

## QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR CAPITAL GOODS INDUSTRY

### What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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### Contents

1. Introduction and Contacts.....	1
2. Qualifications Pack.....	2
3. OS Units.....	3
4. Glossary of Key Terms .....	4
5. Annexure: Nomenclature for QP and OS...26	

### Introduction

## Qualifications Pack: Operator – Conventional Milling

**SECTOR:** CAPITAL GOODS

**SUB-SECTOR:**

- |                                     |                                   |
|-------------------------------------|-----------------------------------|
| 1. Machine Tools                    | 5. Process Plant Machinery        |
| 2. Dies, Moulds and Press Tools     | 6. Electrical and Power Machinery |
| 3. Plastics Manufacturing Machinery | 7. Light Engineering Goods        |
| 4. Textile Manufacturing Machinery  |                                   |

**OCCUPATION:** Machining

**REFERENCE ID:** CSC/ Q 0108

**Aligned to:** NCO-2004/8211.30

**Operator – Conventional Milling:** Production of a range of components or performing machining by carrying out milling operations on a conventional milling machine.

**Brief Job Description:** Produce a range of components that combine a number of different features (eg. flat faces, parallel faces, faces that are flat and square to each other, angular faces, steps, slots and special forms) and continuously monitor the machining operations and make minor adjustments to settings if required

**Personal Attributes:** 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	CSC/ Q 0108		
	Job Role	Operator – Conventional Milling		
	Credits (NSQF)	TBD	Version number	1.0
	Sector	CAPITAL GOODS	Drafted on	10/4/14
	Sub-sector	<ol style="list-style-type: none"> <li>1. Machine Tools</li> <li>2. Dies, Moulds And Press Tools</li> <li>3. Plastics Manufacturing Machinery</li> <li>4. Textile Manufacturing Machinery</li> <li>5. Process Plant Machinery</li> <li>6. Electrical and Power Machinery</li> <li>7. Light Engineering Goods</li> </ol>	Last reviewed on	
	Occupation	MACHINING	Next review date	30/8/16

Job Role	Operator – Conventional Milling
Role Description	Production of a range of components or performing machining by carrying out milling operations on a conventional milling machine.
NSQF level	2
Minimum Educational Qualifications	10 <sup>th</sup> Standard
Maximum Educational Qualifications	N.A.
Training (Suggested but not mandatory)	No Previous Training Required
Experience	No Previous Experience Required
Applicable National Occupational Standards (NOS)	<p><b>Compulsory:</b></p> <ol style="list-style-type: none"> <li>1. <a href="#">CSC/ N 0108 (Operate conventional milling machines)</a></li> <li>2. <a href="#">CSC/ N 1335 (Use basic health and safety practices at the workplace)</a></li> <li>3. <a href="#">CSC/ N 1336 (Work effectively with others)</a></li> </ol> <p><b>Optional:</b> N.A.</p>
Performance Criteria	As described in the relevant OS 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.

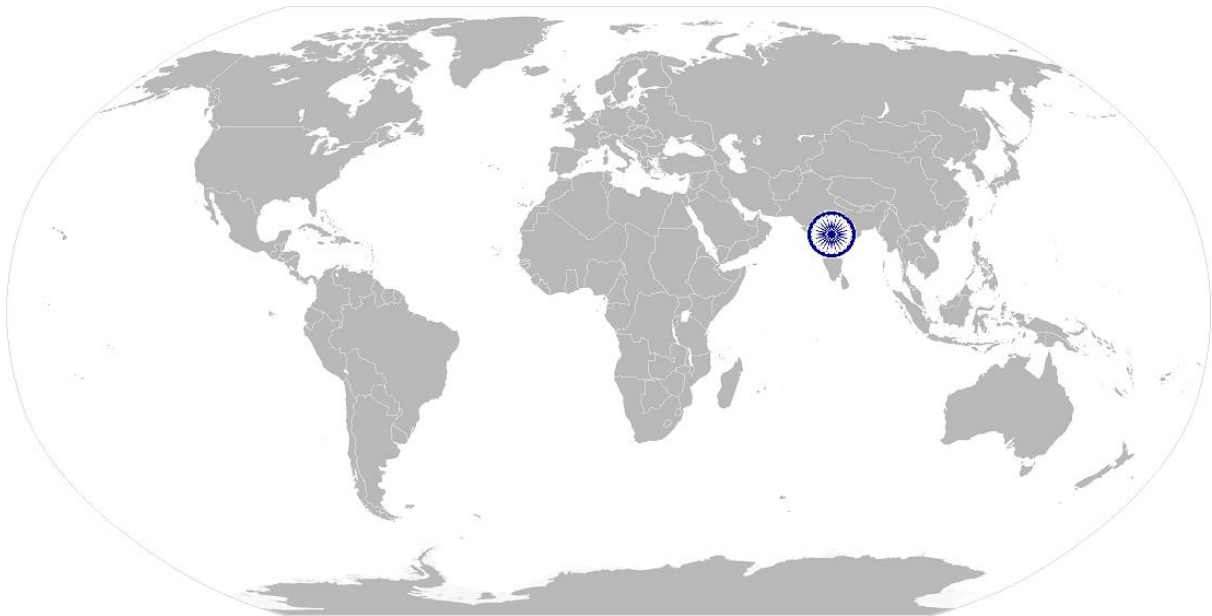
Acronyms

Keywords /Terms	Description
CO2	Carbon dioxide
CPR	Cardiac Pulmonary Resuscitation
PPE	Personal Protective Equipment
ISO	International Organization for Standardization

**CSC/ N 0108: Operate conventional milling machines**

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# National Occupational Standard



## Overview

This unit covers producing a range of components or performing machining by carrying out milling operations on a milling machine.

## CSC/ N 0108: Operate conventional milling machines

Unit Code	CSC/ N 0108
Unit Title (Task)	Operate conventional milling machine
Description	<p>This unit covers performing milling operations on a milling machine, to produce a range of components that combine a number of different features (eg. flat faces, parallel faces, faces that are flat and square to each other, angular faces, steps, slots and special forms) on conventional horizontal milling machine and vertical milling machine.</p> <p>The candidate will be expected to work as per instructions given and under supervision.</p>
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>Working safely</li> <li>Preparing for operating conventional milling machine</li> <li>Carrying out operations on conventional milling machine</li> </ul>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
<b>Working safely</b>	<p>The user/individual on the job should be able to:</p> <p>PC1. comply with health and safety, environmental and other relevant regulations and guidelines at work</p> <p>PC2. adhere to procedures and guidelines for personal protective equipment (PPE) and other relevant safety regulations while performing machining operations  <b>Personal protective equipment:</b> eg. correctly fitting overalls; safety glasses; long hair is tied back or netted; removing any jewelry or other items that can become entangled in the machinery; covered shoes; face mask, etc</p> <p>PC3. work following laid down procedures and instructions</p> <p>PC4. ensure work area is clean and safe from hazards</p> <p>PC5. ensure that all tools, equipment, power tool cables, extension leads are in a safe and usable condition</p>
<b>Preparing for operating conventional milling machine</b>	<p>The user/individual on the job should be able to:</p> <p>PC6. check that all measuring equipment is within calibration date</p> <p>PC7. ensure that the components used are free from foreign objects, dirt or other contamination</p> <p>PC8. ensure availability of job specification from a valid source  <b>Job specifications:</b> instructions from supervisor/person-in-charge, operational drawings; approved sketches/illustrations  <b>Valid sources:</b> supervisor, job instruction sheet/job card; work drawings and instructions</p> <p>PC9. read and establish job requirements from the job specification document (to include symbols and conventions to appropriate ISO standards in relation to work undertaken)  <b>Job specifications documents:</b> instructions from supervisor/person-in-charge, operational drawings; approved sketches/illustrations</p>



## CSC/ N 0108: Operate conventional milling machines

	<p>PC10. prepare and maintain the work area as per procedure or operation specification</p> <p>PC11. confirm with the machine setter that the machine is ready for production</p> <p>PC12. seek any necessary instruction/training on the operation of the various milling machines, where appropriate</p> <p><b>Milling machines:</b> horizontal milling machine, vertical milling machine</p> <p>PC13. ensure that machine guards are in place and are correctly adjusted</p> <p>PC14. identify different types of cutters used in horizontal and vertical milling machines</p> <p>PC15. identify different parts of the vertical and horizontal milling machine</p> <p>PC16. hold components securely, without distortion</p> <p>PC17. ensure that machine settings are adjusted as and when required to maintain the required accuracy and quality standards</p> <p><b>Quality standards:</b> components to be free from false tool cuts, burrs and sharp edges; dimensional tolerance 0.020 to 0.030 mm; flatness and squareness within 0.125mm; surface finish 63µin or 1.6µm; angles within +/- 1 degree</p>
<p><b>Carrying out operations on conventional milling machine</b></p>	<p>The user/individual on the job should be able to:</p> <p>PC18. operate the machine controls in both hand and power modes</p> <p>PC19. stop the machine in both normal and emergency situations, and use correct procedure for restarting after an emergency</p> <p>PC20. use British and metric systems of measurement</p> <p>PC21. perform various milling operations to produce various features on metal and non-metal components</p> <p><b>Milling operations:</b> e.g. milling of flat surfaces; gang and straddle milling; milling of sunk and recessed surfaces, face milling, side milling, angular milling, slotting, slitting, key way cutting, face slot cutting, woodruff cutting, dovetail cutting, etc.</p> <p><b>Features:</b> faces (flat, square, parallel, angular); steps/shoulders, slots (enclosed, open ended, tee slots), recesses, holes (drilled, bored), profile forms (such as vee, concave, convex, gear forms), serrations, forms (indexed, rotated, special)</p> <p><b>Metal and non-metals:</b> Different materials: steel/stainless steel, aluminum/aluminum alloys, copper/copper alloys, cast iron, plastic</p> <p>PC22. produce components as per given quality standards</p> <p><b>Components quality standards as per the process:</b> e.g. components to be free from false tool cuts, burrs and sharp edges; dimensional tolerance 0.020 to 0.030 mm; flatness and squareness within 0.125mm; surface finish 63µin or 1.6µm; angles within +/- 1 degree, etc.</p> <p>PC23. plan and work accordingly to achieve given production targets</p> <p>PC24. overcome the effects of backlash in machine slides and screws</p> <p>PC25. apply roughing and finishing cuts considering the effect on tool life, surface finish and dimensional accuracy</p> <p>PC26. apply cutting fluids with regard to a range of different materials</p> <p>PC27. clamp the work piece securely and without distortion in a chuck/work holding device such as vice, V-block, clamp, angle plate, etc.</p> <p>PC28. report any difficulties or problems that may arise with the milling activities, and carry out any agreed actions</p>



## CSC/ N 0108: Operate conventional milling machines

	<p>PC29. shut down the equipment to a safe condition on completion of the milling activities  <b>Safe conditions:</b> correctly isolated; cleaning the machine; removing and disposing of waste correctly</p> <p>PC30. use range of equipment to check critical parameters  <b>Range of checking equipment:</b> e.g. tri-square, bevel protractor, vernier caliper, micrometers (internal, external, depth), height gauge, go-no-go gauges, spring caliper, etc  <b>Critical parameters:</b> dimensions, squareness, hole size/fit, angles, flatness; surface finish; slots; recesses</p> <p>PC31. perform the checks to be carried out on the components before removing them from the machine, and on the equipment needed for this activity</p> <p>PC32. ensure that the quality control procedures are used while operating the equipment</p>
<b>Handling of unresolved problems</b>	<p>The user/individual on the job should be able to:</p> <p>PC33. refer the problem to a competent internal specialist if it cannot be resolved</p> <p>PC34. obtain help or advice from specialist if the problem is outside his/her area of competence or experience</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization 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. relevant health and safety requirements applicable in the work place</p> <p>KA3. importance of working in clean and safe environment</p> <p>KA4. own job role and responsibilities and sources for information pertaining to employment terms, entitlements, job role and responsibilities</p> <p>KA5. reporting structure, inter-dependent functions, lines and procedures in the work area</p> <p>KA6. relevant people and their responsibilities within the work area</p> <p>KA7. escalation matrix and procedures for reporting work and employment related issues</p> <p>KA8. documentation and related procedures applicable in the context of employment and work</p> <p>KA9. importance and purpose of documentation in context of employment and work</p>

## CSC/ N 0108: Operate conventional milling machines

<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. where personal protective equipment to be worn can be obtained</p> <p>KB2. hazards associated with the milling operations and how they can be minimized</p> <p>KB3. importance of keeping the work area clean and tidy</p> <p>KB4. where to obtain the component drawings, specifications and/or job instructions required for them components to be machined</p> <p>KB5. how to read and interpret first and third angle component drawings</p> <p>KB6. how to extract information from engineering drawings or data and related specifications</p> <p>KB7. how to use British and metric systems of measurement</p> <p>KB8. main parts of conventional milling machines and the accessories that can be used</p> <p><b>Milling machines:</b> horizontal milling machine, vertical milling machine</p> <p><b>Accessories:</b> e.g. saddle, compound slide, tailstock, profile attachments, fixed and live stays, etc</p> <p>KB9. purpose and applications of milling</p> <p>KB10. different types of milling cutters and their uses</p> <p>KB11. various milling operations that can be performed, and the features produced on metal and non-metal components</p> <p><b>Milling operations:</b> e.g. milling of flat surfaces; gang and straddle milling; milling of sunk and recessed surfaces, face milling, side milling, angular milling, slotting, slitting, key way cutting, face slot cutting, woodruff cutting, dovetail cutting, etc.</p> <p><b>Features:</b> faces (flat, square, parallel, angular); steps/shoulders, slots (enclosed, open ended, tee slots), recesses, holes (drilled, bored), profile forms (such as vee, concave, convex, gear forms), serrations, forms (indexed, rotated, special)</p> <p>KB12. processes of milling e.g. up milling, down milling, face milling, end milling, etc.</p> <p>KB13. effects of backlash in machine slides and screws, and how this can be overcome</p> <p>KB14. effects of clamping the workpiece in a chuck/workholding device, and how this can cause distortion in the finished components</p> <p>KB15. production cost, machine hour rate, raw material cost, tool cost, coolant cost, overheads, cycle time, idle time, cost of machine idling, part rejection cost</p> <p>KB16. selection of cutting tools, tool materials, chip breaker geometry, selecting cutting parameters from tool catalogues, selecting coolant</p> <p>KB17. relationship between metal cutting results, tool nose radius, speed and feed rate</p> <p>KB18. how to recognize machining faults and how to identify when tools need re-sharpening</p> <p>KB19. problems that can occur with the milling activities, and how these can be overcome</p> <p>KB20. extent of their own authority and to whom they should report if they have problems that they cannot resolve</p> <p>KB21. safe working practices and environmental regulations that must be observed</p> <p>KB22. importance of reporting problems in a timely manner</p>
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## CSC/ N 0108: Operate conventional milling machines

Skills (S) [Optional]	
<b>A. Core Skills/ Generic Skills</b>	<b>Communication</b> The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> <li>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</li> <li>SA2. fill up appropriate technical forms, process charts, activity logs as per organizational format in English and/or local language</li> <li>SA3. convey and share technical information clearly using appropriate language</li> <li>SA4. check and clarify task-related information</li> <li>SA5. liaise with appropriate authorities using correct protocol</li> <li>SA6. communicate with people in respectful form and manner in line with organizational protocol</li> </ul>
	<b>Numerical and computational skills</b> The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> <li>SA7. undertake numerical operations, and calculations/ formulae  <b>Numerical computations:</b> addition, subtraction, multiplication, division, fractions and decimals, percentages and proportions, simple ratios and averages  <b>Algebraic expressions:</b> represent numerical quantities using symbols, apply laws of precedence in the use of precedence (BODMAS)</li> <li>SA8. identify various basic, compound and solid shapes as per dimensions given  <b>Basic shapes:</b> square, rectangle, triangle, circle  <b>Compound shapes:</b> involving squares, rectangles, triangles, circles, semi-circles, quadrants of a circle  <b>Solid shapes:</b> cube, rectangular prism, cylinder</li> <li>SA9. use appropriate measuring techniques and units of measurement</li> <li>SA10. use appropriate units and number systems to express degree of accuracy  <b>Units and number systems representing degree of accuracy:</b> decimals places, significant figures, fractions as a decimal quantity</li> </ul>
	<b>Learning</b> The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> <li>SA11. participate in on-the-job and other learning, training and development interventions and assessments</li> <li>SA12. clarify task related information with appropriate personnel or technical adviser</li> <li>SA13. seek to improve and modify own work practices</li> <li>SA14. maintain current knowledge of application standards, legislation, codes of practice and product/process developments</li> </ul>
	<b>B. Professional Skills</b> <b>Problem Solving</b> The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> <li>SB1. identify problems with work planning, procedures, output and behavior and their implications</li> <li>SB2. prioritize and plan for problem solving</li> <li>SB3. communicate problems appropriately to others</li> <li>SB4. identify sources of information and support for problem solving</li> </ul>

**CSC/ N 0108: Operate conventional milling machines**

	<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>
	<b>Plan and Organize</b>
	<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>
	<b>Initiative and Enterprise</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB12. undertake and express new ideas and initiatives to others</p> <p>SB13. modify work plan to overcome unforeseen difficulties or developments that occur as work progresses</p> <p>SB14. participate in improvement procedures including process, quality and internal/external customer/supplier relationships</p> <p>SB15. one's competencies in new and different situations and contexts to achieve more</p>
	<b>Self-Management</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB16. exercise restraint while expressing dissent and during conflict situations</p> <p>SB17. avoid and manage distractions to be disciplined at work</p> <p>SB18. manage own time for achieving better results</p>
	<b>Teamwork</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB19. work in a team in order to achieve better results</p> <p>SB20. identify and clarify work roles within a team</p> <p>SB21. communicate and cooperate with others in the team for better results</p> <p>SB22. seek assistance from fellow team members</p>

**CSC/ N 0108: Operate conventional milling machines**

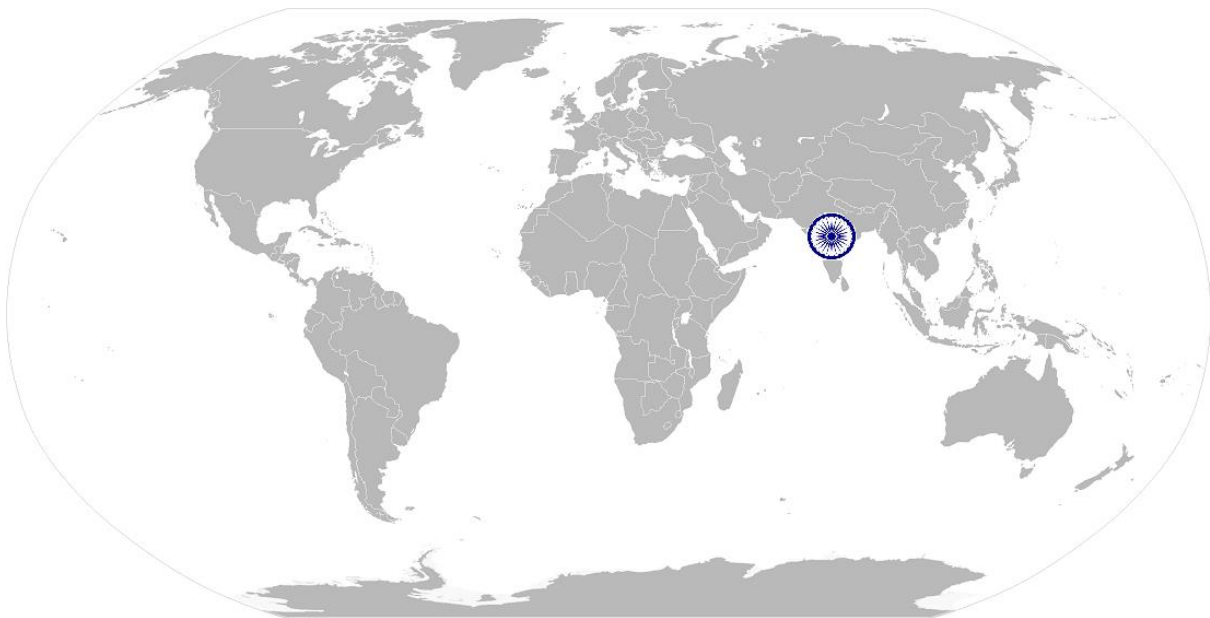
**NOS Version Control**

NOS Code	CSC/ N 0108		
Credits (NSQF)	TBD	Version number	1.0
Industry	Capital Goods	Drafted on	10/4/14
Industry Sub-sector	<ol style="list-style-type: none"> <li>1. Machine Tools</li> <li>2. Dies, Moulds And Press Tools</li> <li>3. Plastics Manufacturing Machinery</li> <li>4. Textile Manufacturing Machinery</li> <li>5. Process Plant Machinery</li> <li>6. Electrical and Power Machinery</li> <li>7. Light Engineering Goods</li> </ol>	Last reviewed on	
		Next review date	30/8/16

**CSC/ N 1335: Use basic health and safety practices at the workplace**

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# National Occupational Standard



## 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.



## CSC/ N 1335: Use basic health and safety practices at the workplace

Unit Code	CSC / N 1335
Unit Title (Task)	Use basic health and safety practices at the workplace
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> <p>It covers knowledge of fire safety, common first aid applications, safe practices and emergency procedures.</p>
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Health and safety</li> <li>• Fire safety</li> <li>• Emergencies, rescue and first-aid procedures</li> </ul>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Health and safety	<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><b>Protective clothing:</b> leather or asbestos gloves, flame proof aprons, flame proof overalls buttoned to neck, cuffless (without folds), trousers, reinforced footwear, helmets/hard hats, cap and shoulder covers, ear defenders/plugs, safety boots, knee pads, particle masks, glasses/goggles/visors</p> <p><b>Equipment:</b> hand shields, machine guards, residual current devices, shields, dust sheets, respirator</p> <p>PC2. state the name and location of people responsible for health and safety in the workplace</p> <p>PC3. state the names and location of documents that refer to health and safety in the workplace</p> <p>PC4. identify job-site hazardous work and state possible causes of risk or accident in the workplace</p> <p><b>Hazards:</b> sharp edged and heavy tools; heated metals; oxyfuel and gas cylinders; welding radiation; hazardous surfaces(sharp, slippery, uneven, chipped, broken, etc.); hazardous substances(chemicals, gas, oxy-fuel, fumes, dust, etc.); physical hazards(working at heights, large and heavy objects and machines, sharp and piercing objects, tolls and machines, intense light, load noise, obstructions in corridors, by doors, blind turns, noise, over stacked shelves and packages, etc.) electrical hazards (power supply and points, loose and naked cables and wires, electrical machines and appliances, etc.)</p>

**CSC/ N 1335: Use basic health and safety practices at the workplace**

	<p><b>Possible causes of risk and accident:</b> physical actions; reading; listening to and giving instructions; inattention; sickness and incapacity (such as drunkenness); health hazards (such as untreated injuries and contagious illness)</p> <p>PC5. carry out safe working practices while dealing with hazards to ensure the safety of self and others</p> <p><b>Safe working practices:</b> 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.</p> <p>PC6. state methods of accident prevention in the work environment of the job role</p> <p><b>Methods of accident prevention:</b> 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> <p>PC7. state location of general health and safety equipment in the workplace</p> <p><b>General health and safety equipment:</b> fire extinguishers; first aid equipment; safety instruments and clothing; safety installations(eg fire exits, exhaust fans)</p> <p>PC8. inspect for faults, set up and safely use steps and ladders in general use</p> <p><b>Ladder faults:</b> corrosion of metal components, deterioration, splits and cracks timber components, imbalance, loose rungs, missing/unfixed nuts or bolts, etc.</p> <p><b>Ladders set up:</b> firm/level base, clip/lash down, leaning at the correct angle, etc.</p> <p>PC9. work safely in and around trenches, elevated places and confined areas</p> <p>PC10. lift heavy objects safely using correct procedures</p> <p>PC11. apply good housekeeping practices at all times</p> <p><b>Good housekeeping practices:</b> clean/tidy work areas, removal/disposal of waste products, protect surfaces</p> <p>PC12. identify common hazard signs displayed in various areas</p> <p><b>Various areas:</b> on chemical containers; equipment; packages; inside buildings; in open areas and public spaces, etc.</p> <p>PC13. retrieve and/or point out documents that refer to health and safety in the workplace</p>
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**CSC/ N 1335: Use basic health and safety practices at the workplace**

	<p><b>Documents:</b> fire notices, accident reports, safety instructions for equipment and procedures, company notices and documents, legal documents (eg government notices)</p>
<b>Fire safety</b>	<p>The user/individual on the job should be able to:</p> <p>PC14. use the various appropriate fire extinguishers on different types of fires correctly</p> <p><b>Types of fires:</b> Class A: eg. ordinary solid combustibles, such as wood, paper, cloth, plastic, charcoal, etc.; Class B: flammable liquids and gases, such as gasoline, propane, diesel fuel, tar, cooking oil, and similar substances; Class C: eg. electrical equipment such as 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> <p>PC15. demonstrate rescue techniques applied during fire hazard</p> <p>PC16. demonstrate good housekeeping in order to prevent fire hazards</p> <p>PC17. demonstrate the correct use of a fire extinguisher</p>
<b>Emergencies, rescue and first-aid procedures</b>	<p>The user/individual on the job should be able to:</p> <p>PC18. demonstrate how to free a person from electrocution</p> <p>PC19. administer appropriate first aid to victims where required eg. in case of bleeding, burns, choking, electric shock, poisoning etc.</p> <p>PC20. demonstrate basic techniques of bandaging</p> <p>PC21. respond promptly and appropriately to an accident situation or medical emergency in real or simulated environments</p> <p>PC22. perform and organize loss minimization or rescue activity during an accident in real or simulated environments</p> <p>PC23. 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</p> <p>PC24. demonstrate the artificial respiration and the CPR Process</p> <p>PC25. participate in emergency procedures</p> <p><b>Emergency procedures:</b> raising alarm, safe/efficient, evacuation, correct means of escape, correct assembly point, roll call, correct return to work</p> <p>PC26. complete a written accident/incident report or dictate a report to another person, and send report to person responsible</p> <p><b>Incident Report includes details of:</b> name, date/time of incident, date/time of report, location, environment conditions, persons involved, sequence of events, injuries sustained, damage sustained, actions taken, witnesses, supervisor/manager notified</p> <p>PC27. demonstrate correct method to move injured people and others during an emergency</p>
<b>Knowledge and Understanding (K)</b>	

**CSC/ N 1335: Use basic health and safety practices at the workplace**

<p><b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. names (and job titles if applicable), and where to find, all the people responsible for health and safety in a workplace.</p> <p>KA2. names and location of documents that refer to health and safety in the workplace.</p>
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. meaning of “hazards” and “risks”</p> <p>KB2. health and safety hazards commonly present in the work environment and related precautions</p> <p>KB3. possible causes of risk, hazard or accident in the workplace and why risk and/or accidents are possible</p> <p>KB4. possible causes of risk and accident  <b>Possible causes of risk and accident:</b> physical actions; reading; listening to and giving instructions; inattention; sickness and incapacity (such as drunkenness); health hazards (such as untreated injuries and contagious illness)</p> <p>KB5. methods of accident prevention  <b>Methods of accident prevention:</b> 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> <p>KB6. safe working practices when working with tools and machines</p> <p>KB7. safe working practices while working at various hazardous sites</p> <p>KB8. where to find all the general health and safety equipment in the workplace</p> <p>KB9. various dangers associated with the use of electrical equipment</p> <p>KB10. preventative and remedial actions to be taken in the case of exposure to toxic materials  <b>Exposure:</b> ingested, contact with skin, inhaled  <b>Preventative action:</b> ventilation, masks, protective clothing/ equipment);  <b>Remedial action:</b> immediate first aid, report to supervisor  <b>Toxic materials:</b> solvents, flux, lead</p> <p>KB11. importance of using protective clothing/equipment while working</p> <p>KB12. precautionary activities to prevent the fire accident</p> <p>KB13. various causes of fire  <b>Causes of fires:</b> heating of metal; spontaneous ignition; sparking; electrical heating; loose fires (smoking, welding, etc.); chemical fires; etc.</p> <p>KB14. techniques of using the different fire extinguishers</p> <p>KB15. different methods of extinguishing fire</p> <p>KB16. different materials used for extinguishing fire  <b>Materials:</b> sand, water, foam, CO<sub>2</sub>, dry powder</p> <p>KB17. rescue techniques applied during a fire hazard</p> <p>KB18. various types of safety signs and what they mean</p>

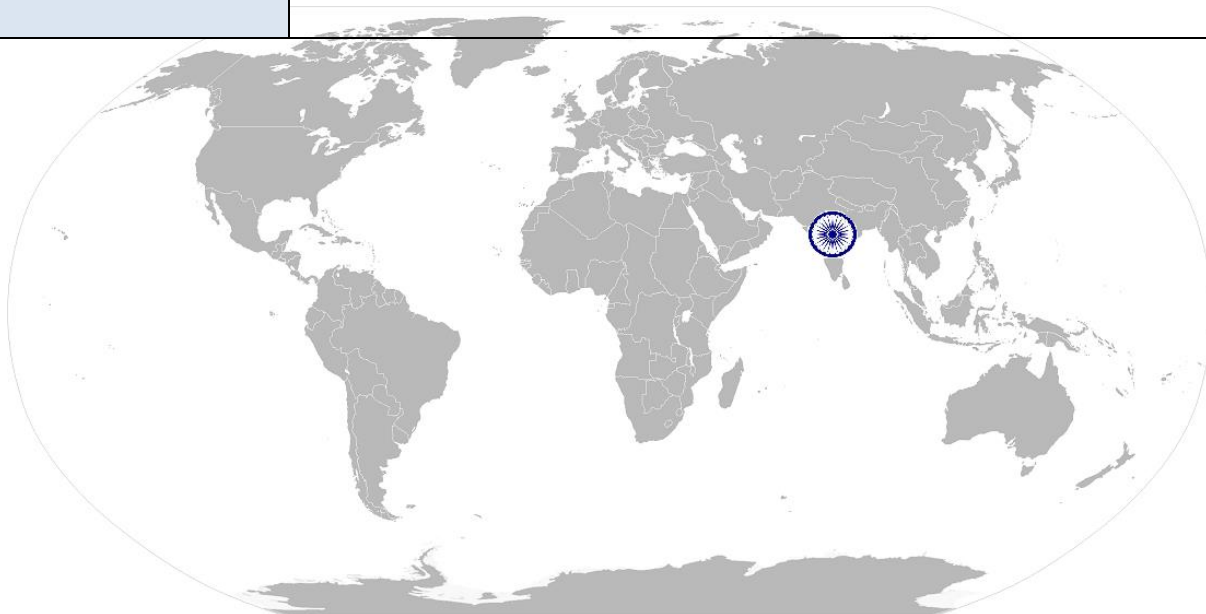
**CSC/ N 1335: Use basic health and safety practices at the workplace**

	<p>KB19. appropriate basic first aid treatment relevant to the condition eg. shock, electrical shock, bleeding, breaks to bones, minor burns, resuscitation, poisoning, eye injuries</p> <p>KB20. content of written accident report</p> <p>KB21. potential injuries and ill health associated with incorrect manual handling</p> <p>KB22. safe lifting and carrying practices</p> <p>KB23. personal safety, health and dignity issues relating to the movement of a person by others</p> <p>KB24. potential impact to a person who is moved incorrectly</p>
<b>Skills (S) [Optional]</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 coworkers appropriately in order to clarify instructions and other issues
	SA5. give clear instructions to coworkers, subordinates others
	<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 how to:
	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 coworkers for any assistance received
	SB6. offer appropriate respect based on mutuality and respect for fellow workmanship and authority



**CSC/ N 1335: Use basic health and safety practices at the workplace**

	<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)</p> <p>SB8. identify immediate or temporary solutions to resolve delays</p> <p>SB9. identify sources of support that can be availed of for problem solving for various kind of problems</p> <p>SB10. seek appropriate assistance from other sources to resolve problems</p> <p>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</p> <p>SB13. use cause and effect relations to anticipate potential problems and their solution</p>





**CSC/ N 1335: Use basic health and safety practices at the workplace**

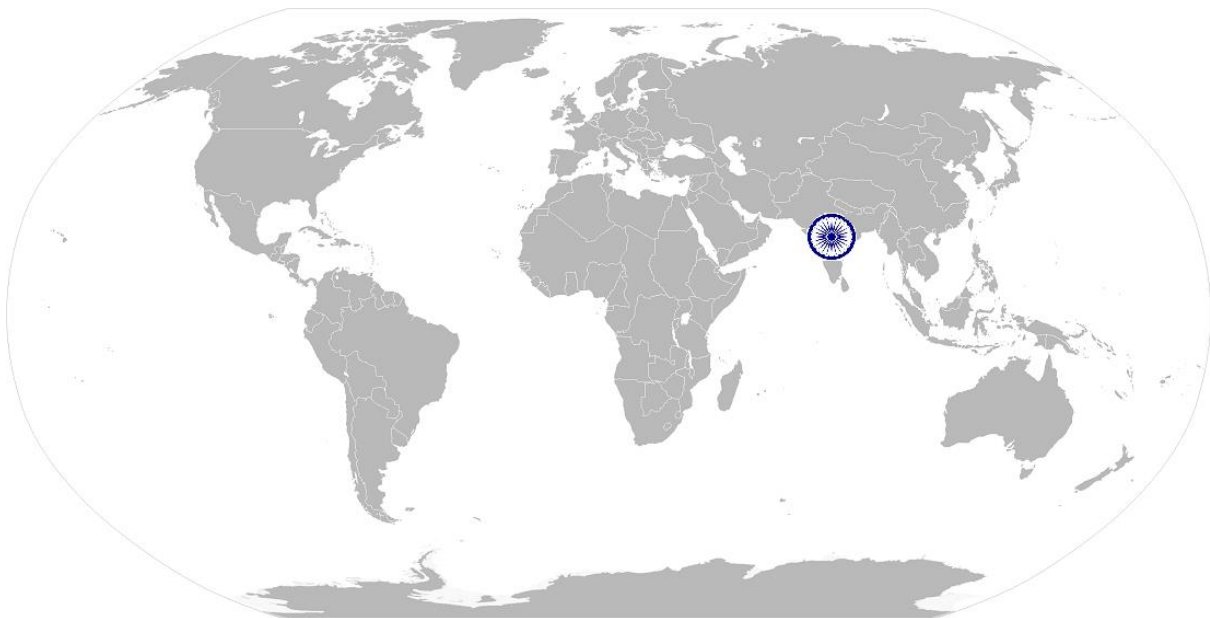
## **NOS Version Control**

<b>NOS Code</b>	<b>CSC / N 1335</b>		
<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Capital Goods</b>	<b>Drafted on</b>	<b>10/04/14</b>
<b>Industry Sub-sector</b>	1. Machine Tools 2. Dies, Moulds And Press Tools 3. Plastics Manufacturing Machinery 4. Textile Manufacturing Machinery 5. Process Plant Machinery 6. Electrical and Power Generation Machinery 7. Light Engineering Goods	<b>Last reviewed on</b>	
		<b>Next review date</b>	<b>30/08/16</b>

CSC/ N 1336: Work effectively with others

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# National Occupational Standard



## Overview

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

**CSC/ N 1336: Work effectively with others**

Unit Code	CSC / N 1336
Unit Title (Task)	Work effectively with others
Description	<p>This unit covers basic etiquette and competencies that a candidate is required to possess and demonstrate in their behavior and interactions with others at the workplace.</p> <p>These cover areas such as communication etiquette, discipline, listening, handling conflict and grievances.</p>
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>Working with others</li> </ul>
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
<b>Working with others</b>	<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. give information to others clearly, at a pace and in a manner that helps them to understand</p> <p>PC4. display helpful behavior 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><b>Communication etiquette:</b> do not use abusive language; use appropriate titles and terms of respect; do not eat or chew while talking (vice versa)etc.</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 behaviors at the workplace</p> <p><b>Disciplined behaviors:</b> e.g. punctuality; completing tasks as per given time and standards; not gossiping and idling time; eliminating waste, honesty, etc.</p> <p>PC10. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict</p>
Knowledge and Understanding (K)	
<b>A. Organizational Context</b> (Knowledge of the company / organization 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>

**CSC/ N 1336: Work effectively with others**

**B. Technical  
Knowledge**

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

- 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 behavior 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

**Skills (S) [Optional]**



**CSC/ N 1336: Work effectively with others**

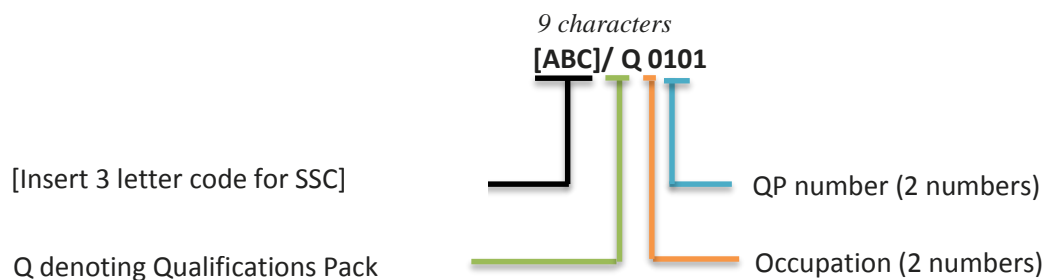
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NOS Code		CSC / N 1336	
Credits(NSQF)	TBD	Version number	1.0
Industry	Capital Goods	Drafted on	10/04/14
Industry Sub-sector	1. Machine Tools 2. Dies, Moulds And Press Tools 3. Plastics Manufacturing Machinery 4. Textile Manufacturing Machinery 5. Process Plant Machinery 6. Electrical and Power Machinery 7. Light Engineering Goods	Last reviewed on	
		Next review date	30/08/16

## Annexure

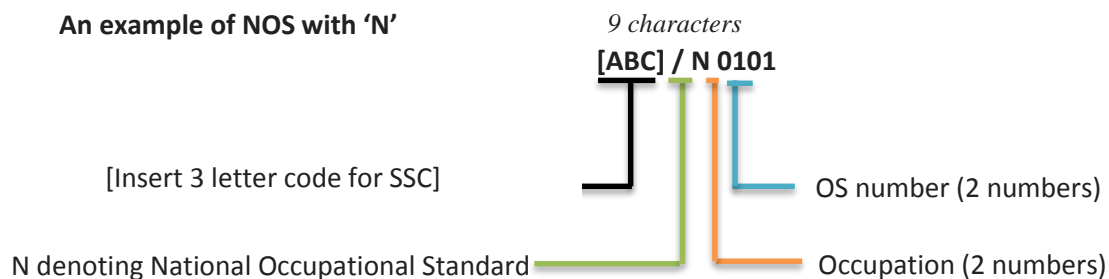
### Nomenclature for QP and NOS

#### Qualifications Pack



#### Occupational Standard

##### An example of NOS with 'N'





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

Sub-sector	Range of Occupation numbers
Machine Tools	01-13
Dies, Moulds And Press Tools	01-13
Plastic Manufacturing Machinery	01-13
Textile Manufacturing Machinery	01-13
Process Plant Machinery	01-13
Electrical and Power Machinery	01-13
Light Engineering Goods	01-13

Sequence	Description	Example
Three letters	Capital Goods	CSC
Slash	/	/
Next letter	Whether QP or NOS	N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

**PERFORMANCE CRITERIA**

**Job Role: Operator – Conventional Milling**

**Qualification Pack: CSC/ Q 0108**

**Sector Skill Council: Capital Goods Sector Skills Council**

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 and skill practical part for each candidate at each examination/training center.
4. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

**Assessment Strategy Marks Allocation**

NOS CODE	NOS TITLE	Weightage
CSC/ N 0108	Operate conventional milling machines	70
CSC/ N 1335	Use basic health and safety practices at the workplace	20
CSC/ N 1336	Work effectively with others	10
		<b>100</b>

CSC/ N 0108	Operate conventional milling machines		
Elements	Performance criteria	Theory	Practical
<b>Working safely</b>	PC1. comply with health and safety, environmental and other relevant regulations and guidelines at work	1	2
	PC2. adhere to procedures and guidelines for personal protective equipment (PPE) and other relevant safety regulations while performing fabrication and fitting operations	1	3
	PC3. work following laid down procedures and instructions	1	2
	PC4. ensure work area is clean and safe from hazards	1	2
	PC5. ensure that all tools, equipment, power tool cables, extension leads are in a safe and usable condition	0	2
		<b>4</b>	<b>11</b>

<b>Preparing for operating conventional milling machine</b>	PC6. check that all measuring equipment is within calibration date	0	3
	PC7. ensure that the components used are free from foreign objects, dirt or other contamination	0	2

	PC8. ensure availability of job specification from a valid source	0	2
	PC9. read and establish job requirements from the job specification document	1	2
	PC10. prepare and maintain the work area as per procedure or operation specification	1	2
	PC11. confirm with the machine setter that the machine is ready for production	0	2
	PC12. seek any necessary instruction/training on the operation of the machine, where appropriate	0	2
	PC13. ensure that machine guards are in place and are correctly adjusted	0	2
	PC14. identify different types of cutters used in horizontal and vertical milling machines	1	2
	PC15. identify different parts of the vertical and horizontal milling machine	1	2
	PC16. hold components securely, without distortion	0	3
	PC17. ensure that machine settings are adjusted as and when required to maintain the required accuracy	0	3
		<b>4</b>	<b>27</b>

<b>Carrying out operations on conventional milling machine</b>	PC18. operate the machine controls in both hand and power modes	0	2
	PC19. stop the machine in both normal and emergency situations, and use correct procedure for restarting after an emergency	0	3
	PC20. use British and metric systems of measurement	0	3
	PC21. perform various milling operations to produce various features on metal and non-metal components	1	3
	PC22. produce components as per given quality standards	0	3
	PC23. plan and work accordingly to achieve given targets	0	4
	PC24. overcome the effects of backlash in machine slides and screws	1	2
	PC25. apply roughing and finishing cuts considering the effect on tool life, surface finish and dimensional accuracy	1	3
	PC26. apply cutting fluids with regard to a range of different materials	1	3
	PC27. clamp the work piece securely and without distortion in a chuck/work holding device such as vice, V-block, clamp, angle plate, etc.	1	3

	PC28. report any difficulties or problems that may arise with the milling activities, and carry out any agreed actions	0	3
	PC29. shut down the equipment to a safe condition on completion of the milling activities	0	3
	PC30. use range of equipment to check critical parameters	1	3
	PC31. perform the checks to be carried out on the components before removing them from the machine, and on the equipment needed for this activity	1	2
	PC32. ensure that the quality control procedures are used while operating the equipment		2
	PC33. refer the problem to a competent internal specialist if it cannot be resolved		2
	PC34. obtain help or advice from specialist if the problem is outside his/her area of competence or experience	1	2
		<b>8</b>	<b>46</b>
		<b>16</b>	<b>84</b>
		<b>100</b>	

CSC/ N 1335		Use basic health and safety practices at the workplace	
Elements	Performance criteria	Theory	Practical
<b>Health and safety</b>	PC1. use protective clothing/equipment for specific tasks and work conditions	2	3
	PC2. state the name and location of people responsible for health and safety in the workplace	1	2
	PC3. state the names and location of documents that refer to health and safety in the workplace	1	2
	PC4. identify job-site hazardous work and state possible causes of risk or accident in the workplace	2	3
	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	2	2
	PC6. state location of general health and safety equipment in the workplace	2	1
	PC7. inspect for faults, set up and safely use steps and ladders in general use	2	3
	PC8. work safely in and around trenches, elevated places and confined areas	2	3
	PC9. lift heavy objects safely using correct procedures	2	3
	PC10. apply good housekeeping practices at all times	2	2
	PC11. identify common hazard signs displayed in various areas	2	3
	PC12. retrieve and/or point out documents that refer to health and safety in the workplace	1	2
		<b>21</b>	<b>29</b>
<b>Fire safety</b>	PC13. use the various appropriate fire extinguishers on different types of fires correctly	1	3
	PC14. demonstrate rescue techniques applied during fire hazard	1	3
	PC15. demonstrate good housekeeping in order to prevent fire hazards	1	2
	PC16. demonstrate the correct use of a fire extinguisher	1	3
		<b>4</b>	<b>11</b>
<b>Emergencies, rescue and first-aid procedures</b>	PC17. demonstrate how to free a person from electrocution	1	3
	PC18. administer appropriate first aid to victims where required eg. in case of bleeding, burns, choking, electric shock, poisoning etc.	1	3
	PC19. demonstrate basic techniques of bandaging	1	2

	PC20. respond promptly and appropriately to an accident situation or medical emergency in real or simulated environments	1	3
	PC21. perform and organize loss minimization or rescue activity during an accident in real or simulated environments	1	2
	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	1	2
	PC23. demonstrate the artificial respiration and the CPR Process	1	2
	PC24. participate in emergency procedures	2	1
	PC25. complete a written accident/incident report or dictate a report to another person, and send report to person responsible	1	3
	PC26. demonstrate correct method to move injured people and others during an emergency	1	3
		<b>11</b>	<b>24</b>
		<b>36</b>	<b>64</b>
		<b>100</b>	

<b>CSC/ N 1336</b>		<b>Work effectively with others</b>	
Elements	Performance criteria	Theory	Practical
<b>Work effectively with others</b>	PC1. accurately receive information and instructions from the supervisor and fellow workers, getting clarification where required	3	7
	PC2. accurately pass on information to authorized persons who require it and within agreed timescale and confirm its receipt	3	7
	PC3. give information to others clearly, at a pace and in a manner that helps them to understand	3	7
	PC4. display helpful behavior by assisting others in performing tasks in a positive manner, where required and possible	3	7
	PC5. consult with and assist others to maximize effectiveness and efficiency in carrying out tasks	3	7
	PC6. display appropriate communication etiquette while working	3	7
	PC7. display active listening skills while interacting with others at work	3	7
	PC8. use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism	3	7
	PC9. demonstrate responsible and disciplined behaviors at the workplace	3	7



	PC10. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict	3	7
		<b>30</b>	<b>70</b>
		<b>100</b>	