

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR RUBBER 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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Contents

1. Introduction and Contacts..... 1
2. Qualifications Pack.....2
3. OS Units.....2

Introduction

Qualification Pack – Quality Controller-TSR

SECTOR: RUBBER INDUSTRY

SUB-SECTOR: Natural Rubber (NR) Plantation

OCCUPATION: Quality Control

REFERENCE ID: RSC/ Q 0404

ALIGNED TO: NCO-2004/NIL

Brief Job Description: The Quality Controller is responsible for ensuring that the TSR produced in the factory confirms to the approved technical specifications and quality. He is also responsible for ensuring the quality of raw materials and the treated effluent going out of the ETP. Implementation of latest Quality Management systems in the factory is also his job.

Personal Attributes: He should be a person with honesty, integrity and capacity to diplomatically deal with different situations. Thorough knowledge of processing of TSR (Technically Specified Rubber), quality and grades of field coagulum and the parameters specified for different grades of TSR are also required.

Qualifications Pack for Quality Controller-TSR

Job Details	Qualifications Pack Code	RSC/ Q 0404		
	Job Role	Quality Controller-TSR		
	Credits(NSQF)	TBD	Version number	1.0
	Sector	Rubber industry	Drafted on	22/06/2015
	Sub-sector	Primary processing of NR - TSR	Last reviewed on	22/06/2015
	Occupation	Quality Control	Next review date	22/06/2017
	NSQC Clearance on	20/07/2015		

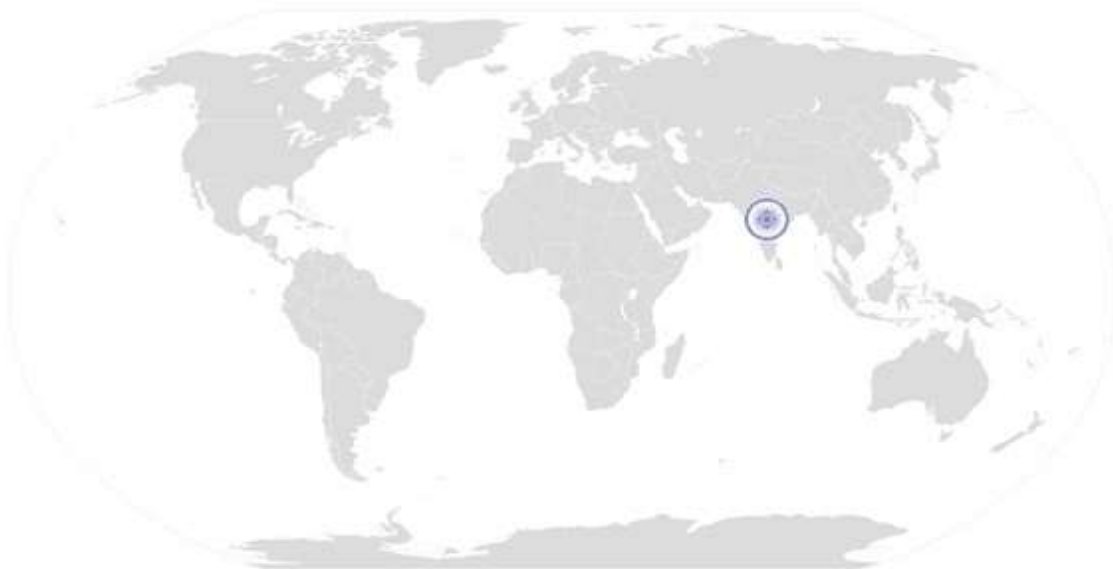
Job Role	Quality Controller-TSR
Role Description	The Quality Controller is responsible for ensuring that the TSR produced in the factory confirms to the approved technical specifications and quality. He is also responsible for ensuring the quality of raw materials and the treated effluent going out of the ETP. Implementation of latest Quality Management systems in the factory is also his job.
NSQF level	5
Minimum Educational Qualifications*	Diploma in Polymer Technology/Degree in Chemistry
Maximum Educational Qualifications*	NA.
Training (Suggested but not mandatory)	Training arranged by Rubber Board or a reputed organization in raw rubber processing.
Minimum Job Entry Age	18 years
Experience	Minimum 2 years' experience in the field is desirable.
Applicable National Occupational Standards (NOS)	Compulsory: <ol style="list-style-type: none"> RSC/N 0407 Quality Control-TSR RSC/N 5007 Health & Safety RSC/N 5009 Human Resource Management & Welfare RSC/ N 5001 To carry out reporting and documentation Optional NA
Performance Criteria	As described in the relevant OS units

Qualifications Pack for Quality Controller-TSR

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 maintaining the specified quality standard of TSR, raw material, effluent and other material in a TSR factory.

Unit Code	RSC / N 0407
Unit Title (Task)	Quality Control -TSR
Description	This unit is about maintaining the specified quality standard of TSR, raw material, effluent and other material in a TSR factory.
Scope	<p>This unit covers the following tasks:</p> <ul style="list-style-type: none"> • Sample collection for quality testing • Equipment preparation and calibration of instruments to be used in the quality testing process. • Carry out tests as per procedures laid down for the purpose • Recording quality of tested material and reporting • Ensure quality of raw material, end product and other materials as per the specified standards • Ensure safety in the working area and proper material disposal
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Sample Collection	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Draw sample of the material from the lot to be tested as per standard procedures (SOP)</p> <p>PC2. Sampling should be done as per the guidelines</p> <p>PC3. Identify the sample by labeling/numbering as per SOP</p>
Equipment readiness	<p>PC4. Identify the most appropriate equipment for testing as per the SOP</p> <p>PC5. Calibrate /verify/validate the testing equipment periodically as per SOP</p> <p>PC6. Identify defective equipment/apparatus and take appropriate steps to rectify the defects as per SOP.</p>
Testing Procedure	<p>PC7. Control the activities in the laboratory for testing quality of the raw material and product.</p> <p>PC8. Carry out testing as per the standards</p> <p>PC9. Follow statistical quality control procedures</p> <p>PC10. Work according to laboratory procedures , standards and testing procedures</p> <p>PC11. Put identification tag for each batch</p> <p>PC12. Carry out Inspection and packing controls and procedures</p>

	<p>PC13. Carry out QC audit and quality procedures.</p> <p>PC14. Perform pre-shipment inspection and lot release</p>
<p>Recording and Reporting</p>	<p>PC15. Record and maintain data as per company standards (SOP)</p> <p>PC16. Ensure that reports/records are accurate and clear</p> <p>PC17. Release or Hold the material as per finding for further processing.</p> <p>PC18. Take up the results of the findings with supplier/QA in-charge/appropriate authority.</p> <p>PC19. Inform concerned persons for rectifications, if needed in specified time limit.</p>
<p>Quality Assurance</p>	<p>PC20. Organize quality management and control systems</p> <p>PC21. Ensure procurement of specified quality raw material and manufacturing quality products as per the parameters specified.</p> <p>PC22. Accountable to the management as far as the quality of the product is concerned.</p> <p>PC23. Carry out comparison of the vendor supplied product specifications with standards for acceptance/rejection criteria after lab testing.</p> <p>PC24. Suggest the ways/process to improve the product quality as per requirement</p>
<p>Safety and Waste Disposal</p>	<p>PC25. Conduct the quality checks wearing the appropriate attire and safety gears</p> <p>PC26. Comply with health, safety, environment guidelines, regulations etc in accordance with international/national standards or organizational standards (SOP)</p> <p>PC27. Dispose all materials used in the QA test safely as per Health and Safety management system of the company</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. The objectives and functioning of the factory.</p> <p>KA2. The quality policies of the management</p> <p>KA3. The production targets for different grades and schedule</p> <p>KA4. The grades of raw material</p> <p>KA5. The parameters of the product (TSR).</p> <p>KA6. The basic knowledge of BIS / ISI rules, specification of Rubber Board etc.</p> <p>KA7. Different quality management systems</p>

	<p>KA8. Principles of good quality assurance practices applicable in the workplace</p> <p>KA9. Material disposal procedure, importance of appropriate disposal of material and implications of not following the material disposal procedure</p> <p>KA10. Importance of quality and damage checks</p> <p>KA11. Risk and impact of not following defined procedures/work instructions</p> <p>KA12. Escalation matrix for reporting identified issues</p> <p>KA13. Types of documentation in organization and importance of the same</p> <p>KA14. Records to be maintained and implications of non-maintenance of the same</p> <p>KA15. Health, Safety and Environment guidelines, legislation and regulations as applicable</p> <p>KA16. Personal protection (Which protective equipment to be used and how)</p> <p>KA17. Impact of various practices on cost, quality, productivity, delivery and safety</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The processing methods for TSR</p> <p>KB2. Different quality of raw material used</p> <p>KB3. Different parameters specified for TSR</p> <p>KB4. Unit operations in the factory and its effect on quality and output of the product</p> <p>KB5. Customer requirement on the quality and packing of the product</p> <p>KB6. Various process control measures available</p> <p>KB7. National/International specifications for the product</p> <p>KB8. Quality management and control systems for TSR</p> <p>KB9. Organization of quality control laboratory and testing programme for supporting production programmes and timely shipment of product</p> <p>KB10. Various environment regulations related to TSR production</p> <p>KB11. Good manufacturing practices for TSR</p> <p>KB12. Current market trends in TSR in India and abroad</p> <p>KB13. Basic knowledge in computer application</p> <p>KB14. The modifications, amendments, etc in quality control regime issued by the statutory bodies/local bodies, etc, from time to time.</p> <p>KB15. Knowledge of lab equipments and its handling</p> <p>KB16. National/International standard quality test methods for different materials</p>

	<p>KB17.Implications (impact on internal/external customers) of defective products, materials or components.</p> <p>KB18.How to obtain and interpret records, charts, specifications, equipment manuals, history/technical support reports and other documents</p> <p>KB19.Importance of proper record maintenance</p>
Skills (S)	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Record and communicate details of work done to appropriate people using written/typed report or computer based record/electronic mail</p> <p>SA2.Maintain proper records as per given format</p>
	<p>Reading Skills</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Read periodicals, articles and informative writings on TSR, specification of raw material and products, market reports, etc in English and local language</p> <p>SA4. Read and understand various notifications/letters from regulatory agencies and government</p> <p>SA5.Read and understand manuals, health and safety instructions, memos, reports, etc</p> <p>SA6. Understand the various coding systems as per company norms</p>
<p>B. Professional Skills</p>	<p>Oral Communication (Listening and Speaking skills)</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA7. Communicate with upstream and downstream teams</p> <p>SA8. Communicate with sample originating section, supplier etc.</p> <p>SA9.Disclose information only to those who have the right and need to know it.</p> <p>SA10. Communicate confidential and sensitive information discretely to authorized persons only as per SOP</p>
	<p>Decision Making</p>
	<p>The user/individual on the job needs to know and understand how to:-</p> <p>SB1. Take appropriate decision especially in case of sudden change in quality of the materials, problems arising out of bad quality materials</p>

	<p>etc.</p> <p>SB2. Take appropriate decisions regarding processing steps in view of changing quality and availability of raw materials</p> <p>SB3. Take decisions while handling customer complaints.</p>
	<p>Plan and Organize</p>
	<p>The user/individual on the job needs to know and understand how to:-</p> <p>SB4. Prepare equipment/apparatus for testing</p> <p>SB5. Maintain records of QC testing</p>
	<p>Customer Centricity</p>
	<p>The user/individual on the job needs to know and understand how to:-</p> <p>SB6. Perform accurate quality testing resulting in complete customer satisfaction</p>
	<p>Problem Solving</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. Suggest ways to improve the product quality in case of quality is not confirming the approved standards</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. Interpret and analyse test results</p> <p>SB9. Suggest improvements(if any) in process/product/materials based on results and experience</p>
	<p>Critical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB10. Get the corrections/modifications done in case of products not confirming to the set quality standards</p>

NOS Version Control

NOS Code	RSC / N 0407		
Credits(NSQF)	TBD	Version number	1.0
Industry	Rubber Industry	Drafted on	22/06/2015
Industry Sub-sector	NR Primary Processing - TSR	Last reviewed on	22/06/2015
Occupation	Quality Control	Next review date	22/06/2017



National Occupational Standard



Overview

This unit is about Health and Safety.

National Occupational Standard	Unit Code	RSC/N 5007
	Unit Title (Task)	Health & Safety
	Description	This unit is about maintaining health and safety of self and others at workplace.
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Maintain a clean and efficient workplace • Render appropriate emergency procedures • Maintain standard safety procedures at the workplace • Participate in safety awareness campaigns • Understand potential sources of accidents • Use safety gears to avoid accidents
Performance Criteria (PC)		
Maintain a clean and efficient workplace	<p>To be competent, the individual on the job must be able to:</p> <p>PC1. Undertake basic safety checks before operation of all machinery and equipment and report hazards to the appropriate supervisor</p> <p>PC2. Work for which protective clothing or equipment is required is identified and the appropriate protective clothing or equipment is used in performing these duties in accordance with workplace policy.</p> <p>PC3. Read and understand the hazards of use and contamination mentioned on the labels of chemicals, utilities etc</p> <p>PC4. Prior to performing manual handling jobs, risk is assessed and work is carried out according to currently recommended safe practices.</p> <p>PC5. Use equipment and materials safely and correctly and return the same to designated storage when not in use</p> <p>PC6. Dispose off waste safely and correctly in a designated area</p> <p>PC7. Risks to bystanders are recognized and action taken to reduce risk associated with jobs in the workplace</p> <p>PC8. Perform work in a manner which minimizes environmental damage</p> <p>PC9. All procedures and work instructions for controlling risk are followed closely.</p> <p>PC10. Report any accidents, incidents or problems without delay to an appropriate person and take immediate necessary action to reduce further danger.</p>	
Render appropriate emergency procedures	<p>PC11. Follow procedures for dealing with accidents, fires and emergencies, including communicating location and directions to emergency.</p> <p>PC12. Follow emergency procedures as per company standards and workplace requirements.</p> <p>PC13. Use Emergency equipment in accordance with manufacturers' specifications and workplace requirements.</p> <p>PC14. Provide treatment appropriate to the patient's injuries in accordance with</p>	

	<p>recognized first aid techniques.</p> <p>PC15. Recover (if practical), clean, inspect/test, refurbish, replace and store the first aid equipment as appropriate</p> <p>PC16. Dispose off medical waste in accordance with workplace requirements</p> <p>PC17. Report details of first aid administered in accordance with work place procedures.</p>
Maintain standard safety procedures at the workplace	<p>PC18. Comply with general safety procedures of the company</p> <p>PC19. Follow standard safety procedures while handling equipment, hazardous material or tool</p> <p>PC20. Check parts of the workplace and take preventive actions like spraying and other steps to protect from leakages, water logging, pests, fire, pollution, etc.</p> <p>PC21. Ensure no accidents and damages at the workplace, reporting of any breach of company safety procedure</p> <p>PC22. Keep the workplace organized, swept, clean and hazard free</p>
Participate in safety awareness campaigns	<p>PC23. Attend fire drills and other safety related workshops organized at the workplace</p> <p>PC24. Be aware of first aid, evacuation and emergency procedures</p> <p>PC25. Be alert of any events and do not be negligent to any safety procedures to be followed</p>
Understand potential sources of accidents	<p>PC26. Avoid accidents while using hazardous chemicals, machines, sharp tools and equipment</p>
Use safety gears to avoid accidents	<p>PC27. Use safety materials such as protective gear, goggles, caps, shoes, etc. (as applicable with workplace)</p> <p>PC28. Handle heavy and hazardous materials with care and using appropriate tools and handling equipment such as trolleys, ladders</p>
Knowledge and Understanding (K)	
A. Organizational context	<p>The individual on the job needs to know and understand:</p> <p>KA1. Company's policies on incentives, delivery standards, and personnel management</p> <p>KA2. Company occupational safety and health policy followed</p> <p>KA3. Company emergency evacuation procedure</p> <p>KA4. Company's medical policy</p> <p>KA5. Company laws and acts</p>
B. Technical	<p>KB1. The risks to health and safety and the measures to be taken to control those risks in the area of work</p> <p>KB2. Workplace procedures and requirements for the handling of workplace injuries /</p>

knowledge	<p>illnesses.</p> <p>KB3. Basic emergency first aid procedure</p> <p>KB4. Local emergency services</p> <p>KB5. Reporting on accidents, incidents and problems to appropriate authorities.</p> <p>KB6. How to use machines as per standard operating procedure</p> <p>KB7. How to maintain work area safe and secure</p> <p>KB8. Use of hazardous materials, tools and equipments</p> <p>KB9. Emergency evacuation and first aid procedures to be followed</p> <p>KB10. Personal hygiene and fitness requirements</p> <p>KB11. General duties under the relevant health and safety legislation</p> <p>KB12. What personal protective equipment and clothing should be worn and how it is cared for</p> <p>KB13. The correct and safe way to use materials and equipment required for work</p> <p>KB14. The importance of good housekeeping in the workplace</p> <p>KB15. Safe disposal methods for waste</p> <p>KB16. Methods for minimizing environmental damage during work</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The individual on the job needs to know and understand how to:</p> <p>SA1. Record data which are required for record keeping purpose</p> <p>SA2. Report problems to the appropriate person in a timely manner</p> <p>SA3. Write descriptions and details about incidents in reports</p>
	Reading Skills
	<p>The individual on the job needs to know and understand how to:</p> <p>SA4. Read instruction manuals for hand tools and equipment</p> <p>SA5. Read instructions on work orders and procedures</p>
	Oral Communication (Listening and Speaking skills)
	<p>The individual on the job needs to know and understand how to:</p> <p>SA6. Receive instructions and seek advice from supervisors and managers</p> <p>SA7. Communicate clearly and effectively with others</p>
B. Professional Skills	Decision Making
	<p>The individual on the job needs to know and understand how to:</p> <p>SB1. Choose work procedures</p> <p>SB2. Select appropriate hand tools and personal protection devices considering safety requirements, materials being used etc.</p> <p>SB3. Identify the need for first aid and render it accordingly</p>
	Plan and Organize
	<p>The individual on the job needs to know and understand how to:</p> <p>SB4. Schedule daily activities and drawing up priorities; Allocate start times, estimation of completion times and materials, equipment and assistance required for</p>

	completion.
	Customer Centricity
	NA
	Problem Solving
	The individual on the job needs to know and understand how to: SB5. Use first aid treatment in case of any injury/accident.
	Analytical Thinking
	SB6. Monitor and maintain the condition of tools and equipment SB7. Assess situation & identify appropriate control measures
	Critical Thinking
	The individual on the job needs to know and understand how to: SB8. Act, communicate and report in emergency situation

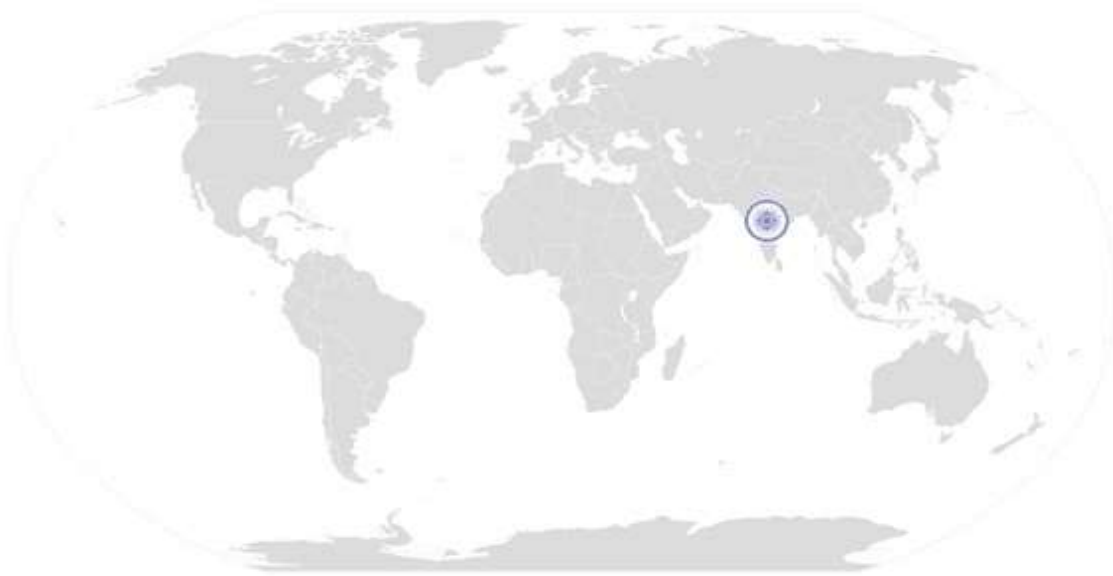


NOS Version Control

NOS Code	RSC / N 5007		
Credits(NSQF)	TBD	Version number	1.0
Industry	Rubber Industry	Drafted on	22/06/2015
Industry Sub-sector	NR Primary Processing - TSR	Last reviewed on	22/06/2015
Occupation	Quality Control	Next review date	22/06/2017



National Occupational Standard



Overview

This unit is about Human Resource Management and Welfare.

Unit Code	RSC/N 5009
Unit Title (Task)	Human Resource Management and Welfare
Description	This unit is about Human Resource Management and Welfare.
Scope	<p>This unit/task covers the following:</p> <p>Proficiency in -</p> <ul style="list-style-type: none"> • Basic management functions- planning, organizing, staffing, leading and controlling • Conflict management/ problem solving • Human resource planning • Human resource management • Human resource development • Implementing welfare programmes
Performance Criteria(PC)	
Element	Performance Criteria
Basic Management Functions	<p>To be competent, the individual on the job must be able to –</p> <p>PC1. Decide on the plans and take necessary steps to achieve the objectives PC2. Assign tasks and allocate resources to individuals PC3. Determine the manpower requirements and decide their placement. PC4. Motivate and lead the staff for timely achievements of the goals. PC5. Regularly monitor the progress of work</p>
Conflict Management/ Problem solving	<p>PC6. Identify the conflict/problem PC7. Diagnose the reason PC8. Develop solutions PC9. Implement and review</p>
Human Resource Planning & Management	<p>PC10. Place right type of people in right number at the right place PC11. Motivate the staff to increase turn over and improve quality PC12. Performance appraisal for human resource development</p>
Human Resource Development	<p>PC13. Assess training need for skill development PC14. Organize suitable training programmes for skill development/capacity building</p>

Human Resource Management and welfare

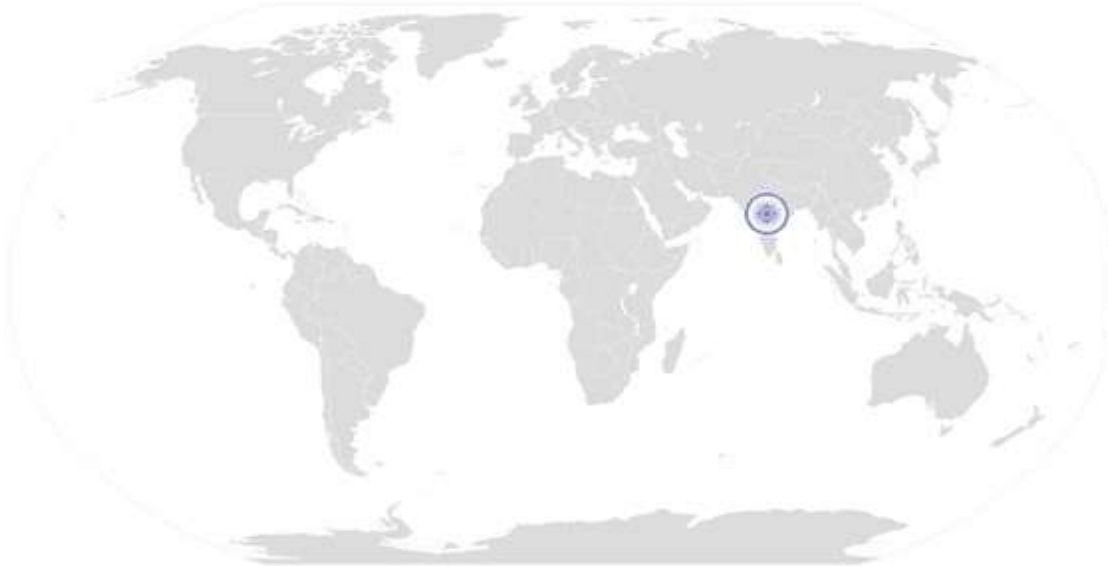
Implement welfare programmes	<p>PC15. Implement EPF for workers</p> <p>PC16. Implement Group insurance schemes and health insurance</p> <p>PC17. Implement production linked incentive/bonus schemes</p> <p>PC18. Implement Housing and related welfare measures</p> <p>PC19. Implement provisions of rest room, recreational facilities etc as per relevant rules</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Management functions to achieve the envisaged target</p> <p>KA2. Importance of Human Resource Planning, Management and Development</p> <p>KA3. Role of workers in overall performance and achievements</p> <p>KA4. Importance of motivation through welfare programmes</p> <p>KA5. HR policies of the management</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Basic management functions and theories and their implementation</p> <p>KB2. Labour Act and rules, welfare schemes etc</p> <p>KB3. Insurance schemes</p> <p>KB4. EPF and other service rules</p>
Skills (S) (Optional)	
C. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Express ideas clearly through written documents</p> <p>SA2. Prepare letters, mails and other documents for communication</p> <p>SA3. Prepare proposals, feed back to higher authorities</p> <p>SA4. Correspond with other institutions/department</p>
	Reading Skills
<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Read and understand the contents published in manuals, newspaper and other publications</p> <p>SA6. Read, understand and interpret various rules, schemes etc</p> <p>SA7. Read and understand images, graphs, charts, diagrams etc</p>	
Oral Communication (Listening and Speaking skills)	

Human Resource Management and welfare

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. Be a good communicator. SA9. Express statements, opinions or information clearly so that the receiver can hear and understand SA10. Respond appropriately to queries SA11. Communicate effectively to supervisor, office staff and workers</p>
D. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Arrive at proper decisions according to various situations</p>
	Plan and Organize
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Plan the seasonal activities on priority basis SB3. Fix the task and allotment SB4. Assign tasks to suitable persons SB5. Motivate them for better output and time bound completion of tasks SB6. Monitor the progress</p>
	Customer Centricity
	<p>NA</p>
	Problem Solving
	<p>The user/individual on the job needs to know and understand how to</p> <p>SB7. Solve labour problems SB8. Solve problems related to productivity of workers SB9. Solve problems among colleagues SB10. Diagnose problems and nip in the bud stage itself</p>
	Analytical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB11. Suggest improvement over the quality assurance programmes and activities currently practiced.</p>
	Critical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB12. Take appropriate action/seek expert opinion to overcome critical situations</p>

NOS Version Control

NOS Code	RSC / N 5009		
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Industry	Rubber Industry	Drafted on	22/06/2015
Industry Sub-sector	NR Primary Processing - TSR	Last reviewed on	22/06/2015
Occupation	Quality Control	Next review date	22/06/2017



National Occupational Standard



Overview

This unit is about carrying out housekeeping

To carry 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 tasks: <ul style="list-style-type: none"> • 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 the 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

To carry out housekeeping

	<p>were used to the right places making sure they are clean, safe and securely stored</p> <p>PC21. Dispose off the waste generated from the activity in an appropriate manner</p> <p>PC22. Dispose of used and un-used solutions according to manufacturer's instructions, and clean the equipment thoroughly</p>
General	<p>PC23. Maintain schedules and records for housekeeping duty</p> <p>PC24. Replenish any necessary supplies or consumables</p>
Knowledge and Understanding (K)	
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The levels of hygiene required in workplace and why it is important to maintain them during work</p> <p>KB2. How to inspect a work area to decide what cleaning it needs</p> <p>KB3. Methods and materials that are used for cleaning various surfaces</p> <p>KB4. The types of cleansing agents that are not to be mixed together</p> <p>KB5. The correct method for cleaning equipment and/or machinery used during cleaning work</p> <p>KB6. The importance of personal protective equipment</p> <p>KB7. Appropriate personal protective equipment for the work area, cleaning equipment, tools, materials and chemicals used</p> <p>KB8. The correct sequence for cleaning the work area</p> <p>KB9. The time taken by the treatment to work</p> <p>KB10. The importance of following manufacturer's instructions on cleaning agents</p> <p>KB11. The most appropriate place to carry out test cleaning and why this should be done before applying treatments</p> <p>KB12. The importance of applying treatments evenly and the effect of not doing this</p> <p>KB13. Process of cleaning the surfaces without causing injury or damage</p> <p>KB14. The method to check the treated surface and equipment on completion of cleaning</p> <p>KB15. Procedures for reporting any unidentified soiling</p> <p>KB16. Procedures for disposing off waste</p> <p>KB17. Procedures for disposing off or storing personal protective equipment</p> <p>KB18. Escalation procedures for soils or stains that could not be removed</p>
Skills (S)	
A. Core Skills/ Generic Skills	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Construct simple sentences and express ideas clearly through written communication</p> <p>SA2. Fill up appropriate technical forms, process charts, activity logs in required format of the company</p> <p>SA3. Write simple letters, mails, etc</p> <p>SA4. Perform functional mathematical operations, including application of basic</p>

To carry out housekeeping

	<p>mathematical principles, such as numbers and space, and techniques such as estimation and approximation, for practical purposes</p>
	<p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Read and understand manuals, health and safety instructions, memos, reports, job cards etc</p> <p>SA6. Read images, graphs, diagrams</p> <p>SA7. Understand the various coding systems as per company norms</p>
	<p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. Express statements, opinions or information clearly so that others can hear and understand</p> <p>SA9. Respond appropriately to any queries</p> <p>SA10. Communicate with supervisor</p> <p>SA11. Communicate with upstream and downstream teams</p> <p>SA12. Work in a team and other behavioral skills required to support small group activities (Quality Circle, Cross Functional Team, Suggestion Scheme)</p>
	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to</p> <p>SB1. Arrive at proper decision according to various situations.</p>
A. Professional Skills	<p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand how to</p> <p>SB2. Maintain updated records with respect to different aspects dealing with labourers and organize those records for using them for ready reference.</p>
	<p>Customer Centricity</p> <p>NA</p>
	<p>Problem Solving</p> <p>The user/individual on the job needs to know and understand how to</p> <p>SB3. Use labour records to resolve issues between management and labourer.</p>
	<p>Analytical Thinking</p> <p>The user/individual on the job needs to know and understand how to</p> <p>SB4. Keep track of all incentive schemes offered by the government and inform the labourers accordingly to avail the benefit of the same.</p>
	<p>Critical Thinking</p> <p>The user/individual on the job needs to know and understand how to</p> <p>SB5. Use the details regarding the conduct during performance review.</p>

NOS Version Control

NOS Code	RSC / N 5001		
Credits(NSQF)	TBD	Version number	1.0
Industry	Rubber Industry	Drafted on	22/06/2015
Industry Sub-sector	NR Primary Processing - TSR	Last reviewed on	22/06/2015
Occupation	Quality Control	Next review date	22/06/2017



CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role Quality Controller-TSR
Qualification Pack RSC/ Q 0404
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	Element	Performance Criteria	Total	Theory	Practical
RSC/ N 0407 Quality Controller	Quality Assurance	PC1.Manage the quality of the product in the factory.	6	4	2
		PC2.Assess quality of raw material for manufacturing of the product without interruption of the working of the factory.	8	4	4

	PC3. Organize quality management and control systems	4	2	2
	PC4.Ensure procurement of specified quality raw material and manufacturing quality products as per the parameters specified.	6	4	2
	PC5.Accountable to the management as far as the quality of the product is concerned.	8	4	4
	PC6. Ensure that the material is not altered in any way during checking	6	4	2
Testing Procedure	PC7.Control the activities in the laboratory for testing quality of the raw material and product.	6	4	2
	PC8.Carry out testing as per the standards	8	6	2
	PC9.Follow statistical quality control procedures	4	4	0
	PC10. Work according to laboratory procedures , standards and testing procedures	4	2	2
	PC11. Put identification tag for each batch	6	2	4
Confirming Customer Specification	PC12.Comparison of the vendor supplied product specifications with standards for acceptance/rejection criteria after lab testing.	4	2	2
	PC13.Suggest the ways/process to improvise the product quality as per requirement	6	4	2
Recording and Reporting	PC14. Record and maintain data as per company standards (SOP)	6	4	2
	PC15.Ensure that reports/records are accurate and clear	4	2	2
	PC16.Release or Hold the material as per finding for further processing.	6	4	2

		PC17.Take up the results of the findings with supplier/QA in-charge/appropriate authority.	4	2	2
		PC18. Inform concerned persons for rectifications, if needed in specified time limit.	4	2	2
			100	60	40
RSC / N 5007(Health & Safety)	Maintain a clean and efficient workplace	1. Undertake basic safety checks before operation of all machinery and equipment and report hazards to the appropriate supervisor	4	0	4
		2. Work for which protective clothing or equipment is required is identified and the appropriate protective clothing or equipment is used in performing these duties in accordance with workplace policy	4	0	4
		3. Read and understand the hazards of use and contamination mentioned on the labels of chemicals, utilities etc.	4	4	0
		4. Prior to performing manual handling jobs, risk is assessed and work is carried out according to currently recommended safe practices	4	0	4
		5. Use equipment and materials safely and correctly and return the same to designated storage when not in use	4	0	4
		6.Dispose off waste safely and correctly in a designated area	4	0	4
		7. Risks to bystanders are recognized and action taken to reduce risk associated with jobs in the workplace	4	4	0
		8. Perform work in a manner which minimizes environmental damage	4	4	0
		9. All procedures and work instructions for controlling risk are followed closely.	4	0	4
		10.Report any accidents, incidents or problems without delay to an appropriate person and take immediate necessary action to reduce further danger.	4	4	0

Render appropriate emergency procedures	11. Follow procedures for dealing with accidents, fires and emergencies, including communicating location and directions to emergency	8	0	8
	12. Follow emergency procedures to company standards and workplace requirements.	0	0	0
	13. Use Emergency equipment in accordance with manufacturers' specifications and workplace requirements	4	4	0
	14. Provide treatment appropriate to the patient's injuries in accordance with recognized first aid techniques	4	0	4
	15. Recover (if practical), clean, inspect/test, refurbish, replace and store the first aid equipment as appropriate	0	0	0
	16. Dispose off medical waste in accordance with workplace requirements	4	0	4
	17. Report details of first aid administered in accordance with work place procedures.	4	0	4
Maintain standard safety procedures at the workplace	18. Comply with general safety procedures of the company	0	0	0
	19. Follow standard safety procedures while handling equipment, hazardous material or tool	8	4	4
	20. Check parts of the workplace and take preventive actions like spraying and other steps to protect from leakages, water logging, pests, fire, pollution, etc.	8	4	4
	21. Ensure no accidents and damages at the workplace, reporting of any breach of company safety procedure	0	0	0
	22. Keep the workplace organized, swept, clean and hazard free	4	0	4
Participate in safety awareness campaigns	23. Attend fire drills and other safety related workshops organized at the workplace	0	0	0
	24. Be aware of first aid, evacuation and emergency procedures	4	4	0
	25. Be alert of any events and do not be negligent to any safety procedures to be followed	0	0	0

	Understand potential sources of accidents	26. Avoid accidents while using hazardous chemicals, machines, sharp tools and equipment	0	0	0
	Use safety gears to avoid accidents	27. Use safety materials such as protective gear, goggles, caps, shoes, etc. (as applicable with workplace)	8	4	4
		28. Handle heavy and hazardous materials with care and using appropriate tools and handling equipment such as trolleys, ladders	4	0	4
			100	36	64
RSC / N 5009 Human Resource Management and Welfare	Basic Management Functions	PC1. Decide on the plans and take necessary steps to achieve the objectives	0	0	0
		PC2. Assign tasks and allocate resources to individuals	8	0	8
		PC3. Determine the manpower requirements and decide their placement.	8	8	0
		PC4. Motivate and lead the staff for timely achievements of the goals.	4	4	0
		PC5. Regularly monitor the progress of work	4	4	0
	Conflict Management/ Problem solving	PC6. Identify the conflict/problem	8	0	8
		PC7. Diagnose the reason	4	0	4
		PC8. Develop solutions	8	0	8
		PC9. Implement and review	4	0	4
	Human Resource Planning & Management	PC10. Place right type of people in right number at the right place	4	0	4
		PC11. Motivate the staff to increase turn over and improve quality	4	4	0
		PC12. Performance appraisal for human resource development	8	0	8
	Human Resource Development	PC13. Assess training need for skill development	8	0	8
		PC14. Organize suitable training programmes for skill development/capacity building	8	0	8
	Implement welfare	PC15. Implement EPF for workers	4	4	0
		PC16. Implement Group insurance schemes and health insurance	4	4	0

	programmes	PC17. Implement production linked incentive/bonus schemes	4	4	0
		PC18. Implement Housing and related welfare measures	4	4	0
		PC19. Implement provisions of rest room, recreational facilities etc as per relevant rules	4	4	0
			100	40	60
RSC/ N 5008 - Labour Management & Welfare	Profile of workers	PC1. Name and address and other relevant personal data	4	4	0
		PC2. Age & gender	4	2	2
		PC3. Qualification & experience	6	2	4
		PC4. Family details	2	2	0
		PC5. Service details	2	2	0
		PC6. Health and related data Attendance	4	2	2
	Work details	Pc7. Attendance	4	2	2
		PC8. Work distribution	10	4	6
		PC9. Leave	4	4	0
		PC10. Conduct	4	2	2
	Wages payment	PC11. Rate of wages	4	2	2
		PC12. Total wages paid	4	4	0
		PC13. Deductions (EPF, advance refund etc)	2	2	0
		PC14. Allowance paid	4	4	0
		PC15. Period of payment and date of payment	6	4	2
		PC16. A quittance for payment	6	2	4
		PC17. Payment of Ex- gratia (Bonus)	6	2	4
	EPF	PC18. Details of EPF deduction and employer's contribution	4	2	2
		PC19. EPF remittance	2	2	0
		PC20. Preparation of EPF return & submission to APFO's Office	2	2	0
		PC21. Details of EPF withdrawals	2	0	2
		PC22. Annual EPF statements	2	2	0
	Other benefits	PC23. Group insurance schemes and health insurance	4	2	2
		PC24. Production linked incentive schemes	4	2	2
Other benefits	PC24. Various documents related to dispute redressal	4	2	2	

		PC25.Maintenance of records/documents related to labour acts/rules and various communications from regulatory agencies	2	2	0
			100	60	40
RSC/N5001 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

		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
	Post housekeeping activities	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 manufacturer's instructions, and clean the equipment thoroughly	9	3	6
	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