



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 – Iron & Steel - Plasma Cutter: Manual

SECTOR: Iron & Steel

SUB-SECTOR: Mechanical Maintenance

REFERENCE ID: ISC/Q0806

ALIGNED TO: NCO/2014/NIL

Title of Job: The job is all about cutting different materials (mild carbon steel, stainless steel, aluminium, high tensile and special steels, and other materials) in various profiles. This involves setting-up and preparing for operations interpreting the right information from the specification documents, obtaining the right consumables and other materials, etc.

Personal Attributes: The Individual should possess basic communication, numerical and computational abilities. Openness to learning, ability to plan and organize own work and identify and solve problems in the course of working. Understanding the need to take initiative and manage self and work to improve efficiency and effectiveness.



Job Details	Qualifications Pack Code	ISC/Q0806		
	Job Role	Iron & Steel - Plasma Cutter: Manual		
	Credits(NSQF)	TBD	Version number	1.0
	Industry	Iron & Steel	Drafted on	23/07/2014
	Sub-sector	Mechanical Maintenance	Last reviewed on	30/12/2014
	Occupation	Cutting and Welding	Next review date	30/12/2015

Job Role	Iron & Steel - Plasma Cutter: Manual
Role Description	Perform manual cutting operations using plasma arc cutting process. The person would be able to independently carry out plasma arc cutting operations for as per welding procedure specification (WPS).
NSQF level	4
Minimum Educational Qualifications	10 th Standard Pass
Maximum Educational Qualifications	ITI Pass
Training (Suggested but not mandatory)	<ul style="list-style-type: none"> • Process Equipment & advantage • Mechanism of plasma jet formation and the design of plasma cutting torch • Importance of Shielding & Plasma gas • Plasma Arc cutting technique • Faulty technique and their effects
Experience	In lieu of minimum qualification the incumbent should have 4-5 years of relevant work experience
Occupational Standards (OS)	<p>Compulsory:</p> <p>CSC/N0162: Manually cut metal materials using plasma arc</p> <p>CSC/N0144: Manually cut metal and metal alloys using oxy-fuel gases</p> <p>ISC/N0008: Use basic health and safety practices at the workplace</p> <p>ISC/N0009: Work effectively with others</p>



	Optional: N/A
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



National Occupational Standards



Overview

This unit is about manual cutting operations using plasma arc cutting process. The person would be able to independently carry out plasma arc cutting operations for as per welding procedure specification (WPS).



Unit Code	CSC/N0162
Unit Title (Task)	Manually cut metal materials using plasma arc
Description	<p>This unit is about competencies required for manual cutting operations using plasma arc. The person would be able to independently carry out plasma arc cutting operations for as per procedure specification. The candidate will be able to cut different materials (mild carbon steel, stainless steel, aluminium, high tensile and special steels, and other materials) in various profiles.</p> <p>This involves setting-up and preparing for operations interpreting the right information from the specification documents, obtaining the right consumables and other materials, etc.</p>
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Work safely all the time • Prepare for cutting operations • Carry out cutting operations • Carry out test for quality • Dealing with contingencies
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Work Safely all the time	<p>The user/individual on the job should be able to:</p> <p>PC1. Work safely at all times, complying with health and safety legislation, regulations and other relevant guidelines</p> <p>PC2. Take necessary safety precautions for plasma cutting operations including equipment, processes and checks</p> <p>The safety precautions (general) are mentioned below:</p> <ul style="list-style-type: none"> • General workshop safety • Fire prevention • General hazards • Manual lifting • Overhead lifting • Surface conditions • Stability of surrounding structures, furniture, etc. <p>The safety precautions (plasma cutting) are mentioned below:</p> <ul style="list-style-type: none"> • Safety from trailing hoses <p>The safety from arc are mentioned below:</p> <ul style="list-style-type: none"> • Appropriate fume and gases extraction/control measures • Safety from spatter and hot metal (distance, PPE, proper handling and placement) • Protection from live and other electrical components, including insulation,



	<p>proper</p> <ul style="list-style-type: none"> • Earthing, proper loading, etc. • Adequate lighting • Appropriate personal protective equipment • Suitable aprons • Gloves • Safety boots • Correctly fitting overalls • Suitable eye shields/goggles • Ear plugs or covering • Protection of self and others from the effects of the arc • Cylinder safety • Safety measures including nozzles, valves, flow meter, flashback arrestors, etc. • Safety measures for elevated and trench working
<p>Prepare for cutting operations</p>	<p>The user/individual on the job should be able to:</p> <p>PC3. Interpret cutting procedure data sheets specifications</p> <p>PC4. Check regulators, hoses and check that valves are securely connected and free from leaks and damage</p> <p>PC5. Check equipment is calibrated and approved for use. Types of plasma cutter are:</p> <ul style="list-style-type: none"> • Transferred • Non-transferred (welding) <p>The cutting techniques that are used are:</p> <ul style="list-style-type: none"> • Stand off • Circle cutting • Profile cutting <p>PC6. Check/fit the correct nozzle to the torch</p> <p>PC7. Match correct tips and cups to the torch as per requirement and manufacturer's equipment instructions</p> <p>Consumables used are mentioned below:</p> <ul style="list-style-type: none"> • Electrode • Gases • Tips • Cups <p>Types of torches are:</p> <ul style="list-style-type: none"> • Air plasma • Oxygen injected • Dual gas <p>PC8. Set the amperage and gas pressure as per metal thickness, metal type, and type of gas</p> <p>PC9. Use the correct procedure for lighting, adjusting and extinguishing the arc</p> <p>PC10. Use appropriate and safe procedures for handling and storing of gas cylinders</p> <p>PC11. Prepare the work area for the cutting activities</p> <p>PC12. Obtain the appropriate tools and equipment for the plasma arc cutting</p>

	<p>operations, and check that they are in a safe and usable condition. Kinds of cutting operations are:</p> <ul style="list-style-type: none">• Down-hand straight cuts (freehand)• Making straight cuts (track guided)• Cutting regular shapes• Cutting irregular shapes• Making angled cuts• Cutting chamfers• Making radial cuts• Gouging/flushing• Bevelled edge – weld preparations• Cutting out holes <p>PC13. Check that the plasma arc cutting equipment is correctly set up for the operations to be performed</p> <p>PC14. Carry out correct measurements required using appropriate equipment and methods for planning the cut</p> <p>PC15. Where appropriate, mark out the components for the required operations, using appropriate tools and techniques</p> <p>PC16. Perform trial cut to check for cut defects</p>
Carry out cutting operations	<p>The user/individual on the job should be able to:</p> <p>PC17. Operate the plasma cutting equipment to produce items/cut shapes to the dimensions and profiles as specified.</p> <p>Principles of plasma cutting used are:</p> <ul style="list-style-type: none">• Plasma an ionized gas that conducts electricity• Plasma is created by adding energy to an electrically neutral gas• Gas is compressed air, energy is electricity• More electrical energy added, the hotter the plasma• Plasma cutting machines constrict the arc and force it through a concentrated area (the nozzle)• Pilot arc, cutting arc• Increasing air pressure and intensifying the arc with higher amperage, the arc becomes hotter and more capable of blasting through thicker metals and blowing away the cuttings and it does not require a pre-heat cycle• Using an inert gas for pressure prevents the cut areas from oxidizing• For most ferrous metals, compressed air is used• For non-ferrous metals the inert gas is essential to prevent oxidation• Different plasma tip diameters are used for different cutting thickness• Has smaller heat affected zone (HAZ) preventing the area around the cut from warping and minimizes paint damage• Provides gouging and piercing capabilities• Minimal clean-up required, small and more precise kerf (width of the cut)• Cuts any type of electrically conductive metals including aluminium, copper, brass and stainless steel <p>PC18. Use the correct angles to cut and the right speed</p> <p>PC19. Use various types of plasma arc cutting methods/techniques</p>



	<p>PC20. Perform various cutting operations correctly</p> <p>PC21. Produce thermal cuts in various forms of material as mentioned below:</p> <ul style="list-style-type: none"> • Plate • Rolled section • Pipe/tube • Solid bars <p>PC22. Produce cut profiles for various type of materials such as:</p> <ul style="list-style-type: none"> • Mild steel • High alloy steel • Stainless steel • Aluminium and its alloys • Other appropriate metal <p>PC23. Produce thermally-cut components which meet specified quality criteria</p> <p>PC24. Detect and correct defects in cut</p> <p>PC25. Leave the work area in a safe and tidy condition on completion of the cutting activities</p>
Carry out test for quality	<p>The user/individual on the job should be able to:</p> <p>PC26. Check that the finished components meet the required standard</p> <p>PC27. Use appropriate methods and equipment to check the quality, and that all dimensional and geometrical aspects of the cut material are to the specification</p> <p>PC28. Identify various cutting defects</p>
Dealing with contingencies	<p>The user/individual on the job should be able to:</p> <p>PC29. Report any difficulties or problems that may arise with the cutting activities, and carry out any agreed actions</p> <p>PC30. Detect equipment malfunctions and deal with them appropriately</p> <p>PC31. Deal promptly and effectively with problems within their control, and seek help and guidance from the relevant people if they have problems that they cannot resolve</p> <p>PC32. Shut down and make safe the cutting equipment on completion of the cutting activities or during an emergency</p> <p>PC33. In case of emergencies follow standard emergency procedures</p>
Element	Knowledge and Understanding
A. Organisational Context (Knowledge of the Company/ Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Job relevant legislation, standards, policies, and procedures followed in the company</p> <p>KA2. Key purpose of the organization</p> <p>KA3. Department structure and hierarchy protocols</p> <p>KA4. Work flow and own role in the workflow</p> <p>KA5. Dependencies and interdependencies in the workflow</p> <p>KA6. Support functions and types of support available for incumbents in this role</p>



<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Types of fire extinguishers and their suitable uses in case of gas cutting related fires</p> <p>KB2. Specific safety precautions to be taken when working with plasma arc cutting equipment in a fabrication environment.</p> <p>Defects that can occur in the (plasma arc cutting) process are:</p> <ul style="list-style-type: none"> • Grooved, fluted or ragged cuts • Poor draglines • Rounded edges • Tightly adhering slag • Dross, burr • Distortion <p>KB3. Personal protective clothing and equipment (PPE) to be worn when working with plasma cutting equipment</p> <p>KB4. Hazards associated with carrying out plasma arc cutting activities and how they can be minimized</p> <p>KB5. Safe working practices and procedures for using plasma equipment</p> <p>KB6. Principles of plasma arc cutting</p> <p>KB7. Common terminology used in plasma cutting</p> <p>KB8. Procedure for obtaining the required drawings, job instructions and other related specifications</p> <p>KB9. How to use and extract information from engineering drawings and related specifications, work piece reference points and system of tolerances</p> <p>KB10. Various types of plasma arc cutting equipment available as mentioned below:</p> <ul style="list-style-type: none"> • Plasma power source • Pilot arc ignition system • Torch • Portable straight line cutters • Profile cutting machines • Air filter with regulator • Burner electrode • Compressor • Nozzle • Electrode holder • Contact tube • Front cap • Gas supply system with gauges • Cooling system • Earthing clamp • Connecting leads and cables <p>KB11. Various components of the cutting equipment</p> <p>KB12. Construction of the cutting torch</p> <p>KB13. Types of plasma arc gases used are:</p> <ul style="list-style-type: none"> • Primary Plasma Gas – used to create the plasma arc • Nitrogen • Argon • Hydrogen
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- Compressed air
- Secondary Shielding Gas – used to protect the cut metals from oxidation.
- CO₂
- Compressed Air

Quality criteria used are:

- Dimensional accuracy is within the tolerances specified on the Drawing/specification, or within +/- 1mm
- Angled/radial cuts are within specification requirements
- Cuts are clean and smooth and free from flutes
- No drags

KB14. Accessories that can be used with handheld gas cutting equipment to aid cutting operations (such as cutting guides, templates)

KB15. Types of regulators such as low- and high-pressure, and single- and two-stage

KB16. Nozzle type as per type and thickness of base materials

KB17. Preparations prior to cutting (including checking connections for leaks, setting gas pressures, setting up the material/work piece, and checking the cleanliness of materials used)

KB18. Holding methods that are used to aid plasma cutting, and the equipment that can be used

KB19. Correct procedure for lighting, cutting and extinguishing the arc

KB20. Importance of following the correct procedure for lighting, cutting and extinguishing an arc

KB21. Importance of torch to arc distance in relation to thickness of materials and types of gases

KB22. Factors that impact nozzle life

KB23. Double arcing and its impact

KB24. Problems that can occur with plasma cutting, and how they can be avoided (including causes of distortion during plasma cutting and methods of controlling distortion)

KB25. Effects of oil, grease, scale or dirt on the cutting process

KB26. Quality parameters for plasma cut materials are mentioned below:

- Shape and length of the draglines
- Squareness
- Angle deviation
- Smoothness of the sides
- Sharpness of the top edges
- Amount of slag adhering to the metal

KB27. Causes of cutting defects, how to recognize them, and methods of correction and prevention

KB28. Importance of leaving the work area in a safe and clean condition on completion of activities

KB29. Emergency procedures for electrical and other fires

KB30. How to close down the cutting equipment safely and correctly

KB31. Purging tools and their function

Skills (S) w.r.t. the scope



Element	Skills
A. Core Skills/ Generic Skills	Communication
	The user/ individual on the job needs to know and understand how to: SA1. Read and interpret information correctly from various job specification documents, manuals, health and safety instructions, memos, etc. applicable to the job in English and/or local language SA2. Fill up appropriate technical forms, process charts, activity logs as per organizational format in English and/or local language SA3. Convey and share technical information clearly using appropriate language SA4. Check and clarify task-related information SA5. Liaise with appropriate authorities using correct protocol SA6. Communicate with people in respectful form and manner in line with organizational protocol
	Numerical and computational skills
	The user/individual on the job needs to know and understand how to: SA7. Undertake numerical operations, geometry and calculations/ formulae (including addition, subtraction, multiplication, division, fractions and decimals, percentages and proportions, simple ratios and averages) SA8. Use appropriate measuring techniques SA9. Use and convert imperial and metric systems of measurements SA10. Apply appropriate degree of accuracy to express numbers SA11. Use tolerance in terms of limits of size SA12. Check measurements, angles, orientation and slopes SA13. Types of reference lines such as tangent lines, datum lines, centre lines and work points SA14. Check square of material using corner-to-corner dimensions and triangulation (3-4-5) method SA15. Select and use tools and equipment such as measuring tapes, levels, squares, protractors and dividers SA16. Ability to check dimensions of components SA17. Calculate the value of angles in a triangle
Learning	
	The user/individual on the job needs to know and understand how to: SA18. Participate in on-the-job and other learning, training and development interventions and assessments SA19. Clarify task related information with appropriate personnel or technical adviser SA20. Seek to improve and modify own work practices SA21. Maintain current knowledge of application standards, legislation, codes of practice and product/process developments
B. Professional Skills	Problem Solving
	The user/individual on the job needs to know and understand how to: SB1. Identify problems with work planning, procedures, output and behaviour and

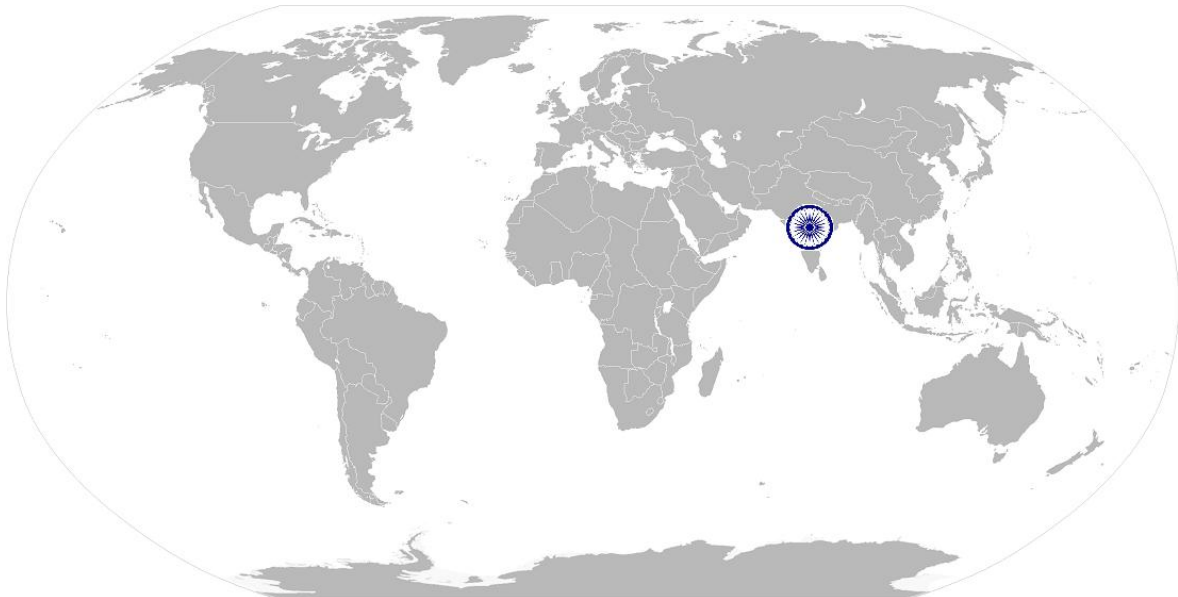


	<p>their implications</p> <p>SB2. Prioritize and plan for problem solving</p> <p>SB3. Communicate problems appropriately to others</p> <p>SB4. Identify sources of information and support for problem solving</p> <p>SB5. Seek assistance and support from other sources to solve problems</p> <p>SB6. Identify effective resolution techniques</p> <p>SB7. Select and apply resolution techniques</p> <p>SB8. Seek evidence for problem resolution</p>
	<p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. Plan, prioritize and sequence work operations as per job requirements</p> <p>SB10. Organize and analyze information relevant to work</p> <p>SB11. Basic concepts of shop-floor work productivity including waste reduction, efficient material usage and optimization of time</p>
	<p>Initiative and Enterprise</p> <p>The user/individual on the job needs to know and understand:</p> <p>SB12. Importance and impact of initiative and enterprise for achieving better results for self, others and organization</p> <p>SB13. How to undertake and express new ideas and initiatives to others</p> <p>SB14. Modify work plan to overcome unforeseen difficulties or developments that occur as work progresses</p> <p>SB15. Participate in improvement procedures including process, quality and internal/external customer/supplier relationships</p> <p>SB16. One's competencies can and should be applied in new and different situations and contexts to achieve more</p>
	<p>Self-Management</p> <p>The user/individual on the job needs to know and understand:</p> <p>SB17. Importance of taking responsibility for own work outcomes</p> <p>SB18. Importance of adherence to work timings, dress code and other organizational policies</p> <p>SB19. Importance of following laid down rules, procedures, instructions and policies</p> <p>SB20. Importance of exercising restraint while expressing dissent and during conflict situations</p> <p>SB21. How to avoid and manage distractions to be disciplined at work</p> <p>SB22. Importance of time management for achieving better results</p>
	<p>Teamwork</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB23. Work in a team in order to achieve better results</p> <p>SB24. Identify and clarify work roles within a team</p> <p>SB25. Communicate and cooperate with others in the team</p> <p>SB26. Seek assistance from fellow team members</p>



NOS Version Control

NOS Code	CSC/N0162		
Credits(NSQF)	TBD	Version number	1.0
Industry	Iron and steel	Drafted on	23/07/2014
Industry Sub-sector	Mechanical Maintenance	Last reviewed on	30/12/2014
Occupation	Cutting and Welding	Next review date	30/12/2015





CSC/N0144: Manually cut metal and metal alloys using oxy-fuel gas

National Occupational Standards



Overview

This unit is about competencies required for manual cutting operations using oxy-fuel gas. The person would be able to independently carry out oxy-fuel gas cutting operations as per welding procedure specification (WPS).



Unit Code	CSC/N0144
Unit Title (Task)	Manually cut metal and metal alloys using oxy-fuel gas
Description	<p>This unit is about competencies required for manual cutting operations using oxy-fuel gas such as oxy-acetylene. The person would be able to independently carry out oxy-fuel cutting operations for as per welding procedure specification (WPS). The candidate will be able to cut different materials (mild carbon steel, high tensile and special steels, other materials) in various positions.</p> <p>The candidate cuts metal and metal alloys to required shape and size by gas flame manually. Examines material to be cut and marks it according to instruction of specification. Mounts template and sets cutting equipment to specifications. Makes necessary connections and fits required size of nozzle or burner in welding torch. Releases and regulates flow of gas in nozzle or burner, ignites and adjusts flame. Guides flame by hand along cutting line at required speed and cuts metal to required size. May use oxyacetylene or any other appropriate gas flame. This involves setting-up and preparing for operations interpreting the right information from the WPS, obtaining the right consumables and raw materials, etc.</p>
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Work Safely all the time • Prepare for cutting operations • Carry out cutting operations • Carry out test for accuracy • Dealing with contingencies
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Work safely all the time	<p>The user/individual on the job should be able to:</p> <p>PC1. Work safely at all times, complying with health and safety legislation, regulations and other relevant guidelines</p> <p>PC2. Take necessary safety precautions for gas cutting operations including equipment, processes and checks</p>
Prepare for cutting operations	<p>The user/individual on the job should be able to:</p> <p>PC3. Interpret cutting procedure data sheets specifications</p> <p>PC4. Check regulators, hoses and check that valves are securely connected and free from leaks and damage</p> <p>PC5. Check equipment is calibrated and approved for use</p> <p>PC6. Check/fit the correct gas nozzle to the torch</p> <p>PC7. Ensure preheat and oxygen holes on the tips are clean</p> <p>PC8. Check that a flashback arrestor is fitted</p> <p>PC9. Set appropriate gas pressures</p>

PC10. Use the correct procedure for lighting, adjusting and extinguishing the flame
PC11. Adjust torch valve for type of flame such as neutral, carburizing and oxidizing
PC12. Follow sequence of operations such as pre-heating material and initiating cut
PC13. Mark out the locations for cutting accurately and as per requirement
PC14. Use appropriate and safe procedures for handling and storing of gas cylinders.

The safety precautions (general) are as mentioned below:

- General workshop safety
- Fire prevention
- General hazards
- Manual lifting
- Overhead lifting
- Surface conditions
- Stability of surrounding structures, furniture, etc.

The Safety precautions (gas cutting) are as mentioned below:

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- Safety from trailing hoses
 - Safety from naked flames
 - Appropriate fume and gases extraction/control measures
 - Safety from explosive gas mixtures and oxygen enrichment
 - Safety from spatter and hot metal (distance, PPE, proper handling and placement)
 - Protection from live and other electrical components, including insulation, proper earthing, proper loading, etc.
 - Adequate lighting
 - Appropriate personal protective equipment
 - Suitable aprons
 - Gloves
 - Safety boots
 - Correctly fitting overalls
 - Suitable eye shields/goggles
 - Protection of self and others from the effects of the flame
 - Safety measures for elevated and trench working
 - Gas cylinder safety
 - Right colour coded
 - Correctly labelled
 - No leakage
 - Away from heat or ignition source
 - Never use hose other than that designed for the specified gas
 - Use ferrules or clamps designed for the hose (not ordinary wire or other substitute) to connect hoses to fittings upright position (fuel gas)
 - Physical care to avoid damage and falls, throws and bumps
 - Move on trolleys, cap closed and without regulators
 - Valves closed on empty cylinders

Emergencies (safety procedures):

- Sustained backfire in a blowpipe



- Close the oxygen valve of the blowpipe, followed by the fuel valve and then close both cylinder valves
- Investigate the cause and rectify the fault
- Re-light the blowpipe only after it is completely cooled down
- Flashback into the hose and equipment, or a hose fire or explosion, or a fire at the gas regulator connections
- Isolate the fuel gas and oxygen supplies by closing the cylinder valves only when this can be done safely
- May attempt to control the fire by fire-fighting equipment only when there is no undue risk of personal injury
- Activate the fire alarm and call for the Fire Services Department as per organizational procedures
- Fires involving acetylene cylinders
- Always best dealt with by firemen from the Fire Services Department

However, the following initial response may be appropriate:

- Cool the cylinder by spraying with water only if it is safe to do so
- Close the cylinder valve to control the fire only if it is safe to do so
- Evacuate the building by activating the fire alarm or by any other means to avoid explosion never move an acetylene cylinder involved in a fire or
- Which has been affected by heat from a nearby fire even if it seems cooled down

PC15. Prepare the work area for the cutting activities

PC16. Obtain the appropriate tools and equipment for the oxy-fuel gas cutting operations, and check that they are in a safe and usable condition

PC17. Check that the oxy-fuel gas cutting equipment is set up for the operations to be performed

Types of oxy-fuel cutting equipment are:

- Hand-held oxy-fuel gas cutting equipment
- Simple, portable, track-driven cutting equipment (electrical or mechanical)
- Fixed bench gas cutting equipment

Principles of oxy-fuel cutting used are:

- Oxygen cutting for materials which readily get oxidized
- Oxides have lower melting points than the metals
- Widely used for ferrous materials
- Oxygen cutting is not used for materials like aluminium, bronze, mild steels which resist oxidation
- Cutting of high carbon steels and cast irons require special attention due to formation of heat affected zone (HAZ) where structural transformation occurs

PC18. Adjust cylinder valves and adjust regulator for operating pressure to achieve specifications for required operations

PC19. Where appropriate, mark out the components for the required operations, using appropriate tools and techniques

PC20. Perform trial cut to check for cut defects. Kinds of cutting operations are:

- Down-hand straight cuts (freehand)

	<ul style="list-style-type: none"> • Making straight cuts (track guided) • Cutting regular shapes • Cutting irregular shapes • Making angled cuts • Cutting chamfers • Making radial cuts • Gouging/flushing • Bevelled edge – weld preparations • Cutting out holes
<p>Carry out cutting operations</p>	<p>The user/individual on the job should be able to:</p> <p>PC21. Operate the oxy-fuel gas cutting equipment to produce items/cut shapes to the dimensions and profiles specified into various forms mentioned below:</p> <ul style="list-style-type: none"> • Plate • Rolled section • Pipe/tube • Solid bars <p>PC22. Use various types of oxy-fuel gas cutting methods Various components used are:</p> <ul style="list-style-type: none"> • Colour coded cylinder oxygen • Colour coded cylinder acetylene • Cylinder valve • Flashback arrestor • Set of nozzles • Gas lighter nozzle • Cutting tips • Pressure regulator • Pressure gauge • Non-return valves • Colour coded flexible hose • Trolleys • Torches (rose-bud heating, cutting, others) <p>PC23. Perform various cutting operations correctly</p> <p>PC24. Produce thermal cuts in various forms of material (metal of 3mm and above)</p> <p>PC25. Produce cut profiles for various type of materials as mentioned under:</p> <ul style="list-style-type: none"> • Mild steel • High tensile/special steel • Other appropriate metal <p>PC26. Produce thermally-cut components which meet specified quality criteria leave the work area in a safe and tidy condition on completion of the cutting activities Quality criteria used are:</p> <ul style="list-style-type: none"> • Dimensional accuracy is within the tolerances specified on the • Drawing/specification, or within +/- 2mm • Angled/radial cuts are within specification requirements • Cuts are clean and smooth and free from flutes • No drags



	<p>Quality parameters are:</p> <ul style="list-style-type: none"> • Shape and length of the draglines • Smoothness of the sides • Sharpness of the top edges • Amount of slag adhering to the metal <p>PC27. Recognize and correct burn-back and flashback PC28. Detect and correct defects in cut</p>
Carry out test for accuracy	<p>The user/individual on the job should be able to:</p> <p>PC29. Check that the finished components meet the standard required PC30. Use appropriate methods and equipment to check the quality, and that all dimensional and geometrical aspects of the cut material are to the specification PC31. Identify various cutting defects</p>
Dealing with contingencies	<p>The user/individual on the job should be able to:</p> <p>PC32. Report any difficulties or problems that may arise with the cutting activities, and carry out any agreed actions PC33. Detect equipment malfunctions and deal with them appropriately PC34. Deal promptly and effectively with problems within their control, and seek help and guidance from the relevant people if they have problems that they cannot resolve PC35. Shut down and make safe the cutting equipment on completion of the cutting activities PC36. In case of emergencies follow standard emergency procedures</p>
Element	Knowledge and Understanding
A. Organisational Context (Knowledge of the Company/ Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Job relevant legislation, standards, policies, and procedures followed in the company KA2. Key purpose of the organization KA3. Department structure and hierarchy protocols KA4. Work flow and own role in the workflow KA5. Dependencies and interdependencies in the workflow KA6. Support functions and types of support available for incumbents in this role</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Types of fire extinguishers and their suitable uses in case of gas cutting related fires KB2. Specific safety precautions to be taken when working with oxy-fuel gas cutting equipment in a fabrication environment KB3. Personal protective clothing and equipment (PPE) to be worn when working with gas cutting equipment KB4. Hazards associated with carrying out gas cutting activities and how they can be minimized</p>



KB5. Safe working practices and procedures for using thermal equipment
KB6. Principles of oxy-fuel gas cutting
KB7. Procedure for obtaining the required drawings, job instructions and other related specifications
KB8. How to use and extract information from engineering drawings and related specifications, work piece reference points and system of tolerances
KB9. Various types of gas cutting equipment available
KB10. Various components of the gas cutting equipment
KB11. Construction of the heating and cutting torch
KB12. Types of oxy-fuel gases such as acetylene, natural gas and propane
KB13. Accessories that can be used with handheld gas cutting equipment to aid cutting operations (such as cutting guides, trammels, templates)
KB14. Importance and correct procedure for marking before a cut (e.g. allowances for post-cut operations, punch marks, etc.)
KB15. Types of regulators such as low- and high-pressure, and single- and two-stage
KB16. How to identify the gases used in the cutting process, and the colour coding of gas cylinders
KB17. Type and thickness of base metals related to nozzle type
KB18. Preparations prior to cutting (including checking connections for leaks, setting gas pressures, setting up the material/work piece, and checking the cleanliness of materials used)
KB19. Holding methods that are used to aid thermal cutting, and the equipment that can be used.
Lighting and cutting procedures are mentioned below:

- Lighting the cutting torch
- Adjusting gas controls to produce a neutral flame
- Methods of starting the cut and controlling the cutting speed
- Direction and angle of cut
- Procedure for extinguishing the flame

KB20. Correct procedure for lighting, cutting and extinguishing the flame
KB21. Types of flames and their implication for cutting
KB22. Importance of following the correct procedure for lighting, cutting and extinguishing a flame
KB23. Problems that can occur with thermal cutting, and how they can be avoided (including causes of distortion during thermal cutting and methods of controlling distortion).
Defects that can occur in the (oxy-fuel cutting) process are:

- Distortion
- Grooved, fluted or ragged cuts
- Poor draglines
- Rounded edges
- Tightly adhering slag

KB24. Effects of oil, grease, scale or dirt on the cutting process
KB25. Quality parameters for gas cut materials
KB26. Causes of cutting defects, how to recognize them, and methods of correction and prevention
KB27. Importance of leaving the work area in a safe and clean condition on completion of activities



	<p>KB28. Correct handling and storage of gas cylinders KB29. Emergency procedures for backfires, flashback and other fires KB30. How to close down the cutting equipment safely and correctly KB31. Purging tools and their function</p>
Skills (S) w.r.t. the scope	
Element	Skills
A. Core Skills/ Generic Skills	Communication
	The user/ individual on the job needs to know and understand how to:
	<p>SA1. Read and interpret information correctly from various job specification documents, manuals, health and safety instructions, memos, etc. applicable to the job in English and/or local language SA2. Fill up appropriate technical forms, process charts, activity logs as per organizational format in English and/or local language SA3. Convey and share technical information clearly using appropriate language SA4. Check and clarify task-related information SA5. Liaise with appropriate authorities using correct protocol SA6. Communicate with people in respectful form and manner in line with organizational protocol</p>
	Numerical and computational skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA7. Undertake numerical operations, geometry and calculations/ formulae (including addition, subtraction, multiplication, division, fractions and decimals, percentages and proportions, simple ratios and averages) SA8. Use appropriate measuring techniques SA9. Use and convert imperial and metric systems of measurements SA10. Apply appropriate degree of accuracy to express numbers SA11. Use tolerance in terms of limits of size SA12. Check measurements, angles, orientation and slopes SA13. Types of reference lines such as tangent lines, datum lines, centre lines and work points SA14. Check square of material using corner-to-corner dimensions and triangulation (3-4-5) method SA15. Select and use tools and equipment such as measuring tapes, levels, squares, protractors and dividers SA16. Ability to check dimensions of components SA17. Calculate the value of angles in a triangle</p>
Learning	
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA18. Participate in on-the-job and other learning, training and development interventions and assessments SA19. Clarify task related information with appropriate personnel or technical adviser SA20. Seek to improve and modify own work practices</p>

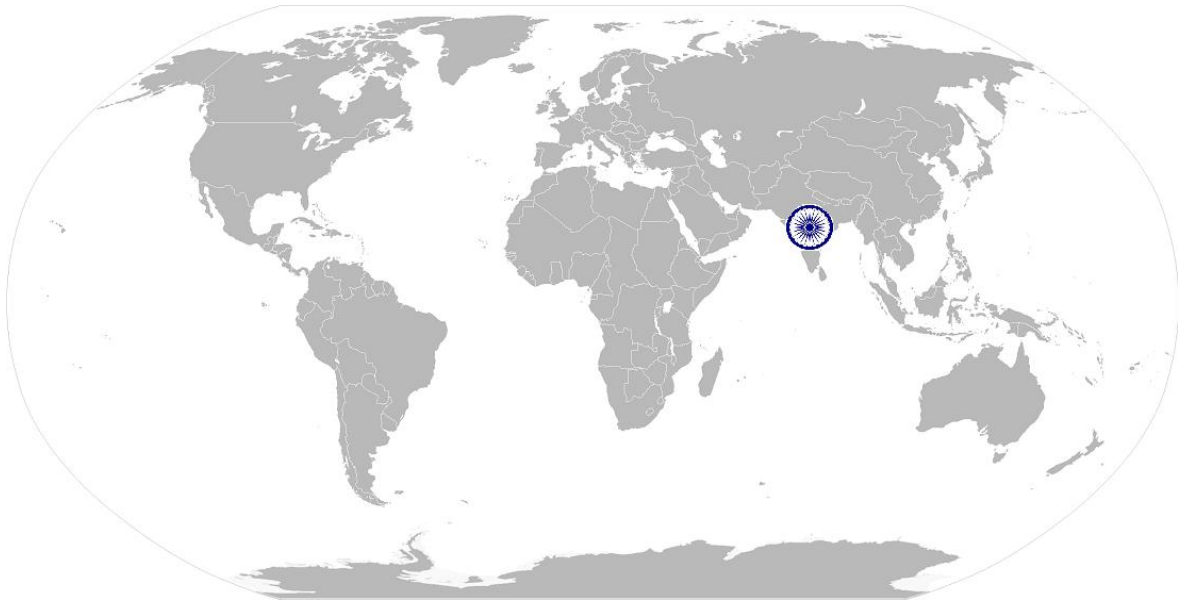


	SA21. Maintain current knowledge of application standards, legislation, codes of practice and product/process developments
B. Professional Skills	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB1. Identify problems with work planning, procedures, output and behaviour and their implications SB2. Prioritize and plan for problem solving SB3. Communicate problems appropriately to others SB4. Identify sources of information and support for problem solving SB5. Seek assistance and support from other sources to solve problems SB6. Identify effective resolution techniques SB7. Select and apply resolution techniques SB8. Seek evidence for problem resolution
	Plan and Organize
	The user/individual on the job needs to know and understand how to:
	SB9. Plan, prioritize and sequence work operations as per job requirements SB10. Organize and analyze information relevant to work SB11. Basic concepts of shop-floor work productivity including waste reduction, efficient material usage and optimization of time
	Initiative and Enterprise
	The user/individual on the job needs to know and understand:
	SB12. Importance and impact of initiative and enterprise for achieving better results for self, others and organization SB13. How to undertake and express new ideas and initiatives to others SB14. Modify work plan to overcome unforeseen difficulties or developments that occur as work progresses SB15. Participate in improvement procedures including process, quality and internal/external customer/supplier relationships SB16. One's competencies can and should be applied in new and different situations and contexts to achieve more
	Self-Management
The user/individual on the job needs to know and understand:	
SB17. Importance of taking responsibility for own work outcomes SB18. Importance of adherence to work timings, dress code and other organizational policies SB19. Importance of following laid down rules, procedures, instructions and policies SB20. Importance of exercising restraint while expressing dissent and during conflict situations SB21. How to avoid and manage distractions to be disciplined at work SB22. Importance of time management for achieving better results	
Teamwork	



The user/individual on the job needs to know and understand how to:

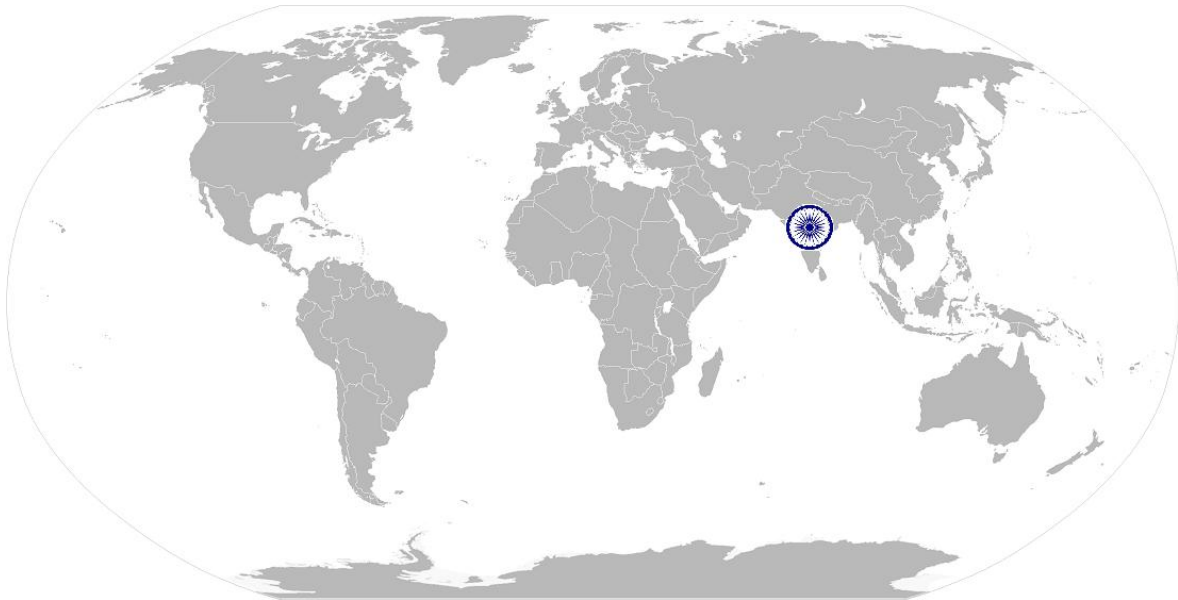
- SB23. Work in a team in order to achieve better results
- SB24. Identify and clarify work roles within a team
- SB25. Communicate and cooperate with others in the team
- SB26. Seek assistance from fellow team members





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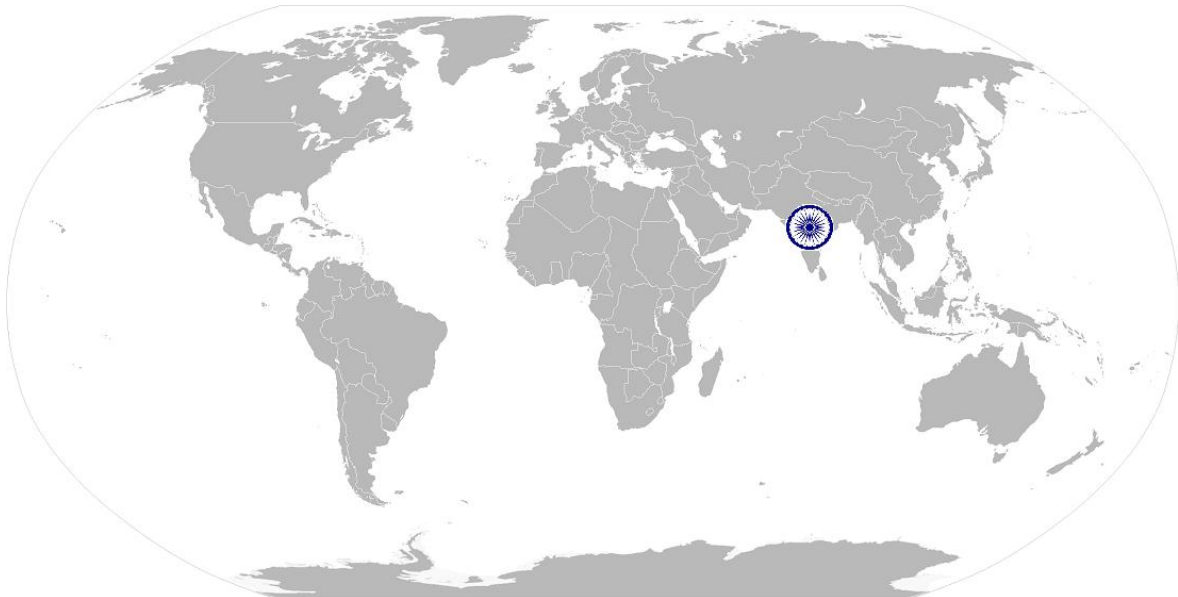
NOS Code	CSC/N0144		
Credits(NSQF)	TBD	Version number	1.0
Industry	Iron and steel	Drafted on	23/07/2014
Industry Sub-sector	Mechanical Maintenance	Last reviewed on	30/12/2014
Occupation	Cutting and Welding	Next review date	30/12/2015





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 workplace</p>



Various areas are listed below:

- On chemical containers
- Equipment
- Packages
- Inside buildings
- Open areas and public spaces, 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, loud 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
- Instruction from colleagues and supervisors



	<p>PC6. State location of general health and safety equipment in the workplace 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 PC9. Lift heavy objects safely using correct procedures 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 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



	<ul style="list-style-type: none"> • 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 • Witnesses



	<ul style="list-style-type: none"> • 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 • Listening to and giving instructions



	<ul style="list-style-type: none"> • 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
	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

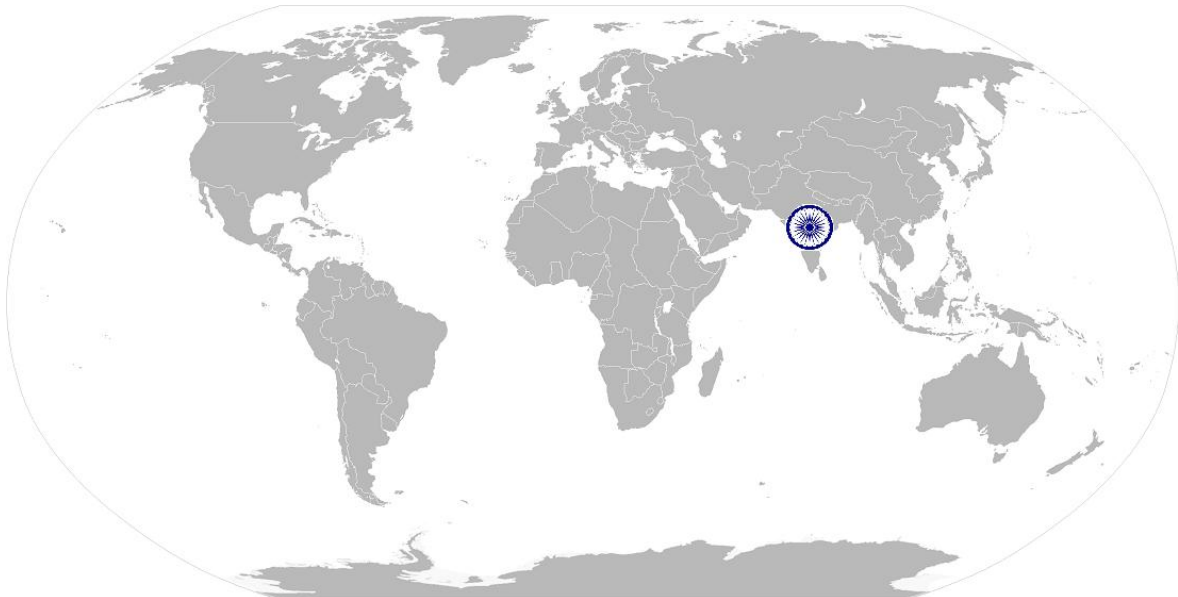


	Working with others
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Remain congenial while discussing and debating issues with co-workers SB3. Follow appropriate protocols for communication based on situation, hierarchy, organizational culture and practice SB4. Ask 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	Cutting and Welding	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: PC1. Accurately receive information and instructions from the supervisor and fellow workers, getting clarification where required PC2. Accurately pass on information to authorized persons who require it and within agreed timescale and confirm its receipt PC3. Provide information to others clearly, at a pace and in a manner that helps them to understand
Demonstrate appropriate behaviour and etiquette at work place	The user/individual on the job should be able to: PC4. Display helpful behaviour by assisting others in performing tasks in a positive manner, where required and possible PC5. Consult with and assist others to maximize effectiveness and efficiency in carrying out tasks PC6. Display appropriate communication etiquette while working PC7. Display active listening skills while interacting with others at work PC8. Use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism PC9. Demonstrate responsible and disciplined behaviours at the workplace PC10. Escalate grievances and problems to
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. Legislation, standards, policies, and procedures followed in the company relevant to own employment and performance conditions KA2. Reporting structure, inter-dependent functions, lines and procedures in the work area KA3. Relevant people and their responsibilities within the work area KA4. Escalation matrix and procedures for reporting work and employment related issues



<p>B. Technical Knowledge</p>	<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 KB2. Importance of effective communication in the workplace KB3. Importance of teamwork in organizational and individual success KB4. Various components of effective communication KB5. Key elements of active listening KB6. Value and importance of active listening and assertive communication KB7. Barriers to effective communication KB8. Importance of tone and pitch in effective communication KB9. Importance of avoiding casual expletives and unpleasant terms while communicating professional circles KB10. How poor communication practices can disturb people, environment and cause problems for the employee, the employer and the customer KB11. Importance of ethics for professional success – KB12. Importance of discipline for professional success KB13. What constitutes disciplined behaviour for a working professional KB14. Common reasons for interpersonal conflict KB15. Importance of developing effective working relationships for professional success KB16. Expressing and addressing grievances appropriately and effectively KB17. Importance and ways of managing interpersonal conflict effectively</p>
<p>Skills (S) w.r.t. the scope</p>	
<p>Element</p>	<p>Skills</p>
<p>A. Core Skills/ Generic Skills</p>	<p>Reading and Writing Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>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</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. Question co-workers appropriately in order to clarify instructions and other issues SA5. Provide clear instructions to co-workers, subordinates others</p> <p>Decision Making</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Make appropriate decisions pertaining to the concerned area of work with respect to intended work objective, span of authority, responsibility, laid down</p>



	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	



NOS Version Control

NOS Code	ISC/N0009		
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	Cutting and Welding	Next review date	30/12/2015

