

## QUALIFICATIONS PACK- OCCUPATIONAL STANDARDS FOR PLASTICS 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 – FRP – Helper

**SECTOR:** RUBBER SECTOR SKILL COUNCIL

**SUB SECTOR:** PLASTICS PROCESSING

**OCCUPATION:** FIBRE REINFORCED PLASTIC

**REFERENCE ID:** RSC/Q4812 (CPC/Q1001)

#### Brief Job Description:

The individual is responsible for cleaning the tools and tackles, machinery, moulds, materials used in the FRP industries. He/she assists the workers and supervisors in maintaining proper records for manufacturing and other activities.

#### Personal Attributes:

This job requires the individual to work efficiently and effectively. He/she must also demonstrate strong work ethics, be courteous with coworkers, and must be good with following instructions of the supervisor. He/she should be physically fit, and willing to work in factory environment.

<b>Job Details</b>	<b>Qualifications Pack Code</b>	<b>RSC/Q4812 (CPC/Q1001)</b>		
	<b>Job Role</b>	<b>FRP – Helper</b>		
	<b>Credits</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
	<b>Sector</b>	<b>Rubber</b>	<b>Drafted on</b>	<b>18/05/2016</b>
	<b>Sub Sector</b>	<b>Plastics Processing</b>	<b>Last reviewed on</b>	<b>26/12/2016</b>
	<b>Occupation</b>	<b>Fibre Reinforced Plastics</b>	<b>Next review date</b>	<b>31/12/2021</b>

Job Role	FRP - Helper
<b>Role Description</b>	The individual is responsible for cleaning the tools and tackles, machinery, moulds, materials used in the FRP industries. He/she assists the workers and supervisors in maintaining proper records for manufacturing and other activities.
<b>NSQF level</b>	1
<b>Minimum Educational Qualifications</b>	Able to read & write
<b>Maximum Educational Qualifications</b>	-
<b>Prerequisite License or Training</b>	No Previous Training Required
<b>Experience</b>	No Previous Experience Required
<b>Applicable National Occupational Standards (NOS)</b>	<ol style="list-style-type: none"> <li><a href="#">RSC/N4838 (CPC/N1001): Identification and use of basic tools, materials, mould and machinery.</a></li> <li><a href="#">RSC/N4839 (CPC/N1002): Understand the job requirements for assisting and helping the manufacturing team in the FRP industries.</a></li> <li><a href="#">RSC/N4101 (CPC/N0411): Maintain basic health and safety practices at workplace, 5S.</a></li> <li><a href="#">RSC/N4203 (CPC/N7014): Effective working with others.</a></li> </ol>
<b>Performance Criteria</b>	As described in the relevant OS units

## Definitions

Keywords /Terms	Description
Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
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.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
Occupational Standards (OS)	OS are Learning Outcomes which apply uniquely in the Indian context
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Organizational Context	Organizational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
Qualifications Pack (QP)	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique Qualification Pack code.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications Document.
Scope	Scope is the 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 the quality of performance required.
Sector	Sector is a conglomeration of different business operations having similar businesses 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.
Sub-functions	Sub-functions are sub-activities essential to fulfill the achieving the objectives of the function.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Unit Code	Unit Code is a unique identifier for a OS unit, which can be denoted with an 'N'
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
<b>Keywords /Terms</b>	<b>Description</b>
OS	Occupational Standards
NVEQF	National Vocational Education Qualifications Framework
NVQF	National Vocational Qualifications Framework
NSQF	National Skills Qualifications Framework
OEM	Original Equipment Manufacturer
QP	Qualifications Pack

*RSC/N4837 (CPC/N1001) Identification and use of basic Tools, Materials, Mould and Machinery.*

# National Occupational Standards



## Overview

This unit is about identification and use of basic tools material, machinery and moulds, associated with the FRP process to complete the job requirement.

RSC/N4838 (CPC/N1001) Identification and use of basic tools, materials, mould and machinery.

<b>Unit Code</b>		<b>RSC/N4838 (CPC/N1001)</b>
<b>Unit Title (Task)</b>		<b>Identification and use of basic tools, materials, mould and machinery.</b>
<b>Description</b>	This unit is about understanding the job requirement, common hand tools, names & description and the materials, moulds and machinery used in the FRP industry.	
<b>Scope</b>	This unit/ task covers the following: <ul style="list-style-type: none"> <li>Handling basic tools, materials, mould and machinery.</li> </ul>	
<b>Performance Criteria (PC) w.r.t. the Scope</b>		
<b>Element</b>	<b>Performance Criteria</b>	
<b>Handling basic tools, materials, mould and machinery</b>	The user/ individual on the job must be able to: <ul style="list-style-type: none"> <li>PC1. identify in consultation with the supervisor the required tools, tackles, equipment and necessary hardware for the job to be carried out.</li> <li>PC2. adhere to the time limits given by the supervisor.</li> <li>PC3. check if the required tools, tackles equipment and necessary hardware are in proper working condition and match specification as per the job requirement and the list being provided by the supervisor.</li> <li>PC4. identify the types of the materials, moulds and machinery.</li> </ul>	
<b>Knowledge and Understanding (K)</b>		
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KA1. how to select, identify and use right tools for the right job.</li> <li>KA2. procedure followed for receiving and handling over the tools, raw materials, and consumables.</li> <li>KA3. the emergency organizations of specific work place.</li> <li>KA4. different types of products manufactured by the company.</li> <li>KA5. company's reporting structure.</li> </ul>	
<b>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KB1. different types of tools, tackles, equipment and hardware requires for carrying out jobs pertaining to the manufacturing activities of FRP products in the shop floor.</li> <li>KB2. specific layout of various work places in the industry.</li> <li>KB3. sequence of various assembling/dismantling of equipment at work place.</li> <li>KB4. how to identify the damage, defects, cracks or leaks beforehand.</li> <li>KB5. measuring instruments like vernier calipers, micrometers, thickness gauge.</li> <li>KB6. hazards and safety aspects involved in FRP production and usage of relevant Personal Protective Equipment (PPEs).</li> </ul>	
<b>Skills (S) [Optional]</b>		
<b>A. Core Skills/ Generic Skills</b>	<b>Reading and Writing Skills</b>	
	The individual on the job needs to know and understand how to: <ul style="list-style-type: none"> <li>SA1. read warnings, instructions and other text material on product labels, components etc.</li> <li>SA2. read work instructions and Standard Operation Procedures (SOP).</li> </ul>	

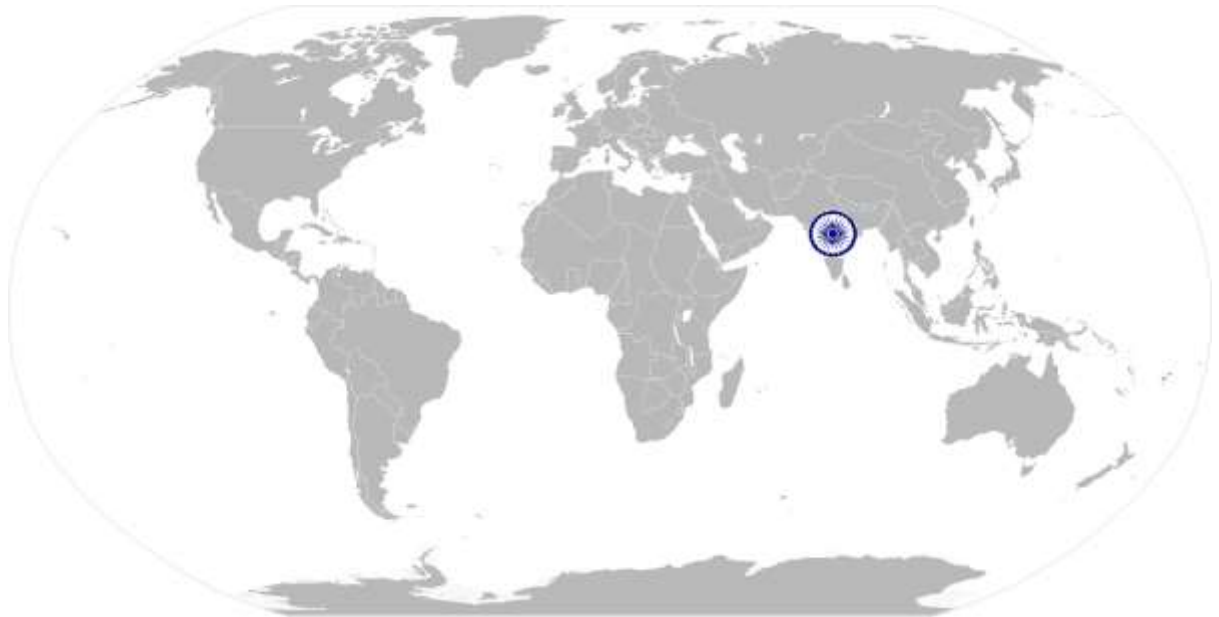
*RSC/N4838 (CPC/N1001) Identification and use of basic tools, materials, mould and machinery.*

	<p>SA3. create small notes/ work documents for supervisor related to operation.</p> <p>SA4. read equipment manuals and process documents given by the equipment supplier to under.</p> <p>SA5. read instructions especially safety instructions especially symbols while using the equipment in the plant area.</p>
	<p><b>Oral Communication (Listening and Speaking skills)</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. effectively understand about operational requirements.</p> <p>SA7. answer the queries raised by the operating team as well as others.</p> <p>SA8. effectively communicate with the supervisor related to the work expectation, timeliness and schedule for completion of the assigned job.</p> <p>SA9. listen attentively to the queries and grievances raised by the operative team and comprehend the information given by the speaker.</p> <p>SA10. avoid using jargon, slang or acronyms when communicating with a supervisor /fellow subordinates etc. unless it is required</p> <p>SA11. maintain integrity with respect to company property and time.</p> <p>SA12. communicate with people in a polite manner using respectful language.</p> <p>SA13. resolve difficulties with colleagues amicably.</p> <p>SA14. avoid absenteeism and maintain quality of work.</p> <p>SA15. work in a disciplined environment and adhere to working norms of the organization.</p> <p>SA16. be punctual and adhere to timeliness.</p>
<b>B. Professional Skills</b>	<p><b>Time Management</b></p> <p>The user/individual on the job needs to know &amp; understand how to:</p> <p>SB1. prioritize &amp; execute task within the scheduled time limit.</p>

RSC/N4838 (CPC/N1001) Identification and use of basic tools, materials, mould and machinery.

## NOS Version Control

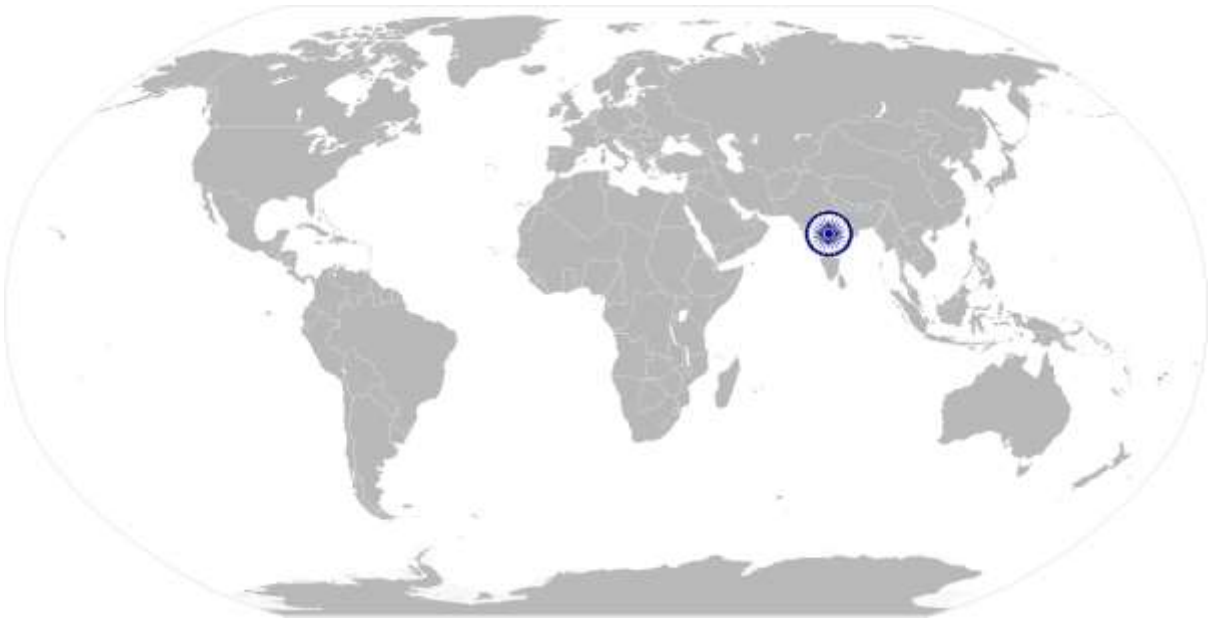
NOS Code	RSC/N4838 (CPC/N1001)		
Credits	TBD	Version number	1.0
Sector	Rubber	Drafted on	18/05/2016
Sub Sector	Plastics Processing	Last reviewed on	26/12/2016
Occupation	Fibre Reinforced Plastics	Next review date	31/12/2021





*RSC/N4839 CPC/N1002: Understand the job requirements for assisting and helping the manufacturing team in the FRP industries.*

# National Occupational Standards



## Overview

This unit is about understanding the job requirement, to carry out different types of processes to manufacture FRP products and to assist the operating team

*RSC/N4839 (CPC/N1002) : Understand the job requirements for assisting and helping the manufacturing team in the FRP industries.*

<b>Unit Code</b>	<b>RSC/N4839 (CPC/N1002)</b>
<b>Unit Title (Task)</b>	<b>Understand the job requirements for assisting and helping the manufacturing team in the FRP industries.</b>
<b>Description</b>	This unit is about understanding the job requirement, to carry out different types of processes, to manufacture FRP products and to assist the operating team.
<b>Scope</b>	The unit/task covers the following <ul style="list-style-type: none"> <li>Assisting and helping the manufacturing team in the FRP industries</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Assisting and helping the manufacturing team in the FRP industries</b>	The individual on the job should be able to: <ul style="list-style-type: none"> <li>PC1. collect the right type of material from the storage location and carry safely to the work place.</li> <li>PC2. arrange properly measured quantity of resin and chemicals as instructed by the supervisor.</li> <li>PC3. prepare the mould and machinery as instructed by the operator for manufacturing.</li> </ul>
<b>ELEMENT</b>	<b>KNOWLEDGE &amp; UNDERSTANDING</b>
<b>A. Organizational Context</b>	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KA1: safety policy of the organization.</li> <li>KA2: material cost and loss to the company by materials mishandling.</li> <li>KA3: chemical storage shelf life of different types of material.</li> <li>KA4: requirement of environmental conditions for safe storage.</li> </ul>
<b>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KB1. material requirement for specific product.</li> <li>KB2. process knowledge.</li> <li>KB3. the weight and dimension of products manufactured by the industry.</li> </ul>

*RSC/N4839 (CPC/N1002): Understand the job requirements for assisting and helping the manufacturing team in the FRP industries.*

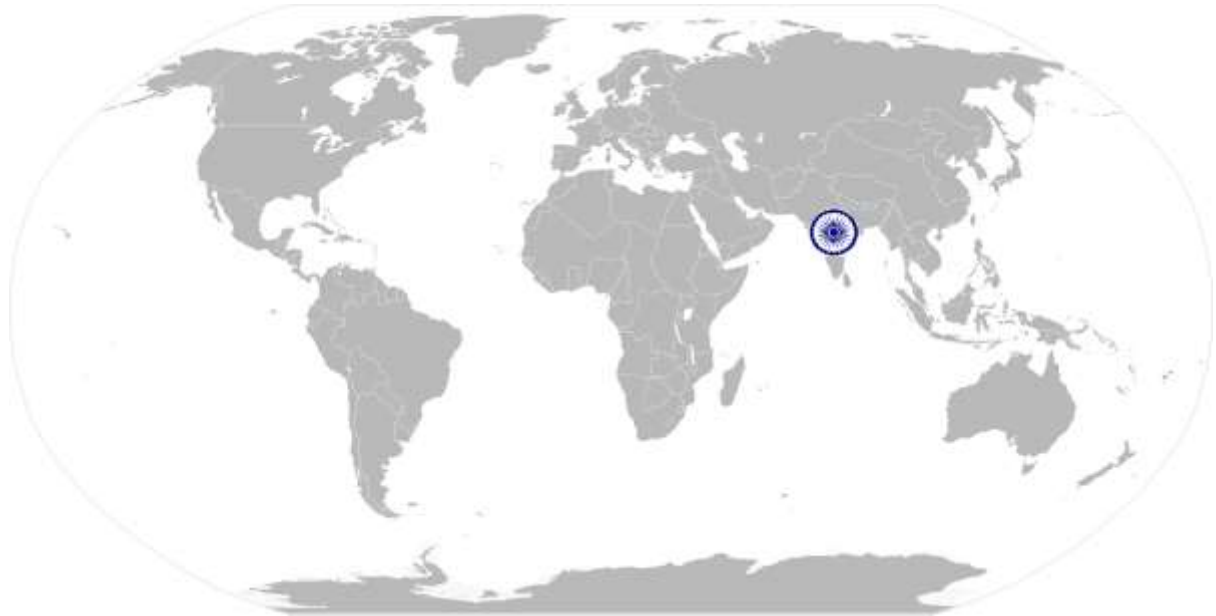
Skills (S) [Optional]	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing &amp; Reading Skills</b>
	The user/ individual on the job needs to know and understand how to: SA1. read the material requisition slip and collect proper grade of material. SA2. write log book in terms of production quantity. SA3. write material received and used details on daily basis. SA4. read the safety instructions as mentioned in the raw material packets / containers. SA5. read instructions especially safety instructions and symbols while using the materials.
<b>B. Professional Skills</b>	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how to: SA6. listen carefully the instruction given by the operators / supervisor.
	<b>Safety in Material Handling</b>
	The user/individual on the job needs to know and understand how to: SA7. handle all types of resins/fibre and chemicals safely and as specified in operating procedures/ packing details. SA8. ensure precaution measures to avoid pilferage, spilling and theft or misuse of materials in any form



*RSC/N4839 (CPC/N1002): Understand the job requirements for assisting and helping the manufacturing team in the FRP industries.*

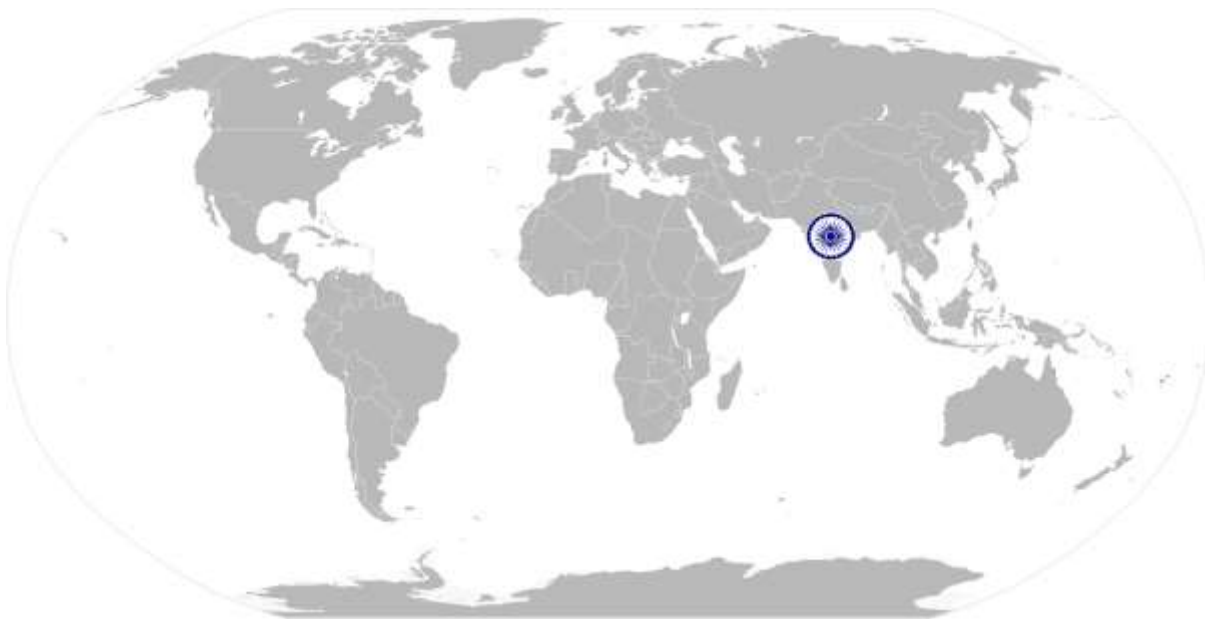
## NOS Version Control

<b>NOS Code</b>	RSC/N4839 (CPC/N1002)		
<b>Credits</b>	TBD	<b>Version number</b>	1.0
<b>Sector</b>	Rubber	<b>Drafted on</b>	18/05/2016
<b>Sub Sector</b>	Plastics Processing	<b>Last reviewed on</b>	26/12/2016
<b>Occupation</b>	Fibre Reinforced Plastics	<b>Next review date</b>	31/12/2021



*CPC/N0411: Maintain basic Health and safety practices at workplace, 5S.*

# National Occupational Standards



## Overview

This unit is about understanding the importance of safety, health and environment aspect involved in manufacturing FRP products.

*RSC/N4101 CPC/N0411: Maintain basic health and safety practices at workplace, 5S.*

National Occupational Standards	<b>Unit Code</b>	<b>RSC/N4101 (CPC/N0411)</b>
	<b>Unit Title (Task)</b>	<b>Maintain basic health and safety practices at the workplace, 5S</b>
	<b>Description</b>	<p>This 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.</p> <p>It includes understanding of risks &amp; hazards in the workplace, along with common techniques to minimize risk, deal with accidents, emergencies etc. It covers knowledge of fire safety, common first aid applications and safe practice.</p> <p>This OS is about ensuring all 5S activities both at the shop floor and the office area to facilitate increase in work productivity.</p>
	<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Health and safety procedure.</li> <li>• Fire safety procedure.</li> <li>• Emergencies, rescue and first aid procedures.</li> <li>• Ensure sorting, stream lining, storage and documentation, cleaning, standardization and sustenance across the plant premises of the organization.</li> </ul>
	<b>Performance Criteria (PC) w.r.t. the Scope</b>	
	<b>Element</b>	<b>Performance Criteria</b>
	<b>Health and safety</b>	<p>The individual on the job should be able to:</p> <p>PC1. wear protective clothing/equipment for specific tasks and work conditions</p> <p>PC2. carry out safe working practices while dealing with hazards to ensure the safety of Self and others.</p> <p>PC3. apply good housekeeping practices at all times</p>
	<b>Fire safety</b>	<p>The individual on the job should be able to:</p> <p>PC4. use the various appropriate fire extinguishers on different types of fires correctly</p> <p>PC5. demonstrate rescue techniques applied during fire hazard, demonstrate good housekeeping in order to prevent fire hazards, demonstrate the correct use of a fire extinguisher.</p>
	<b>Identify and report the risks identified</b>	<p>The individual on the job should be able to:</p> <p>PC6. identify activities which can cause potential injury through sharp objects, burns, fall, electricity, gas leakages, radiation, poisonous fumes, chemicals, loud noise, and Identify areas in the plant which are potentially hazardous / unhygienic in nature. Conduct regular checks with support of the maintenance team on machine health to identify potential hazards due to wear and tear of machine.</p>

*RSC/N4101 CPC/N0411: Maintain basic health and safety practices at workplace, 5S.*

	<p>PC7. inform the concerned authorities on the potential risks identified in the processes, workplace area/ layout, materials used etc., Inform the concerned authorities about machine breakdowns, damages which can potentially harm man/ machine during operations.</p> <p>PC8. create awareness amongst others by sharing information on the identified risks.</p>
<p><b>Ensure sorting</b></p>	<p>The individual on the job should be able to:</p> <p>PC9. follow the sorting process and check that the tools, fixtures &amp; jigs that are lying on workstations are the ones in use and unnecessary items are not cluttering the workbenches or work surfaces.</p> <p>PC10. check if the segregation of waste in hazardous/ non Hazardous is as per the sorting work instructions</p> <p>PC11. follow the technique of waste disposal and waste storage in the proper bins as per SOP</p> <p>PC12. segregate the items which are labeled as red tag items for the process area and keep them in the correct places</p> <p>PC13. sort the tools/ equipment/ fasteners/ spare parts as per specifications/ utility into proper trays, cabinets, lockers as mentioned in the 5S guidelines/ work instructions</p> <p>PC14. check if areas of material storage are not overflowing</p> <p>PC15. check if the various types of boxes and containers are properly stacked as per the size/ utility to avoid any fall of items/ breakage and also enable easy sorting when required</p> <p>PC16. return of extra material and tools to the designated sections and make sure that no additional material/ tool is lying near the work area</p> <p>PC17. follow the floor markings/ area markings used for demarcating the various sections in the plant as per the prescribed instructions and standards</p>
<p><b>Ensure proper documentation and storage( organizing, streamlining)</b></p>	<p>The individual on the job should be able to:</p> <p>PC18. follow the proper labelling mechanism of instruments/ boxes/ containers and maintaining reference files/ documents with the codes and the lists</p> <p>PC19. Check if the items in the respective areas have been identified as broken or damaged</p> <p>PC20. follow the given instructions and check for labelling of fluids, oils, lubricants, solvents, chemicals etc. and proper storage of the same to avoid spillage, leakage, fire etc.</p> <p>PC21. check if all material and tools are stored in the designated places and in the manner indicated in the 5S instructions</p>

*RSC/N4101 CPC/N0411: Maintain basic health and safety practices at workplace, 5S.*

Knowledge and Understanding (K)	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. relevant standards, procedures and policies related to health, safety and environment followed in the company KA2. the emergency handling procedures & hierarchy for escalation
<b>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand: KB1. the safety procedures (fire fighting, first aid) within the organization KB2. the various types of PPEs and their usage KB3. the risks/hazards associated with each occupation in the organization KB4. the importance of personal hygiene and how an individual contribute towards creating a highly safe and clean working environment the individual on the job needs to know and understand. KB5. the meaning of “hazards” and “risks” KB6. the health and safety hazards commonly present in the work environment and related precautions KB7. the possible causes of risk, hazard or accident in the workplace and why risk and/or accidents are possible KB8. the possible causes of risk and accident (due to oil leakage) KB9. methods of accident prevention KB9. safe working practices when working with tools and machines KB10. safe working practices while working at various hazardous sites KB11. where to find all the general health and safety equipment in the workplace KB12. various dangers associated with the use of electrical equipment KB13. preventative and remedial actions to be taken in the case of exposure to toxic materials KB14. the Importance of using protective clothing/equipment while working KB15. precautionary activities to prevent the fire accident KB16. various causes of fire KB17. techniques of using the different fire extinguishers KB18. different methods of extinguishing fire KB19. different materials used for extinguishing fire KB20. rescue techniques applied during a fire hazard KB21. various types of safety signs and what they mean KB22. basic first aid treatment relevant to the condition e.g. shock, electrical shock, bleeding, breaks to bones, minor burns, resuscitation, poisoning, eye injuries KB23. the content of written accident report KB24. potential injuries and ill health associated with incorrect manual handling KB25. safe lifting and carrying practices KB26. personal safety, health and dignity issues relating to the movement of a

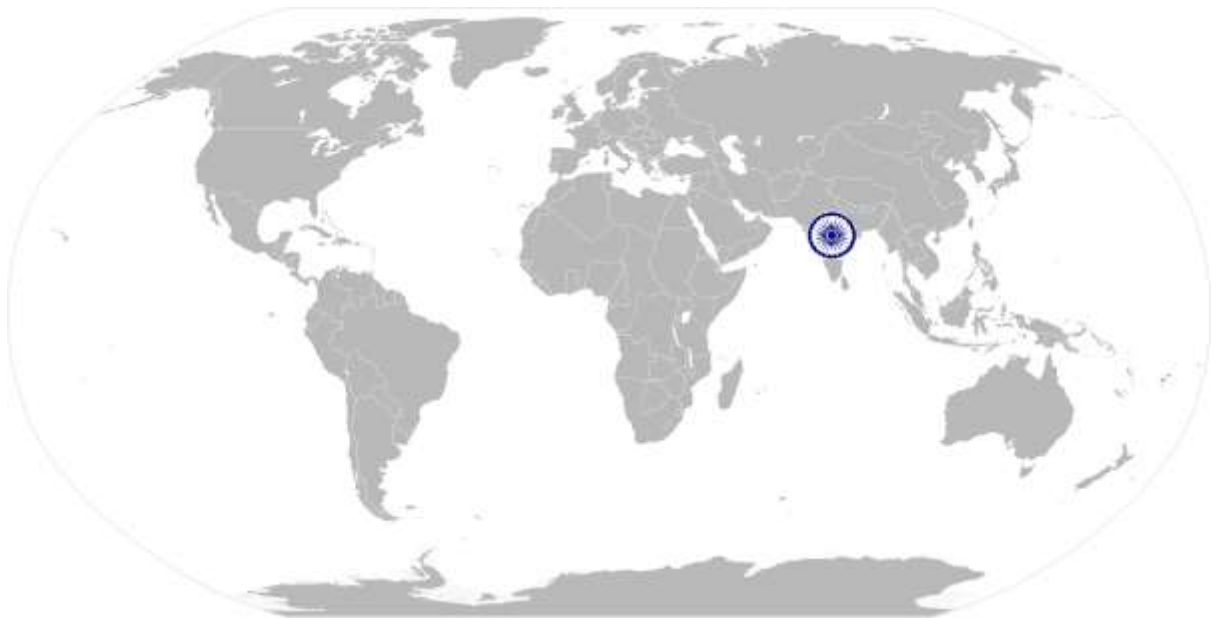


*RSC/N4101 CPC/N0411: Maintain basic health and safety practices at workplace, 5S.*

	person by others KB27. potential impact to a person who is moved incorrectly KB28. 5S procedures KB29. various types 5s practices followed in various areas KB30. the 5S checklists provided in the department/ team KB31. to how to identify useful & non useful items KB32. labels , signs & colours used as indicators KB33. how to sort and store various types of tools, equipment, material etc. KB34. how to identify various types of waste products KB35. the impact of waste/ dirt/ dust/unwanted substances on the process/ environment/ machinery/ human body. KB36. the best ways of cleaning & waste disposal
<b>Skills (S) [Optional]</b>	
<b>Element</b>	<b>Skills</b>
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: SA1. understand basic level notes and observations.
	<b>Reading Skills</b>
	The user/individual on the job needs to know and understand about the: SA2. safety instructions put up across the plant premises SA3. safety precautions mentioned in equipment manuals and panels and understand the potential risks associated
	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how to: SA4. effectively communicate information to team members SA5. inform employees in the plant on concerned functions and events, incidents & potential risks observed related to safety, health and environment. SA6. question operator/ supervisor in order to understand the safety related issues SA7. listen attentively and comprehend the information given by the speaker during safety drills and training programs
<b>B. Professional Skills</b>	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand how to: SB1. process the work order and jobs received from the internal customers. SB2. design documents received from internal customers SB3. understand & organize all process/ equipment manuals so that sorting out information is fast.
	<b>Judgment and Critical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB4. use common sense and make judgments during day to day basis SB5. use intuition to detect any potential problems which could arise during operations

*RSC/N4101 CPC/N0411: Maintain basic health and safety practices at workplace, 5S.*

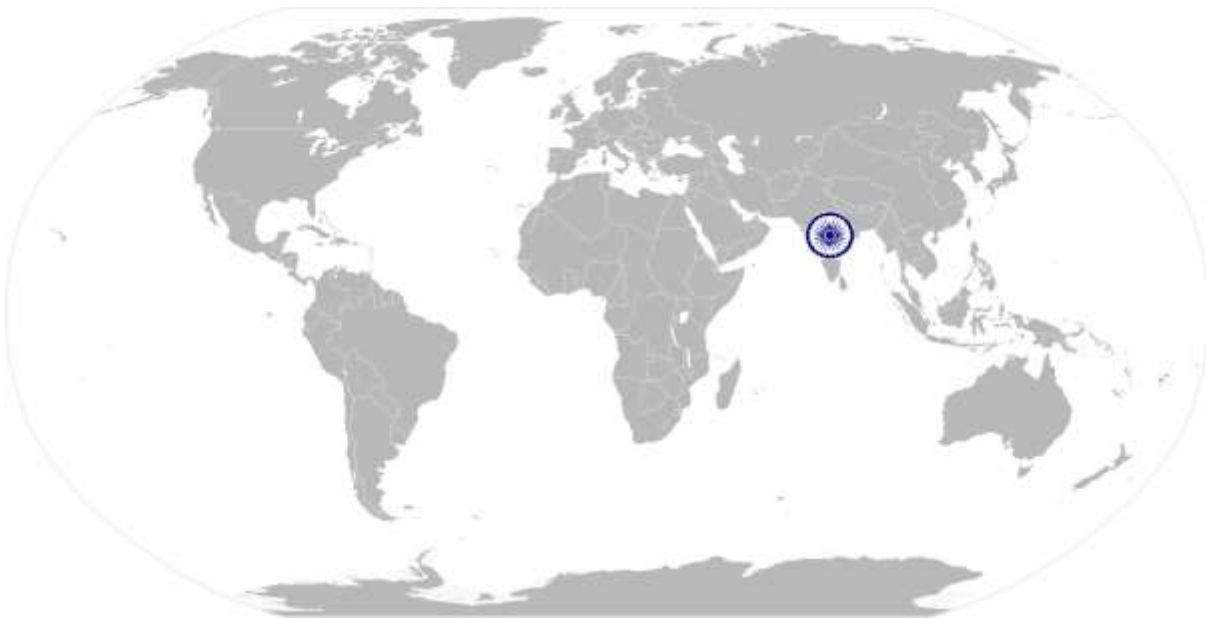
	<p><b>Desire to learn and take initiatives</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. follow instructions and work on areas of improvement identified</p> <p>SB7. complete the assigned tasks with minimum supervision</p> <p>SB8. complete the job defined by the supervisor within the timelines and quality norms</p>
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*RSC/N4101 CPC/N0411: Maintain basic health and safety practices at workplace, 5S.*

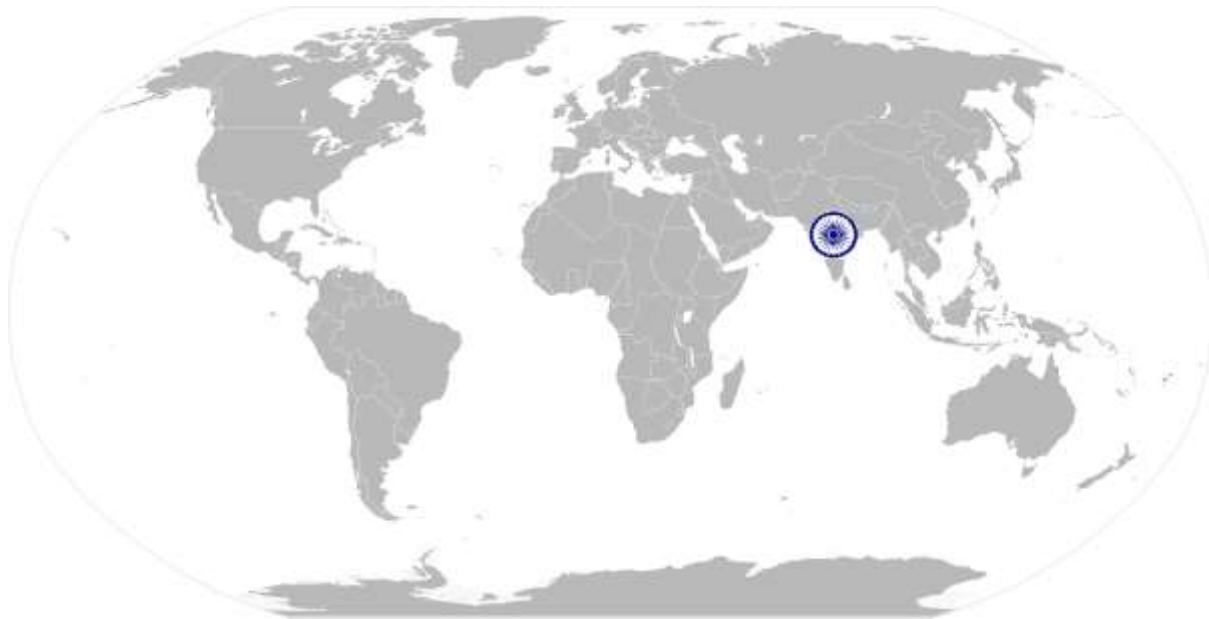
## **NOS Version Control**

<b>NOS Code</b>	<b>RSC/N4101 (CPC/N0411)</b>		
<b>Credits</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Sector</b>	<b>Rubber</b>	<b>Drafted on</b>	<b>18/05/2016</b>
<b>Sub Sector</b>	<b>Plastics Processing</b>	<b>Last reviewed on</b>	<b>26/12/2016</b>
<b>Occupation</b>	<b>Fibre Reinforced Plastics</b>	<b>Next review date</b>	<b>31/12/2021</b>



*RSC/N4203 (CPC/N7014): Effectively working with others.*

# National Occupational Standards



## Overview

This unit is about assisting supervisor / operators for smooth operation at work place.

**RSC/N4203 (CPC/N7014): Effective working with others**

National Occupational Standards	<b>Unit code</b>	<b>RSC/N4303 (CPC/N7014)</b>
	<b>unit title (task)</b>	<b>Effective working with others</b>
	<b>Description</b>	This unit covers basic etiquette and competencies that an individual is required to possess & demonstrate in their behaviour & interactions with others at workplace. These cover areas such as communication, discipline, handling conflict and grievances.
	<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>Effectively working with others</li> </ul>
	<b>Performance criteria (PC) w.r.t. The scope</b>	
	<b>Element</b>	<b>Performance criteria</b>
	<b>Effectively working with others</b>	The individual on the job should be able to: <ul style="list-style-type: none"> <li>PC1. display appropriate and adequate communication while working</li> <li>PC2. display active listening skills while interacting with others at work</li> <li>PC3. demonstrate responsible &amp; disciplined behaviours at the workplace</li> <li>PC4. accurately receive information and instructions from the supervisor and fellow workers, getting clarification where required</li> <li>PC5. accurately pass on information to authorized persons who require it &amp; within agreed timescale and confirm its receipt</li> <li>PC6. display helpful behaviour by assisting others in performing tasks in a positive manner, where required and possible</li> <li>PC7. consult with and assist others to maximize effectiveness and efficiency in carrying out tasks</li> <li>PC8. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict.</li> </ul>
	<b>Knowledge and understanding (k)</b>	
	<b>A. Organizational context</b> (knowledge of the company / organization and its processes)	The individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KA1. policies and procedures followed in the company for working with others in an organizational set-up.</li> <li>KA2. grievance/ conflict handling mechanism of the company</li> <li>KA3. relevant people and their responsibilities within the work area</li> </ul>
	<b>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KB1. importance of effective communication in the workplace</li> <li>KB2. importance of teamwork in organizational and individual success</li> <li>KB3. barriers to effective communication</li> <li>KB4. importance of avoiding casual expletives and unpleasant terms while communicating professional circles</li> <li>KB5. various categories of people that one is required to communicate and co-ordinate within the organization</li> <li>KB6. importance of discipline for professional success</li> <li>KB7. importance of ethics for professional success</li> <li>KB8. what constitutes disciplined behaviour for a working professional</li> <li>KB9. common reasons for interpersonal conflict</li> <li>KB10. importance and ways of managing interpersonal conflict effectively</li> <li>KB11. importance of developing effective working relationships for professional</li> </ul>

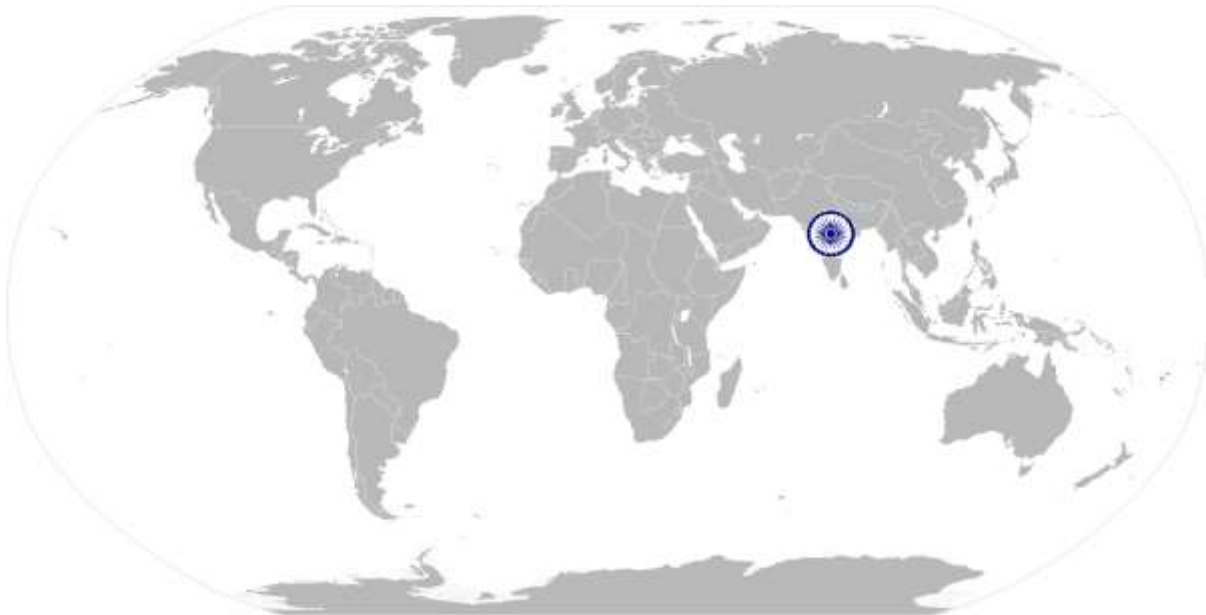
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	success KB12. expressing and addressing grievances appropriately and effectively
<b>Skills (S)w.r.t. the</b>	
<b>Element</b>	<b>Skills</b>
<b>A. Core Skills/ Generic Skills</b>	<b>Reading and Writing Skills</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. read work instructions and Standard Operation Procedures (SOP)</p> <p>SA2. create small notes/work documents for supervisor related to operation.</p> <p>SA3. read business correspondence e.g. internal memos, circular etc.</p> <p>SA4. read equipment manuals and process documents given by the equipment supplier to understand the equipment and working processes.</p>
	<b>Oral Communication (Listening and Speaking skills)</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. operational requirements.</p> <p>SA6. answer the queries raised by the operative team as well as other.</p> <p>SA7. communicate with the supervisor related to work expectations, timelines and schedule for completion of the assigned job.</p> <p>SA8. listen attentively the queries and grievances raised by the operative team and comprehend the information given by the speaker.</p>
<b>B. Professional Skills</b>	<b>Integrity</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. maintain integrity with respect to company property and time.</p> <p>SB2. communicate with people in a polite manner using respectful language.</p> <p>SB3. resolve difficulties in relationships with colleagues amicably.</p>
	<b>Reliability</b>
	<p>The user/ individual on the jobs needs to know and understand how to:</p> <p>SB4. avoid absenteeism and maintain quality of work.</p> <p>SB5. work in a disciplined environment and adhere to working norms of the organization.</p> <p>SB6. be punctual and adhere to timelines.</p>
	<b>Time management</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. prioritize and execute tasks within the scheduled time limits.</p>

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## NOS Version Control

<b>NOS Code</b>	<b>RSC/N4203 (CPC/N7014)</b>		
<b>Credits</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Sector</b>	<b>Rubber</b>	<b>Drafted on</b>	<b>18/05/2016</b>
<b>Sub Sector</b>	<b>Plastics Processing</b>	<b>Last reviewed on</b>	<b>26/12/2016</b>
<b>Occupation</b>	<b>Fibre Reinforced Plastics</b>	<b>Next review date</b>	<b>31/12/2021</b>



*Qualifications Pack for FRP Helper*  
**CRITERIA FOR ASSESSMENT OF TRAINEES**

<b>CRITERIA FOR ASSESSMENT OF TRAINEES</b>				
<b>Job Role: Machine Operator – FRP - Helper</b>				
<b>Qualification Pack Code: RSC/Q 4812 (CPC/Q 1001)</b>				
<b>Sector Skill Council: Rubber Skill Development Council</b>				
<b>Guidelines for Assessment:</b>				
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 laydown 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. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below) 4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on this criteria. 5. To pass the Qualification Pack, every trainee should score a minimum of 70% in every NOS. 6. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.				
<b>Assessable outcomes</b>		<b>Assessment criteria for the outcome</b>		
<b>NOS</b>	<b>Assessable outcome Description</b>	<b>Total</b>	<b>Theory</b>	<b>Practical</b>
<b>RSC/N 4838 (CPC/N 1001): Identification and use of basic tools, materials, Mould and machinery.</b>	PC1. identify in consultation with the supervisor the required tools, tackles, equipment and necessary hardware for the job to be carried out.	6.5	1.5	5
	PC2. adhere to the time limits given by the supervisor.	6	1	5
	PC3. check the required tools, tackles equipment and necessary hardware are in proper working condition and match specification as per the job requirement and the list being provided by the supervisor.	6	1	5
	PC4. identify the types of the materials, moulds and machinery.	6	1	5
	<b>Sub Total</b>	<b>24.5</b>	<b>4.5</b>	<b>20</b>
<b>RSC/N 4839 (CPC/N 1002): Understand the job requirements for assisting and helping the manufacturing team in the FRP industries.</b>	PC1. collect the right type of material from the storage location and carry safely to the work place.	8	2	6
	PC2. arrange properly measured quantity of resin and chemicals as instructed by the supervisor.	7	2	5
	PC3. prepare the mould and machinery as instructed by the operator for manufacturing.	7	1	6
<b>Sub Total</b>	<b>22</b>	<b>5</b>	<b>17</b>	
<b>RSC/N 4101</b>	PC1. wear protective clothing/equipment for specific tasks and work conditions	2.5	0.5	2



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<b>(CPC/N 0411): Maintain basic Health and safety practices at workplace, 5S.</b>	PC2. carry out safe working practices while dealing with hazards to ensure the safety of self and others.	2.5	0.5	2
	PC3. apply good housekeeping practices at all times	2.5	0.5	2
	PC4. use the various appropriate fire extinguishers on different types of fires correctly	2.5	0.5	2
	PC5. demonstrate rescue techniques applied during fire hazard, demonstrate good housekeeping in order to prevent fire hazards, demonstrate the correct use of a fire extinguisher.	2.5	0.5	2
	PC6. identify activities which can cause potential injury through sharp objects, burns, fall, electricity, gas leakages, radiation, poisonous fumes, chemicals, loud noise, and Identify areas in the plant which are potentially hazardous/ unhygienic in nature. Conduct regular checks with support of the maintenance team on machine health to identify potential hazards due to wear and tear of machine.	2.5	0.5	2
	PC7. inform the concerned authorities on the potential risks identified in the processes, workplace area/ layout, materials used etc., Inform the concerned authorities about machine breakdowns, damages which can potentially harm man/ machine during operations.	2.5	0.5	2
	PC8. create awareness amongst other by sharing information on the identified risks.	2.5	0.5	2
	PC9. follow the sorting process and check that the tools, fixtures & jigs that are lying on workstations are the ones in use and unnecessary items are not cluttering the workbenches or work surfaces.	2.5	0.5	2
	PC10. check if the segregation of waste in hazardous/ non Hazardous is as per the sorting work instructions	2.5	0.5	2
	PC11. follow the technique of waste disposal and waste storage in the proper bins as per SOP	1.5	0.5	1
	PC12. segregate the items which are labeled as red tag items for the process area and keep them in the correct places	1.5	0.5	1
	PC13. sort the tools/ equipment/ fasteners/ spare parts as per specifications/ utility into proper trays, cabinets, lockers as mentioned in the 5S guidelines/ work instructions	1.5	0.5	1
	PC14. check if the areas of material storage areas are not overflowing	1.5	0.5	1
	PC15. check if the various types of boxes and containers are properly stacked as per the	1.5	0.5	1

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	size/ utility to avoid any fall of items/ breakage and also enable easy sorting when required			
	PC16. return the extra material and tools to the designated sections and make sure that no additional material/ tool is lying near the work area	1.5	0.5	1
	PC17. follow the floor markings/ area markings used for demarcating the various sections in the plant as per the prescribed instructions and standards.	1.5	0.5	1
	PC18. follow the proper labelling mechanism of instruments/ boxes/ containers and maintaining reference files/ documents with the codes and the lists	1.5	0.5	1
	PC19. check that the items in the respective areas have been identified as broken or damaged	1.5	0.5	1
	PC20. follow the given instructions and check for levelling of fluids, oils, lubricants, solvents, chemicals etc. and proper storage of the same To avoid spillage, leakage, fire etc.	1.5	0.5	1
	PC21. check if all material and tools are stored in the designated places and in the manner indicated in the 5S instructions.	1.5	0.5	1
	<b>Sub Total</b>	<b>40</b>	<b>10</b>	<b>30</b>
<b>RSC/N4203 (CPC/ N7014)</b> <b>Effective working with others</b>	PC1 display appropriate communication etiquette while working.	2	1	1
	PC2 display active listening skills while interacting with others at work	2	1	1
	PC3 demonstrate responsible and disciplined behaviors at the workplace.	2	1	1
	PC4 accurately receive information and instructions from the supervisor and fellow workers, getting clarification where required	1.5	0.5	1
	PC5 accurately pass on information to authorized persons who require it and within agreed timescale and confirm its receipt	1.5	0.5	1
	PC6 display helpful behavior by assisting others in performing tasks in a positive manner, where required and possible	1.5	0.5	1
	PC7 consult with and assist others to maximize effectiveness and efficiency in carrying out tasks	1.5	0.5	1
	PC8 escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict.	1.5	0.5	1
	<b>Sub total</b>	<b>13.5</b>	<b>5.5</b>	<b>8</b>
	<b>Total</b>	<b>100</b>	<b>25</b>	<b>75</b>