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- Rubber Foaming Machine Operator

SECTOR: RUBBER INDUSTRY

SUB-SECTOR: Latex

OCCUPATION: Latex Product Manufacturing

REFERENCE ID: RSC/Q3403

ALIGNED TO: NCO-2015/NIL

Brief Job Description: A Rubber Foaming Machine Operator is responsible to operate planetary mixer and produce latex foam products with the help of a Continuous Foaming Machine.

Personal Attributes: This job requires the individual to work independently and be comfortable in performing procedural work. He should be result oriented and positive in attitude. The individual must be attentive and focused in attaining the set objectives. He should be able to handle multiple tasks and smart to resolve any problem emanating in machine and material at the level of production he/she is engaged in.

Job Details

Qualifications Pack Code	**RSC/Q3403**		
Job Role	**Rubber Foaming Machine Operator**		
Credits(NSQF)	**TBD**	**Version number**	**2.0**
Sector	**Rubber Manufacturing**	**Drafted on**	**02/12/2014**
Sub-sector	**Latex**	**Last reviewed on**	**25/10/2017**
Occupation	**Latex Product Manufacturing**	**Next review date**	**25/10/2021**
NSQC Clearance on			

Job Role	**Rubber Foaming Machine Operator**
Role Description	Rubber Foaming Machine Operator is responsible to operate planetary mixer and produce latex foam products with the help of Continuous Foaming Machine.
NSQF level **Minimum Educational Qualifications*** **Maximum Educational Qualifications***	4 Class VIIIth Pass
Prerequisite License or Training	NA
Minimum Job Entry Age	18 years
Experience	Worked as a semi-skilled helper for minimum 12 months in the same process
Applicable National Occupational Standards (NOS)	**Compulsory:** 1. RSC/N3407 - Perform pre rubber foaming activities 2. RSC/N3408 - Perform machine operation for rubber foam products 3. RSC/N3409 - Perform post rubber foaming activities 4. RSC/N5001 - Carry out housekeeping in rubber product manufacturing 5. RSC/N5002 - Carry out reporting and documentation 6. RSC/N5003 - Carry out quality checks 7. RSC/N5004 - Carry out problem identification and escalation 8. RSC/N5007 - Carry out health and safety
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.
Job Role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in the Indian context.
Qualifications Pack	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.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.
Unit Code	Unit Code is a unique identifier for an Occupational Standard, which is denoted by an 'N'.
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and 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 preparing the continuous foaming machine and collecting material to prepare latex foam product.

National Occupational Standard

Unit Code	RSC/N3407
Unit Title (Task)	**Perform pre rubber foaming activities**
Description	This unit is about preparing the continuous foaming machine and collecting material to prepare latex foam product.
Scope	This unit/task covers the following: • Prepare Continuous Foaming Machine, equipments and set its parameters as per company's SOP • Collect material for continuous foaming operation • Ensure housekeeping and safety in the foaming area

Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
Equipment readiness	To be competent, the user/individual on the job must be able to PC1. Ensure that the mixer and machine are clean and ready to use. PC2. Ensure that the tools required for mixing and continuous foaming operation are ready. PC3. Ensure proper functioning of different upstream and downstream equipment attached with the Mixer and Machine PC4. Set parameters for the equipment (cycle time, temperature, energy and pressure) as per company's SOP
Raw material appropriateness	PC5. Check the raw latex parameters and ensure that all the ingredients required are approved and released by laboratory. PC6. Ensure the availability of ingredients for the required mixing/continuous operation as per specification PC7. Ensure that all the materials have been assembled/organized (in correct sequence, if applicable) to be fed into mixer/machine (Proper feeding and filling of the latex storage tank , Zinc oxide tank , SSF storage tank and soap tank fitted on the machine) PC8. Ensure all balance unused left over ingredients are stored properly to avoid any contamination or deterioration during storage and are used up while preparing the next batch.
Housekeeping & Safety	PC9. Ensure r to take precaution for chemical inhaling and handling PC10. Ensure r to take precaution against putting Finger / Hand inside the machine / usage of safety break fitted on the machine PC11. Ensure the use of certified safe chain hoist/s for lifting drums and pouring ingredients. PC12. Create awareness of steam leakages in work area PC13. Adhere to all safety norms (such as wearing protective gloves , mask and safety shoes). PC14. Avoid spillage and in case of spillage occur , follow safety measures as laid down by safety department PC15. Comply with health, safety, environment guidelines and regulations in accordance with international/national standards or the organizational standards.
Knowledge and Understanding (K)	

A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. Implications of poorly prepared machine and equipments. KA2. Importance of identifying non-conforming materials and their storage. KA3. Risk and impact of not following defined procedures/work instructions. KA4. Escalation matrix for reporting identified problems KA5. Types of documentation in organization and importance of the same KA6. Records to be maintained and the implications of their non-maintenance. KA7. Importance of housekeeping activities. KA8. Health, safety and environment guidelines, legislation and regulations as applicable. KA9. Personal protection (which protective equipment to be used and how). KA10. Impact of poor practices on health, safety and environment. KA11. Potential hazards and actions to minimize them. KA12. The escalation matrix and procedures for reporting hazards. KA13. Importance of FIFO and good shop floor practices (for example, 5S). KA14. Impact of various practices on cost, quality, productivity, delivery and safety. KA15. Handover/Takeover of the equipment/work area as per the organizational SOP.
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. Proper weighing of rubber latex ingredients KB2. Proper feeding and filling of the latex storage tank , Zinc oxide tank , SSF storage tank, soap tank on fitted on the machine KB3. Functioning of Planetary mixer and its maintenance KB4. Continuous foaming operation, maintenance and cleaning of machine at regular intervals KB5. Importance of mold cleaning and intervals KB6. Air trapping during mold closing and over flow controls KB7. Usage of mold release agents properly KB8. Proper cure check of the latex foam under production KB9. Quality certified product KB10. MST and VFA checking of latex KB11. Chemical stability testing for Zinc oxide addition KB12. Various abnormalities and suitable response for abnormalities in equipment performance. KB13. Implications of delays in the preparation process. KB14. Types of defects leading to rejections and their indicators, reasons and possible solutions. KB15. Cleanliness and safety requirements for commencing continuous foaming operation KB16. Units of measurement. KB17. Response to emergencies, for example, power failures, fire, system failures, spillages and manual intervention to avoid disasters. KB18. Knowledge of appropriate batch sizes with respect to appropriate material. KB19. Basic arithmetic
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 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
	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
	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
	Life Skills
	Integrity SA12. Practice honesty with respect to company property and time SA13. Communicate with people in a form and manner and using language that is open and respectful SA14. Resolve any difficulties in relationships with colleagues, or get help from an appropriate person, in a way that preserves goodwill and trust **Motivation** SA15. Take responsibility for completing one's own work assignment SA16. Take initiative to enhance/learn skills in one's area of work SA17. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one's learning. SA18. Is open to new ways of doing things SA19. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them. **Reliability** SA20. Avoid absenteeism SA21. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations SA22. Work in disciplined factory environment SA23. Be punctual
B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to: SB1. Take a decision for any change/issue based on earlier successes (documented previous history) on similar issues SB2. Work out changes in case a new improved machine/equipment is added in the process or any new material /chemical is developed replacing existing one. SB3. Make changes in cycle time due to improved process. SB4. Use the standard operating procedure or trouble shooting manuals for trouble

	shooting and other reference documents approved by plant management SB5. Consult the peer group and superiors to arrive at a favourable decision. SB6. Use of standard available problem solving techniques for decision making SB7. Review and analyze the process steps to check on system non adherence and non conformity SB8. Review the current SOP and other standards for continuous improvement to facilitate decision making SB9. Take a calculated risk with minimum losses
	Plan and Organize
	SB10. Plan and organize the factors of production to execute the business plan SB11. Fix up tasks and allotment of the same SB12. Assign tasks to suitable persons SB13. Motivate them for better output and time bound completion of tasks
	Customer Centricity
	SB14. Match customer needs/specification by adjusting the processing conditions (interact with customer in case any clarification required) SB15. Ensure that performance of his action/operation/activity does not lead to any divergence from the specified quality of the final product as required by the customer. SB16. Complete the assigned task in timely manner so that the final product is delivered in the timeline given by the customer. SB17. Communicate effectively to the superior/customer for any delay in supplies to the clients. SB18. Work towards fulfilling the customers requirement as per their demand. SB19. In case of any complaint, ensure its timely resolution if the problem is emanating at his level SB20. Communicate effectively to the superior/customer for any delay in resolving the problem faced by the customer. SB21. Maintain good/cordial relation with customers. SB22. Work on the feedback received from customer regarding the product.
	Problem Solving
	SB23. Interpret quality for sheet SB24. Suggest improvements(if any) in process/product/materials based on results and experience
	Analytical Thinking
	SB25. Identify the problems pertaining to the sharpening of tools based on visual inspection and work efficiency SB26. Diagnose common problems in the machine based on visual inspection, sound, etc SB27. Suggest improvements(if any) in process based on experience
	Critical Thinking

	SB28. seek clarification on problems from others SB29. apply problem-solving approaches in different situations SB30. refer anomalies to the line manager

NOS Version Control

NOS Code	RSC/N3407		
Credits(NSQF)	TBD	Version number	2.0
Industry	Rubber Manufacturing	Drafted on	02/12/2014
Industry Sub-sector	Latex	Last reviewed on	25/10/2017
Occupation	Latex Product Manufacturing	Next review date	25/10/2021

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National Occupational Standard

Overview

This unit about undertaking continuous foaming operation for preparation of latex foam products.

National Occupational Standard

Unit Code	RSC/N3408
Unit Title (Task)	**Perform machine operation for rubber foam products**
Description	This unit is about undertaking continuous foaming operation for preparation of latex foam products.
Scope	This unit/task covers the following: • Check raw material and operate continuous foaming machine to produce latex foam products. • Operate planetary mixer • Ensure housekeeping and safety in the foaming area.
Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
Raw material appropriateness	To be competent, the user/individual on the job must be able to : PC1. Ensure that the quantity of each ingredient is as specified in the instructions/ organizations SOP. PC2. Handle the material properly to avoid contamination PC3. Confirm raw latex parameters and compounded latex mechanical and chemical stability requirements
Operation	PC4. Ensure to strictly follow the sequential addition of ingredients as per instructions /SOP. PC5. Compounding of the raw latex and parameter control as per the specification PC6. Follow the standard operating procedures for mixer PC7. Feed the material in mixer manually PC8. Monitor the Planetary mixer functioning at various speed levels, addition of chemicals to latex and up on forming and completion PC9. Work towards achieving compounded latex mechanical and chemical stability requirements PC10. Ensure that the storage container is ready as per the requirement. PC11. Unload prepared mix appropriately. PC12. Follow the standard operating procedures for continuous foaming machine PC13. Monitor functioning of Continuous Foaming Machine at various speed levels PC14. Maintain Latex pump speed control for foam weight and rotor and gelling agents pumps working for trouble free operation PC15. Take action for trouble shooting and rectification during latex frothing and mold poring , leveling and mold closing
Housekeeping & Safety	PC16. Ensure the use of certified equipments for lifting ingredients for continuous foaming operation PC17. Handle the ingredients using hand gloves and other safety equipment as directed by organizations safety department PC18. Adhere to all safety norms (such as wearing protective gloves, masks and shoes) PC19. Comply with health, safety, environment guidelines and regulations in accordance with international/national standards or the organizational standards. PC20. Follow the guidance of safety department to contain spillages which may affect

	the health and safety of self or the environment in the dispersion preparation area
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/ organization and its processes)	The user/individual on the job needs to know and understand: KA1. Proper continuous foaming operation and its importance. KA2. Implications of poorly prepared material. KA3. The material disposal procedure, importance of appropriate disposal of material and implications of not following the material disposal procedure. KA4. How to conduct quality and damage checks and their importance. KA5. Importance of identifying non-conforming products and their storage. KA6. Risk and impact of not following defined procedures/work instructions. KA7. The escalation matrix for reporting identified issues. KA8. Types of documentation in the organization and their importance. KA9. Records to be maintained and the implications of their non-maintenance. KA10. Importance of housekeeping & good shopfloor practices (eg. 3S & 5S) KA11. Health, safety and environment guidelines, legislations and regulations, as applicable. KA12. Personal protection (which protective equipment to be used and how). KA13. Impact of poor practices on health, safety and environment. KA14. Potential hazards and actions to minimize them. KA15. The escalation matrix and procedures for reporting hazards. KA16. Importance of FIFO KA17. Impact of various practices on cost, quality, productivity, delivery and safety. KA18. Handover/Takeover of the equipment/work area as per organizational SOP.
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. Planetary mixer, Continuous foaming machine operations and equipments in use. KB2. MST and VFA checking of the latex KB3. Proper speed controls during machine operation KB4. Importance of mold cleaning and intervals KB5. Air trapping during mold closing and over flow controls KB6. Proper usage of mold release agents KB7. Handling and working with hot molds wet floor KB8. Chemical stability testing for Zinc oxide addition during final stage of frothing KB9. Sodium silico fluoride incorporation gelling time determination for mold leveling and closing before foam gelling KB10. Cleanliness and safety requirements for continuous foaming operation. KB11. Effect of not following the sequence of addition on product properties. KB12. Effect of improper machine operation on the properties of product. KB13. Knowledge of quality certified product KB14. Methods for off loading prepared mix. KB15. Proper storage of prepared mix. KB16. The process and importance of quality checks. KB17. Types of defects leading to rejections and their indicators, reasons and possible solutions. KB18. Potential problems in machine operation KB19. Units of measurement. KB20. Response to emergencies, for example, power failures, fire, system failures and manual intervention to avoid disasters.

	KB21. Knowledge of appropriate batch sizes with respect to appropriate material.
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 , 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
	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
	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
	Integrity
	SA12. Practice honesty with respect to company property and time SA13. Communicate with people in a form and manner and using language that is open and respectful SA14. Resolve any difficulties in relationships with colleagues , or get help from an appropriate person, in a way that preserves goodwill and trust
	Motivation
	SA15. Take responsibility for completing one's own work assignment SA16. Take initiative to enhance/learn skills in ones's area of work SA17. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one's learning. SA18. Is open to new ways of doing things SA19. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them.
	Reliability
	SA20. Avoid absenteeism SA21. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations SA22. Work in disciplined factory environment SA23. Be punctual
B. Professional Skills	**Decision Making**

	The user/individual on the job needs to know and understand how to: SB1. Take a decision for any change/issue based on earlier successes (documented previous history) on similar issues SB2. Work out changes in case a new improved machine/equipment is added in the process or any new material /chemical is developed replacing existing one. SB3. Make changes in cycle time due to improved process. SB4. Use the standard operating procedure or trouble shooting manuals for trouble shooting and other reference documents approved by plant management SB5. Consult the peer group and superiors to arrive at a favourable decision. SB6. Use of standard available problem solving techniques for decision making SB7. Review and analyze the process steps to check on system non adherence and non conformity SB8. Review the current SOP and other standards for continuous improvement to facilitate decision making SB9. Take a calculated risk with minimum losses
	Plan and Organize
	SB10. Plan and organize the factors of production to execute the business plan SB11. Fix up tasks and allotment of the same SB12. Assign tasks to suitable persons SB13. Motivate them for better output and time bound completion of tasks
	Customer Centricity
	SB14. Match customer needs/specification by adjusting the processing conditions (interact with customer in case any clarification required) SB15. Ensure that performance of his action/operation/activity does not lead to any divergence from the specified quality of the final product as required by the customer. SB16. Complete the assigned task in timely manner so that the final product is delivered in the timeline given by the customer. SB17. Communicate effectively to the superior/customer for any delay in supplies to the clients. SB18. Work towards fulfilling the customer's requirement as per their demand. SB19. In case of any complaint, ensure its timely resolution if the problem is emanating at his level SB20. Communicate effectively to the superior/customer for any delay in resolving the problem faced by the customer. SB21. Maintain good/cordial relation with customers. SB22. Work on the feedback received from customer regarding the product.
	Problem Solving
	SB23. Interpret quality for sheet SB24. Suggest improvements(if any) in process/product/materials based on results and experience

	Analytical Thinking
	SB25. Identify the problems pertaining to the sharpening of tools based on visual inspection and work efficiency SB26. Diagnose common problems in the machine based on visual inspection, sound, etc SB27. Suggest improvements(if any) in process based on experience
	Critical Thinking
	SB28. seek clarification on problems from others SB29. apply problem-solving approaches in different situations SB30. refer anomalies to the line manager

NOS Version Control

NOS Code	RSC/N3408		
Credits(NSQF)	TBD	Version number	2.0
Industry	Rubber Manufacturing	Drafted on	02/12/2014
Industry Sub-sector	Latex	Last reviewed on	25/10/2017
Occupation	Latex Product Manufacturing	Next review date	25/10/2021

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National Occupational Standard

Overview

This unit is about performing activities after the completion of operations on continuous foaming machine.

National Occupational Standard

Unit Code	RSC/N3409
Unit Title (Task)	**Perform post rubber foaming activities**
Description	This unit is about performing activities after the completion of operations on continuous foaming machine.
Scope	This unit/task covers the following: • Foam removal, cleaning and drying operations • Proper disposal of waste material • Form appropriate batches of the prepared product and mark the batch for proper identification • Send sample to lab for testing • Ensuring housekeeping and safety in work area

Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
Operation	To be competent, the user/individual on the job must be able to PC1. Ensure foam removal, cleaning and drying operation for continuous production PC2. Draw sample for lab testing and release. PC3. Report repair and maintenance requirement to the Supervisor
Material disposal	PC4. Dispose of waste material safely, as per organizational SOP.
Batch Marking	PC5. Ensure identification and traceability by batch marking/coding for the right product as per the instructions laid down by the company.
Sampling	PC6. Send sample of the prepared mix in the specified sample size and method as directed by the company
Health & Safety	PC7. Handle the prepared product using hand gloves and other safety equipment. PC8. Adhere to all safety norms (such as wearing protective gloves , shoes, safety masks etc). PC9. Comply with health, safety, environment guidelines and regulations in accordance with international/national standards or the organizational standards.

Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. Implications of poorly prepared material. KA2. Significance of batch marking. KA3. Importance of identifying nonconforming products and their storage. KA4. Risk and impact of not following defined procedures/work instructions. KA5. The escalation matrix and procedures for reporting identified problems. KA6. Types of documentation in the organization and their importance. KA7. Records to be maintained and the implications of their non-maintenance. KA8. Importance of housekeeping & good shop floor practices (eg. 3S & 5S) KA9. Health, safety, and environment guidelines, legislations and regulations as applicable. KA10. Personal protection (which protective equipment to be used and how). KA11. Potential hazards and actions to minimize them. KA12. Impact of poor practices on health, safety and environment.

	KA13. The escalation matrix and procedures for reporting hazards. KA14. Handover/Takeover of the equipment/work area as per organizational SOP.
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. Methods for removal, cleaning and drying. KB2. Process and importance of quality checks. KB3. Batch marking techniques. KB4. Implications of incorrect batch marking. KB5. Implications of inappropriate waste disposal. KB6. Types of defects leading to rejections and their indicators, reasons and possible solutions. KB7. Units of measurement. KB8. Coding systems for identification and traceability. KB9. Knowledge of weighing scales. KB10. Knowledge of the storage life of prepared product, ambient temperature and its effect on final product. KB11. Removal of scraps and downgraded products from each areas operations to concerned places
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
	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
	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
	Life Skills
	Integrity SA12. Practice honesty with respect to company property and time SA13. Communicate with people in a form and manner and using language that is open and respectful SA14. Resolve any difficulties in relationships with colleagues, or get help from an appropriate person, in a way that preserves goodwill and trust

	Motivation SA15. Take responsibility for completing one's own work assignment SA16. Take initiative to enhance/learn skills in ones's area of work SA17. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one's learning. SA18. Is open to new ways of doing things SA19. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them. **Reliability** SA20. Avoid absenteeism SA21. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations SA22. Work in disciplined factory environment SA23. Be punctual
B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to: SB1. Take a decision for any change/issue based on earlier successes (documented previous history) on similar issues SB2. Work out changes in case a new improved machine/equipment is added in the process or any new material /chemical is developed replacing existing one. SB3. Make changes in cycle time due to improved process. SB4. Use the standard operating procedure or trouble shooting manuals for trouble shooting and other reference documents approved by plant management SB5. Consult the peer group and superiors to arrive at a favourable decision. SB6. Use of standard available problem solving techniques for decision making SB7. Review and analyze the process steps to check on system non adherence and non conformity SB8. Review the current SOP and other standards for continuous improvement to facilitate decision making SB9. Take a calculated risk with minimum losses
	Plan and Organize
	SB10. Plan and organize the factors of production to execute the business plan SB11. Fix up tasks and allotment of the same SB12. Assign tasks to suitable persons SB13. Motivate them for better output and time bound completion of tasks
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	SB23. Interpret quality for sheet SB24. Suggest improvements(if any) in process/product/materials based on results and experience
	Analytical Thinking
	SB25. Identify the problems pertaining to the sharpening of tools based on visual inspection and work efficiency SB26. Diagnose common problems in the machine based on visual inspection, sound, etc SB27. Suggest improvements(if any) in process based on experience
	Critical Thinking
	SB28. seek clarification on problems from others SB29. apply problem-solving approaches in different situations SB30. refer anomalies to the line manager

NOS Version Control

NOS Code	RSC/N3409		
Credits(NSQF)	TBD	Version number	2.0
Industry	Rubber Manufacturing	Drafted on	02/12/2014
Industry Sub-sector	Latex	Last reviewed on	25/10/2017
Occupation	Latex Product Manufacturing	Next review date	25/10/2021

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National Occupational Standard

Overview

This unit is about carrying out housekeeping

National Occupational Standard

Unit Code	RSC/N5001
Unit Title (Task)	**Carry out housekeeping in rubber product manufacturing**
Description	This unit is about carrying out housekeeping activities
Scope	This unit/task covers the following: • Preparing for housekeeping activities • Carry out housekeeping operation • 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)	
A. Organizational Context (Knowledge of the company / organization and its processes)	KA1. Importance of learning proper procedures and techniques KA2. Implications of not following the organizational requirement for approval for undertaking the specific task KA3. Importance of completing the activities as per the schedule KA4. Implications of not following the defined procedures/work instructions KA5. Importance of team work KA6. Health, Safety and Environment guidelines, legislation and regulations as applicable KA7. Actions to be taken in case of non-conformity to behavioral standards of the organization KA8. Impact of poor practices on the individual's and organization's performance KA9. Importance of optimal utilization of resources KA10. Importance of providing feedback for improvement KA11. Importance of indigenous knowledge for evolving/adopting operation specific practices KA12. Rectification/solution of problems/conflicts for the smooth functioning of the organization KA13. Importance of documentation/reporting as per guidelines and procedures KA14. Knowledge of do's and don'ts (company's HR instructions) KA15. Importance of attending trouble shooting KA16. Importance of subject learning/ training KA17. Importance of Product and its application
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 of 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
	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
	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
	Life Skills
	Integrity SA12. Practice honesty with respect to company property and time SA13. Communicate with people in a form and manner and using language that is open and respectful SA14. Resolve any difficulties in relationships with colleagues , or get help from an appropriate person, in a way that preserves goodwill and trust **Motivation** SA15. Take responsibility for completing one's own work assignment SA16. Take initiative to enhance/learn skills in ones's area of work SA17. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one's learning. SA18. Is open to new ways of doing things SA19. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them. **Reliability** SA20. Avoid absenteeism SA21. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations

	SA22. Work in disciplined factory environment SA23. Be punctual
B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to: SB1. Take a decision for any change/issue based on earlier successes (documented previous history) on similar issues SB2. Work out changes in case a new improved machine/equipment is added in the process or any new material /chemical is developed replacing existing one. SB3. Make changes in cycle time due to improved process. SB4. Use the standard operating procedure or trouble shooting manuals for trouble shooting and other reference documents approved by plant management SB5. Consult the peer group and superiors to arrive at a favourable decision. SB6. Use of standard available problem solving techniques for decision making SB7. Review and analyze the process steps to check on system non adherence and non conformity SB8. Review the current SOP and other standards for continuous improvement to facilitate decision making SB9. Take a calculated risk with minimum losses
	Plan and Organize
	SB10. Plan and organize the factors of production to execute the business plan SB11. Fix up tasks and allotment of the same SB12. Assign tasks to suitable persons SB13. Motivate them for better output and time bound completion of tasks
	Customer Centricity
	SB14. Match customer needs/specification by adjusting the processing conditions (interact with customer in case any clarification required) SB15. Ensure that performance of his action/operation/activity does not lead to any divergence from the specified quality of the final product as required by the customer. SB16. Complete the assigned task in timely manner so that the final product is delivered in the timeline given by the customer. SB17. Communicate effectively to the superior/customer for any delay in supplies to the clients. SB18. Work towards fulfilling the customer's requirement as per their demand. SB19. In case of any complaint, ensure its timely resolution if the problem is emanating at his level SB20. Communicate effectively to the superior/customer for any delay in resolving the problem faced by the customer. SB21. Maintain good/cordial relation with customers.

	SB22. Work on the feedback received from customer regarding the product.
	Problem Solving
	SB23. Interpret quality for sheet SB24. Suggest improvements(if any) in process/product/materials based on results and experience
	Analytical Thinking
	SB25. Identify the problems pertaining to the sharpening of tools based on visual inspection and work efficiency SB26. Diagnose common problems in the machine based on visual inspection, sound, etc SB27. Suggest improvements(if any) in process based on experience
	Critical Thinking
	SB28. seek clarification on problems from others SB29. apply problem-solving approaches in different situations SB30. refer anomalies to the line manager

NOS Version Control

NOS Code	RSC/N5001		
Credits(NSQF)	TBD	Version number	2.0
Industry	Rubber Manufacturing	Drafted on	02/12/2014
Industry Sub-sector	Latex	Last reviewed on	25/10/2017
Occupation	Latex Product Manufacturing	Next review date	25/10/2021

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National Occupational Standard

Overview

This unit is about reporting and documentation

National Occupational Standard

Unit Code	RSC/N5002
Unit Title (Task)	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)	
A. Organizational Context (Knowledge of the company / organization and its processes)	KA1. Importance of learning proper procedures and techniques KA2. Implications of not following the organizational requirement for approval for undertaking the specific task KA3. Importance of completing the activities as per the schedule KA4. Implications of not following the defined procedures/work instructions KA5. Importance of team work KA6. Health, Safety and Environment guidelines, legislation and regulations as applicable KA7. Actions to be taken in case of non-conformity to behavioral standards of the organization KA8. Impact of poor practices on the individual's and organization's performance KA9. Importance of optimal utilization of resources KA10. Importance of providing feedback for improvement KA11. Importance of indigenous knowledge for evolving/adopting operation specific practices KA12. Rectification/solution of problems/conflicts for the smooth functioning of the organization KA13. Importance of documentation/reporting as per guidelines and procedures KA14. Knowledge of do's and don'ts (company's HR instructions) KA15. Importance of attending trouble shooting

	KA16. Importance of subject learning/ training KA17. Importance of Product and its application
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. Different methods of recording information KB2. Various documents that need to be maintained KB3. Company procedure for filling/maintaining up the documents KB4. Procedures for reporting to the appropriate authority KB5. Procedures for recording damage, breakages etc KB6. Reporting incidents where standard operating procedures are not followed KB7. The importance of complete and accurate documentation KB8. How to maintain complete documentation accurately and within agreed timescales KB9. The importance of ensuring that the documents are correct KB10. The actions to be taken if the documents are not correct KB11. The importance of maintaining the security and confidentiality of recorded information KB12. Procedures to maintain confidentiality of information KB13. The appropriate method for responding to requests for information KB14. 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 Skills
	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
	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
	Life Skills

	Integrity SA12. Practice honesty with respect to company property and time SA13. Communicate with people in a form and manner and using language that is open and respectful SA14. Resolve any difficulties in relationships with colleagues , or get help from an appropriate person, in a way that preserves goodwill and trust **Motivation** SA15. Take responsibility for completing one's own work assignment SA16. Take initiative to enhance/learn skills in ones's area of work SA17. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one's learning. SA18. Is open to new ways of doing things SA19. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them. **Reliability** SA20. Avoid absenteeism SA21. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations SA22. Work in disciplined factory environment SA23. Be punctual
B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to: SB1. Take a decision for any change/issue based on earlier successes (documented previous history) on similar issues SB2. Work out changes in case a new improved machine/equipment is added in the process or any new material /chemical is developed replacing existing one. SB3. Make changes in cycle time due to improved process. SB4. Use the standard operating procedure or trouble shooting manuals for trouble shooting and other reference documents approved by plant management SB5. Consult the peer group and superiors to arrive at a favourable decision. SB6. Use of standard available problem solving techniques for decision making SB7. Review and analyze the process steps to check on system non adherence and non conformity SB8. Review the current SOP and other standards for continuous improvement to facilitate decision making SB9. Take a calculated risk with minimum losses
	Plan and Organize
	SB10. Plan and organize the factors of production to execute the business plan SB11. Fix up tasks and allotment of the same SB12. Assign tasks to suitable persons SB13. Motivate them for better output and time bound completion of tasks
	Customer Centricity
	SB14. Match customer needs/specification by adjusting the processing conditions

	(interact with customer in case any clarification required) SB15. Ensure that performance of his action/operation/activity does not lead to any divergence from the specified quality of the final product as required by the customer. SB16. Complete the assigned task in timely manner so that the final product is delivered in the timeline given by the customer. SB17. Communicate effectively to the superior/customer for any delay in supplies to the clients. SB18. Work towards fulfilling the customer's requirement as per their demand. SB19. In case of any complaint, ensure its timely resolution if the problem is emanating at his level SB20. Communicate effectively to the superior/customer for any delay in resolving the problem faced by the customer. SB21. Maintain good/cordial relation with customers. SB22. Work on the feedback received from customer regarding the product.
	Problem Solving
	SB23. Interpret quality for sheet SB24. Suggest improvements(if any) in process/product/materials based on results and experience
	Analytical Thinking
	SB25. Identify the problems pertaining to the sharpening of tools based on visual inspection and work efficiency SB26. Diagnose common problems in the machine based on visual inspection, sound, etc SB27. Suggest improvements(if any) in process based on experience
	Critical Thinking
	SB28. seek clarification on problems from others SB29. apply problem-solving approaches in different situations SB30. refer anomalies to the line manager

NOS Version Control

NOS Code	RSC/N5002		
Credits(NSQF)	TBD	Version number	2.0
Industry	Rubber Manufacturing	Drafted on	02/12/2014
Industry Sub-sector	Latex	Last reviewed on	25/10/2017
Occupation	Latex Compounding/Mixing	Next review date	25/10/2021

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National Occupational Standard

Overview

This unit is about carrying out quality checks

National Occupational Standard

Unit Code	RSC/N5003
Unit Title (Task)	**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. Evaluate 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)	
A. Organizational Context (Knowledge of the company / organization and its processes)	KA1. Importance of learning proper procedures and techniques KA2. Implications of not following the organizational requirement for approval for undertaking the specific task KA3. Importance of completing the activities as per the schedule KA4. Implications of not following the defined procedures/work instructions KA5. Importance of team work KA6. Health, Safety and Environment guidelines, legislation and regulations as applicable KA7. Actions to be taken in case of non-conformity to behavioral standards of the organization KA8. Impact of poor practices on the individual's and organization's performance KA9. Importance of optimal utilization of resources KA10. Importance of providing feedback for improvement KA11. Importance of indigenous knowledge for evolving/adopting operation specific practices

	KA12. Rectification/solution of problems/conflicts for the smooth functioning of the organization KA13. Importance of documentation/reporting as per guidelines and procedures KA14. Knowledge of do's and don'ts (company's HR instructions) KA15. Importance of attending trouble shooting KA16. Importance of subject learning/ training KA17. Importance of Product and its application
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
	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
	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
	Life Skills

	Integrity SA12. Practice honesty with respect to company property and time SA13. Communicate with people in a form and manner and using language that is open and respectful SA14. Resolve any difficulties in relationships with colleagues , or get help from an appropriate person, in a way that preserves goodwill and trust **Motivation** SA15. Take responsibility for completing one's own work assignment SA16. Take initiative to enhance/learn skills in ones's area of work SA17. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one's learning. SA18. Is open to new ways of doing things SA19. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them. **Reliability** SA20. Avoid absenteeism SA21. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations SA22. Work in disciplined factory environment SA23. Be punctual
B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to: SB1. Take a decision for any change/issue based on earlier successes (documented previous history) on similar issues SB2. Work out changes in case a new improved machine/equipment is added in the process or any new material /chemical is developed replacing existing one. SB3. Make changes in cycle time due to improved process. SB4. Use the standard operating procedure or trouble shooting manuals for trouble shooting and other reference documents approved by plant management SB5. Consult the peer group and superiors to arrive at a favourable decision. SB6. Use of standard available problem solving techniques for decision making SB7. Review and analyze the process steps to check on system non adherence and non conformity SB8. Review the current SOP and other standards for continuous improvement to facilitate decision making SB9. Take a calculated risk with minimum losses
	Plan and Organize
	SB10. Plan and organize the factors of production to execute the business plan SB11. Fix up tasks and allotment of the same SB12. Assign tasks to suitable persons SB13. Motivate them for better output and time bound completion of tasks
	Customer Centricity
	SB14. Match customer needs/specification by adjusting the processing conditions (interact with customer in case any clarification required)

	SB15. Ensure that performance of his action/operation/activity does not lead to any divergence from the specified quality of the final product as required by the customer. SB16. Complete the assigned task in timely manner so that the final product is delivered in the timeline given by the customer. SB17. Communicate effectively to the superior/customer for any delay in supplies to the clients. SB18. Work towards fulfilling the customers requirement as per their demand. SB19. In case of any complaint, ensure its timely resolution if the problem is emanating at his level SB20. Communicate effectively to the superior/customer for any delay in resolving the problem faced by the customer. SB21. Maintain good/cordial relation with customers. SB22. Work on the feedback received from customer regarding the product.
	Problem Solving
	SB23. Interpret quality for sheet SB24. Suggest improvements(if any) in process/product/materials based on results and experience
	Analytical Thinking
	SB25. Identify the problems pertaining to the sharpening of tools based on visual inspection and work efficiency SB26. Diagnose common problems in the machine based on visual inspection, sound, etc SB27. Suggest improvements(if any) in process based on experience
	Critical Thinking
	SB28. seek clarification on problems from others SB29. apply problem-solving approaches in different situations SB30. refer anomalies to the line manager

NOS Version Control

NOS Code	**RSC/N5003**		
Credits(NSQF)	**TBD**	**Version number**	**2.0**
Industry	**Rubber Manufacturing**	**Drafted on**	**02/12/2014**
Industry Sub-sector	**Latex**	**Last reviewed on**	**25/10/2017**
Occupation	**Latex Compounding/Mixing**	**Next review date**	**25/10/2021**

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National Occupational Standard

Overview

This unit is about problem identification and escalation

National Occupational Standard

Unit Code	RSC/N5004
Unit Title (Task)	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 and 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)

A. Organizational Context (Knowledge of the company / organization and its processes)	KA1. Importance of learning proper procedures and techniques KA2. Implications of not following the organizational requirement for approval for undertaking the specific task KA3. Importance of completing the activities as per the schedule KA4. Implications of not following the defined procedures/work instructions KA5. Importance of team work KA6. Health, Safety and Environment guidelines, legislation and regulations as applicable KA7. Actions to be taken in case of non-conformity to behavioral standards of the organization KA8. Impact of poor practices on the individual's and organization's performance KA9. Importance of optimal utilization of resources KA10. Importance of providing feedback for improvement KA11. Importance of indigenous knowledge for evolving/adopting operation specific practices KA12. Rectification/solution of problems/conflicts for the smooth functioning of the organization KA13. Importance of documentation/reporting as per guidelines and procedures KA14. Knowledge of do's and don'ts (company's HR instructions) KA15. Importance of attending trouble shooting KA16. Importance of subject learning/ training KA17. Importance of Product and its application
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
	Reading and Understanding Skills
	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
	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
	Integrity
	SA12. Practice honesty with respect to company property and time SA13. Communicate with people in a form and manner and using language that is open and respectful SA14. Resolve any difficulties in relationships with colleagues , or get help from an appropriate person, in a way that preserves goodwill and trust
	Motivation
	SA15. Take responsibility for completing one's own work assignment SA16. Take initiative to enhance/learn skills in ones's area of work SA17. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one's learning. SA18. Is open to new ways of doing things SA19. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them.
	Reliability
	SA20. Avoid absenteeism SA21. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations SA22. Work in disciplined factory environment SA23. Be punctual

NOS Version Control

NOS Code	RSC/N5004		
Credits(NSQF)	TBD	Version number	2.0
Industry	Rubber Manufacturing	Drafted on	02/12/2014
Industry Sub-sector	Latex	Last reviewed on	25/10/2017
Occupation	Latex Compounding/Mixing	Next review date	25/10/2021

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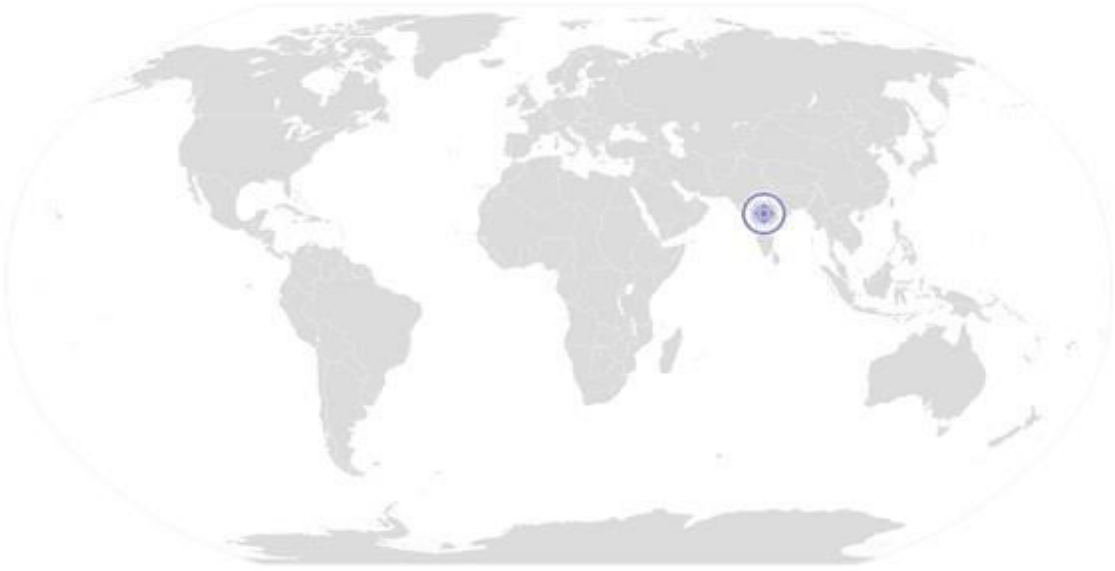
National Occupational Standard



Overview

This unit is about maintaining health and safety of self and others at workplace.

National Occupational Standard

Unit Code	RSC/N5007
Unit Title (Task)	**Carry out health and safety**
Description	This unit is about maintaining health and safety of self and others at workplace.
Scope	This unit/task covers the following: • 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	To be competent, the individual on the job must be able to: PC1. Undertake basic safety checks before operation of all machinery and equipment and report hazards to the appropriate supervisor PC2. Identify the work for which protective clothing or equipment is required and the appropriate protective clothing or equipment is used in performing these duties in accordance with workplace policy. PC3. Read and understand the hazards of use and contamination mentioned on the labels of chemicals, utilities etc PC4. Assess the risk prior to performing manual handling jobs and work is carried out according to currently recommended safe practices. PC5. Use equipment and materials safely and correctly and return the same to designated storage when not in use PC6. Dispose off waste safely and correctly in a designated area PC7. Recognize the risk to bystanders and take action to reduce risk associated with jobs in the workplace PC8. Perform work in a manner which minimizes environmental damage PC9. Monitor closely all procedures and work instructions for controlling risk PC10. Report any accidents, incidents or problems without delay to an appropriate person and take immediate necessary action to reduce further danger.
Render appropriate emergency procedures	PC11. Follow procedures for dealing with accidents, fires and emergencies, including communicating location and directions to emergency. PC12. Follow emergency procedures as per company standards and workplace requirements. PC13. Use Emergency equipment in accordance with manufacturers' specifications and workplace requirements. PC14. Provide treatment appropriate to the patient's injuries in accordance with recognized first aid techniques. PC15. Recover (if practical), clean, inspect/test, refurbish, replace and store the first aid equipment as appropriate

	PC16. Dispose off medical waste in accordance with workplace requirements PC17. Report details of first aid administered in accordance with work place procedures.
Maintain standard safety procedures at the workplace	PC18. Comply with general safety procedures PC19. Follow standard safety procedures while handling equipment, hazardous material or tool 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. PC21. Ensure no accidents and damages at the workplace, reporting of any breach of company safety procedure PC22. Keep the workplace organized, swept, clean and hazard free
Participate in safety awareness campaigns	PC23. Attend fire drills and other safety related workshops organized at the workplace PC24. Awareness about first aid, evacuation and emergency procedures PC25. Ensuring all safety procedures are followed without neglecting any event
Understand potential sources of accidents	PC26. Avoid accidents while using hazardous chemicals, machines, sharp tools and equipment
Use safety gears to avoid accidents	PC27. Use safety materials such as protective gear, goggles, caps, shoes, etc. (as applicable with workplace) PC28. Handle heavy and hazardous materials with care and using appropriate tools and handling equipment such as trolleys, ladders
Knowledge and Understanding (K)	
A. Organizational context	The individual on the job needs to know and understand: KA1. Policies on incentives, delivery standards, and personnel management KA2. Occupational safety and health policy followed KA3. Emergency evacuation procedure KA4. Medical policy KA5. Company laws and acts
B. Technical knowledge	KB1. The risks to health and safety and the measures to be taken to control those risks in the area of work KB2. Workplace procedures and requirements for the handling of workplace injuries/illnesses. KB3. Basic emergency first aid procedure KB4. Local emergency services KB5. Reporting on accidents, incidents and problems to appropriate authorities. KB6. How to use machines as per standard operating procedure KB7. How to maintain work area safe and secure KB8. Use of hazardous materials, tools and equipments KB9. Emergency evacuation and first aid procedures to be followed KB10. Personal hygiene and fitness requirements

	KB11. General duties under the relevant health and safety legislation KB12. What personal protective equipment and clothing should be worn and how it is cared for KB13. The correct and safe way to use materials and equipment required for work KB14. The importance of good housekeeping in the workplace KB15. Safe disposal methods for waste KB16. Methods for minimizing environmental damage during work
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	The individual on the job needs to know and understand how to: SA1. Record data which are required for record keeping purpose SA2. Report problems to the appropriate person in a timely manner SA3. Write descriptions and details about incidents in reports
	Reading Skills
	SA4. Read instruction manuals for hand tools and equipment SA5. Read instructions on work orders and procedures
	Oral Communication
	SA6. Receive instructions and seek advice from superiors SA7. Communicate clearly and effectively with others
B. Professional Skills	**Decision Making**
	The individual on the job needs to know and understand how to: SB1. Take a decision for any change/issue based on earlier successes (documented previous history)on similar issues SB2. Work out changes in case a new improved machine / equipment is added in the process or any new material / chemical is developed replacing existing one. SB3. Make changes in cycle time due to improved process. SB4. Use the standard operating procedure or trouble shooting manuals for trouble shooting and other reference documents approved by plant management SB5. Consult the peer group and superiors to arrive at a favourable decision. SB6. Use of standard available problem solving techniques for decision making SB7. Review and analyze the process steps to check on system non adherence and non conformity SB8. Review the current SOP and other standards for continuous improvement to facilitate decision making SB9. Take a calculated risk with minimum losses
	Plan and Organize

	SB10. Schedule daily activities and drawing up priorities; allocate start times, estimation of completion times and materials, equipment and assistance required for completion.
	Customer Centricity
	SB11. Match customer needs/specification by adjusting the processing conditions (interact with customer in case any clarification required) SB12. Ensure that performance of his action/operation/activity does not lead to any divergence from the specified quality of the final product as required by the customer. SB13. Complete the assigned task in timely manner so that the final product is delivered in the timeline given by the customer. SB14. Communicate effectively to the superior/customer for any delay in supplies to the clients. SB15. Work towards fulfilling the customers requirement as per their demand. SB16. In case of any complaint, ensure its timely resolution if the problem is emanating at his level SB17. Communicate effectively to the superior/customer for any delay in resolving the problem faced by the customer. SB18. Maintain good/cordial relation with customers. SB19. Work on the feedback received from customer regarding the product.
	Problem Solving
	SB20. Use first aid treatment in case of any injury/accident.
	Analytical Thinking
	SB21. Monitor and maintain the condition of tools and equipment SB22. Assess situation & identify appropriate control measures
	Critical Thinking
	SB23. Act, communicate and report in emergency situation

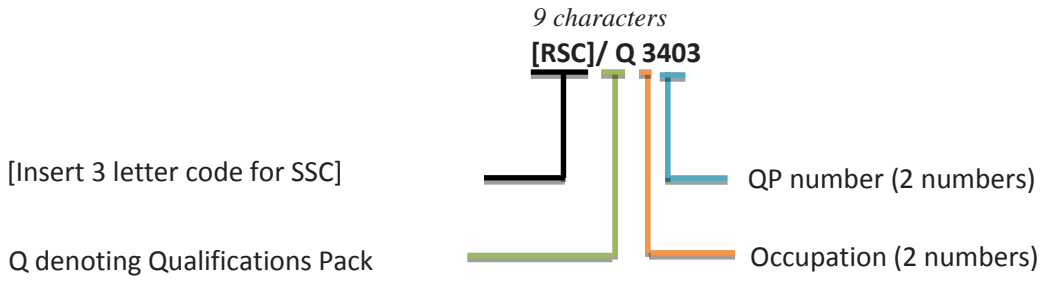
NOS Version Control

NOS Code	RSC/N5007		
Credits(NSQF)	TBD	Version number	2.0
Industry	Rubber Manufacturing	Drafted on	02/12/2014
Industry Sub-sector	Latex	Last reviewed on	25/10/2017
Occupation	Latex Compounding/Mixing	Next review date	25/10/2021

Annexure

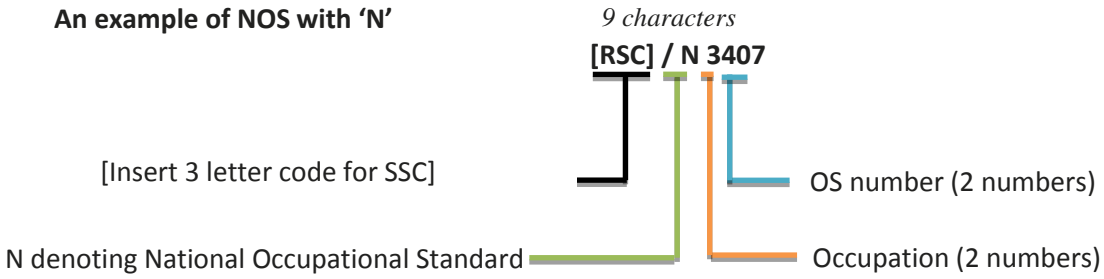
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



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The following acronyms/codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
Latex	**02-34**
Non-tyre	**12-12**
Rubber Manufacturing	**28-28**
Tyre	**02-36**
Tyre & Non -Tyre	**01-37**

Sequence	Description	Example
Three letters	Industry name	[RSC]
Slash	/	/
Next letter	Whether **Q**P or NOS	N
Next two numbers	Occupation code	34
Next two numbers	OS number	07

Criteria For Assessment Of Trainees

Job Role: Rubber Foaming Machine Operator
Qualification Pack Code: RSC/Q3403
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. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criterion.
6. To pass the Qualification Pack , every trainee should score a minimum of 70% of aggregate marks to successfully clear the assessment.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Compulsory NOS **Total Marks: 700**				**Marks Allocation**	
Assessment outcomes	**Assessment Criteria for outcomes**	**Total Marks**	**Out Of**	**Theory**	**Skills Practical**
RSC/N3407 Perform pre rubber foaming activities	PC1. Ensure that the mixer and machine are clean and ready to use.	100	3	0	3
	PC2. Ensure that the tools required for mixing and continuous foaming operation are ready.		3	0	3
	PC3. Ensure proper functioning of different upstream and downstream equipment attached with the Mixer and Machine		7	4	3
	PC4. Set parameters for the equipment (cycle time, temperature, energy and pressure) as per company's SOP		12	6	6
	PC5. Check the raw latex parameters and ensure that all the ingredients required are approved and released by laboratory.		8	5	3
	PC6. Ensure the availability of ingredients for the required mixing/continuous operation as per specification		9	6	3
	PC7. Ensure that all the materials have been assembled/organized (in correct sequence, if applicable) to be fed into mixer/machine (Proper feeding and filling of the latex storage tank , Zinc oxide tank , SSF storage tank and soap tank fitted on the machine)		9	6	3
	PC8. Ensure all balance unused left over ingredients are stored properly to avoid any contamination or deterioration during storage and are used up while preparing the next batch.		11	6	5
	PC9. Ensure to take precaution for chemical inhaling and handling		7	4	3
	PC10. Ensure to take precaution against putting Finger / Hand inside the machine / usage of safety break fitted on the machine		6	4	2

	PC11. Ensure the use of certified safe chain hoist/s for lifting drums and pouring ingredients.		6	4	2
	PC12. Create awareness of steam leakages in work area		5	3	2
	PC13. Adhere to all safety norms (such as wearing protective gloves ,mask and safety shoes).		5	5	0
	PC14. Avoid spillage and in case of spillage occur , follow safety measures as laid down by safety department		5	3	2
	PC15. Comply with health, safety, environment guidelines and regulations in accordance with international/national standards or the organizational standards.		4	4	0
	Total		**100**	**60**	**40**
RSC/N3408 Perform machine operation for rubber foam products	PC1. Ensure that the quantity of each ingredient is as specified in the instructions/ organizations SOP.	100	5	3	2
	PC2. Handle the material properly to avoid contamination		7	3	4
	PC3. Confirm raw latex parameters and compounded latex mechanical and chemical stability requirements		5	2	3
	PC4. Ensure to strictly follow the sequential addition of ingredients as per instructions /SOP .		5	3	2
	PC5. Compounding of the raw latex and parameter control as per the specification		5	3	2
	PC6. Follow the standard operating procedures for mixer		5	2	3
	PC7. Feed the material in mixer manually		5	2	3
	PC8. Monitor the Planetary mixer functioning at various speed levels, addition of chemicals to latex and up on forming and completion		5	2	3
	PC9. Work towards achieving compounded latex mechanical and chemical stability requirements		3	3	0
	PC10. Ensure that the storage container is ready as per the requirement.		3	0	3
	PC11. Unload prepared mix appropriately.		5	3	2
	PC12. Follow the standard operating procedures for continuous foaming machine		5	2	3
	PC13. Monitor functioning of Continuous Foaming Machine at various speed levels		6	3	3
	PC14. Maintain Latex pump speed control for foam weight and rotor and gelling agents pumps working for trouble free operation		6	3	3
	PC15. Take action for trouble shooting and rectification during latex frothing and mold poring , levelling and mold closing		6	2	4
	PC16. Ensure the use of certified equipments for lifting ingredients for continuous foaming operation		7	4	3
	PC17. Handle the ingredients using hand gloves and other safety equipment as directed by organizations safety department		5	2	3
	PC18. Adhere to all safety norms (such as wearing protective gloves,masks and shoes)		6	2	4
	PC19. Comply with health, safety, environment guidelines and regulations in accordance with international/national standards or the organizational standards.		3	3	0
	PC20. Follow the guidance of safety department to contain spillages which may affect the health and safety of self or the environment in the dispersion preparation area		3	3	0
	Total		**100**	**50**	**50**
RSC/N3409 Perform post	PC1. Ensure foam removal, cleaning and drying operation for continuous production	100	11	5	6

rubber foaming activities	PC2. Draw sample for lab testing and release.		13	5	8
	PC3. Report repair and maintenance requirement to the Supervisor		12	5	7
	PC4. Dispose of waste material safely, as per organizational SOP.		11	4	7
	PC5. Ensure identification and traceability by batch marking/coding for the right product as per the instructions laid down by the company.		13	5	8
	PC6. Send sample of the prepared mix in the specified sample size and method as directed by the company		13	5	8
	PC7. Handle the prepared product using hand gloves and other safety equipment.		12	6	6
	PC8. Adhere to all safety norms (such as wearing protective gloves , shoes, safety masks etc).		8	8	0
	PC9. Comply with health, safety, environment guidelines and regulations in accordance with international/national standards or the organizational standards.		7	7	0
	Total		**100**	**50**	**50**
RSC/N5001 Carry out housekeeping in rubber product manufacturing	PC1. Inspect the area while taking into account various surfaces	100	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
	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
	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		3	3	0

	clean, safe and securely stored				
	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
	PC23. Maintain schedules and records for housekeeping duty		3	3	0
	PC24. Replenish any necessary supplies or consumables		3	3	0
	Total		**100**	**70**	**30**
RSC/N5002 Carry Out Reporting And Documentation	PC1. Report data/problems/incidents as applicable in a timely manner	100	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
	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
	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
	Total		**100**	**60**	**40**
RSC/N5003 Carry Out Quality Checks	PC1. Ensure that total range of checks are regularly and consistently performed	100	24	10	14
	PC2. Use appropriate measuring instruments, equipment, tools, accessories etc ,as required		24	10	14
	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. Evaluate 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
	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
Total			**100**	**60**	**40**

	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
	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
RSC/N5004 Carry Out Problem Identification And Escalation	PC9. Consider applicable corrections and formulate corrective action	100	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 problem		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
	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
Total			**100**	**70**	**30**
RSC/N5007 - Carry Out Health and Safety	PC1. Undertake basic safety checks before operation of all machinery and equipment and report hazards to the appropriate supervisor	100	6	4	2
	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.		6	4	2
	PC3. Read and understand the hazards of use and contamination mentioned on the labels of chemicals, utilities etc		0	0	0
	PC4. Prior to performing manual handling jobs, risk is assessed and work is carried out according to currently recommended safe practices.		6	4	2
	PC5. Use equipment and materials safely and correctly and return the same to designated storage when not in use		0	0	0

	PC6.Dispose off waste safely and correctly in a designated area		6	4	2
	PC7. Risks to bystanders are recognized and action taken to reduce risk associated with jobs in the workplace		0	0	0
	PC8. Perform work in a manner which minimizes environmental damage		0	0	0
	PC9. All procedures and work instructions for controlling risk are followed closely.		0	0	0
	PC10. Report any accidents, incidents or problems without delay to an appropriate person and take immediate necessary action to reduce further danger.		0	0	0
	PC11.Follow procedures for dealing with accidents, fires and emergencies, including communicating location and directions to emergency.		6	4	2
	PC12.Follow emergency procedures as per company standards and workplace requirements.		8	5	3
	PC13.Use Emergency equipment in accordance with manufacturers' specifications and workplace requirements.		8	5	3
	PC14. Provide treatment appropriate to the patient's injuries in accordance with recognized first aid techniques.		0	0	0
	PC15. Recover (if practical), clean, inspect/test, refurbish, replace and store the first aid equipment as appropriate		0	0	0
	PC16. Dispose off medical waste in accordance with workplace requirements		0	0	0
	PC17.Report details of first aid administered in accordance with work place procedures.		7	4	3
	PC18. Comply with general safety procedures		8	4	4
	PC 19. Follow standard safety procedures while handling equipment, hazardous material or tool		0	0	0
	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.		8	5	3
	PC21. Ensure no accidents and damages at the workplace, reporting of any breach of company safety procedure		0	0	0
	PC22. Keep the workplace organized, swept, clean and hazard free		8	5	3
	PC23. Attend fire drills and other safety related workshops organized at the workplace		4	2	2
	PC24. Be aware of first aid, evacuation and emergency procedures		4	2	2
	PC25. Be alert of any events and do not be negligent to any safety procedures to be followed		0	0	0
	PC26. Avoid accidents while using hazardous chemicals, machines, sharp tools and equipment		4	2	2
	PC27.Use safety materials such as protective gear, goggles, caps, shoes, etc.(as applicable with workplace)		4	2	2
	PC28. Handle heavy and hazardous materials with care and using appropriate tools and handling equipment such as trolleys, ladders		4	2	2
Total			**100**	**60**	**40**