

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- Electroplating Operator

SECTOR/S: CAPITAL GOODS

SUB-SECTOR:

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

OCCUPATION: Coating and Painting

REFERENCE ID: CSC/Q0701

ALIGNED TO: NCO-2004/ 8223.1

Brief Job Description: It covers the general operation, monitoring and adjustment of manual and semi-automatic electroplating processes. It includes preparing and planning for the electroplating operations, pretreatment, volume production and post-treatment activities.

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

Job Details	Qualifications Pack Code	CSC/Q0701		
	Job Role	Electroplating Operator [Applicable for National Scenarios]		
	Credits	TBD	Version number	1.0
	Sector	Capital Goods	Drafted on	24/04/2014
	Sub-sector	<ol style="list-style-type: none"> 1. Machine Tools 2. Plastics Manufacturing Machinery 3. Textile Manufacturing Machinery 4. Process Plant Machinery 5. Electrical and Power Machinery 6. Light Engineering Goods 	Last reviewed on	24/11/2017
	Occupation	Coating and Painting	Next review date	24/11/2021
	NSQC Clearance on	20/07/2015		

Job Role	Electroplating Operator
Role Description	Perform a range of electroplating operations on ferrous and non-ferrous metals and alloys.
NSQF level	2
Minimum Educational Qualifications Maximum Educational Qualifications	10 th Standard pass, preferably 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/N0701 Perform electroplating operations on ferrous and non-ferrous metals and alloys 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

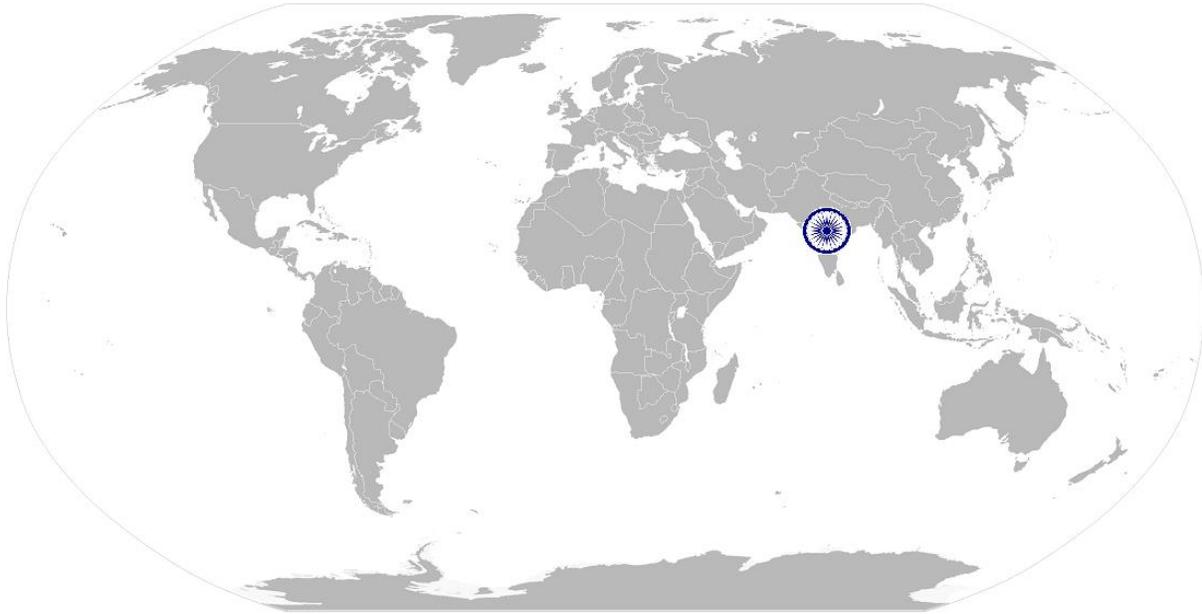
Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further 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.
Job role	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

Acronyms

	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.
Keywords /Terms	Description
CO ₂	Carbon Dioxide
CPR	Cardiac Pulmonary Resuscitation
PPE	Personal Protective Equipment
AMP	Ampere

CSC/N0701 Perform electroplating operations on ferrous and non-ferrous metals and alloys

National Occupational Standard



Overview

This unit covers the skills and knowledge required for a range of electroplating operations on ferrous and non-ferrous metals and alloys. It covers the general operation, monitoring and adjustment of manual and semi-automatic processes using a variety of equipment.

CSC/N0701 Perform electroplating operations on ferrous and non-ferrous metals and alloys

National Occupational Standard	Unit Code	CSC/N0701
	Unit Title (Task)	Perform electroplating operations on ferrous and non-ferrous metals and alloys
	Description	This unit covers the skills and knowledge required for a range of electroplating operations on ferrous and non-ferrous metals and alloys. It covers the general operation, monitoring and adjustment of manual and semi-automatic electroplating processes and includes volume production.
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Work safely • Prepare for performing electroplating operations • Carry out electroplating operations
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. comply with health and safety, environmental and other relevant regulations and guidelines at work and ensure process compliance</p> <p>PC2. adhere to procedures or systems in place for risk assessment, occupational standards, personal protective equipment (PPE) and other relevant occupational safety regulations</p> <p>PC3. 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 work area is clean and safe from hazards before and after the job is completed</p>
	Prepare for performing electroplating operations	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC6. identify the electroplating requirements from various job specifications documents Job specification documents: standard operating procedures; verbal and written job instructions; job cards or specifications; drawings</p> <p>PC7. follow job instructions and electroplating specifications, requirements and procedures at all times Electroplating requirements: coating thickness, appearance, ductility, hardness, corrosion resistance, wear</p> <p>PC8. carry out handling/jigging of the component</p> <p>PC9. check that the equipment is ready for the heat treatment operations being performed</p> <p>PC10. ensure that the equipment is correctly prepared for the electroplating operations being performed</p>

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	<p>PC11. identify the materials and required electroplating treatment Materials: steel, copper, brass, cast iron, stainless steel, plastics Electroplating treatments: pre-treatment, electroplating operations, post</p> <p>PC12. check materials and racking arrangement for non-conformance to specifications/job requirements</p> <p>PC13. check all equipment relevant to process for compliance with safety and operational requirements Equipment: componentry, electrodes, circuitry equipment</p> <p>PC14. check if the instrumentation/gauges are ready for operation Instruments and gauges: volt meters, AMP meters, temperature recorders/indicators, AMP per hour meters</p> <p>PC15. prepare the solution as required by the process</p> <p>PC16. prepare the work surfaces of the components for electroplating by carrying out the appropriate treatment</p> <p>PC17. check that the surface treatment equipment and solutions are set up and maintained at satisfactory operating conditions and levels</p> <p>PC18. check that the components are correctly prepared for the required treatment activities (eg. dry at the correct temperature, correctly masked) Pre-treatment activities: cleaning the surface(eg. removing scale, oil and dirt); anodic cleaning; hot alkaline degreasing; drying at the correct temperature; masking the materials to contain the case hardening or carburising deposits; polishing the material surface to be tempered using manual methods; packing or coating the components with a carbon enriched material; pre-heating before immersion into a salt bath; pickling; passivation (yellow, blue, olive green), etc.</p> <p>PC19. position and fix the location of the component using an appropriate method as per availability Methods: wiring, specialised jigs, jiggling components, which are masked prior to processing, jigs with integral masking</p>
<p>Carry out electroplating operations</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC20. load components safely into the treatment plant/solutions</p> <p>PC21. monitor and adjust settings such as voltage, current and temperature within permissible limits</p> <p>PC22. ensure that components are left for the required induction period</p> <p>PC23. remove the components from the plant/solution safely and correctly</p> <p>PC24. apply appropriate post treatment activities Post-treatment activities: curing, cooling, quenching</p> <p>PC25. check that the finished surface achieves the required characteristics and meets the treatment specification</p> <p>PC26. carry out quenching/cooling of the components, using the appropriate</p>

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	<p>medium and technique</p> <p>PC27. carry out visual inspection and physical examination of the electroplated component if it is as per specification and without defects Possible defects: free from roughness, pitting, cracking, bibbles or machining marks; free from damage; free from contamination; overall coverage/completeness of the electroplating operations; thickness of deposit/coating; appearance of deposits (eg. color, brightness); adhesion of deposit to substrate; porosity of coating; deposit hardness; brittleness of deposit; abrasion resistance</p> <p>PC28. deal promptly and effectively with problems within control, and seek help and guidance from the relevant people for problems that cannot be resolved</p> <p>PC29. shut down the electroplating equipment to a safe condition on completion of the activities</p> <p>PC30. clean all tools and equipment on completion of the electroplating activities</p> <p>PC31. dispose of waste and excess materials in line with agreed organizational procedures</p> <p>PC32. leave the work area in a safe and tidy condition on completion of the fitting activities</p>
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. relevant legislation, standards, policies and procedures followed in the company</p> <p>KA2. relevant health and safety requirements of the work area in which the heat treatment operations are being carried out</p> <p>KA3. how to complete the documentataion procedure</p> <p>KA4. responsibilities with regard to the reporting lines and procedures in the working area</p> <p>KA5. relevant people and their responsibilities within the candidate’s working area</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. specific health and safety precautions which must be taken when carrying out electroplating operations</p> <p>KB2. safe operating procedures and measures, safety and personal protective equipment Safety measures: wearing protective clothing (eg. leather aprons, eye protection, overalls, face masks, breathing equipment); using protective equipment; using fume extraction equipment, etc.</p> <p>KB3. hazards associated with carrying out electroplating operations including hazards associated with specific solutions and how they can be minimized Hazards: handling hot materials; using electroplating solutions; fume</p>

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	<p>inhalation; splashes from hot oil or liquids; working with fire and explosive mixtures, etc.</p> <p>KB4. basic knowledge of electroplating process, machine components, treatment solutions</p> <p>KB5. basic knowledge of process parameters, handling procedures and treatment stages Parameters: time, temperature, current density, voltage</p> <p>KB6. information relevant to plating products, treatment baths, settings</p> <p>KB7. characteristics of a variety of base materials that can be plated</p> <p>KB8. anodes and cathodes used in electroplating</p> <p>KB9. jig and fixtures used for positioning electrodes and components</p> <p>KB10. power sources used in electroplating</p> <p>KB11. various chemicals and salts used during electroplating and their functions</p> <p>KB12. pre-treatments, treatments and post treatments in relation to electroplating Pre-treatment activities: cleaning the surface (eg. removing scale, oil and dirt); anodic cleaning; hot alkaline degreasing; drying at the correct temperature; masking the materials to contain the case hardening or carburising deposits; polishing the material surface to be tempered using manual methods; packing or coating the components with a carbon enriched material; pre-heating before immersion into a salt bath; pickling; passivation (yellow, blue, olive green), etc. Electroplating treatments: pre-treatment, electroplating operations, post Treatment</p> <p>KB13. operational requirements of all plant and equipment associated with the relevant process</p> <p>KB14. purpose and typical settings of different instruments/gauges Instruments and gauges: volt meters, AMP meters, temperature recorders/indicators, AMP per hour meters</p> <p>KB15. required equipment for checking coating thickness</p> <p>KB16. sequences and requirements involved in moving materials</p> <p>KB17. the range of adjustments permissible for given operating parameters including voltage, current and temperature</p> <p>KB18. variances outside the control of the operator</p> <p>KB19. common faults and imperfections/deviations</p> <p>KB20. adjustments to suit specific process deviations</p> <p>KB21. effects of rust, corrosion and other contaminants on the electroplating procedures and output</p> <p>KB22. reasons for rejecting incorrectly loaded work</p> <p>KB23. common problems that can occur with the electroplating operations, and</p>
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	<p>how these can be overcome</p> <p>KB24. importance of leaving the work area and equipment in a safe and clean condition on completion of the heat treatment activities</p> <p>KB25. importance of reporting problems in a timely manner</p> <p>KB26. how to check the quality of the shaped components against the required quality standards</p>
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
	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 operations, and calculations/ formulae SA4. identify various basic, compound and solid shapes as per dimensions given SA5. use appropriate measuring techniques and units of measurement SA6. use appropriate units and number systems to express degree of accuracy 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	

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

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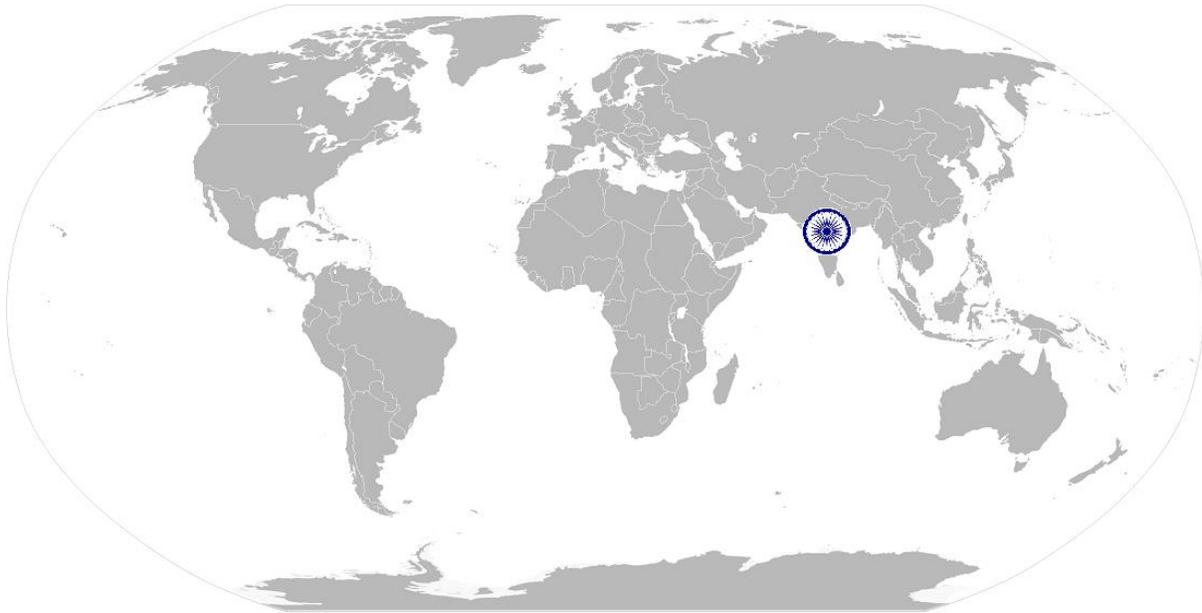
NOS Version Control

NOS Code	CSC/N0701		
Credits (NSQF)	TBD	Version number	1.0
Industry	Capital Goods	Drafted on	24/04/2014
Industry Sub-sector	<ol style="list-style-type: none"> 1. Machine Tools 2. Plastics Manufacturing Machinery 3. Textile Manufacturing Machinery 4. Process Plant Machinery 5. Electrical and Power Machinery 6. Light Engineering Goods 	Last reviewed on	24/11/2017
Occupation	Coating and Painting	Next review date	24/11/2021

CSC/N1335

Use basic health and safety practices at the workplace

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. It includes understanding of risks and hazards in the workplace, along with common techniques to minimize risk, deal with accidents, emergencies, etc.
	Scope	This unit/task covers the following: <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, tools and machines, intense light, load noise, obstructions in corridors, by doors, blind turns, noise, over stacked shelves and packages, etc.) electrical hazards (power supply and points, loose and naked cables and wires, electrical machines and appliances, etc.) Possible causes of risk and accident: physical actions; reading; listening to and</p>	

CSC/N1335

Use basic health and safety practices at the workplace

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

	<p>Documents: fire notices, accident reports, safety instructions for equipment and procedures, company notices and documents, legal documents (eg government notices)</p>
<p>Fire safety</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC14. use the various appropriate fire extinguishers on different types of fires correctly</p> <p>Types of fires: Class A: eg. ordinary solid combustibles, such as wood, paper, cloth, plastic, charcoal, etc.; Class B: flammable liquids and gases, such as gasoline, propane, diesel fuel, tar, cooking oil, and similar substances; Class C: eg. electrical equipment such as appliances, wiring, breaker panels, etc. (These categories of fires become Class A, B, and D fires when the electrical equipment that initiated the fire is no longer receiving electricity); Class D: combustible metals such as magnesium, titanium, and sodium (These fires burn at extremely high temperatures and require special suppression agents)</p> <p>PC15. demonstrate rescue techniques applied during fire hazard</p> <p>PC16. demonstrate good housekeeping in order to prevent fire hazards</p> <p>PC17. demonstrate the correct use of a fire extinguisher</p>
<p>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</p> <p>Emergency procedures: raising alarm, safe/efficient, evacuation, correct means of escape, correct assembly point, roll call, correct return to work</p> <p>PC26. complete a written accident/incident report or dictate a report to another person, and send report to person responsible</p> <p>Incident Report includes details of: name, date/time of incident, date/time of report, location, environment conditions, persons involved, sequence of events, injuries sustained, damage sustained, actions taken, witnesses, supervisor/manager notified</p>

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	PC27. demonstrate correct method to move injured people and others during an emergency
Knowledge and Understanding (K)	
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

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

	<p>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> <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/ GenericSkills	Reading Skills
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> SB2. plan and organize their own work schedule, work area, tools, equipment and

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	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 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

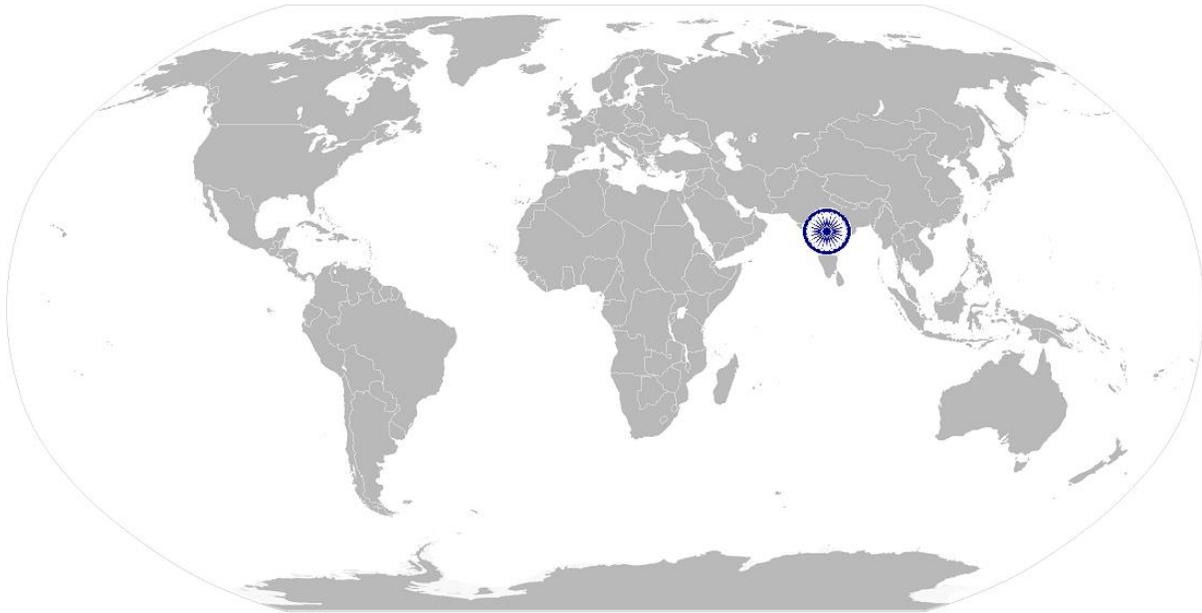
NOS Version Control

NOS Code	CSC/N1335		
Credits	TBD	Version number	1.0
Industry	Capital Goods	Drafted on	24/04/2014
Industry Sub-sector	1. Machine Tools 2. Plastics Manufacturing Machinery 3. Textile Manufacturing Machinery 4. Process Plant Machinery 5. Electrical and Power Machinery 6. Light Engineering Goods	Last reviewed on	24/11/2017
Occupation	Coating and Painting	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 /	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. legislation, standards, policies, and procedures followed in the company relevant to own employment and performance conditions</p> <p>KA2. reporting structure, inter-dependent functions, lines and procedures in the</p>

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Work effectively with others

<p>organization and its processes)</p>	<p>work area KA3. relevant people and their responsibilities within the work area KA4. escalation matrix and procedures for reporting work and employment related issues</p>
<p>B. 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 KB2. importance of effective communication in the workplace KB3. importance of teamwork in organizational and individual success KB4. various components of effective communication KB5. key elements of active listening KB6. value and importance of active listening and assertive communication KB7. barriers to effective communication KB8. importance of tone and pitch in effective communication KB9. importance of avoiding casual expletives and unpleasant terms while communicating professional circles KB10. how poor communication practices can disturb people, environment and cause problems for the employee, the employer and the customer KB11. importance of ethics for professional success KB12. importance of discipline for professional success KB13. what constitutes disciplined behavior for a working professional KB14. common reasons for interpersonal conflict KB15. importance of developing effective working relationships for professional success KB16. expressing and addressing grievances appropriately and effectively KB17. importance and ways of managing interpersonal conflict effectively</p>
<p>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 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 SA4. write basic numbers, quantities and work related terminology for operational requirements in the local language</p>

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Work effectively with others

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

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Work effectively with others

NOS Version Control

NOS Code	CSC/N1336		
Credits	TBD	Version number	1.0
Industry	Capital Goods	Drafted on	24/04/2014
Industry Sub-sector	<ol style="list-style-type: none"> 1. Machine Tools 2. Plastics Manufacturing Machinery 3. Textile Manufacturing Machinery 4. Process Plant Machinery 5. Electrical and Power Machinery 6. Light Engineering Goods 	Last reviewed on	24/11/2017
Occupation	Coating and Painting	Next review date	24/11/2021

Annexure

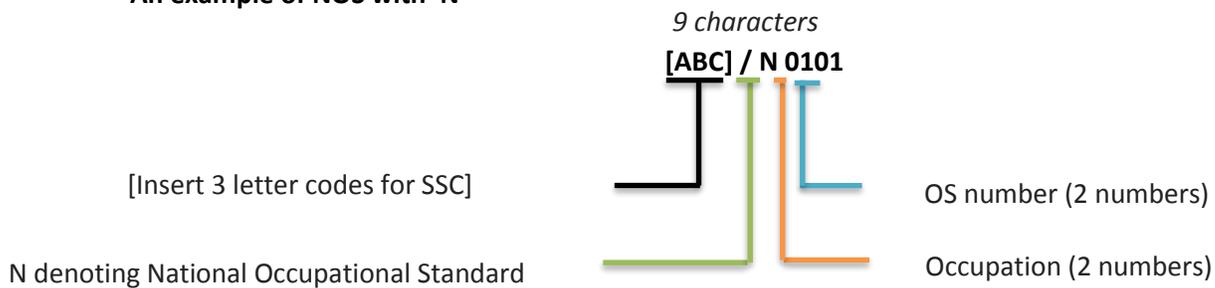
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



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: Electroplating Operator

Qualification Pack: CSC/Q0701

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	
SC/N0701 Perform electroplating operations on ferrous and non-ferrous metals and alloys	PC1.comply with health and safety, environmental and other relevant regulations and guidelines at work and ensure process compliance	100	3	1	2	
	PC2.adhere to procedures or systems in place for risk assessment, occupational standards, personal protective equipment (PPE) and other relevant occupational safety regulations		4	1	3	
	PC3.work following laid down procedures and instructions		3	1	2	
	PC4.ensure that all tools, equipment, power tool cables, extension leads are in a safe and usable condition and are kept at secured location		2	0	2	
	PC5.ensure work area is clean and safe from hazards before and after the job is completed		2	0	2	
	PC6.identify the electroplating requirements from various job specifications documents		2	0	2	

PC7.follow job instructions and electroplating specifications, requirements and procedures at all times	3	1	2
PC8.carry out handling/jigging of the component	3	0	3
PC9.check that the equipment is ready for the heat treatment operations being performed	3	0	3
PC10.ensure that the equipment is correctly prepared for the electroplating operations being performed	2	0	2
PC11.identify the materials and required electroplating treatment	2	0	2
PC12.check materials and racking arrangement for non-conformance to specifications/job requirements	4	1	3
PC13.check all equipment relevant to process for compliance with safety and operational requirements	3	1	2
PC14.check if the instrumentation/gauges are ready for operation	2	0	2
PC15.prepare the solution as required by the process	3	0	3
PC16.prepare the work surfaces of the components for electroplating by carrying out the appropriate treatment	3	0	3
PC17.check that the surface treatment equipment and solutions are set up and maintained at satisfactory operating conditions and levels	3	0	3
PC18.check that the components are correctly prepared for the required treatment activities (eg. dry at the correct temperature, correctly masked)	4	1	3
PC19.position and fix the location of the component using an appropriate method as per availability	4	1	3
PC20.load components safely into the treatment plant/solutions	3	0	3
PC21.monitor and adjust settings such as voltage, current and temperature within permissible limits	5	2	3
PC22.ensure that components are left for the required induction period	2	0	2
PC23.remove the components from the plant/solution safely and correctly	3	0	3
PC24.apply appropriate post treatment activities Post-treatment activities: curing, cooling, quenching	4	0	4
PC25.check that the finished surface achieves the required characteristics and meets the treatment specification	6	2	4
PC26.carry out quenching/cooling of the components, using the appropriate medium and technique	5	1	4

	PC27.carry out visual inspection and physical examination of the electroplated component if it is as per specification and without defects		5	1	4
	PC28.deal promptly and effectively with problems within control, and seek help and guidance from the relevant people for problems that cannot be resolved		3	0	3
	PC29.shut down the electroplating equipment to a safe condition on completion of the activities		2	0	2
	PC30.clean all tools and equipment on completion of the electroplating activities		2	0	2
	PC31.dispose of waste and excess materials in line with agreed organizational procedures		3	1	2
	PC32.leave the work area in a safe and tidy condition on completion of the fitting activities		2	0	2
		Total	100	15	85
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