



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 - Coil Packaging Machine Operator:
Rolling Mills**

SECTOR: Iron & Steel

SUB-SECTOR: Cold Rolling Mill

REFERENCE ID: ISC/Q0602

ALIGNED TO: NCO -2004/NIL

Title of Job: The job is all about operation of the Coil Master (Coil Packaging Machine) for packing the finished coils (CR, Galvanised, Tinned, Colour Coated etc.), Strapping operation, and Wagon Unitisation in safe & secure manner. It includes bundling of the coil after mill, protecting the coil from dust, humidity, rain and handling damage by applying protective films and sheets in a designed sequence; weighing and labelling the packed coil according to specifications and finally ensuring readiness of coils for dispatch.

Personal Attributes: The job requires the candidate to work independently as well as in teams. Some of the key attributes includes physical fitness, not having colour blindness, having analytical skills, problem solving attitude, high concentration levels, a sharp reflex and willingness to work in a factory environment.



Job Details

Qualifications Pack Code	ISC/Q0602		
Job Role	Coil Packaging Machine Operator: Rolling Mills		
Credits(NSQF)	TBD	Version number	1.0
Industry	Iron & Steel	Drafted on	18/09/2014
Sub-sector	Cold Rolling Mill	Last reviewed on	30/12/2014
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Job Role	Coil packaging Machine Operator: Rolling Mills
Role Description	The job is all about operation of the Coil Master (Coil Packaging Machine) in order to pack the finished coils (CR, Galvanised, Tinned, Colour Coated etc.), Strapping operation and Wagon Unitisation in safe & secure manner. It includes bundling of the coil after mill, protecting the coil from dust, humidity, rain and handling damage by applying protective films and sheets in a designed sequence; weighing and labelling the packed coil according to specifications and finally ensuring readiness of coils for dispatch.
NSQF level	3
Minimum Educational Qualifications	Class X pass
Maximum Educational Qualifications	ITI pass
Training (Suggested but not mandatory)	<ul style="list-style-type: none"> Hands on training for minimum 3 months in the occupation is a must Concept of packaging and basic functioning of Coil Master (mandatory) Safety procedures and practices (mandatory)
Experience	<ul style="list-style-type: none"> No past experience may be needed In lieu of minimum qualification the candidate should have 2 years of relevant work experience under an experienced supervisor



Occupational Standards (OS)	<p>Compulsory:</p> <p>ISC/N0601: Check specifications, weights and physical condition of the Coil</p> <p>ISC/N0602: Carry out coil master operation</p> <p>ISC/N0603: Carry out metal jacketing & strapping operation</p> <p>ISC/N0604: Ensure wagon unitisation</p> <p>ISC/N0008: Use basic health and safety practices at the workplace</p> <p>ISC/N0009: Work effectively with others</p> <p>Optional:</p> <p>N/A</p>
Performance Criteria	As described in the relevant NOS units



Definitions

Keywords /Terms	Description
Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the NOS, these include communication related skills that are applicable to most job roles.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of NOS.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in the Indian context
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Organisational Context	Organisational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
Qualifications Pack(QP)	Qualifications Pack comprises the set of NOS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Scope	Scope is the set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on the quality of performance required.
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.



Sub-Sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Sub-functions	Sub-functions are sub-activities essential to fulfil the achieving the objectives of the function.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Unit Code	Unit Code is a unique identifier for a NOS unit, which can be denoted with an 'N'
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
Keywords /Terms	Description
NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
OEM	Original Equipment Manufacturer
OS	Occupational Standard(s)
QP	Qualifications Pack
5 S	Technique of maintaining orderliness –Japanese terminology
CP	Control Plan
WI	Work Instructions

Acronyms



ISC/N0601: Checks specifications, weights and physical condition of the coil



National Occupational Standards

Overview

This unit is about checking and tallying the specifications of the coil and physical condition of the coil.



Unit Code	ISC/N0601
Unit Title (Task)	Checks specifications, weights and physical condition of the coil
Description	This unit is about checking that the packed coil matches with the required specifications and ensuring the physical condition of the coil to be acceptable.
Scope	This OS unit/task covers the following: <ul style="list-style-type: none"> Match the specifications of the coil to given details Check the physical condition of the coil to meet customer's expectations
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Match the specifications of the coil to given details	To be competent, the user/individual on the job must be able to: PC1. Check all specifications of the coil with the label of the previous line to ensure it matches the system data PC2. Take necessary actions to correct the deviations from desired specifications PC3. Report issues precisely to supervisor in case the problem is beyond his scope
Check the physical condition of the coil to meet customers' expectations	To be competent, the user/individual on the job must be able to: PC4. Ensure the quality of the coil by visual check to meet the standard PC5. Take necessary actions to correct the deviations from desired conditions PC6. Report issues precisely to supervisor in case the problem is beyond his scope
Element	
A. Organisational Context (Knowledge of the Company/ Organisation and its processes)	The user/individual on the job needs to know and understand: KA1. Job specific documents e.g. specification documents of parameters and importance of the same KA2. Risk and impact of not following defined procedures/work instructions KA3. Escalation matrix for reporting identified problems KA4. Implications of delays in process to the company
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. Working knowledge of coil specifications & visual inspection KB2. Knowledge of basic computing
Skills (S) w.r.t. the scope	
Element	Skills
A. Core Skills/	Writing skills and reading Skills

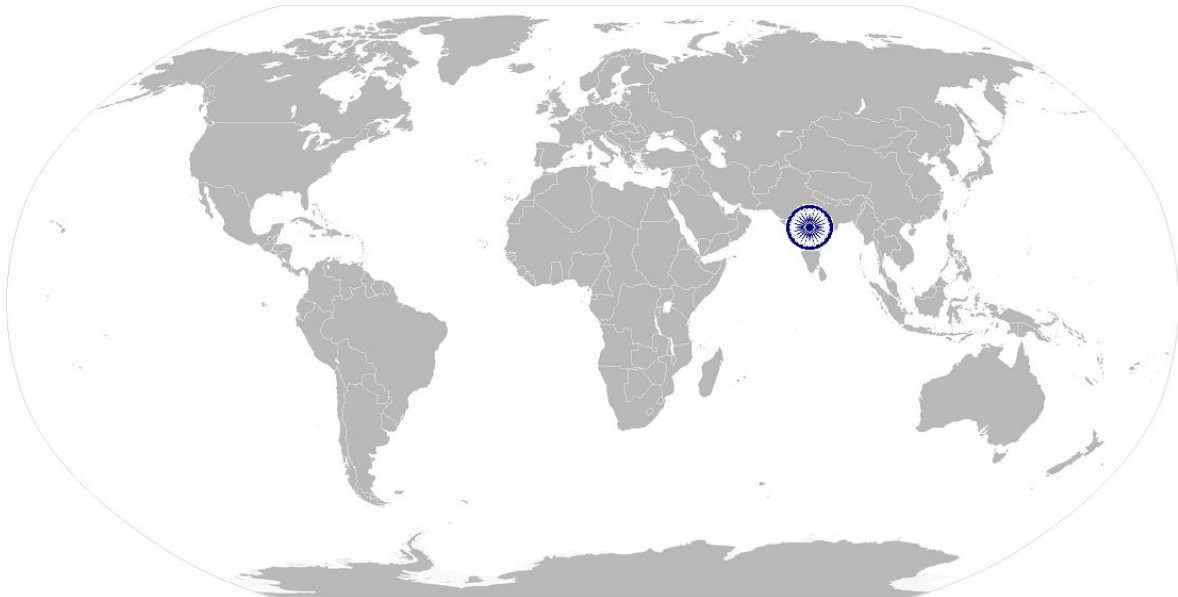


Generic Skills	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Construct simple sentence & write technical observations, memos & requisitions in English</p> <p>SA2. Read equipment manuals and process documents given by the equipment supplier to understand the equipment and processes better</p> <p>SA3. Read, understand, follow/apply memo, reports, instruction manuals, quality control charts and safety documents</p>
	<p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Communicate with supervisors/juniors/colleagues/casual workers in English/Hindi/Local language (E/H/LL)</p> <p>SA5. Respond objectively & orally to questions asked of him in E/H/LL</p> <p>SA6. Discuss task lists, schedules, and work-loads with the team members</p>
B. Professional Skills	<p>Time Management</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Prioritize and execute tasks within scheduled time limits</p>
	<p>Reliability</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Avoid absenteeism and maintain quality of work</p> <p>SB3. Work in a disciplined environment and adhere to working norms of the organisation</p> <p>SB4. Be punctual and adhere to timelines</p>



NOS Version Control

NOS Code	ISC/N0601		
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Industry	Iron and steel	Drafted on	18/09/2014
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ISC/N0602: Carry out coil master operation



Overview

This unit is about wrapping the coil with protective cover.



Unit Code	ISC/N0602
Unit Title (Task)	Carry out coil master operation
Description	This unit is about wrapping the coil and applying protective cover to prevent from rusting.
Scope	This OS unit/task covers the following: <ul style="list-style-type: none"> Load the coil according to specifications Apply appropriate protective cover/s for packaging and ensure coil fit for next operation
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Load the coil according to specification	To be competent, the user/individual on the job must be able to: PC1. Load the coil in the Coil Master station with the help of Walking Beam/Coil Car
Apply appropriate protective cover/s for packaging and ensure coil fit for next operation	To be competent, the user/individual on the job must be able to: PC2. Apply protective cover (VCI/non-VCI film), as per SPI
Element	Knowledge and Understanding
A. Organisational Context (Knowledge of the Company/ Organisation and its processes)	The user/individual on the job needs to know and understand: KA1. Job specific documents e.g. daily work checklist and importance of the same KA2. Safety policy of the company as applicable to his role in particular KA3. Emergency plan of the specific work site KA4. Risk and impact of not following defined procedures/work instructions KA5. Escalation matrix for reporting identified problems
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. Knowledge of the packing configuration & sequence of operation as per the coil characteristics KB2. The characteristics and function of the coil car and associated parts KB3. Working knowledge of different types of protective covers e.g. VCI, HDPE etc. KB4. Understand when and how to use inner and outer diameter protector KB5. Working knowledge of using circumferential and eye strap KB6. Working knowledge of Rotary equipment like Coil Master KB7. Understanding of brake operation in Coil Master KB8. Understanding of packaging defects & their remedial measures KB9. Use of tools for edge crimping & other operations if any

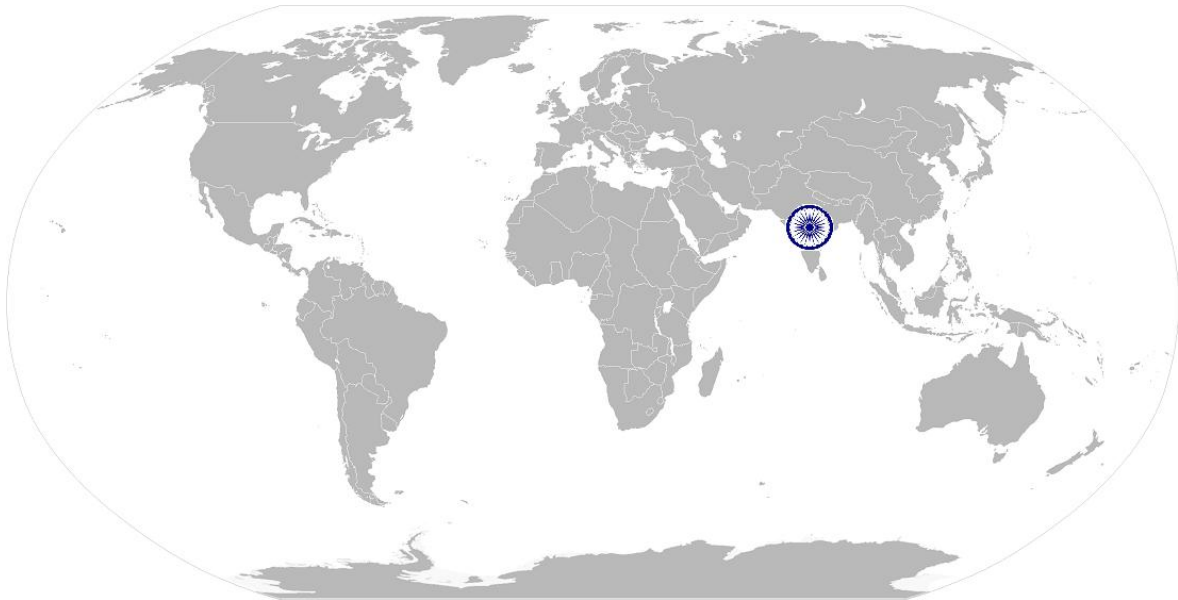


Skills (S) w.r.t. the scope	
Element	Skills
A. Core Skills/ Generic Skills	Writing skills and reading skills
	The user/ individual on the job needs to know and understand how to: SA1. Read equipment manuals and process documents given by the equipment supplier to understand the equipment and processes better SA2. Make notes on any deviation from desirable specifications and inform supervisor, as required
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA3. Answer the queries raised by the operative team as well as intra-company departments SA4. Discuss task lists, schedules, and work-loads with team members
B. Professional Skills	Time Management
	The user/individual on the job needs to know and understand how to: SB1. Prioritize and execute tasks within scheduled time limits
	Reliability
	The user/individual on the job needs to know and understand how to: SB2. Avoid absenteeism and maintain quality of work SB3. Work in a disciplined environment and adhere to working norms of the organisation SB4. Be punctual and adhere to timelines



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ISC/N0603: Carry out metal jacking & strapping operation



Overview

This unit is about metal jacking and strapping of the coil.



Unit Code	ISC/N0603
Unit Title (Task)	Carry out metal jacketing & strapping operation
Description	This unit is about jacketing the coil with metal components and finally strapping it to secure the packing in place.
Scope	This OS unit/task covers the following: <ul style="list-style-type: none"> Using sheet metal to provide a covering jacket to the coil Using ID, OD & side disc protector to secure the packing in place Using metal straps to hold the entire packing consumables in place
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Using sheet metal to provide a covering jacket to the coil	To be competent, the user/individual on the job must be able to: PC1. Use proper sheet metal to cover the coil completely as per standard using proper PPE's
Using ID, OD & side disc protector to secure the packing in place	To be competent, the user/individual on the job must be able to: PC2. Locate the ID protector, OD Protector, Side Disc to be used for the coil PC3. Use the consumables to secure the coil according to the SOP
Using metal straps to hold the packing consumables in place	To be competent, the user/individual on the job must be able to: PC4. Use metal straps around the packed coil to secure the packing consumables in place
Element	
A. Organisational Context (Knowledge of the Company/ Organisation and its processes)	The user/individual on the job needs to know and understand: KA1. Job specific documents e.g. specification documents of parameters and importance of the same KA2. Risk and impact of not following defined procedures/work instructions KA3. Escalation matrix for reporting identified problems KA4. Implications of delays in process to the company
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. Working knowledge of coil specifications KB2. Knowledge of the metal straps, ID- & OD-protector and side discs and their functional roles & characteristics

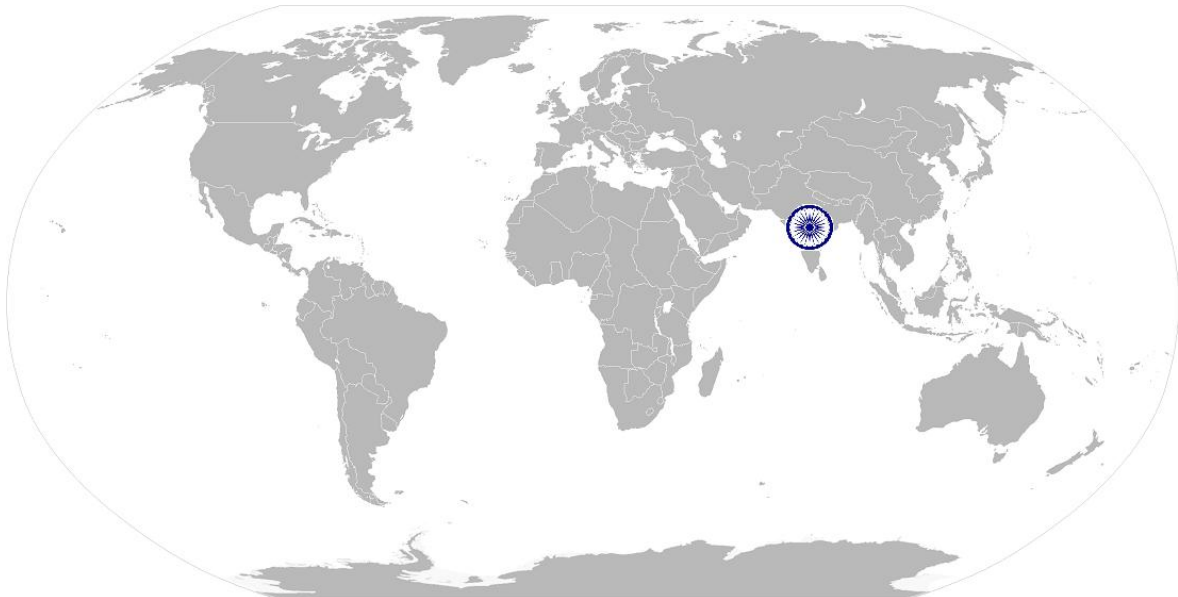


Skills (S) w.r.t. the scope	
Element	Skills
A. Core Skills/ Generic Skills	Writing skills and reading Skills
	The user/ individual on the job needs to know and understand how to: SA1. Construct simple sentence & write technical observations, memos & requisitions in English SA2. Read equipment manuals and process documents given by the equipment supplier to understand the equipment and processes better SA3. Read, understand, follow/apply memo, reports, instruction manuals, quality control charts and safety documents
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA4. Communicate with supervisors/juniors/colleagues/casual workers in English/Hindi/Local language (E/H/LL) SA5. Respond objectively & orally to questions asked of him in E/H/LL SA6. Discuss task lists, schedules, and work-loads with the team members
B. Professional Skills	Time Management
	The user/individual on the job needs to know and understand how to: SB1. Prioritize and execute tasks within scheduled time limits
	Reliability
	The user/individual on the job needs to know and understand how to: SB2. Avoid absenteeism and maintain quality of work SB3. Work in a disciplined environment and adhere to working norms of the organisation SB4. Be punctual and adhere to timelines



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Occupation	Operation	Next review date	30/12/2015





ISC/N0604: Ensure wagon unitisation




Overview

This unit is about wagon unitisation, securement of the coil and delivering it to the next station /end user without any damage.



Unit Code	ISC/N0604
Unit Title (Task)	Ensure wagon unitisation
Description	This unit is about unitising the coil, securement of the coil and delivering it to the next station /end user without any damage as per the railway norms
Scope	This OS unit/task covers the following: <ul style="list-style-type: none"> • Loading of the coil on wooden saddle in safe condition • Wrapping of the coil with HDPE to protect from environmental effects • Welding of steel consumables on wagon floor/body to unitise the coil with strap • Strapping of the coil to secure it is safe in the wagon
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Loading of the coil on wooden saddle in safe condition	To be competent, the user/individual on the job must be able to: PC1. Ensure wagon floor is in good condition PC2. Use proper wooden saddles to load the coil
Wrapping of the coil with HDPE to protect from environmental effects	To be competent, the user/individual on the job must be able to: PC3. Use right quality and proper width of HDPE to wrap the coil
Welding of steel consumables on wagon floor/body to unitise the coil with strap	To be competent, the user/individual on the job must be able to: PC4. Weld hook/cleat properly onto the wagon floor following the SOP
Strapping of the coil to ensure it is safe in the wagon	To be competent, the user/individual on the job must be able to: PC5. Use proper size of strap around the coil for securement on wagon
Element	
A. Organisational Context (Knowledge of the Company/ Organisation and its processes)	The user/individual on the job needs to know and understand: KA1. Job specific documents e.g. specification documents of parameters and importance of the same KA2. Risk and impact of not following defined procedures/work instructions KA3. Escalation matrix for reporting identified problems KA4. Implications of delays in process to the company
B. Technical	The user/individual on the job needs to know and understand:

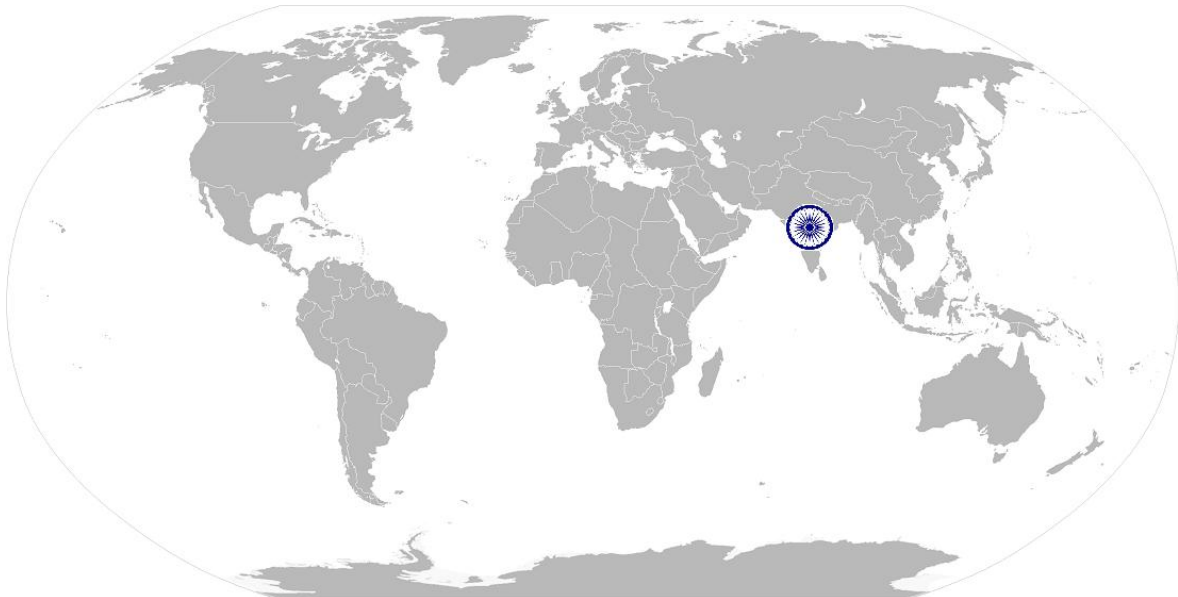


Knowledge	KB1. Working knowledge of coil specifications & visual inspection KB2. Knowledge of basic computing
Skills (S) w.r.t. the scope	
Element	Skills
A. Core Skills/ Generic Skills	Writing skills and reading Skills
	The user/ individual on the job needs to know and understand how to: SA1. Construct simple sentence & write technical observations, memos & requisitions in English SA2. Read equipment manuals and process documents given by the equipment supplier to understand the equipment and processes better SA3. Read, understand, follow/apply memo, reports, instruction manuals, quality control charts and safety documents
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA4. Communicate with supervisors/juniors/colleagues/casual workers in English/Hindi/Local language (E/H/LL)  SA5. Respond objectively & orally to questions asked of him in E/H/LL SA6. Discuss task lists, schedules, and work-loads with the team members
B. Professional Skills	Time Management
	The user/individual on the job needs to know and understand how to: SB1. Prioritize and execute tasks within scheduled time limits
	Reliability
	The user/individual on the job needs to know and understand how to: SB2. Avoid absenteeism and maintain quality of work SB3. Work in a disciplined environment and adhere to working norms of the organisation SB4. Be punctual and adhere to timelines



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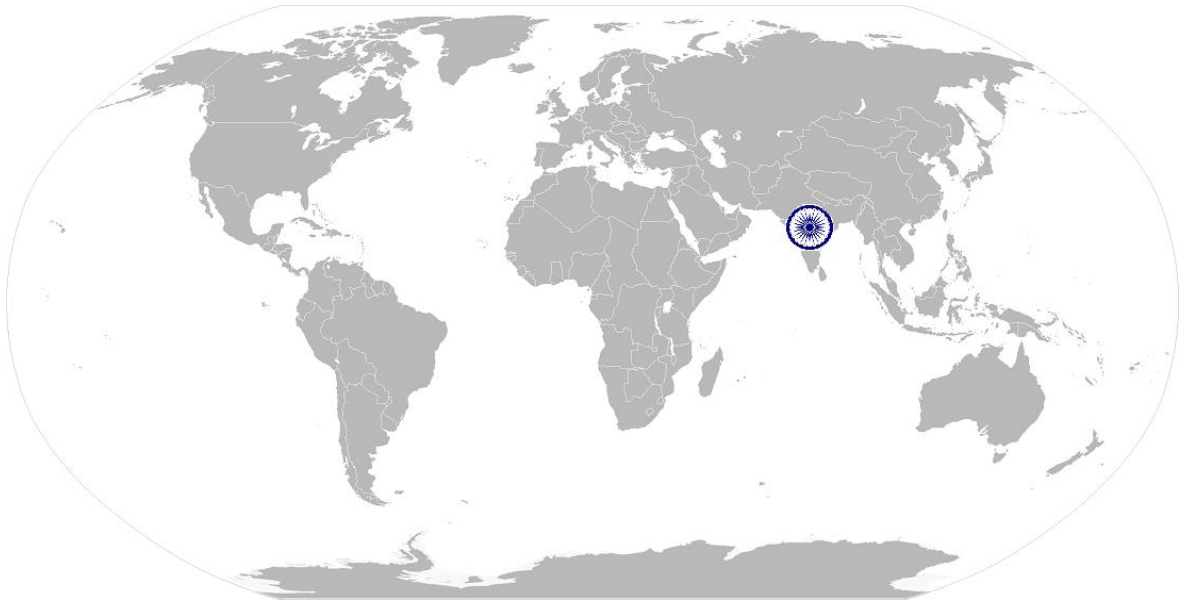
NOS Code	ISC/N0604		
Credits(NSQF)	TBD	Version number	1.0
Industry	Iron and steel	Drafted on	18/09/2014
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_ISC/N0008: Use basic health and safety practices at the workplace

National Occupational Standards



Overview

This unit covers health, safety and security at the workplace. This includes procedures and practices that candidates need to follow to help maintain a healthy, safe and secure work environment.



Unit Code	ISC/N0008
Unit Title (Task)	Use basic health and safety practices at the work place
Description	<p>This OS unit is about knowledge and practices relating to health, safety and security that candidates need to use in the workplace. It covers responsibilities towards self, others, assets and the environment.</p> <p>It includes understanding of risks and hazards in the workplace, along with common techniques to minimize risk, deal with accidents, emergencies, etc.</p>
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Health and safety procedures • Fire safety procedures • Emergencies, rescue and first aid procedures
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Health and safety procedures	<p>The user/individual on the job should be able to:</p> <p>PC1. Use protective clothing/equipment for specific tasks and work conditions</p> <p>Protective clothing includes:</p> <ul style="list-style-type: none"> • Leather or asbestos gloves • Flame proof aprons • Flame proof overalls buttoned to neck • Cuff less (without folds) trousers • Reinforced footwear • Helmets/hard hats • Cap and shoulder covers • Ear defenders/plugs • Safety boots • Knee pads • Particle masks • Glasses/gloves/visors <p>Equipment includes:</p> <ul style="list-style-type: none"> • Hand shields • Machine guards • Residual current devices • Shields • Dust sheets • Respirator <p>PC2. State the name and location of people responsible for health and safety in the</p>



workplace

Various areas are listed below:

- On chemical containers
- Equipment
- Packages
- Inside buildings
- Open areas, public places etc.

PC3. State the names and location of documents that refer to health and safety in the workplace

PC4. Identify job-site hazardous work and state possible causes of risk or accident in the workplace

Hazards include:

- Working with electrical and thermal tools and equipment
- Sharp edged and heavy tools
- Heated metals
- Oxyfuel and gas cylinders
- Welding radiation
- Surfaces: sharp, slippery, uneven, chipped, broken, etc.
- Substances: chemicals, gas, oxy-fuel, fumes, dust, etc.
- Physical: working at heights, large and heavy objects and machines, sharp and piercing objects, tools and machines, intense light, load noise, obstructions in corridors, by doors, blind turns, noise, over stacked shelves and packages, etc.
- Electrical: power supply and points, loose and naked cables and wires, electrical machines and appliances, etc.

PC5. Carry out safe working practices while dealing with hazards to ensure the safety of self and others state methods of accident prevention in the work environment of the job role

Safe working practices include:

- Using protective clothing and equipment
- Putting up and reading safety signs
- Handle tools in the correct manner and store and maintain them properly
- Keep work area clear of clutter, spillage and unsafe object lying casually
- While working with electricity take all electrical precautions like insulated clothing, adequate equipment insulation, use of control equipment, dry work area, switch off the power supply when not required, etc.
- Safe lifting and carrying practices
- Use equipment that is working properly and is well maintained
- Take due measures for safety while working in confined places, trenches or at heights, etc. Including safety harness, fall arrestors etc.

Methods are:

- Training in health and safety procedures
- Using health and safety procedures
- Use of equipment and working practices (such as safe carrying procedures)
- Safety notices, advice



	<ul style="list-style-type: none"> • Instruction from colleagues and supervisors <p>PC6. State location of general health and safety equipment in the workplace</p> <p>PC7. Inspect for faults, set up and safely use steps and ladders in general use</p> <p>Faults :</p> <ul style="list-style-type: none"> • Corrosion of metal components • Deterioration • Splits and cracks timber components • Imbalance • Loose rungs • Nuts or bolts, etc. <p>Set up:</p> <ul style="list-style-type: none"> • Firm/level base • Clip/lash down • Leaning at the correct angle, etc. <p>PC8. Work safely in and around trenches, elevated places and confined areas</p> <p>PC9. Lift heavy objects safely using correct procedures</p> <p>PC10. Apply good housekeeping practices at all times. Good housekeeping practices:</p> <ul style="list-style-type: none"> • Clean/tidy work areas • Removal/disposal of waste products • Protect surfaces <p>PC11. Identify common hazard signs displayed in various areas</p> <p>PC12. Retrieve and/or point out documents that refer to health and safety in the workplace</p>
<p>Fire safety procedures</p>	<p>The user/individual on the job should be able to:</p> <p>PC13. Use the various appropriate fire extinguishers on different types of fires correctly.</p> <p>Fire extinguishers:</p> <ul style="list-style-type: none"> • Sand • Water • Foam • Co2 • Dry powder <p>Fires:</p> <ul style="list-style-type: none"> • Class A: Ordinary solid combustibles, e.g. wood, paper, cloth, plastic, charcoal etc. • Class B: Flammable liquids and gases, e.g. gasoline, propane, diesel fuel, tar, cooking oil and similar substances • Class C: Electrical equipment e.g. appliances, wiring, breaker panels etc. (these categories of fires become Class A, B, and D fires when the electrical equipment that initiated the fire is no longer receiving electricity) • Class D: Combustible metals such as magnesium, titanium, and sodium (these fires burn at extremely high temperatures and require special suppression agents) <p>Causes of fires:</p>



	<ul style="list-style-type: none"> • Heating of metal • Spontaneous ignition • Sparking, • Electrical heating • Loose fires (e.g. Smoking, welding, etc.) • Chemical fires, etc. <p>PC14. Demonstrate rescue techniques applied during fire hazard PC15. Demonstrate good housekeeping in order to prevent fire hazards PC16. Demonstrate the correct use of a fire extinguisher</p>
<p>Emergencies, rescue and first-aid procedures</p>	<p>The user/individual on the job should be able to:</p> <p>PC17. Demonstrate how to free a person from electrocution PC18. Administer appropriate first aid to victims as required e.g. in case of bleeding, burns, choking, electric shock, poisoning etc. PC19. Demonstrate basic techniques of bandaging PC20. Respond promptly and appropriately to an accident situation or medical emergency in real or simulated environments. Few general health and safety equipment are mentioned below :</p> <ul style="list-style-type: none"> • Fire extinguishers • First aid equipment • Safety instruments and clothing • Safety installations, e.g. Fire exits, exhaust fans etc. <p>PC21. Perform and organize loss minimization or rescue activity during an accident in real or simulated environments PC22. Administer first aid to victims in case of a heart attack or cardiac arrest due to electric shock, before the arrival of emergency services in real or simulated cases PC23. Demonstrate the artificial respiration and the CPR Process PC24. Participate in emergency procedures. Emergency procedures are:</p> <ul style="list-style-type: none"> • Raising alarm • Safe/efficient evacuation • Correct means of escape • Correct assembly point • Roll call • Correct return to work <p>PC25. Complete a written accident/incident report or dictate a report to another person, and send report to person responsible Incident Report should capture:</p> <ul style="list-style-type: none"> • Name • Date/time of incident • Date/time of report, • Location • Environment conditions • Persons involved • Sequence of events • Injuries sustained • Damage sustained • Actions taken



	<ul style="list-style-type: none"> • Witnesses • Supervisor/manager notified <p>Documents:</p> <ul style="list-style-type: none"> • Fire notices • Accident reports • Safety instructions for equipment and procedures • Company notices and documents • Legal documents (e.g. Government notices) <p>Job titles:</p> <ul style="list-style-type: none"> • Health and safety officer • First aid officer • Fire officer <p>PC26. Demonstrate correct method to move injured people and others during an emergency</p>
Element	Knowledge and Understanding
<p>A. Organisational Context (Knowledge of the Company/ Organisation and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. State the names (and job titles if applicable), and describe where to find, all the people responsible for health and safety in a workplace</p> <p>KA2. State the names and location of documents that refer to health and safety in the workplace</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB3. Meaning of “hazards” and “risks”</p> <p>KB4. Health and safety hazards commonly present in the work environment and related precautions</p> <p>KB5. Possible causes of risk, hazard or accident in the workplace and why risk and/or accidents are possible</p> <p>KB6. Activities and causes of risk and accident</p> <p>KB7. Methods of accident prevention</p> <p>KB8. Safe working practices when working with tools and machines</p> <p>KB9. Safe working practices while working at various hazardous sites</p> <p>KB10. Where to find all the general health and safety equipment in the workplace</p> <p>KB11. Various dangers associated with the use of electrical equipment</p> <p>KB12. Preventative and remedial actions to be taken in the case of exposure to toxic materials.</p> <ul style="list-style-type: none"> • Exposure: ingested, contact with skin, inhaled • Preventative action: ventilation, masks, protective clothing/equipment • Remedial action: immediate first aid, report to supervisor • Materials: solvents, flux, lead <p>KB13. Importance of using protective clothing/equipment while working</p> <p>KB14. Precautionary activities to prevent the fire accident</p> <p>Activities and causes:</p> <ul style="list-style-type: none"> • Physical actions • Reading



	<ul style="list-style-type: none"> • Listening to and giving instructions • Inattention • Sickness and incapacity (e.g. Drunkenness) • Health hazards (e.g. Untreated injuries and contagious illness) <p>KB15. Various causes of fire KB16. Techniques of using the different fire extinguishers KB17. Different methods of extinguishing fire KB18. Rescue techniques applied during a fire hazard KB19. Various types of safety signs and what they mean KB20. Appropriate basic first aid treatment relevant to the condition e.g. Shock, electrical shock, bleeding, breaks to bones, minor burns, resuscitation, poisoning, eye injuries KB21. Content of written accident report KB22. Potential injuries and ill health associated with incorrect manual handling KB23. Safe lifting and carrying practices KB24. Personal safety, health and dignity issues relating to the movement of a person by others KB25. Potential impact to a person who is moved incorrectly</p>
Skills (S) w.r.t. the scope	
Element	Skills
A. Core Skills/ Generic Skills	Reading and Writing Skills
	The user/individual on the job needs to know and understand how to: SA1. Read and comprehend basic content to read labels, charts, signage's SA2. Read and comprehend basic English to read manuals of operations SA3. Read and write an accident/incident report in local language or English
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA4. Question co-workers appropriately in order to clarify instructions and other issues SA5. Give clear instructions to co-workers, subordinates others
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SA6. Make appropriate decisions pertaining to the concerned area of work with respect to intended work objective, span of authority, responsibility, laid down procedure and guidelines
B. Professional Skills	Plan and Organize
	The user/individual on the job needs to know and understand: SB1. Plan and organize their own work schedule, work area, tools, equipment and materials to maintain decorum and for improved productivity

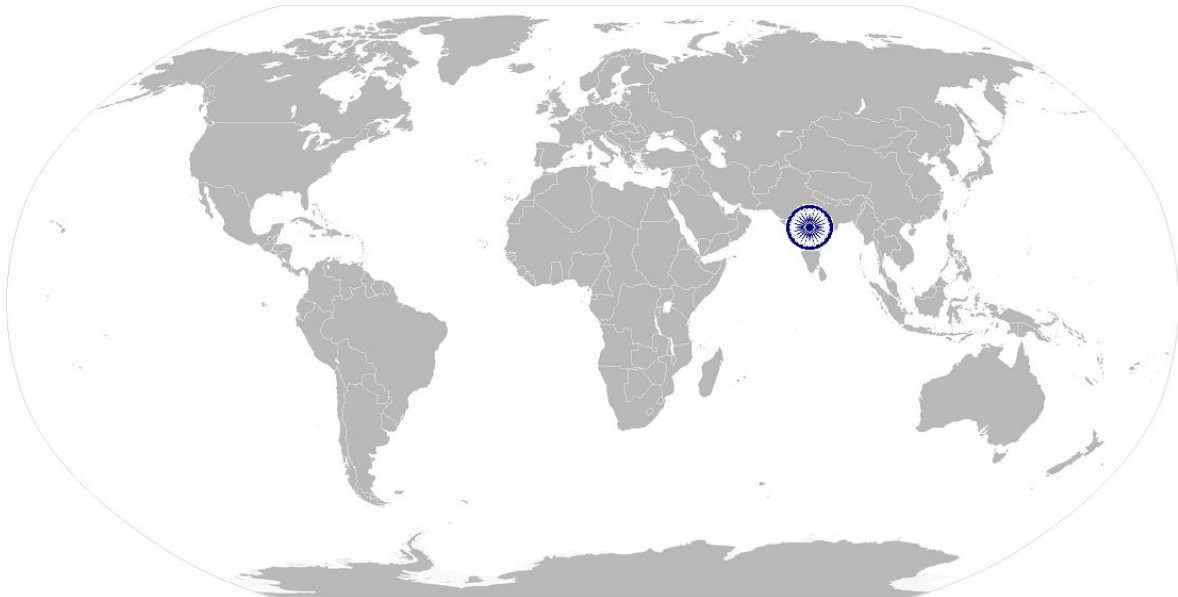


	Working with others
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Remain congenial while discussing and debating issues with co-workers SB3. Follow appropriate protocols for communication based on situation, hierarchy, organizational culture and practice SB4. Ask for, provide and receive required assistance where possible to ensure achievement of work related objectives SB5. Thank co-workers for any assistance received SB6. Offer appropriate respect based on mutuality and respect for fellow workmanship and authority</p>
	Problem Solving
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. Think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB8. Identify immediate or temporary solutions to resolve delays SB9. Identify sources of support that can be availed of for problem solving for various kind of problems SB10. Seek appropriate assistance from other sources to resolve problems SB11. Report problems that you cannot resolve to appropriate authority</p>
	Analytical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB12. Identify cause and effect relations in their area of work SB13. Use cause and effect relations to anticipate potential problems and their solution</p>



NOS Version Control

NOS Code	ISC/N0008		
Credits(NSQF)	TBD	Version number	1.0
Industry	Iron and steel	Drafted on	23/07/2014
Industry Sub-sector	All departments	Last reviewed on	30/12/2014
Occupation	Operation	Next review date	30/12/2015





ISC/N0009: Work effectively with others

National Occupational Standards



Overview

This unit covers basic practices that improve effectiveness of working with others in an organisational set-up.



Unit Code	ISC/N0009
Unit Title (Task)	Work effectively with others
Description	This unit covers basic etiquette and competencies that a candidate is required to possess and demonstrate in their behaviour and interactions with others at the workplace.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Ensure appropriate communication with superiors, peers and others as applicable at work place • Demonstrate appropriate behaviour and etiquette at work place
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Ensure appropriate communication with superiors, peers and others as applicable at work place	The user/individual on the job should be able to: <p>PC1. Accurately receive information and instructions from the supervisor and fellow workers, getting clarification where required</p> <p>PC2. Accurately pass on information to authorized persons who require it and within agreed timescale and confirm its receipt</p> <p>PC3. Provide information to others clearly, at a pace and in a manner that helps them to understand</p>
Demonstrate appropriate behaviour and etiquette at work place	The user/individual on the job should be able to: <p>PC4. Display helpful behaviour by assisting others in performing tasks in a positive manner, where required and possible</p> <p>PC5. Consult with and assist others to maximize effectiveness and efficiency in carrying out tasks</p> <p>PC6. Display appropriate communication etiquette while working</p> <p>PC7. Display active listening skills while interacting with others at work</p> <p>PC8. Use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism</p> <p>PC9. Demonstrate responsible and disciplined behaviours at the workplace</p> <p>PC10. Escalate grievances and problems to</p>
Element	Knowledge and Understanding
A. Organisational Context (Knowledge of the Company/ Organisation and	The user/individual on the job needs to know and understand: <p>KA1. Legislation, standards, policies, and procedures followed in the company relevant to own employment and performance conditions</p> <p>KA2. Reporting structure, inter-dependent functions, lines and procedures in the work area</p> <p>KA3. Relevant people and their responsibilities within the work area</p>



its processes)	KA4. Escalation matrix and procedures for reporting work and employment related issues
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Various categories of people that one is required to communicate and co-ordinate with in the organization</p> <p>KB2. Importance of effective communication in the workplace</p> <p>KB3. Importance of teamwork in organizational and individual success</p> <p>KB4. Various components of effective communication</p> <p>KB5. Key elements of active listening</p> <p>KB6. Value and importance of active listening and assertive communication</p> <p>KB7. Barriers to effective communication</p> <p>KB8. Importance of tone and pitch in effective communication</p> <p>KB9. Importance of avoiding casual expletives and unpleasant terms while communicating professional circles</p> <p>KB10. How poor communication practices can disturb people, environment and cause problems for the employee, the employer and the customer</p> <p>KB11. Importance of ethics for professional success</p> <p>KB12. Importance of discipline for professional success</p> <p>KB13. What constitutes disciplined behaviour for a working professional</p> <p>KB14. Common reasons for interpersonal conflict</p> <p>KB15. Importance of developing effective working relationships for professional success</p> <p>KB16. Expressing and addressing grievances appropriately and effectively</p> <p>KB17. Importance and ways of managing interpersonal conflict effectively</p>
Skills (S) w.r.t. the scope	
Element	Skills
A. Core Skills/ Generic Skills	Reading and Writing Skills
	The user/individual on the job needs to know and understand how to:
	SA1. Read and comprehend basic content to read labels, charts, signage's SA2. Read and comprehend basic English to read manuals of operations SA3. Read and write an accident/incident report in local language or English
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA4. Question co-workers appropriately in order to clarify instructions and other issues SA5. Provide clear instructions to co-workers, subordinates others
	Decision Making
	The user/individual on the job needs to know and understand how to:



	SA6. Make appropriate decisions pertaining to the concerned area of work with respect to intended work objective, span of authority, responsibility, laid down procedure and guidelines
B. Professional Skills	Plan and Organize
	The user/individual on the job needs to know and understand:
	SB1. Plan and organize their own work schedule, work area, tools, equipment and materials to maintain decorum and for improved productivity
	Working with others
	The user/individual on the job needs to know and understand how to:
	SB2. Remain congenial while discussing and debating issues with co-workers SB3. Follow appropriate protocols for communication based on situation, hierarchy, organizational culture and practice SB4. Ask for, provide and receive required assistance where possible to ensure achievement of work related objectives SB5. Thank co-workers for any assistance received SB6. Offer appropriate respect based on mutuality and respect for fellow workmanship and authority
Problem Solving	
The user/individual on the job needs to know and understand how to:	
SB7. Think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB8. Identify immediate or temporary solutions to resolve delays SB9. Identify sources of support that can be availed of for problem solving for various kind of problems SB10. Seek appropriate assistance from other sources to resolve problems SB11. Report problems that you cannot resolve to appropriate authority	
Analytical Thinking	
The user/individual on the job needs to know and understand how to:	
SB12. Identify cause and effect relations in their area of work SB13. Use cause and effect relations to anticipate potential problems and their solution	



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Industry Sub-sector	All departments	Last reviewed on	30/12/2014
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