



### 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- **House Keeping with Mechanised Equipment**

SECTOR: Iron & Steel

SUB-SECTOR: Steel

REFERENCE ID: ISC/Q0408

ALIGNED TO: NCO-2004/NIL

**Title of Job:** This job is all about regular House Keeping, maintaining the cleanliness of different areas like control room, offices, blast furnace proper including cast house, stock house (charging side) rail tracks of hot metal (H.M.) side/slag side for proper movement of rolling stock to maintain casting schedule.

**Personal Attributes:** This job requires the individual to work independently as well as in teams. He should be physically fit, not having colour blindness, having analytical skills, problem solving attitude, high concentration levels and willingness to work in a factory environment. He should demonstrate strong work ethics and must be good with following instructions from supervisor.



Job Details

Qualifications Pack Code	ISC/Q0408		
Job Role	House Keeping with Mechanised Equipment		
Credits(NSQF)	TBD	Version number	1.0
Industry	Iron & Steel	Drafted on	12/11/2014
Sub-sector	Steel	Last reviewed on	25/03/2015
Occupation	Iron Making	Next review date	25/03/2016

Job Role	House Keeping with Mechanised Equipment
Role Description	This job is all about regular House Keeping, maintaining the cleanliness of different areas like control rooms, offices, blast furnace proper including cast house, stock house (charging side) rail tracks of hot metal (H.M.) side/slag side for proper movement of rolling stock to maintain casting schedule.
NSQF level	2
Minimum Educational Qualifications	Class 8 <sup>th</sup> Pass Driving license mandatory
Maximum Educational Qualifications	Class 10 <sup>th</sup> Pass Driving license mandatory
Training (Suggested but not mandatory)	<ul style="list-style-type: none"> <li>• Reading and writing report</li> <li>• 2 weeks on job training (mandatory)</li> <li>• Various type of mechanised equipments and its operation</li> <li>• Technical and gallery training on operation of mechanised equipments</li> <li>• 5S and safety practices</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• 1-2 years' experience as helper in the similar function and ability to drive light/heavy vehicles</li> <li>• In lieu of minimum qualification the incumbent should have minimum 4 to 5 years' experience as as helper to Supervisor and work experience of driving light/heavy vehicles</li> </ul>



Occupational Standards (OS)	<p>Compulsory:</p> <p><a href="#">ISC/N0427: Understand the assigned job of housekeeping with mechanised equipment</a>  <a href="#">ISC/N0428: Prepare for operation of housekeeping with mechanised equipment</a>  <a href="#">ISC/N0429: Carry out the assigned job of housekeeping with mechanised equipment</a>  <a href="#">ISC/N0008: Use basic health and safety practices at the workplace</a>  <a href="#">ISC/N0009: Work effectively with others</a></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.



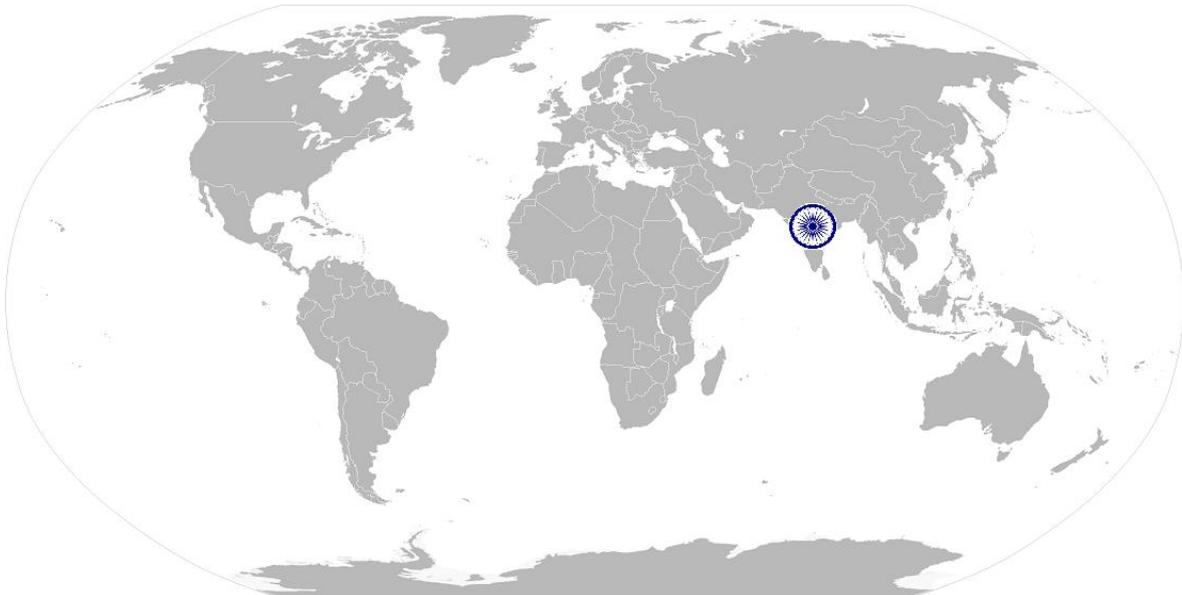
Sub-Sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Sub-functions	Sub-functions are sub-activities essential to fulfil the achieving the objectives of the function.
Technical Knowledge	Technical Knowledge is the specific knowledge needed 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
CNC	Computer numerically controlled
OD	Outer diameter
ID	Inner diameter
DTI	Dial test indicators
CO2	Carbon dioxide
CPR	Cardiac pulmonary resuscitation
PPE	Personal protective equipment



ISC/N0427: Understand the assigned job of housekeeping with mechanised equipment

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# National Occupational Standards



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## Overview

This unit covers the job of housekeeping with mechanised equipment in accordance with the checklist and seek any clarification on the same.



Unit Code	ISC/N0427
<b>Unit Title (Task)</b>	Understand the assigned job of housekeeping with mechanised equipment
Description	This unit is about understanding the requirement of housekeeping after receiving the checklist from supervisor, seek any clarification on the requirements of the housekeeping job and identify the handling mechanised equipment and tackles that would be needed to carry out the job.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> <li>Understand the job requirement for housekeeping with mechanised equipment</li> <li>Plan for housekeeping/cleaning the work site for uninterrupted operation</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
Understand the job requirement for housekeeping with mechanised equipment	To be competent, the user/individual on the job must be able to: PC1. Interpret the previous shift log book report for the area to be cleaned PC2. Understand the use of mechanised equipments for housekeeping in uneven cast house floor with open runners PC3. Seek clarification from the supervisor in case of any doubt
Plan for housekeeping/cleaning the work site for uninterrupted operation	To be competent, the user/individual on the job must be able to: PC4. Plan as appropriate to carry out the housekeeping job as per schedule PC5. List out the tackles required for housekeeping and ensure availability at the work site PC6. Ensure mobility of mechanised equipments with easy access to all areas at the work site (cast house, stock house, conveyor galleries, rail tracks etc.)
<b>Element</b>	<b>Knowledge and Understanding</b>
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 maintenance checklist and importance of the same KA2. Safety policy of the company KA3. Emergency organisation of the specific work site KA4. Risk and impact of not following defined procedures/work instructions KA5. Escalation matrix for reporting identified problems KA6. Cost of equipment and loss for the company that result from damage of equipment and direct / indirect cost of accidents KA7. Implications of delays in operational process
B. Technical Knowledge	The user/individual on the job needs to know and understand:



	<p>KB1. Different types of mechanised equipments for housekeeping e.g. Ride on sweeper, Flipper, Portable vacuum machine, Mopping machine (electrically/battery operated), mobile IVC (Industrial Vacuum Machine), Jetting machine etc.</p> <p>KB2. Introduction to engine, transmission, their use/function and vacuum generation system</p> <p>KB3. Steering mechanisms and correct way of steering on slopes</p> <p>KB4. Significance of greasing and oiling</p> <p>KB5. Parts of mechanised equipments that need routine lubrication</p> <p>KB6. Instrument panel, their location, operation, cleaning and fixing of vacuum machine cartridge</p> <p>KB7. Controls, levers and switches in order to operate the IVC, Jetting and ride on sweeper properly</p> <p>KB8. Optimal working condition of components and other attachments</p> <p>KB9. Optimal engine oil pressure, radiator coolant temperature and indicator</p> <p>KB10. Visual checks to identify damage, defects, cracks or leaks beforehand</p>
<b>Skills (S) w.r.t. the scope</b>	
<b>Element</b>	<b>Skills</b>
A. Core Skills/ Generic Skills	<b>Writing skills and reading Skills</b>
	The user/ individual on the job needs to know and understand how to:
	SA1. Read work instructions and standard operation procedures (SOP) SA2. Create small notes/ work documents for supervisor related to operation SA3. Read business correspondence e.g. internal memos, circular etc. SA4. Read equipment manuals and process documents given by the equipment supplier to understand the equipment and working processes
	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how to:
SA5. Effectively understand about operational requirements SA6. Answer the queries raised by the operative team as well as others SA7. Effectively communicate with the supervisor related to work expectations, timelines and schedule for completion of the assigned job SA8. Attentively listen with full attention the queries and grievances raised by the operative team and comprehend the information given by the speaker	
<b>Integrity</b>	
The user/individual on the job needs to know and understand how to:	
SA9. Maintain integrity with respect to company property and time SA10. Communicate with people in a polite manner using respectful language SA11. Resolve difficulties in relationships with colleagues amicably	

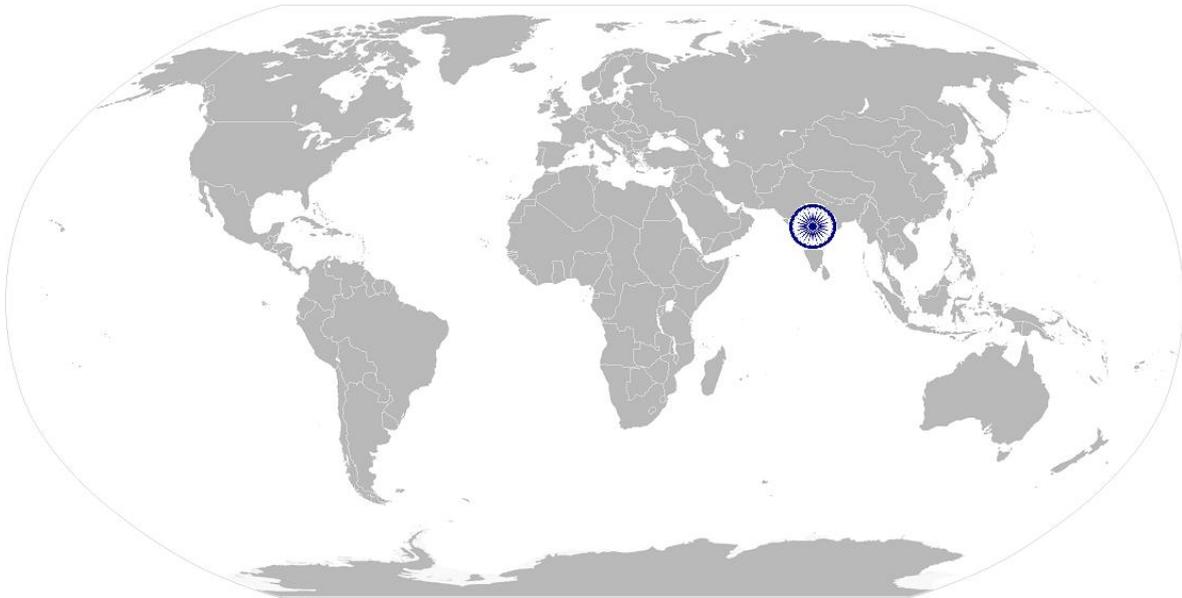


	<p>Reliability</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA12. Avoid absenteeism and maintain quality of work SA13. Work in a disciplined environment and adhere to working norms of the organisation SA14. Be punctual and adhere to timelines</p>
B. Professional Skills	<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 the scheduled time limits</p>
	<p>Analytical &amp; Problem Solving Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Suggest methods to avoid accidents/errors while operating with mechanised equipment and participate in tool box meeting SB3. Identify possible ways to improve operational efficiency SB4. Check for damage in mechanised equipment components e.g. engine components, wheels, hydraulic ram, brakes horn, etc. SB5. Conduct maintenance tasks e.g. checking and topping up engine oil levels</p>



NOS Version Control:

NOS Code	ISC/N0427		
Credits(NSQF)	TBD	Version number	1.0
Industry	Iron and Steel	Drafted on	12/11/2014
Industry Sub-sector	Steel	Last reviewed on	25/03/2015
Occupation	Iron Making	Next review date	25/03/2016





ISC/N0428: Prepare for operation of housekeeping with mechanised equipment

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# National Occupational Standards

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## Overview

This unit covers the steps required for operation of housekeeping with mechanised equipment.



Unit Code	ISC/N0428
<b>Unit Title (Task)</b>	Prepares for operation of housekeeping with mechanised equipment
Description	This unit covers the steps required for operation of housekeeping with mechanised equipment.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Check the handling equipment before starting the operation</li> <li>• Plan to stack the material at the desired location as per company procedure</li> <li>• Prepare the working area within the timeframe for maintaining the production schedule</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
Check the handling equipment before starting the operation	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Check the mechanised equipments to be used for the housekeeping/cleaning operation before starting the assigned job</p> <p>PC2. Check the components for the mechanised equipments e.g. engine, controls, brake system, lighting, lubricants, vacuum system, water pressure etc. before starting the assigned job</p> <p>PC3. Check necessary tackles to be used is in proper working condition</p>
Plan to stack the material at the desired location as per company procedure	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC4. Stack the material (iron scraps, dusts, slags and debris) on the desired location as per company procedure</p>
Prepare the working area within the timeframe for maintaining the production schedule	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC5. Prepare the working area for proper housekeeping to achieve the scheduled production target</p> <p>PC6. Prepare necessary equipment and tackles to be used for housekeeping job within scheduled time for achieving the production target</p>
<b>Element</b>	<b>Knowledge and Understanding</b>
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 specific documents e.g. daily maintenance checklist and importance of the same</p> <p>KA2. Safety policy of the company</p> <p>KA3. Emergency organisation of the specific work site</p>



	<p>KA4. Risk and impact of not following defined procedures/work instructions            KA5. Escalation matrix for reporting identified problems            KA6. Cost of equipment and loss for the company that result from damage of equipment and direct / indirect cost of accidents            KA7. Implications of delays in operational process</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Different types of mechanised equipments for housekeeping e.g. Ride on sweeper, Flipper, Portable vacuum machine, Mopping machine (electrically/battery operated), mobile IVC (Industrial Vacuum Machine), Jetting machine etc.            KB2. Introduction to engine, transmission, their use/function and vacuum generation system            KB3. Steering mechanisms and correct way of steering on slopes            KB4. Significance of greasing and oiling            KB5. Parts of mechanised equipments that need routine lubrication            KB6. Instrument panel, their location, operation, cleaning and fixing of vacuum machine cartridge            KB7. Controls, levers and switches in order to operate the IVC, Jetting and ride on sweeper properly            KB8. Optimal working condition of components and other attachments            KB9. Optimal engine oil pressure, radiator coolant temperature and indicator            KB10. Visual checks to identify damage, defects, cracks or leaks beforehand</p>
<b>Skills (S) w.r.t. the scope</b>	
<b>Element</b>	<b>Skills</b>
A. Core Skills/ Generic Skills	Writing skills and reading Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Read work instructions and standard operation procedures (SOP)            SA2. Create small notes/ work documents for supervisor related to operation            SA3. Read business correspondence e.g. internal memos, circular etc.            SA4. Read equipment manuals and process documents given by the equipment supplier to understand the equipment and working processes</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Effectively understand about operational requirements            SA6. Answer the queries raised by the operative team as well as others            SA7. Effectively communicate with the supervisor related to work expectations, timelines and schedule for completion of the assigned job            SA8. Attentively listen with full attention the queries and grievances raised by the operative team and comprehend the information given by the speaker</p>
	Integrity

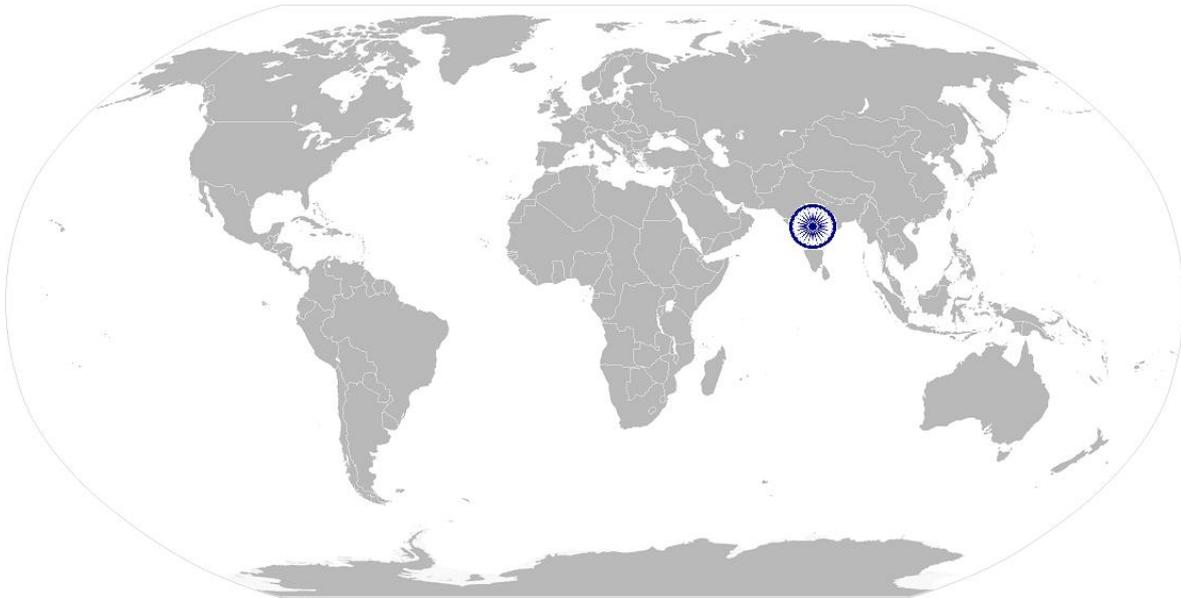


	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA9. Maintain integrity with respect to company property and time SA10. Communicate with people in a polite manner using respectful language SA11. Resolve difficulties in relationships with colleagues amicably</p>
	<p><b>Reliability</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA12. Avoid absenteeism and maintain quality of work SA13. Work in a disciplined environment and adhere to working norms of the organisation SA14. Be punctual and adhere to timelines</p>
<b>B. Professional Skills</b>	<p><b>Time Management</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Prioritize and execute tasks within the scheduled time limits</p>
	<p><b>Analytical &amp; Problem Solving Skills</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Suggest methods to avoid accidents/errors while operating with mechanised equipment SB3. Identify possible ways to improve operational efficiency SB4. Check for damage in mechanised equipment components e.g. engine components, wheels, hydraulic ram, brakes, horn, etc. SB5. Conduct maintenance tasks e.g. checking and topping up engine oil levels</p>



NOS Version Control:

NOS Code	ISC/N0428		
Credits(NSQF)	TBD	Version number	1.0
Industry	Iron and Steel	Drafted on	12/11/2014
Industry Sub-sector	Steel	Last reviewed on	25/03/2015
Occupation	Iron Making	Next review date	25/03/2016





ISC/N0429: Carry out the assigned job of housekeeping with mechanised equipment

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# National Occupational Standards

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## Overview

This unit covers the housekeeping operation carried out by using mechanised equipments within given time schedule.



Unit Code	ISC/N0429
<b>Unit Title (Task)</b>	Carry out the assigned job of housekeeping with mechanised equipment
Description	This unit covers the housekeeping operation carried out by using mechanised equipments within given time schedule
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Start and drive the mechanised equipments for housekeeping and cleaning operations</li> <li>• Remove the scraps, debris from the work site, shifting/unloading waste/debris in designated place/bin (without mixing up materials)</li> <li>• Perform the post housekeeping/cleaning activities</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
Start and drive the mechanised equipments for housekeeping and cleaning operations	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Interpret the previous shift log book for starting the housekeeping activities            PC2. Plan as appropriate to carry out the housekeeping job as per schedule            PC3. Maintain sequence of housekeeping/cleaning as per plan            PC4. Use proper tackles for housekeeping/cleaning            PC5. Drive the mechanised equipment following all safety norms            PC6. Use buzzer and signalling lights of the mechanised equipment while in operation as safety measure</p>
Remove the scraps, debris from the work site, shifting/unloading waste/debris in designated place/bin (without mixing up materials)	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC7. Segregate the material (iron scrap, slag, dust and debris) for proper disposal            PC8. Dispose the scrap and debris as per plan            PC9. Load the scrap and debris in the tripper/wagon etc.            PC10. Ensure safety precautions during handling the materials</p>
Perform the post housekeeping/cleaning activities	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC11. Ensure removing the mechanised equipments and tackles being used for the housekeeping/ cleaning from the work site before handing over            PC12. Inform supervisor and concerned person regarding the job completion            PC13. Record the activities in the log book as per company procedure</p>
<b>Element</b>	<b>Knowledge and Understanding</b>
A. Organisational Context	The user/individual on the job needs to know and understand:



(Knowledge of the Company/ Organisation and its processes)	<p>KA1. Job specific documents e.g. daily maintenance checklist and importance of the same</p> <p>KA2. Safety policy of the company</p> <p>KA3. Emergency organisation of the specific work site</p> <p>KA4. Risk and impact of not following defined procedures/work instructions</p> <p>KA5. Escalation matrix for reporting identified problems</p> <p>KA6. Cost of equipment and loss for the company that result from damage of equipment and direct / indirect cost of accidents</p> <p>KA7. Implications of delays in operational process</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Different types of mechanised equipments for housekeeping e.g. Ride on sweeper, Flipper, Portable vacuum machine, Mopping machine (electrically/battery operated), mobile IVC (Industrial Vacuum Machine), Jetting machine etc.</p> <p>KB2. Introduction to engine, transmission, their use/function and vacuum generation system</p> <p>KB3. Steering mechanisms and correct way of steering on slopes</p> <p>KB4. Significance of greasing and oiling</p> <p>KB5. Parts of mechanised equipments that need routine lubrication</p> <p>KB6. Instrument panel, their location, operation, cleaning and fixing of vacuum machine cartridge</p> <p>KB7. Controls, levers and switches in order to operate the IVC, Jetting and ride on sweeper properly</p> <p>KB8. Optimal working condition of components and other attachments</p> <p>KB9. Optimal engine oil pressure, radiator coolant temperature and indicator</p> <p>KB10. Visual checks to identify damage, defects, cracks or leaks beforehand</p>
<b>Skills (S) w.r.t. the scope</b>	
<b>Element</b>	<b>Skills</b>
A. Core Skills/ Generic Skills	<p>Writing skills and reading Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Read work instructions and standard operation procedures (SOP)</p> <p>SA2. Create small notes/ work documents for supervisor related to operation</p> <p>SA3. Read business correspondence e.g. internal memos, circular etc.</p> <p>SA4. Read equipment manuals and process documents given by the equipment supplier to understand the equipment and working processes</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>SA5. Effectively understand about operational requirements</p> <p>SA6. Answer the queries raised by the operative team as well as others</p> <p>SA7. Effectively communicate with the supervisor related to work expectations, timelines and schedule for completion of the assigned job</p>

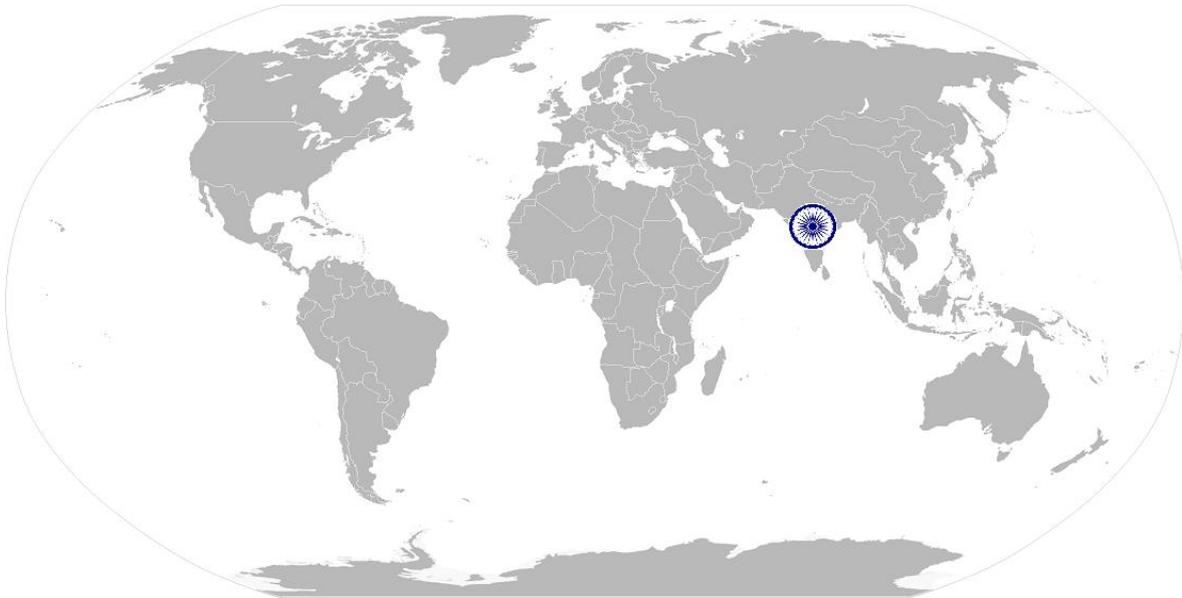


	SA8. Attentively listen with full attention the queries and grievances raised by the operative team and comprehend the information given by the speaker
	<b>Integrity</b>
	The user/individual on the job needs to know and understand how to:  SA9. Maintain integrity with respect to company property and time SA10. Communicate with people in a polite manner using respectful language SA11. Resolve difficulties in relationships with colleagues amicably
	<b>Reliability</b>
	The user/individual on the job needs to know and understand how to:  SA12. Avoid absenteeism and maintain quality of work SA13. Work in a disciplined environment and adhere to working norms of the organisation SA14. Be punctual and adhere to timelines
B. Professional Skills	<b>Time Management</b>
	The user/individual on the job needs to know and understand how to:  SB1. Prioritize and execute tasks within the scheduled time limits
	<b>Analytical &amp; Problem Solving Skills</b>
	The user/individual on the job needs to know and understand how to:  SB2. Suggest methods to avoid accidents/errors while operating with mechanised equipment SB3. Identify possible ways to improve operational efficiency SB4. Check for damage in mechanised equipment components e.g. engine components, wheels, hydraulic ram, brakes, horn, etc. SB5. Conduct maintenance tasks e.g. checking and topping up engine oil levels



NOS Version Control:

NOS Code	ISC/N0429		
Credits(NSQF)	TBD	Version number	1.0
Industry	Iron and Steel	Drafted on	12/11/2014
Industry Sub-sector	Steel	Last reviewed on	25/03/2015
Occupation	Iron Making	Next review date	25/03/2016





ISC/N0008: Use basic health and safety practices at the workplace

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# National Occupational Standards

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## 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"> <li>• Health and safety procedures</li> <li>• Fire safety procedures</li> <li>• Emergencies, rescue and first aid procedures</li> </ul>
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"> <li>• Leather or asbestos gloves</li> <li>• Flame proof aprons</li> <li>• Flame proof overalls buttoned to neck</li> <li>• Cuff less (without folds) trousers</li> <li>• Reinforced footwear</li> <li>• Helmets/hard hats</li> <li>• Cap and shoulder covers</li> <li>• Ear defenders/plugs</li> <li>• Safety boots</li> <li>• Knee pads</li> <li>• Particle masks</li> <li>• Glasses/gloves/visors</li> </ul> <p>Equipment includes:</p> <ul style="list-style-type: none"> <li>• Hand shields</li> <li>• Machine guards</li> <li>• Residual current devices</li> <li>• Shields</li> <li>• Dust sheets</li> <li>• Respirator</li> </ul> <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"> <li>• Instruction from colleagues and supervisors</li> </ul> <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"> <li>• Corrosion of metal components</li> <li>• Deterioration</li> <li>• Splits and cracks timber components</li> <li>• Imbalance</li> <li>• Loose rungs</li> <li>• Nuts or bolts, etc.</li> </ul> <p>Set up:</p> <ul style="list-style-type: none"> <li>• Firm/level base</li> <li>• Clip/lash down</li> <li>• Leaning at the correct angle, etc.</li> </ul> <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"> <li>• Clean/tidy work areas</li> <li>• Removal/disposal of waste products</li> <li>• Protect surfaces</li> </ul> <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"> <li>• Sand</li> <li>• Water</li> <li>• Foam</li> <li>• Co2</li> <li>• Dry powder</li> </ul> <p>Fires:</p> <ul style="list-style-type: none"> <li>• Class A: Ordinary solid combustibles, e.g. wood, paper, cloth, plastic, charcoal etc.</li> <li>• Class B: Flammable liquids and gases, e.g. gasoline, propane, diesel fuel, tar, cooking oil and similar substances</li> <li>• 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)</li> <li>• Class D: Combustible metals such as magnesium, titanium, and sodium (these fires burn at extremely high temperatures and require special suppression agents)</li> </ul> <p>Causes of fires:</p>



	<ul style="list-style-type: none"> <li>• Heating of metal</li> <li>• Spontaneous ignition</li> <li>• Sparking,</li> <li>• Electrical heating</li> <li>• Loose fires (e.g. Smoking, welding, etc.)</li> <li>• Chemical fires, etc.</li> </ul> <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"> <li>• Fire extinguishers</li> <li>• First aid equipment</li> <li>• Safety instruments and clothing</li> <li>• Safety installations, e.g. Fire exits, exhaust fans etc.</li> </ul> <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"> <li>• Raising alarm</li> <li>• Safe/efficient evacuation</li> <li>• Correct means of escape</li> <li>• Correct assembly point</li> <li>• Roll call</li> <li>• Correct return to work</li> </ul> <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"> <li>• Name</li> <li>• Date/time of incident</li> <li>• Date/time of report,</li> <li>• Location</li> <li>• Environment conditions</li> <li>• Persons involved</li> <li>• Sequence of events</li> <li>• Injuries sustained</li> <li>• Damage sustained</li> <li>• Actions taken</li> </ul>



	<ul style="list-style-type: none"> <li>• Witnesses</li> <li>• Supervisor/manager notified</li> </ul> <p>Documents:</p> <ul style="list-style-type: none"> <li>• Fire notices</li> <li>• Accident reports</li> <li>• Safety instructions for equipment and procedures</li> <li>• Company notices and documents</li> <li>• Legal documents (e.g. Government notices)</li> </ul> <p>Job titles:</p> <ul style="list-style-type: none"> <li>• Health and safety officer</li> <li>• First aid officer</li> <li>• Fire officer</li> </ul> <p>PC26. Demonstrate correct method to move injured people and others during an emergency</p>
<b>Element</b>	<b>Knowledge and Understanding</b>
<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"> <li>• Exposure: ingested, contact with skin, inhaled</li> <li>• Preventative action: ventilation, masks, protective clothing/equipment</li> <li>• Remedial action: immediate first aid, report to supervisor</li> <li>• Materials: solvents, flux, lead</li> </ul> <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"> <li>• Physical actions</li> <li>• Reading</li> </ul>



	<ul style="list-style-type: none"> <li>• Listening to and giving instructions</li> <li>• Inattention</li> <li>• Sickness and incapacity (e.g. Drunkenness)</li> <li>• Health hazards (e.g. Untreated injuries and contagious illness)</li> </ul> <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>
<b>Skills (S) w.r.t. the scope</b>	
<b>Element</b>	<b>Skills</b>
<b>A. Core Skills/ Generic Skills</b>	<b>Reading and Writing Skills</b>
	The user/individual on the job needs to know and understand how to:  SA1. Read and comprehend basic content to read labels, charts, signages SA2. Read and comprehend basic English to read manuals of operations SA3. Read and write an accident/incident report in local language or English
	<b>Oral Communication (Listening and Speaking skills)</b>
	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>B. Professional Skills</b>	<b>Decision Making</b>
	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>B. Professional Skills</b>	<b>Plan and Organize</b>
	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

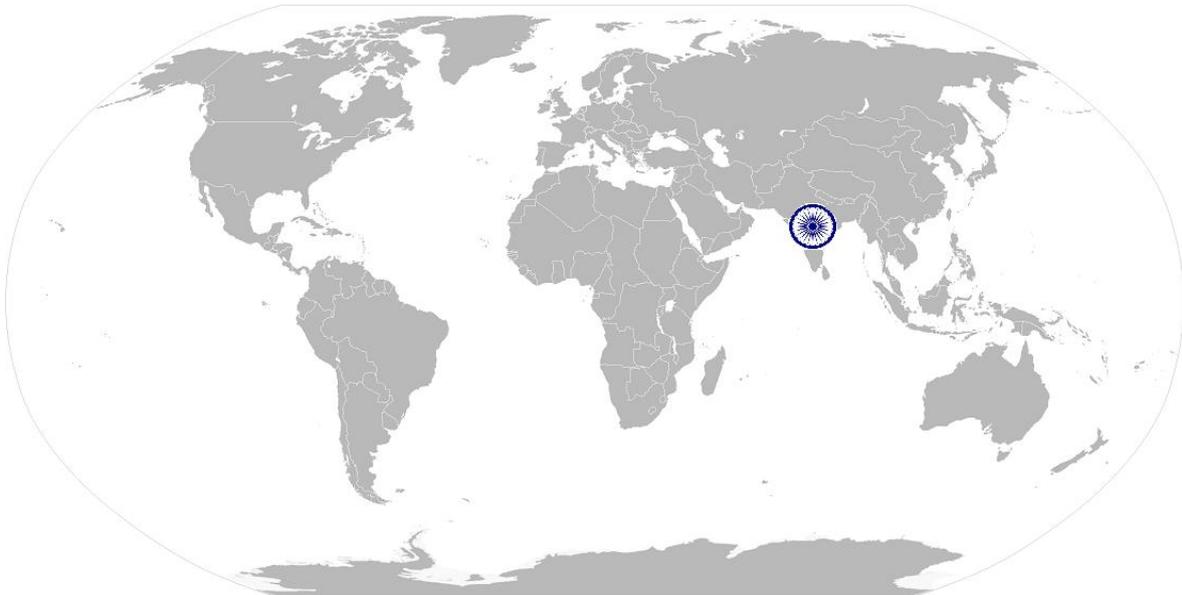


	<b>Working with others</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Remain congenial while discussing and debating issues with co-workers            SB3. Follow appropriate protocols for communication based on situation, hierarchy, organizational culture and 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>
	<b>Problem Solving</b>
	<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>
	<b>Analytical Thinking</b>
	<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	Iron Making	Next review date	30/12/2015





# National Occupational Standards



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## **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	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Ensure appropriate communication with superiors, peers and others as applicable at work place</li> <li>• Demonstrate appropriate behaviour and etiquette at work place</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
Ensure appropriate communication with superiors, peers and others as applicable at work place	<p>The user/individual on the job should be able to:</p> <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	<p>The user/individual on the job should be able to:</p> <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>
<b>Element</b>	<b>Knowledge and Understanding</b>
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. 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> <p>KA4. Escalation matrix and procedures for reporting work and employment related issues</p>



<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><b>Skills (S) w.r.t. the scope</b></p>	
<p><b>Element</b></p>	<p><b>Skills</b></p>
<p>A. Core Skills/ Generic Skills</p>	<p><b>Reading and Writing Skills</b></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><b>Oral Communication (Listening and Speaking skills)</b></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><b>Decision Making</b></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>

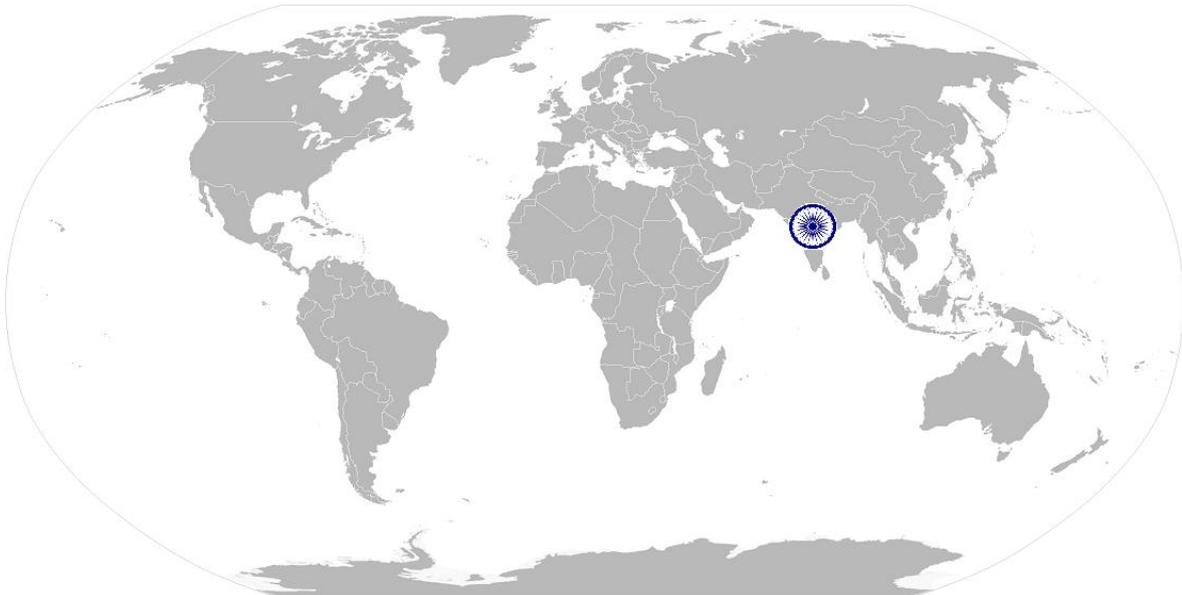


	procedure and guidelines
B. Professional Skills	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand:
	SB1. Plan and organize their own work schedule, work area, tools, equipment and materials to maintain decorum and for improved productivity
	<b>Working with others</b>
	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
<b>Problem Solving</b>	
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	
<b>Analytical Thinking</b>	
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	Iron Making	Next review date	30/12/2015





CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role: House Keeping with Mechanised Equipment

Qualification Pack: ISC/Q0408

Sector Skill Council: Indian Iron & Steel Sector Skill Council

Guidelines for Assessment:

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria.
5. To pass the Qualification Pack, every trainee should score a minimum of 60% in every NOS.
6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

NOSs	PCs	Total Marks 1000	Out Of	Marks Allocated	
				Theory	Practical
ISC/N0427: Understand the assigned job of housekeeping with mechanised equipment	PC1. Interpret the previous shift log book report for the area to be cleaned	200	30	10	20
	PC2. Understand the use of mechanised equipments for housekeeping in uneven cast house floor with open runners		35	10	25
	PC3. Seek clarification from the supervisor in case of any doubt		35	10	25
	PC4. Plan as appropriate to carry out the housekeeping job as per schedule		35	10	25
	PC5. List out the tackles required for housekeeping and ensure availability at the work site		35	10	25



	PC6. Ensure mobility of mechanised equipments with easy access to all areas at the work site (cast house, stock house, conveyor galleries, rail tracks etc.)		30	10	20
		Total	200	60	140
ISC/N0428: Prepare for operation of housekeeping with mechanised equipment	PC1. Check the mechanised equipments to be used for the housekeeping/cleaning operation before starting the assigned job	200	30	10	20
	PC2. Check the components for the mechanised equipments e.g. engine, controls, brake system, lighting, lubricants, vacuum system, water pressure etc. before starting the assigned job		35	10	25
	PC3. Check necessary tackles to be used is in proper working condition		30	10	20
	PC4. Stack the material (iron scraps, dusts, slags and debris) on the desired location as per company procedure		35	10	25
	PC5. Prepare the working area for proper housekeeping to achieve the scheduled production target		35	10	25
	PC6. Prepare necessary equipment and tackles to be used for housekeeping job within scheduled time for achieving the production target		35	10	25
		Total	200	60	140
ISC/N0429: Carry out the assigned job of housekeeping with mechanised equipment	PC1. Interpret the previous shift log book for starting the housekeeping activities	350	30	10	20
	PC2. Plan as appropriate to carry out the housekeeping job as per schedule		30	10	20
	PC3. Maintain sequence of housekeeping/cleaning as per plan		30	10	20
	PC4. Use proper tackles for housekeeping/cleaning		25	5	20
	PC5. Drive the mechanised equipment following all safety norms		30	10	20
	PC6. Use buzzer and signalling lights of the mechanised equipment while in operation as safety measure		25	5	20



	PC7. Segregate the material (iron scrap, slag, dust and debris) for proper disposal		25	5	20
	PC8. Dispose the scrap and debris as per plan		25	5	20
	PC9. Load the scrap and debris in the tripper/wagon etc.		25	5	20
	PC10. Ensure safety precautions during handling the materials		25	5	20
	PC11. Ensure removing the mechanised equipments and tackles being used for the housekeeping/ cleaning from the work site before handing over		30	10	20
	PC12. Inform supervisor and concerned person regarding the job completion		25	5	20
	PC13. Record the activities in the log book as per company procedure		25	5	20
		Total	350	90	260
ISC/N0008: Use basic health and safety practices at the workplace	PC1. Use protective clothing/equipment for specific tasks and work conditions	150	10	5	5
	PC2. State the name and location of people responsible for health and safety in the workplace		5	0	5
	PC3. State the names and location of documents that refer to health and safety in the workplace		0	0	0
	PC4. Identify job-site hazardous work and state possible causes of risk or accident in the workplace		10	5	5
	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		10	5	5
	PC6. State location of general health and safety equipment in the workplace		5	0	5
	PC7. Inspect for faults, set up and safely use steps and ladders in general use		5	0	5
	PC8. Work safely in and around trenches, elevated places and confined areas		5	0	5
	PC9. Lift heavy objects safely using correct procedures		5	0	5



PC10. Apply good housekeeping practices at all times	0	0	0
PC11. Identify common hazard signs displayed in various areas	5	5	0
PC12. Retrieve and/or point out documents that refer to health and safety in the workplace	5	0	5
PC13. Use the various appropriate fire extinguishers on different types of fires correctly	10	5	5
PC14. Demonstrate rescue techniques applied during fire hazard	10	5	5
PC15. Demonstrate good housekeeping in order to prevent fire hazards	0	0	0
PC16. Demonstrate the correct use of a fire extinguisher	5	0	5
PC17. Demonstrate how to free a person from electrocution	5	0	5
PC18. Administer appropriate first aid to victims as required e.g. in case of bleeding, burns, choking, electric shock, poisoning etc.	10	5	5
PC19. Demonstrate basic techniques of bandaging	5	0	5
PC20. Respond promptly and appropriately to an accident situation or medical emergency in real or simulated environments	10	5	5
PC21. Perform and organize loss minimization or rescue activity during an accident in real or simulated environments	5	0	5
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	5	0	5
PC23. Demonstrate the artificial respiration and the CPR Process	5	0	5
PC24. Participate in emergency procedures	5	0	5



	PC25. Complete a written accident/incident report or dictate a report to another person, and send report to person responsible		10	5	5
	PC26. Demonstrate correct method to move injured people and others during an emergency		0	0	0
		Total	150	45	105
ISC/N0009: Work effectively with others	PC1. Accurately receive information and instructions from the supervisor and fellow workers, getting clarification where required	100	10	5	5
	PC2. Accurately pass on information to authorized persons who require it and within agreed timescale and confirm its receipt		10	5	5
	PC3. Provide information to others clearly, at a pace and in a manner that helps them to understand		10	0	10
	PC4. Display helpful behaviour by assisting others in performing tasks in a positive manner, where required and possible		10	5	5
	PC5. Consult with and assist others to maximize effectiveness and efficiency in carrying out tasks		10	5	5
	PC6. Display appropriate communication etiquette while working		10	0	10
	PC7. Display active listening skills while interacting with others at work		10	0	10
	PC8. Use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism		10	5	5
	PC9. Demonstrate responsible and disciplined behaviours at the workplace		15	5	10
	PC10. Escalate grievances and problems to supervisor		5	0	5
		Total	100	30	70