QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR RUBBER INDUSTRY

Contents

What are Occupational Standards(OS)?

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

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Introduction

Qualifications Pack-Lab Chemist - Incoming raw material testing

SECTOR: RUBBER INDUSTRY

SUB-SECTOR: 1. Tyre 2. Non-Tyre

OCCUPATION: Lab Chemist

REFERENCE ID: RSC/ Q 0312

ALIGNED TO: NCO-2004/NIL

Brief Job Description: The Incoming raw material testing involves carrying out of tests of incoming raw material used for preparation of rubber compound as per laid down methods and specifications.

Personal Attributes: This job requires the individual to work independently and with integrity. He should be a quick learner and must have good technical and interpersonal skills. He must be able to interpret findings in a cohesive manner.

Job Details

Qualifications Pack Code	**RSC/ Q 0312**		
Job Role	**Lab Chemist-Incoming raw material testing**		
Credits(NSQF)	**TBD**	**Version number**	**1.0**
Sector	**Rubber Manufacturing**	**Drafted on**	**20/03/13**
Sub-sector	**Tyre and Non- tyre**	**Last reviewed on**	**29/12/15**
Occupation	**Lab Chemist**	**Next review date**	**29/12/17**
NSQC Clearnace on	**18/06/2015**		

Job Role	**Lab Chemist- Incoming raw material testing**
Role Description	The Incoming raw material testing involves carrying out of tests as per laid down methods and specifications
NSQF level	5
Minimum Educational Qualifications*	Diploma
Maximum Educational Qualifications*	Masters in Science
Training (Suggested but not mandatory)	-
Minimum Job Entry Age	18 years
Experience	-
Applicable National Occupational Standards (NOS)	**Compulsory:** 1. RSC/ N1201 (To carry out testing of incoming raw materials) 2. RSC/ N5001 (To carry out housekeeping) 3. RSC/ N5002 (To carry out reporting and documentation) 4. RSC/ N5003 (To carry out quality checks) 5. RSC/ N5004 (To carry out problem identification and escalation) **Optional:** 6. NA
Performance Criteria	As described in the relevant OS units

Definitions

Keywords /Terms	Description
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.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
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.
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.
NOS	NOS are Occupational Standards which apply uniquely in the Indian context.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack	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.
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.
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.
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.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills or 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.

National Occupational Standard

Overview

This unit is about carrying out testing of incoming raw materials

National Occupational Standard

Unit Code	RSC / N 1201
Unit Title (Task)	**To carry out testing of incoming raw materials**
Description	This unit is about carrying out incoming raw material testing of rubber products
Scope	This unit/task covers the following: • Ensuring housekeeping and safety in the lab testing area • Equipment preparation and calibration of instruments to be used in the testing process. • Prepare test samples • Carry out tests as per laid down method and specification • Data Logging • Interpret data, judgment and reporting • Record Keeping
Performance Criteria (PC) w.r.t. the Scope	
Sample collection	To be competent, the user/individual on the job must be able to PC1. Sample the raw material from the lot to be tested as per standard procedures (SOP) PC2. Sampling should be as per process flow sheet with control points PC3. Identify the sample by labeling/numbering as per SOP PC4. Check shelf life of reagents
Sample integrity	PC5. Identify the defect/problem in inappropriate sample PC6. Identify factors that affect the integrity of sample (eg. temperature, moisture, contamination, contact with liquids) PC7. Maintain integrity of the sample as per SOP. PC8. Store sample for future/further testing as per SOP.
Equipment readiness	PC9. Identify the most appropriate equipment for testing as per the SOP PC10. Set up appropriate equipment/apparatus to be used for testing correctly as per IS / ISO / International Standard and SOP PC11. Calibrate /verify/validate the testing equipment periodically as per SOP PC12. Identify defective equipment/apparatus and steps to be taken as per SOP
Sample testing	PC13. Ensure that the reagents and materials used for testing are of standard quality and procured from approved source. PC14. Carry out tests as per SOP: • Specific Gravity, Volatile loss, Moisture, Particle size, Surface Area, Assay, Ash Content, Melting Point, Boiling Point, Softening Point, pH as per type of Raw Material including specific tests (as mentioned in RM

	Specification) • Volumetric, Gravimetric or Instrumental tests as per type of RM. • Visual examination of RM including tests with respect to color and smell PC15. Ensure that test methods conforms to the required quality and accuracy of testing. PC16. Ensure that the approved raw materials conform to the specifications
Data analysis	PC17. Keep tools and accessories like calculator ready before starting the analysis PC18. Ensure that the accuracy and periodicity of the data captured in records is as per SOP PC19. Identify appropriate technique in evaluating result PC20. Interpret the results correctly using the identified technique(s)
Recording	PC21. Record and maintain data as per company standards (SOP) PC22. Ensure that reports/records are accurate and clear
Reporting	PC23. Release or Hold the raw material as per finding for further processing. PC24. Take up the results of the findings with supplier/QC in-charge/appropriate authority.
Health and Safety	PC25. Ensure Health & safety in raw material storage area PC26. Ensure availability of safety accessories including eye wash station PC27. Ensure availability of raw materials/laboratory reagents Material Safety Data Sheet (MSDS) in the laboratory PC28. Handle the equipment properly PC29. Ensure samples and chemicals are carefully handled to avoid accidental spillage of chemicals. PC30. Conduct the experiments wearing the appropriate attire such as safety goggles, gloves, closed toe shoes, long pants, tied hair PC31. Use safety equipment such as fire extinguishers, fire blankets, and eye-wash stations. PC32. Escalate matters in case of any accidents, spills etc. PC33. Comply with health, safety, environment guidelines, regulations etc in accordance with international/national standards or organizational standards (SOP)
Material disposal	PC34. Carry out disposal of waste and left over tested material safely as per SOP PC35. Dispose all materials used in the experiment safely as per Health and Safety management system of the company
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the	The user/individual on the job needs to know and understand: KA1. Company's quality policies and acceptance standards for raw materials. KA2. Organisational Coding system of raw material and compounds

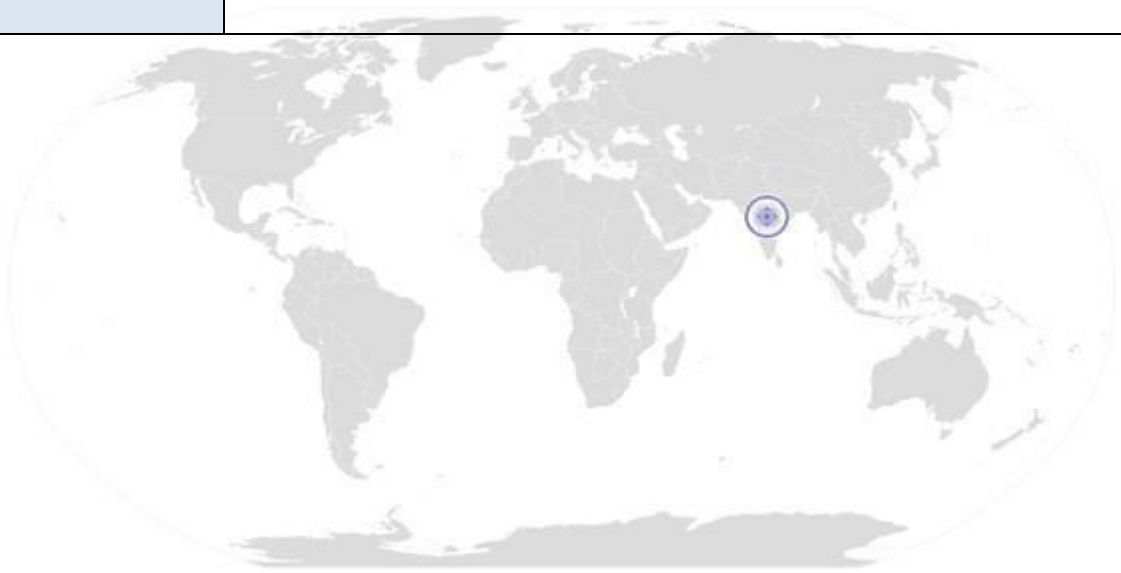
company / organization and its processes)	KA3. Chemicals used in the industry and their function KA4. Different quality management systems (ISO-9000, TS-16949, ISO-14001, OHSAS-18000) KA5. Principles of good laboratory practices (ISO/IEC 17025) applicable in the workplace KA6. Material disposal procedure, importance of appropriate disposal of material and implications of not following the material disposal procedure KA7. Quality and damage checks to be done and importance of the same KA8. Importance of identifying non-conforming products and storage of the same KA9. Risk and impact of not following defined procedures/work instructions KA10. Escalation matrix for reporting identified issues KA11. Types of documentation in organization and importance of the same KA12. Records to be maintained and implications of non-maintenance of the same KA13. Company manual and from where to attain it KA14. Importance of housekeeping & good shop floor practices (e.g.3S/5S) KA15. Health, Safety and Environment guidelines, legislation and regulations as applicable KA16. Personal protection(Which protective equipment to be used and how) KA17. Impact of poor practices on health, safety and environment KA18. Potential hazards and actions to minimize the same KA19. Escalation matrix and escalation procedure for reporting hazards. KA20. The usage of different fire extinguisher KA21. Impact of various practices on cost, quality, productivity, delivery and safety KA22. Handover/ Takeover the equipment/ work area as per company's SOP
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. Knowledge of basic chemistry and simple chemical calculation KB2. Knowledge on different standard reference material KB3. Role of different raw materials in rubber compounding, processing/ product manufacturing and performance KB4. Understanding of role of the Rheometry and Mooney viscometry, Densometer, Dispergrader, Tensile Tester, Hardness Tester, Rebound Resilience Tester in rubber technology & product manufacturing KB5. Testing equipments and related test methods and purpose of tests KB6. Calibration requirements for test equipment KB7. Procedures for storing samples KB8. Specifications of raw materials tested and its importance in the release system KB9. National/International standard test methods for different raw materials KB10. Preparation of standard chemical reagents for testing KB11. Standard method of drawing samples and preparing them for testing KB12. How to assess whether a sample is suitable for testing KB13. Methods/techniques used for labeling samples KB14. Procedure (SOP) to be followed in case the sample is unfit for testing

	KB15. The methods that can be used for controlling test variables KB16. Implications (impact on internal/external customers) of defective products, materials or components. KB17. The Material Safety Data Sheets (MSDS) for all the materials used for the experiments that one is conducting. KB18. Procedures for storing and retention period for samples KB19. Factors that adversely affect integrity of the sample KB20. Statistical analysis of test data KB21. How to obtain and interpret records, charts, specifications, equipment manuals, history/technical support reports and other documents KB22. Methods and techniques involved in evaluating information KB23. Use of Computer/application software KB24. Units of measurement KB25. Response to emergencies e.g. Power failures, fire and system failures and manual intervention to avoid disaster
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills** The user/ individual on the job needs to know and understand how to: SA1. Record and communicate details of work done to appropriate people using written/typed report or computer based record/electronic mail SA2. Maintain proper records as per given format **Reading and Understanding Skills** The user/individual on the job needs to know and understand how to: SA3. Read and understand manuals, health and safety instructions, memos, reports, job cards etc SA4. Read images, graphs, diagrams SA5. Understand the various coding systems as per company norms **Oral Communication (Listening and Speaking skills)** The user/individual on the job needs to know and understand how to: SA6. Communication with upstream and downstream teams SA7. Communicate with job owners like sample originating section, supplier etc. SA8. Work in a team and other behavioral skills required to support the small group activities (Eg. Quality Circle, Cross Functional Team, Suggestion Scheme) SA9. Disclose information only to those who have the right and need to know it. SA10. Communicate confidential and sensitive information discretely to authorized person as per SOP SA11. Practice honesty with respect to company property and time SA12. Communicate with people in a form and manner and using language that is open and respectful SA13. Resolve any difficulties in relationships with colleagues , or get help from an appropriate person, in a way that preserves goodwill and trust SA14. Take responsibility for completing one's own work assignment

	SA15. Take initiative to enhance/learn skills in ones's area of work SA16. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one's learning. SA17. Is open to new ways of doing things SA18. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them. SA19. Avoid absenteeism SA20. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations SA21. Be punctual
B.Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to: SB1. Take appropriate decisions regarding processing steps in view of changing quality and availability of raw materials and finished goods. SB2. Handle equipment/apparatus SB3. Handle rubber compound SB4. Handle chemicals and laboratory reagents SB5. Handle rubber products SB6. Complex sample components SB7. Perform computer operations
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB8. seek clarification on problems from others SB9. apply problem-solving approaches in different situations SB10. refer anomalies to the line manager
	Customer Centricity
	NA
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB 11. Interpret quality for sheet SB12. Application of basic sciences (chemistry), mathematics SB13. Application of statistics SB14. Use of computer/ application software SB15. Suggest improvements(if any) in process/product/materials based on results and experience

RSC / N 1201 **To Carry Out Testing Of Incoming Raw Materials**

	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB16. Proper collection of waste material SB17. Identify defects in the material and communicate it at the earliest and suggest improvements(if any) in process/material based on experience
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB18. Handle equipment/rubber sheet SB6. seek clarification on problems from others SB19. apply problem-solving approaches in different situations SB20. refer anomalies to the line manager SB21. Identify any issues affecting the material, equipment or surroundings SB22. Escalate issues that cannot be solved as per the troubleshooting/company manual



NOS Version Control

NOS Code	RSC / N 1201		
Credits(NSQF)	TBD	Version number	1.0
Industry	Rubber Manufacturing	Drafted on	20/03/13
Industry Sub-sector	Tyre and Non- tyre	Last reviewed on	29/12/15
Occupation	Lab Chemist	Next review date	29/12/17

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National Occupational Standard

Overview

This unit is about carrying out housekeeping

National Occupational Standard

Unit Code	RSC / N 5001
Unit Title (Task)	To carry out housekeeping
Description	This unit is about carrying out housekeeping activities
Scope	This unit/task covers the following: • Preparing for housekeeping activities • Carry out housekeeping activities • Post housekeeping activities
Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
Pre housekeeping activities	To be competent, the user/individual on the job must be able to: PC1. Inspect the area while taking into account various surfaces PC2. Identify the material requirements for cleaning the areas inspected, by considering risk, time, efficiency and type of stain PC3. Ensure that the cleaning equipment is in proper working condition PC4. Select the suitable alternatives for cleaning the areas in case the appropriate equipment and materials are not available and inform the appropriate person PC5. Plan the sequence for cleaning the area to avoid re-soiling clean areas and surfaces PC6. Inform the affected people about the cleaning activity PC7. Display the appropriate signage for the work being conducted PC8. Ensure that there is adequate ventilation for the work being carried out PC9. Wear the personal protective equipment required for the cleaning method and materials being used
Operations	PC10. Use the correct cleaning method for the work area, type of soiling and surface PC11. Carry out cleaning activity without disturbing others PC12. Deal with accidental damage, if any, caused while carrying out the work PC13. Report to the appropriate person any difficulties in carrying out your work PC14. Identify and report to the appropriate person any additional cleaning required that is outside one's responsibility or skill
Post housekeeping activities	PC15. Ensure that there is no oily substance on the floor to avoid slippage PC16. Ensure that no scrap material is lying around PC17. Maintain and store housekeeping equipment and supplies PC18. Follow workplace procedures to deal with any accidental damage caused during the cleaning process PC19. Ensure that, on completion of the work, the area is left clean and dry and meets requirements PC20. Return the equipment, materials and personal protective equipment that were used to the right places making sure they are clean, safe and securely

	stored PC21. Dispose the waste garnered from the activity in an appropriate manner PC22. Dispose of used and un-used solutions according to manufacturer's instructions, and clean the equipment thoroughly
General	PC23. Maintain schedules and records for housekeeping duty PC24. Replenish any necessary supplies or consumables
Knowledge and Understanding (K)	
B.Technical Knowledge	The user/individual on the job needs to know and understand: KB1. The levels of hygiene required by workplace and why it is important to maintain them during your work KB2. How to inspect a work area to decide what cleaning it needs KB3. Methods and materials that used for cleaning variety of surfaces KB4. The types of cleansing agents that are not to be mixed together KB5. The correct method for cleaning equipment and/or machinery used during your work KB6. The importance of personal protective equipment KB7. Appropriate personal protective equipment for the work area,cleaning equipment, tools, materials and chemicals used KB8. The correct sequence for cleaning the work area KB9. The time taken by the treatment to work KB10. The importance of following manufacturer's instructions on cleaning agents KB11. The most appropriate place to carry out test cleans and why this should be done before applying treatments KB12. The importance of applying treatments evenly and the effect of not doing this KB13. Process of cleaning the surfaces without causing injury or damage KB14. The method to check the treated surface and equipment on completion of cleaning KB15. Procedures for reporting any unidentified soiling KB16. Procedures for disposing off waste KB17. Procedures for disposing off or storing personal protective equipment KB18. Escalation procedures for soils or stains that could not be removed
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills** The user/ individual on the job needs to know and understand how to: SA1. Construct simple sentences and express ideas clearly through written communication SA2. Fill up appropriate technical forms, process charts, activity logs in required format of the company SA3. Write simple letters, mails, etc

	SA4. Perform functional mathematical operations, including apply basic mathematical principles, such as numbers and space, and techniques such as estimation and approximation, for practical purposes
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA5. Read and understand manuals, health and safety instructions, memos, reports, job cards etc SA6. Read images, graphs, diagrams SA7. Understand the various coding systems as per company norms
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA8. Express statements, opinions or information clearly so that others can hear and understand SA9. Respond appropriately to any queries SA10. Communicate with supervisor SA11. Communicate with upstream and downstream teams SA12. Work in a team and other behavioral skills required to support the small group activities (Quality Circle, Cross Functional Team, Suggestion Scheme) SA13. Practice honesty with respect to company property and time SA14. Communicate with people in a form and manner and using language that is open and respectful SA15. Resolve any difficulties in relationships with colleagues , or get help from an appropriate person, in a way that preserves goodwill and trust SA16. Take responsibility for completing one's own work assignment SA17. Take initiative to enhance/learn skills in ones's area of work SA18. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one's learning. SA19. Is open to new ways of doing things SA20. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them. SA21. Avoid absenteeism SA22. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations SA23. Work in disciplined factory environment SA24. Be punctual
B.Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to: SB1. Take appropriate decisions regarding processing steps in view of changing quality and availability of raw materials and finished goods. SB2. Handle equipment/apparatus SB3. Handle rubber compound

	SB4. Handle chemicals and laboratory reagents SB5. Handle rubber products SB6. Complex sample components SB7. Perform computer operations
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB8. seek clarification on problems from others SB9. apply problem-solving approaches in different situations SB10. refer anomalies to the line manager
	Customer Centricity
	NA
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB 11. Interpret quality for sheet SB12. Application of basic sciences (chemistry), mathematics SB13. Application of statistics SB14. Use of computer/ application software SB15. Suggest improvements(if any) in process/product/materials based on results and experience
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB16. Proper collection of waste material SB17. Identify defects in the material and communicate it at the earliest and suggest improvements(if any) in process/material based on experience
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB18. Handle equipment/rubber sheet SB6. seek clarification on problems from others SB19. apply problem-solving approaches in different situations SB20. refer anomalies to the line manager SB21. Identify any issues affecting the material, equipment or surroundings SB22. Escalate issues that cannot be solved as per the troubleshooting/company manual

NOS Version Control

NOS Code	**RSC / N 5001**		
Credits(NSQF)	**TBD**	**Version number**	**1.0**
Industry	**Rubber Manufacturing**	**Drafted on**	**20/03/13**
Industry Sub-sector	**Tyre and Non- tyre**	**Last reviewed on**	**29/12/15**
Occupation	**Lab Chemist**	**Next review date**	**29/12/17**

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National Occupational Standard

Overview

This unit is about reporting and documentation

National Occupational Standard

Unit Code	RSC / N 5002
Unit Title (Task)	**To carry out reporting and documentation**
Description	This unit is about carrying out reporting and documentation
Scope	This unit/task covers the following: • Reporting of data/problem/incidents etc • Documentation • Information Security
Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
Reporting	To be competent, the user/individual on the job must be able to: PC1. Report data/problems/incidents as applicable in a timely manner PC2. Report to the appropriate authority as laid down by the company PC3. Follow reporting procedures as prescribed by the company
Recording and Documentation	PC4. Identify documentation to be completed relating to one's role PC5. Record details accurately an appropriate format PC6. Complete all documentation within stipulated time according to company procedure PC7. Ensure that the final document meets with the requirements of the persons who requested it or make any amendments accordingly PC8. Make sure documents are available to all appropriate authorities to inspect
Information Security	PC9. Respond to requests for information in an appropriate manner whilst following organizational procedures PC10. Inform the appropriate authority of requests for information received
Knowledge and Understanding (K)	
B. **Technical Knowledge**	The user/individual on the job needs to know and understand: KA1. Different methods of recording information KA2. Various documents that need to be maintained KA3. Company procedure for filling/maintaining up the documents KA4. Procedures for reporting to the appropriate authority KA5. Procedures for recording damage, breakages etc KA6. Reporting incidents where standard operating procedures are not followed KA7. The importance of complete and accurate documentation KA8. How to maintain complete documentation accurately and within agreed

	timescales KA9. The importance of ensuring that the documents are correct KA10. The actions to be taken if the documents are not correct KA11. The importance of maintaining the security and confidentiality of recorded information KA12. Procedures to maintain confidentiality of information KA13. The appropriate method for responding to requests for information KA14. The reporting procedures to followed before disclosing information to any outside party
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to: SA1. Construct simple sentences and express ideas clearly through written communication SA2. Fill up appropriate technical forms, process charts, activity logs in required format of the company SA3. Write simple letters, mails, etc SA4. Perform functional mathematical operations, including apply basic mathematical principles, such as numbers and space, and techniques such as estimation and approximation, for practical purposes
	Reading and Understanding Skills
	The user/individual on the job needs to know and understand how to: SA5. Read and understand manuals, health and safety instructions, memos, reports, job cards etc SA6. Read images, graphs, diagrams SA7. Understand the various coding systems as per company norms
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA8. Express statements, opinions or information clearly so that others can hear and understand SA9. Respond appropriately to any queries SA10. Communicate with supervisor SA11. Communicate with upstream and downstream teams SA12. Work in a team and other behavioral skills required to support the small group activities (Quality Circle, Cross Functional Team, Suggestion Scheme)
	Integrity

	The user/individual on the job needs to know and understand how to: SA13. Practice honesty with respect to company property and time SA14. Communicate with people in a form and manner and using language that is open and respectful SA15. Resolve any difficulties in relationships with colleagues , or get help from an appropriate person, in a way that preserves goodwill and trust
	Motivation
	The user/individual on the job needs to know and understand how to: SA16. Take responsibility for completing one's own work assignment SA17. Take initiative to enhance/learn skills in ones's area of work SA18. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one's learning. SA19. Is open to new ways of doing things SA20. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them.
	Reliability
	The user/individual on the job needs to know and understand how to: SA21. Avoid absenteeism SA22. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations SA23. Work in disciplined factory environment SA24. Be punctual
B.Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to: SB1. Take appropriate decisions regarding processing steps in view of changing quality and availability of raw materials and finished goods. SB2. Handle equipment/apparatus SB3. Handle rubber compound SB4. Handle chemicals and laboratory reagents SB5. Handle rubber products SB6. Complex sample components SB7. Perform computer operations
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB8. seek clarification on problems from others SB9. apply problem-solving approaches in different situations SB10. refer anomalies to the line manager

	Customer Centricity
	NA
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB 11. Interpret quality for sheet SB12. Application of basic sciences (chemistry), mathematics SB13. Application of statistics SB14. Use of computer/ application software SB15. Suggest improvements(if any) in process/product/materials based on results and experience
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB16. Proper collection of waste material SB17. Identify defects in the material and communicate it at the earliest and suggest improvements(if any) in process/material based on experience
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB18. Handle equipment/rubber sheet SB6. seek clarification on problems from others SB19. apply problem-solving approaches in different situations SB20. refer anomalies to the line manager SB21. Identify any issues affecting the material, equipment or surroundings SB22. Escalate issues that cannot be solved as per the troubleshooting/company manual

NOS Version Control

NOS Code	**RSC / N 5002**		
Credits(NSQF)	**TBD**	**Version number**	**1.0**
Industry	**Rubber Manufacturing**	**Drafted on**	**20/03/13**
Industry Sub-sector	**Tyre and Non- tyre**	**Last reviewed on**	**29/12/15**
Occupation	**Lab Chemist**	**Next review date**	**29/12/17**

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National Occupational Standard

Overview

This unit is about carrying out quality checks

Unit Code	**RSC / N 5003**
Unit Title (Task)	**To carry out quality checks**
Description	This unit is about carrying out quality control activities
Scope	This unit/task covers the following: • Carrying out quality checks to identify problems • Take corrective actions • Reporting the results
Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
Inspection	To be competent, the user/individual on the job must be able to: PC1. Ensure that total range of checks are regularly and consistently performed PC2. Use appropriate measuring instruments, equipment, tools, accessories etc ,as required
Analysis	PC3. Identify non-conformities to quality assurance standards PC4. Identify potential causes of non-conformities to quality assurance standards PC5. Identify impact on final product due to non-conformance to company standards PC6. Evaluating the need for action to ensure that problems do not recur PC7. Suggest corrective action to address problem PC8. Review effectiveness of corrective action
Reporting	PC9. Interpret the results of the quality check correctly PC10. Take up results of the findings with QC in charge/appropriate authority. PC11. Take up the results of the findings within stipulated time PC12. Record of results of action taken PC13. Record adjustments not covered by established procedures for future reference PC14. Review effectiveness of action taken PC15. Follow reporting procedures where the cause of defect cannot be identified
Knowledge and Understanding (K)	
B.Technical Knowledge	The user/individual on the job needs to know and understand: KB1. The importance of quality control procedures KB2. Relevance and importance of activities and how they contribute to the achievement of the quality objectives, KB3. Proper procedure for selecting the material/product and performing quality

	checks without affecting the material KB4. Availability of work instructions, as necessary, KB5. Characteristics of the product/material KB6. Use of suitable equipment KB7. Availability and use of monitoring and measuring devices, KB8. Requirements of records KB9. Importance of maintaining accurate up-to-date records KB10. The need to report within the stipulated time KB11. Implications of inaccurate measuring and testing instruments and equipment KB12. The cost of non-conformance to quality standards KB13. Implications (impact on internal/external customers) of defective products, materials or components
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills** The user/ individual on the job needs to know and understand how to: SA1. Construct simple sentences and express ideas clearly through written communication SA2. Fill up appropriate technical forms, process charts, activity logs in required format of the company SA3. Write simple letters, mails, etc SA4. Perform functional mathematical operations, including apply basic mathematical principles, such as numbers and space, and techniques such as estimation and approximation, for practical purposes
	Reading Skills The user/individual on the job needs to know and understand how to: SA5. Read and understand manuals, health and safety instructions, memos, reports, job cards etc SA6. Read images, graphs, diagrams SA7. Understand the various coding systems as per company norms
	Oral Communication (Listening and Speaking skills) The user/individual on the job needs to know and understand how to: SA8. Express statements, opinions or information clearly so that others can hear and understand SA9. Respond appropriately to any queries SA10. Communicate with supervisor SA11. Communicate with upstream and downstream teams SA12. Work in a team and other behavioral skills required to support the small group activities (Quality Circle, Cross Functional Team, Suggestion Scheme) SA13. Practice honesty with respect to company property and time SA14. Communicate with people in a form and manner and using language that is

	open and respectful SA15. Resolve any difficulties in relationships with colleagues , or get help from an appropriate person, in a way that preserves goodwill and trust SA16. Take responsibility for completing one's own work assignment SA17. Take initiative to enhance/learn skills in ones's area of work SA18. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one's learning. SA19. Is open to new ways of doing things SA20. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them. SA21. Avoid absenteeism SA22. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations SA23. Work in disciplined factory environment SA24. Be punctual
B.Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to: SB1. Take appropriate decisions regarding processing steps in view of changing quality and availability of raw materials and finished goods. SB2. Handle equipment/apparatus SB3. Handle rubber compound SB4. Handle chemicals and laboratory reagents SB5. Handle rubber products SB6. Complex sample components SB7. Perform computer operations
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB8. seek clarification on problems from others SB9. apply problem-solving approaches in different situations SB10. refer anomalies to the line manager
	Customer Centricity
	NA
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB 11. Interpret quality for sheet SB12. Application of basic sciences (chemistry), mathematics

	SB13. Application of statistics SB14. Use of computer/ application software SB15. Suggest improvements(if any) in process/product/materials based on results and experience
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB16. Proper collection of waste material SB17. Identify defects in the material and communicate it at the earliest and suggest improvements(if any) in process/material based on experience
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB18. Handle equipment/rubber sheet SB6. seek clarification on problems from others SB19. apply problem-solving approaches in different situations SB20. refer anomalies to the line manager SB21. Identify any issues affecting the material, equipment or surroundings SB22. Escalate issues that cannot be solved as per the troubleshooting/company manual

NOS Version Control

NOS Code	RSC / N 5003		
Credits(NSQF)	TBD	Version number	1.0
Industry	Rubber Manufacturing	Drafted on	20/03/13
Industry Sub-sector	Tyre and Non- tyre	Last reviewed on	29/12/15
Occupation	Lab Chemist	Next review date	29/12/17

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National Occupational Standard

Overview

This unit is about problem identification and escalation

National Occupational Standard

Unit Code	RSC / N 5004
Unit Title (Task)	To carry out problem identification and escalation
Description	This unit is about problem identification and escalation
Scope	This unit/task covers the following: • Identify problems across: - Raw materials - Compounds - Product - Equipment - Others • Identify solutions to problems • Take corrective action • Escalation of unresolved identified problems

Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
Problem Identification	To be competent, the user/individual on the job must be able to: PC1. Identify defects/indicators of problems PC2. Identify any wrong practices that may lead to problems PC3. Identify practices that may impact the final product quality PC4. Identify if the problem has occurred before PC5. Identify other operations that might be impacted by the problem PC6. Ensure that no delays are caused as a result of failure to escalate problems
Necessary Action	PC7. Take appropriate materials and sample, conduct tests and evaluate results to establish reasons to confirm suspected reasons for non-conformance (where required) PC8. Consider possible reasons for identification of problems PC9. Consider applicable corrections and formulate corrective action PC10. Formulate action in a timely manner PC11. Communicate problem/remedial action to appropriate parties PC12. Take corrective action in a timely manner PC13. Take corrective action for problems identified according to the company procedures PC14. Report/document problem and corrective action in an appropriate manner PC15. Monitor corrective action PC16. Evaluate implementation of corrective action taken to determine if the problem has been resolved

	PC17. Ensure that corrective action selected is viable and practical PC18. Ensure that correct solution is identified to an identified problem PC19. Take corrective action for problems identified according to the company procedures PC20. Ensure that no delays are caused as a result of failure to take necessary action
Problem Escalation	PC21. Escalate problem as per laid down escalation matrix PC22. Escalate the problem within stipulated time PC23. Escalate the problem in an appropriate manner PC24. Ensure that no delays are caused as a result of failure to escalate problems
Knowledge and Understanding (K)	
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. Indicators of problems KB2. The working of the equipment and accessories(if applicable) KB3. The impact of operations on the user and equipment(if applicable) KB4. The impact of operations on the final product (if applicable) KB5. The effect of not rectifying the problems identified KB6. The reason for the occurrence of previous problems KB7. Measures and steps that have been taken to address the previous problems KB8. Possible solutions for various problems KB9. The correct method for carrying out corrective actions outlined for each problem KB10. The impact of not carrying out the corrective actions KB11. The documentation procedure for recording such problems, as per company norms KB12. The escalation matrix for reporting problems KB13. Escalation matrix for reporting unresolved problems KB14. The time frame within which in which each problem needs to be escalated KB15. Manner in which each problem needs to be escalated
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills** The user/ individual on the job needs to know and understand how to: SA1. Construct simple sentences and express ideas clearly through written communication SA2. Fill up appropriate technical forms, process charts, activity logs in required format of the company SA3. Write simple letters, mails, etc SA4. Perform functional mathematical operations, including apply basic mathematical principles, such as numbers and space, and techniques such as estimation and approximation, for practical purposes

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	The user/individual on the job needs to know and understand how to: SA5. Read and understand manuals, health and safety instructions, memos, reports, job cards etc SA6. Read images, graphs, diagrams SA7. Understand the various coding systems as per company norms
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA8. Express statements, opinions or information clearly so that others can hear and understand SA9. Respond appropriately to any queries SA10. Communicate with supervisor SA11. Communicate with upstream and downstream teams SA12. Work in a team and other behavioral skills required to support the small group activities (Quality Circle, Cross Functional Team, Suggestion Scheme) SA13. Practice honesty with respect to company property and time SA14. Communicate with people in a form and manner and using language that is open and respectful SA15. Resolve any difficulties in relationships with colleagues , or get help from an appropriate person, in a way that preserves goodwill and trust SA16. Take responsibility for completing one's own work assignment SA17. Take initiative to enhance/learn skills in ones's area of work SA18. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one's learning. SA19. Is open to new ways of doing things SA20. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them. SA21. Avoid absenteeism SA22. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations SA23. Work in disciplined factory environment SA24. Be punctual
B.Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to: SB1. Take appropriate decisions regarding processing steps in view of changing quality and availability of raw materials and finished goods. SB2. Handle equipment/apparatus SB3. Handle rubber compound SB4. Handle chemicals and laboratory reagents SB5. Handle rubber products

	SB6. Complex sample components SB7. Perform computer operations
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB8. seek clarification on problems from others SB9. apply problem-solving approaches in different situations SB10. refer anomalies to the line manager
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NOS Version Control

NOS Code	**RSC / N 5004**		
Credits(NSQF)	**TBD**	**Version number**	**1.0**
Industry	**Rubber Manufacturing**	**Drafted on**	**20/03/13**
Industry Sub-sector	**Tyre and Non- tyre**	**Last reviewed on**	**29/12/15**
Occupation	**Lab Chemist**	**Next review date**	**29/12/17**

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CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role: Lab Chemist - Incoming raw material testing
Qualification Pack Code: RSC/ Q 0312
Sector Skill Council: Rubber Skill Development 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. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center 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 successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack

Assessment Strategy			Marks Allocation		
NOS	**Elements**	**Performance Criteria**	**Total**	**Theory**	**Practical**
1. RSC / N 1201 To Carry Out Testing Of Incoming Raw Materials	Sample collection	PC1. Sample the raw material from the lot to be tested as per standard procedures (SOP)	2	2	0
		PC2. Sampling should be as per process flow sheet with control points	2	0	2
		PC3. Identify the sample by labeling/numbering as per SOP	2	2	0
		PC4. Check shelf life of reagents	4	2	2
	Sample integrity	PC5. Identify the defect/problem in inappropriate sample	4	2	2
		PC6. Identify factors that affect the integrity of sample (eg. temperature, moisture, contamination, contact with liquids)	2	2	0
		PC7. Maintain integrity of the sample as per SOP.	4	1	3
		PC8. Store sample for future/further testing as per SOP.	4	2	2
	Equipment readiness	PC9. Identify the most appropriate equipment for testing as per the SOP	4	2	2
		PC10. Set up appropriate equipment/apparatus to be used for testing correctly as per IS / ISO / International Standard and SOP	6	2	4
		PC11. Calibrate /verify/validate the testing equipment periodically as per SOP	6	2	4
		PC12. Identify defective equipment/apparatus and steps to be taken as per SOP	4	2	2
	Sample testing	PC13. Ensure that the reagents and materials used for testing are of standard quality and procured from approved source.	1	1	0
		PC14. Carry out tests as per SOP:	8	2	6

		a) Specific Gravity, Volatile loss, Moisture, Particle size, Surface Area, Assay, Ash Content, Melting Point, Boiling Point, Softening Point, pH as per type of Raw Material including specific tests (as mentioned in RM Specification) b)Volumetric, Gravimetric or Instrumental tests as per type of RM. c) Visual examination of RM including tests with respect to color and smell			
		PC15. Ensure that test methods conforms to the required quality and accuracy of testing.	3	0	3
		PC16. Ensure that the approved raw materials conform to the specifications	1	1	0
	Data analysis	PC17. Keep tools and accessories like calculator ready before starting the analysis	2	0	2
		PC18. Ensure that the accuracy and periodicity of the data captured in records is as per SOP	3	1	2
		PC19. Identify appropriate technique in evaluating result	4	1	3
		PC20. Interpret the results correctly using the identified technique(s)	4	2	2
	Recording	PC21. Record and maintain data as per company standards (SOP)	2	0	2
		PC22. Ensure that reports/records are accurate and clear	2	0	2
	Reporting	PC23. Release or Hold the raw material as per finding for further processing.	2	2	0
		PC24. Take up the results of the findings with supplier/QC in-charge/appropriate authority.	2	2	0
	Health and Safety	PC25. Ensure Health & safety in raw material storage area	2	2	0
		PC26. Ensure availability of safety accessories including eye wash station	2	0	2
		PC27. Ensure availability of raw materials/laboratory reagents Material Safety Data Sheet (MSDS) in the laboratory	1	1	0
		PC28. Handle the equipment properly	4	0	4
		PC29. Ensure samples and chemicals are carefully handled to avoid accidental spillage of chemicals.	2	0	2
		PC30. Conduct the experiments wearing the appropriate attire such as safety goggles, gloves, closed toe shoes, long pants, tied hair	3	0	3
		PC31. Use safety equipment such as fire extinguishers, fire blankets, and eye-wash stations.	2	2	0
		PC32. Escalate matters in case of any accidents, spills etc.	1	1	0
		PC33. Comply with health, safety, environment guidelines, regulations etc in accordance with international/national standards or organizational standards (SOP)	1	1	0
	Material disposal	PC34. Carry out disposal of waste and left over tested material safely as per SOP	2	0	2
		PC35. Dispose all materials used in the experiment safely as	2	0	2

		per Health and Safety management system of the company			
			100	40	60
2. RSC / N 5001 To Carry Out Housekeeping	Pre housekeeping activities	PC1. Inspect the area while taking into account various surfaces	3	3	0
		PC2. Identify the material requirements for cleaning the areas inspected, by considering risk, time, efficiency and type of stain	3	3	0
		PC3. Ensure that the cleaning equipment is in proper working condition	3	3	0
		PC4. Select the suitable alternatives for cleaning the areas in case the appropriate equipment and materials are not available and inform the appropriate person	3	3	0
		PC5. Plan the sequence for cleaning the area to avoid re-soiling clean areas and surfaces	3	3	0
		PC6. Inform the affected people about the cleaning activity	2	2	0
		PC7. Display the appropriate signage for the work being conducted	3	3	0
		PC8. Ensure that there is adequate ventilation for the work being carried out	3	3	0
		PC9. Wear the personal protective equipment required for the cleaning method and materials being used	3	3	0
	Operations	PC10. Use the correct cleaning method for the work area, type of soiling and surface	3	3	0
		PC11. Carry out cleaning activity without disturbing others	3	3	0
		PC12. Deal with accidental damage, if any, caused while carrying out the work	3	3	0
		PC13. Report to the appropriate person any difficulties in carrying out your work	3	3	0
		PC14. Identify and report to the appropriate person any additional cleaning required that is outside one's responsibility or skill	3	3	0
	Post housekeeping activities	PC15. Ensure that there is no oily substance on the floor to avoid slippage	9	3	6
		PC16. Ensure that no scrap material is lying around	9	3	6
		PC17. Maintain and store housekeeping equipment and supplies	3	3	0
		PC18. Follow workplace procedures to deal with any accidental damage caused during the cleaning process	3	3	0
		PC19. Ensure that, on completion of the work, the area is left clean and dry and meets requirements	8	2	6
		PC20. Return the equipment, materials and personal protective equipment that were used to the right places making sure they are clean, safe and securely stored	3	3	0
		PC21. Dispose the waste garnered from the activity in an appropriate manner	9	3	6
		PC22. Dispose of used and un-used solutions according to	9	3	6

		manufacturer's instructions, and clean the equipment thoroughly			
	General	PC23. Maintain schedules and records for housekeeping duty	3	3	0
		PC24. Replenish any necessary supplies or consumables	3	3	0
			100	70	30
3. RSC / N 5002 To Carry Out Reporting And Documentation	Reporting	PC1. Report data/problems/incidents as applicable in a timely manner	12	8	4
		PC2. Report to the appropriate authority as laid down by the company	12	8	4
		PC3. Follow reporting procedures as prescribed by the company	12	8	4
	Recording and Documentation	PC4. Identify documentation to be completed relating to one's role	10	6	4
		PC5. Record details accurately an appropriate format	16	6	10
		PC6. Complete all documentation within stipulated time according to company procedure	14	4	10
		PC7. Ensure that the final document meets with the requirements of the persons who requested it or make any amendments accordingly	6	4	2
		PC8. Make sure documents are available to all appropriate authorities to inspect	6	4	2
	Information Security	PC9. Respond to requests for information in an appropriate manner whilst following organizational procedures	6	6	0
		PC10. Inform the appropriate authority of requests for information received	6	6	0
			100	60	40
4. RSC / N 5003 To Carry Out Quality Checks	Inspection	PC1. Ensure that total range of checks are regularly and consistently performed	24	10	14
		PC2. Use appropriate measuring instruments, equipment, tools, accessories etc ,as required	24	10	14
	Analysis	PC3. Identify non-conformities to quality assurance standards	6	4	2
		PC4. Identify potential causes of non-conformities to quality assurance standards	5	3	2
		PC5. Identify impact on final product due to non-conformance to company standards	5	3	2
		PC6. Evaluating the need for action to ensure that problems do not recur	6	4	2
		PC7. Suggest corrective action to address problem	5	3	2
		PC8. Review effectiveness of corrective action	5	3	2
	Reporting	PC9. Interpret the results of the quality check correctly	4	4	0
		PC10. Take up results of the findings with QC in charge/appropriate authority.	3	3	0
		PC11. Take up the results of the findings within stipulated time	3	3	0
		PC12. Record of results of action taken	3	3	0

		PC13. Record adjustments not covered by established procedures for future reference	3	3	0
		PC14. Review effectiveness of action taken	2	2	0
		PC15. Follow reporting procedures where the cause of defect cannot be identified	2	2	0
			100	60	40
5. RSC / N 5004 To Carry Out Quality Checks	Problem Identification	PC1. Identify defects/indicators of problems	7	4	3
		PC2. Identify any wrong practices that may lead to problems	6	3	3
		PC3. Identify practices that may impact the final product quality	6	3	3
		PC4. Identify if the problem has occurred before	5	3	2
		PC5. Identify other operations that might be impacted by the problem	6	4	2
		PC6. Ensure that no delays are caused as a result of failure to escalate problems	5	3	2
	Necessary Action	PC7. Take appropriate materials and sample, conduct tests and evaluate results to establish reasons to confirm suspected reasons for non-conformance (where required)	8	5	3
		PC8. Consider possible reasons for identification of problems	8	5	3
		PC9. Consider applicable corrections and formulate corrective action	3	3	0
		PC10. Formulate action in a timely manner	3	3	0
		PC11. Communicate problem/remedial action to appropriate parties	7	5	2
		PC12. Take corrective action in a timely manner	2	2	0
		PC13. Take corrective action for problems identified according to the company procedures	2	2	0
		PC14. Report/document problem and corrective action in an appropriate manner	8	5	3
		PC15. Monitor corrective action	2	2	0
		PC16. Evaluate implementation of corrective action taken to determine if the problem has been resolved	2	2	0
		PC17. Ensure that corrective action selected is viable and practical	2	2	0
		PC18. Ensure that correct solution is identified to an identified problem	2	2	0
		PC19. Take corrective action for problems identified according to the company procedures	1	1	0
		PC20. Ensure that no delays are caused as a result of failure to take necessary action	1	1	0
	Problem Escalation	PC21. Escalate problem as per laid down escalation matrix	4	3	1
		PC22. Escalate the problem within stipulated time	4	3	1
		PC23. Escalate the problem in an appropriate manner	3	2	1
		PC24. Ensure that no delays are caused as a result of failure to escalate problems	3	2	1

			100	70	30