National Occupational Standard



OS number (2 numbers)

Occupation (2 numbers)

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: Lab Technician - Metal Testing

Qualification Pack: CSC/Q0602

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/N0602 Carry out testing on metals	PC1.work safely at all times, complying with health and safety legislation, regulations and other relevant guidelines	100	4	1	3
	PC2.adhere to procedures or systems in place for health and safety, personal protective equipment (PPE) and other relevant safety regulations for laboratory operations		5	1	4
	PC3.work following 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 and 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		3	0	3
	PC9.report and rectify incorrect and inconsistent information in job specification documents as per organization procedures		5	1	4
	PC10.prepare the work area for the testing operations as per procedure		6	2	4
	PC11.obtain correct work-pieces/raw materials to be tested		3	0	3
	PC12.identify the metals, metal alloys and non-metals and job specifications accurately		5	0	5
	PC13.ensure availability appropriate testing tools and equipment as per job requirements		4	1	3
	PC14.set up tools and equipment for testing		5	0	5
	PC15.identify conditions required for tests to be undertaken		3	0	3
	PC16.select the appropriate testing methods to be undertaken		3	0	3
	PC17.prepare any tools and equipment required for the testing operations		4	0	4
	PC18.prepare the test samples in accordance with the procedures and check their integrity		6	2	4
	PC19.carry out the required tests in accordance with the procedures		7	2	5
	PC20.record the results of the tests undertaken in the appropriate format as per organisational procedures		7	2	5
	PC21.complete documentation post completion of work, as per organisational procedure		4	1	3
	PC22.secure tools and equipment in a safe condition on completion of the testing activities		3	0	3
	PC23.refer unresolved job related problems to appropriate personnel for support		3	0	3
	PC24.monitor the problem and keep the supervisor informed about progress or any delays in resolving the problem		4	0	4
		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	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
		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