



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 – Letter Writer cum Painter

SECTOR: Iron & Steel

SUB-SECTOR: Steel, Sponge Iron, Ferro Alloys, Re-Rollers, Refractory

REFERENCE ID: ISC/Q0913

ALIGNED TO: NCO-2004/NIL

Title of Job: The job is all about writing displays (i.e. slogans, banners, flexes etc.) and/or painting designated surfaces in various shop floors of steel plant.

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



Job Details	Qualifications Pack Code	ISC/Q0913		
	Job Role	Letter Writer cum Painter		
	Credits(NVEQF/NVQF/NSQF)	TBD	Version number	1.0
	Industry	Iron & Steel	Drafted on	21/11/2014
	Sub-sector	Steel, Sponge Iron, Ferro Alloys, Re-Rollers, Refractory	Last reviewed on	25/03/2015
	Occupation	Mechanical Maintenance	Next review date	25/03/2016



Job Role	Letter Writer cum Painter
Role Description	The job involves writing slogans/messages/banners/flexes for display on the shop floor walls and open locations. This also involves painting designated surfaces in various shop floors of the steel plant.
NSQF level	2
Minimum Educational Qualifications	Class 8 th Pass (with English as a subject)
Maximum Educational Qualifications	Class 10 th Pass
Training (Suggested but not mandatory)	<ul style="list-style-type: none"> • Identifying various work sites • Reading and writing • 2 weeks on job training (mandatory) • 5S and safety practices
Experience	<ul style="list-style-type: none"> • No past experience may be needed; but some exposure to similar jobs will be preferred
Occupational Standards (OS)	<p>Compulsory:</p> <p>ISC/N0940: Study the text to be displayed and keeps ready the materials required for writing or, the surface to be painted</p> <p>ISC/N0941: Write the text to be displayed or, paints the designated surface with the appropriate material/paint</p> <p>ISC/N0008: Use basic health and safety practices at the workplace</p> <p>ISC/N0009: Work effectively with others</p> <p>Optional:</p> <p>N/A</p>
Performance Criteria	As described in the relevant NOS units



Definitions

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



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

Acronyms



ISC/N0940: Study the text to be displayed and keeps ready the materials required for writing or, the surface to be painted



Overview

This unit is about studying the text to be displayed and keeps ready the materials required for writing or, the surface to be painted



Unit Code	ISC/N0940
Unit Title (Task)	Study the text to be displayed and keeps ready the materials required for writing or, the surface to be painted
Description	This unit is about studying the text to be displayed and keeping ready the materials required or, making the surface ready to be painted
Scope	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> • Study the text and keeps ready the materials required for writing • Prepare the surface to be painted
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Study the text and keeps ready the materials required for writing	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Understand the assigned task from the supervisor PC2. Ensure the text that need to displayed and in case of any doubt seek help from the supervisor PC3. Reach the correct work site for carrying out the activities PC4. Read, understand & plan the layout of the display PC5. Understand the various signage, symbols, colours (that need to be used) depending on various work sites where the same is to be displayed PC6. Ensure availability of right kind of materials that need to be used for the assignment job PC7. Keep the materials like pens, brush, paint, wipes, thinner ready for use</p>
Prepare the surface to be painted	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC8. Understand the nature of surface that need to be painted PC9. Clean the surface to be painted with emery/wire brush/ thinner and wipes dry for painting as per nature of the surface PC10. Dry the surface properly before applying the paint PC11. Ensure that no person steps on or touches the surface before applying the paint</p>
Element	Knowledge and Understanding
A. Organisational Context (Knowledge of the Company/ Organisation & its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Emergency plan of the specific work site where he is supposed to work KA2. Risk and impact of not following defined procedures/work instructions KA3. Safety policy of the company KA4. Risk and impact of not following defined procedures/work instructions KA5. Escalation matrix for reporting identified problems KA6. Implications of delays in process to the company</p>

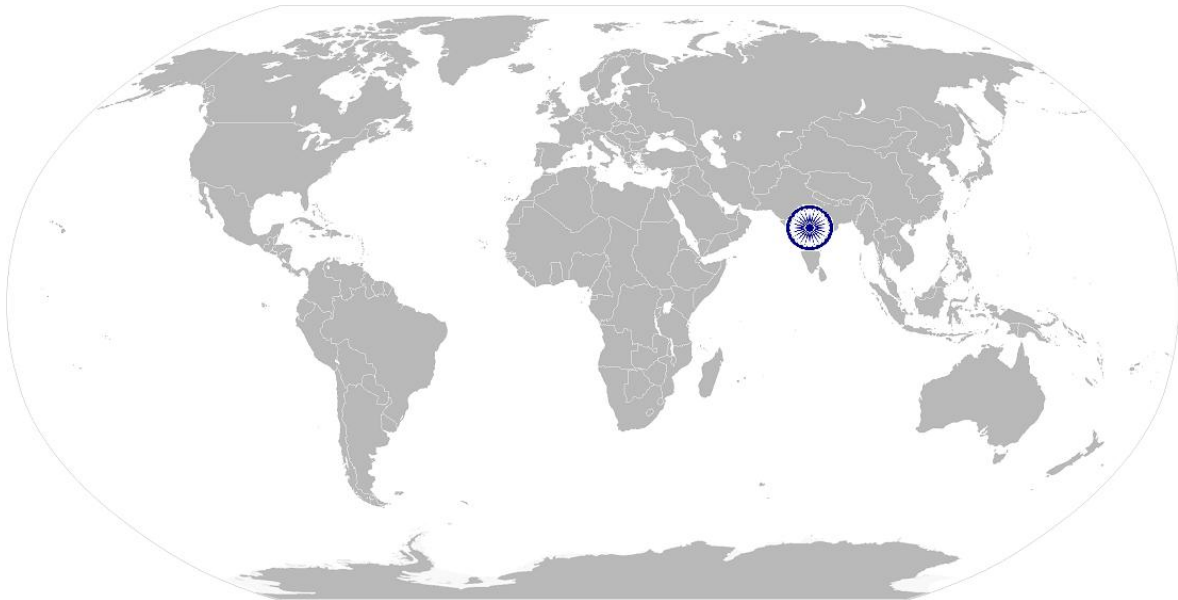


<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Various safety symbols and appropriate display of the same KB2. Traffic/Road signals/signage that need to displayed at appropriate areas/intersections of roads KB3. Text that need to be displayed correctly and meaning of the same KB4. Different colours that need to be used for different displays/signage's and significance of the same KB5. The nature of the paints and thinners that need to be used KB6. Nature of the surface to be painted & the kind of pre-treatment needed KB7. Units of measurement</p>
<p>Skills (S) w.r.t. the scope</p>	
<p>Element</p>	<p>Skills</p>
<p>A. Core Skills/ Generic Skills</p>	<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 the text to be written and its overall sense in order to make the display attractive & useful</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>SA2. Communicate his requirements and any other issues to team members in English, Hindi or Local Language (E/H/LL) SA3. Follow instructions in E/H/LL in matters of painting & letter writing</p>
<p>B. Professional Skills</p>	<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>Reliability</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Avoid absenteeism and maintain quality of work SB3. Work in a disciplined environment and adhere to working norms of the organisation SB4. Be punctual and adhere to timelines</p>



NOS Version Control

NOS Code	ISC/0940		
Credits(NSQF)	TBD	Version number	1.0
Industry	Iron and steel	Drafted on	21/11/2014
Industry Sub-sector	Steel, Sponge Iron, Ferro Alloys, Re-Rollers, Refractory	Last reviewed on	25/03/2015
Occupation	Mechanical Maintenance	Next review date	25/03/2016





ISC/N0941: Write the text to be displayed or, paints the designated surface with the appropriate material/paint



Overview

This unit is about writing the text to be displayed or, paints the designated surface with the appropriate material/paint.



Unit Code	ISC/N0941
Unit Title (Task)	Write the text to be displayed or, paints the designated surface with the appropriate material/paint
Description	This unit is about writing the specific text on the designated surface or painting surface of wall/shed/ cover.
Scope	This OS unit/task covers the following: <ul style="list-style-type: none"> Write the text of a slogan/warning/notice on a surface and also painting a specific surface of the walls/shed in the factory
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Write the text on a surface and also painting a surface of the walls/shed in the factory	To be competent, the user/individual on the job must be able to: <p>PC1. Ensure taking permission before displaying any signage's from the concerned department, traffic control, safety department etc. as appropriate</p> <p>PC2. Neatly reproduce the specific text onto the designated surface/area</p> <p>PC3. Paint the surface with the correct tools & the right paint to leave a perfect finish</p> <p>PC4. Allow the surface to dry</p> <p>PC5. Ensure that no persons steps on the surface or hold the signage's till the surface is dry</p> <p>PC6. Ensure the display / signage's are put in a correct position as per work plan</p> <p>PC7. Inform supervisor on completion of the job</p> <p>PC8. Handover the work site to the concerned department</p> <p>PC9. Remove of the materials, paints, tools from the work site and return the same to the store/department</p>
Element	
A. Organisational Context (Knowledge of the Company/ Organisation and its processes)	The user/individual on the job needs to know and understand: <p>KA1. Emergency plan of the specific work site where he is supposed to work</p> <p>KA2. Risk and impact of not following defined procedures/work instructions</p> <p>KA3. Safety policy of the company</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. Implications of delays in process to the company</p>
B. Technical Knowledge	The user/individual on the job needs to know and understand: <p>KB1. Various safety symbols and appropriate display of the same</p> <p>KB2. Traffic/Road signals/signage that need to displayed at appropriate areas/intersections of roads</p> <p>KB3. Text that need to be displayed correctly and meaning of the same</p> <p>KB4. Different colours that need to be used for different displays/signage's and significance of the same</p> <p>KB5. The nature of the paints and thinners that need to be used</p> <p>KB6. Nature of the surface to be painted & the kind of pre-treatment needed</p>

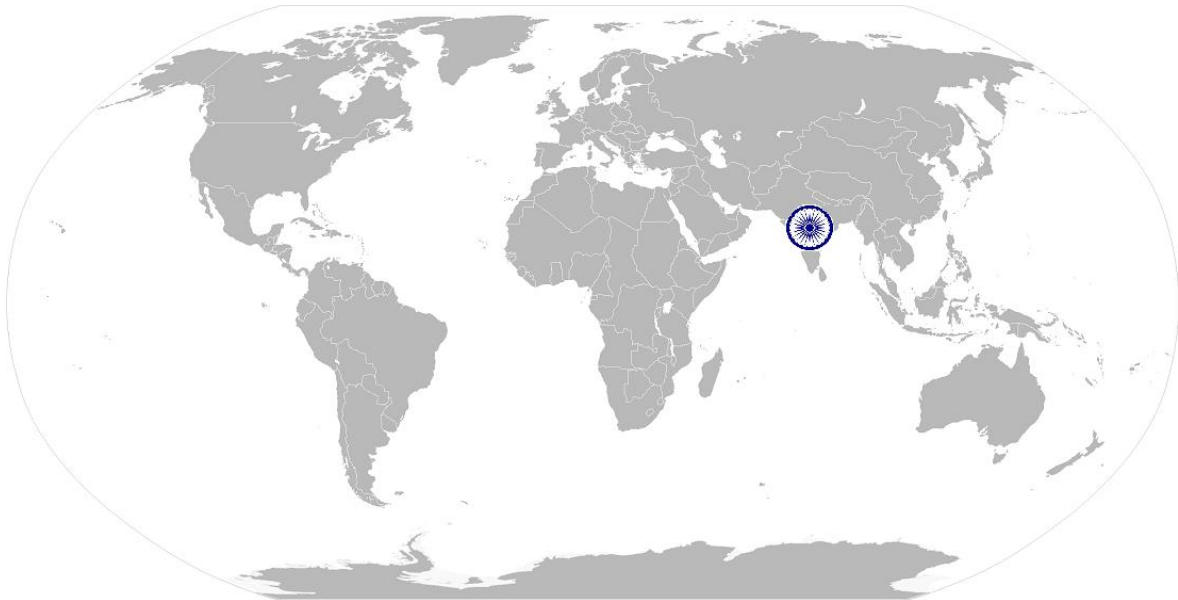


	KB7. Units of measurement
Skills (S) w.r.t. the scope	
Element	Skills
A. Core Skills/ Generic Skills	Writing skills and reading Skills
	The user/ individual on the job needs to know and understand how to:
	SA1. Read the text to be written and its overall sense in order to make the display attractive & useful
	Oral Communication (Listening and Speaking skills)
B. Professional Skills	The user/individual on the job needs to know and understand how to:
	SA2. Communicate his requirements and any other issues to team members in English, Hindi or Local Language (E/H/LL)
	SA3. Follow instructions in E/H/LL in matters of painting & letter writing
	Time Management
	The user/individual on the job needs to know and understand how to:
	SB1. Prioritize and execute tasks within the scheduled time limits
	Reliability
	The user/individual on the job needs to know and understand how to:
	SB2. Avoid absenteeism and maintain quality of work
	SB3. Work in a disciplined environment and adhere to working norms of the organisation
	SB4. Be punctual and adhere to timelines



NOS Version Control

NOS Code	ISC/N0941		
Credits(NSQF)	TBD	Version number	1.0
Industry	Iron and steel	Drafted on	21/11/2014
Industry Sub-sector	Steel, Sponge Iron, Ferro Alloys, Re-Rollers, Refractory	Last reviewed on	25/03/2015
Occupation	Mechanical Maintenance	Next review date	25/03/2016





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



National Occupational Standards

Overview

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



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



- 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
- Instruction from colleagues and supervisors

PC6. State location of general health and safety equipment in the workplace

PC7. Inspect for faults, set up and safely use steps and ladders in general use

Faults :



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



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



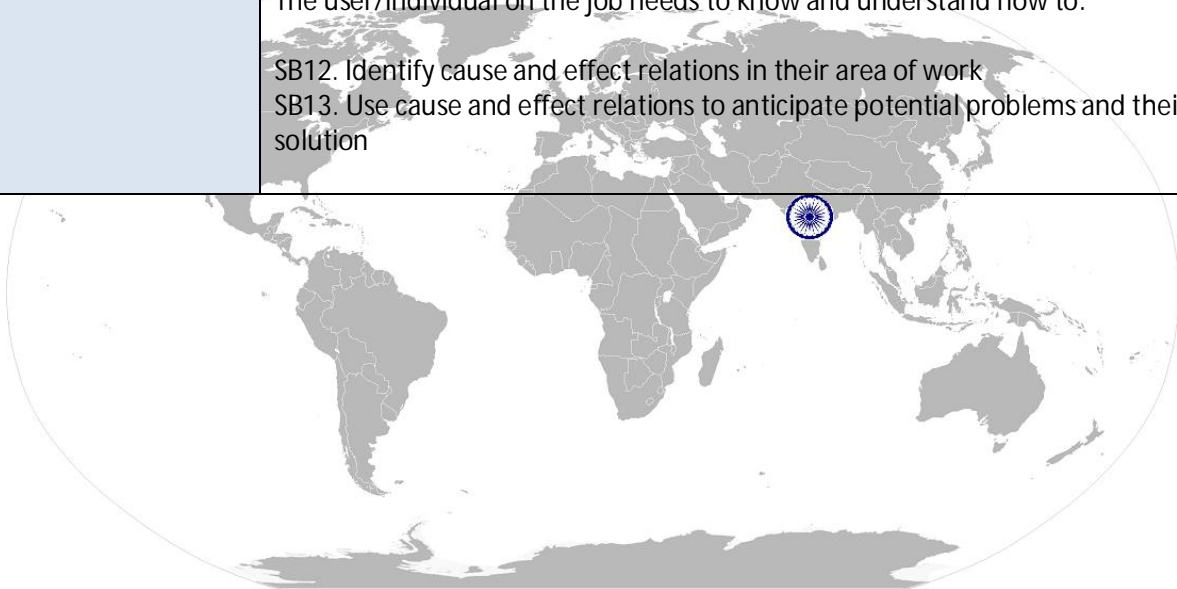
	<ul style="list-style-type: none"> • Legal documents (e.g. Government notices) <p>Job titles:</p> <ul style="list-style-type: none"> • Health and safety officer • First aid officer • Fire officer <p>PC26. Demonstrate correct method to move injured people and others during an emergency</p>
Element	Knowledge and Understanding
<p>A. Organisational Context (Knowledge of the Company/ Organisation and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. State the names (and job titles if applicable), and describe where to find, all the people responsible for health and safety in a workplace</p> <p>KA2. State the names and location of documents that refer to health and safety in the workplace</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB3. Meaning of “hazards” and “risks”</p> <p>KB4. Health and safety hazards commonly present in the work environment and related precautions</p> <p>KB5. Possible causes of risk, hazard or accident in the workplace and why risk and/or accidents are possible</p> <p>KB6. Activities and causes of risk and accident</p> <p>KB7. Methods of accident prevention</p> <p>KB8. Safe working practices when working with tools and machines</p> <p>KB9. Safe working practices while working at various hazardous sites</p> <p>KB10. Where to find all the general health and safety equipment in the workplace</p> <p>KB11. Various dangers associated with the use of electrical equipment</p> <p>KB12. Preventative and remedial actions to be taken in the case of exposure to toxic materials.</p> <ul style="list-style-type: none"> • Exposure: ingested, contact with skin, inhaled • Preventative action: ventilation, masks, protective clothing/equipment • Remedial action: immediate first aid, report to supervisor • Materials: solvents, flux, lead <p>KB13. Importance of using protective clothing/equipment while working</p> <p>KB14. Precautionary activities to prevent the fire accident</p> <p>Activities and causes:</p> <ul style="list-style-type: none"> • Physical actions • Reading • Listening to and giving instructions • Inattention • Sickness and incapacity (e.g. Drunkenness) • Health hazards (e.g. Untreated injuries and contagious illness) <p>KB15. Various causes of fire</p> <p>KB16. Techniques of using the different fire extinguishers</p> <p>KB17. Different methods of extinguishing fire</p> <p>KB18. Rescue techniques applied during a fire hazard</p>



	<p>KB19. Various types of safety signs and what they mean</p> <p>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</p> <p>KB21. Content of written accident report</p> <p>KB22. Potential injuries and ill health associated with incorrect manual handling</p> <p>KB23. Safe lifting and carrying practices</p> <p>KB24. Personal safety, health and dignity issues relating to the movement of a person by others</p> <p>KB25. Potential impact to a person who is moved incorrectly</p>
Skills (S) w.r.t. the scope	
Element	Skills
A. Core Skills/ Generic Skills	Reading and Writing Skills
	The user/individual on the job needs to know and understand how to:
	SA1. Read and comprehend basic content to read labels, charts, 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
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA4. Question co-workers appropriately in order to clarify instructions and other issues SA5. Give clear instructions to co-workers, subordinates others
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to:
	SA6. Make appropriate decisions pertaining to the concerned area of work with respect to intended work objective, span of authority, responsibility, laid down procedure and guidelines
	Plan and Organize
	The user/individual on the job needs to know and understand:
	SB1. Plan and organize their own work schedule, work area, tools, equipment and materials to maintain decorum and for improved productivity
B. Professional Skills	Working with others
	The user/individual on the job needs to know and understand how to:
	SB2. Remain congenial while discussing and debating issues with co-workers SB3. Follow appropriate protocols for communication based on situation, hierarchy, organizational culture and practice SB4. Ask for, provide and receive required assistance where possible to ensure achievement of work related objectives



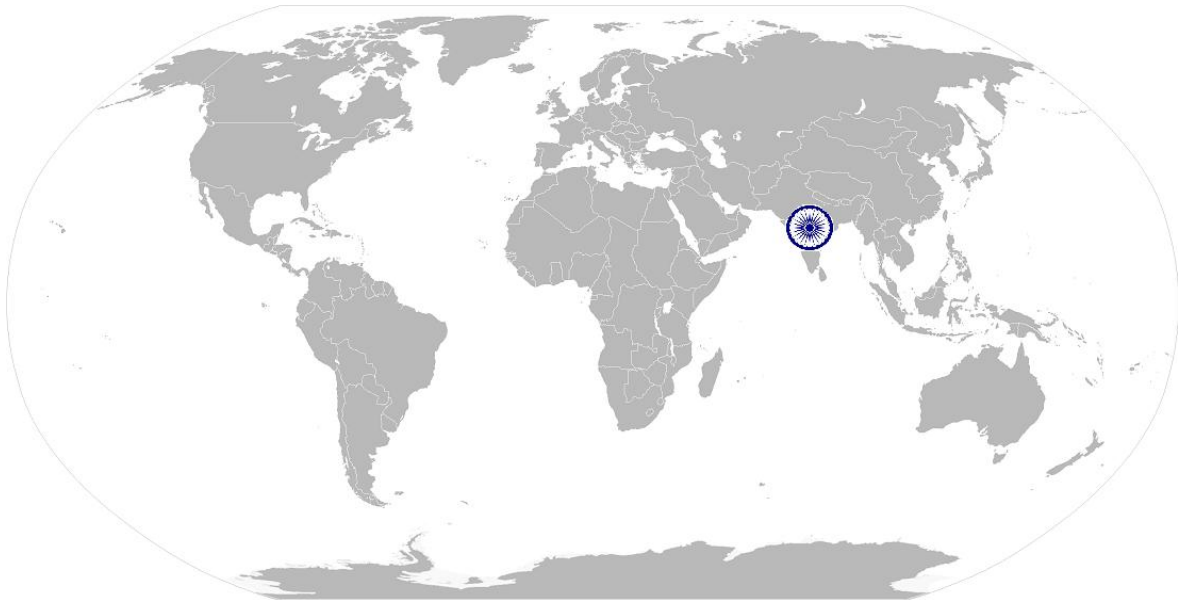
	SB5. Thank co-workers for any assistance received SB6. Offer appropriate respect based on mutuality and respect for fellow workmanship and authority
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB7. Think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB8. Identify immediate or temporary solutions to resolve delays SB9. Identify sources of support that can be availed of for problem solving for various kind of problems SB10. Seek appropriate assistance from other sources to resolve problems SB11. Report problems that you cannot resolve to appropriate authority
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB12. Identify cause and effect relations in their area of work SB13. Use cause and effect relations to anticipate potential problems and their solution





NOS Version Control

NOS Code	ISC/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	Mechanical Maintenance	Next review date	30/12/2015





ISC/N0009: Work effectively with others



National Occupational Standards

Overview

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



Unit Code	ISC/N0009
Unit Title (Task)	Work effectively with others
Description	This unit covers basic etiquette and competencies that a candidate is required to possess and demonstrate in their behaviour and interactions with others at the workplace.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Ensure appropriate communication with superiors, peers and others as applicable at work place Demonstrate appropriate behaviour and etiquette at work place
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Ensure appropriate communication with superiors, peers and others as applicable at work place	The user/individual on the job should be able to: PC1. Accurately receive information and instructions from the supervisor and fellow workers, getting clarification where required PC2. Accurately pass on information to authorized persons who require it and within agreed timescale and confirm its receipt PC3. Provide information to others clearly, at a pace and in a manner that helps them to understand
Demonstrate appropriate behaviour and etiquette at work place	The user/individual on the job should be able to: PC4. Display helpful behaviour by assisting others in performing tasks in a positive manner, where required and possible PC5. Consult with and assist others to maximize effectiveness and efficiency in carrying out tasks PC6. Display appropriate communication etiquette while working PC7. Display active listening skills while interacting with others at work PC8. Use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism PC9. Demonstrate responsible and disciplined behaviours at the workplace PC10. Escalate grievances and problems to
Element	Knowledge and Understanding
A. Organisational Context (Knowledge of the Company/ Organisation and its processes)	The user/individual on the job needs to know and understand: KA1. Legislation, standards, policies, and procedures followed in the company relevant to own employment and performance conditions KA2. Reporting structure, inter-dependent functions, lines and procedures in the work area KA3. Relevant people and their responsibilities within the work area KA4. Escalation matrix and procedures for reporting work and employment related issues



<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Various categories of people that one is required to communicate and co-ordinate with in the organization KB2. Importance of effective communication in the workplace KB3. Importance of teamwork in organizational and individual success KB4. Various components of effective communication KB5. Key elements of active listening KB6. Value and importance of active listening and assertive communication KB7. Barriers to effective communication KB8. Importance of tone and pitch in effective communication KB9. Importance of avoiding casual expletives and unpleasant terms while communicating professional circles KB10. How poor communication practices can disturb people, environment and cause problems for the employee, the employer and the customer KB11. Importance of ethics for professional success KB12. Importance of discipline for professional success KB13. What constitutes disciplined behaviour for a working professional KB14. Common reasons for interpersonal conflict KB15. Importance of developing effective working relationships for professional success KB16. Expressing and addressing grievances appropriately and effectively KB17. Importance and ways of managing interpersonal conflict effectively</p>
<p>Skills (S) w.r.t. the scope</p>	
<p>Element</p>	<p>Skills</p>
<p>A. Core Skills/ Generic Skills</p>	<p>Reading and Writing Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA1. Read and comprehend basic content to read labels, charts, signage's SA2. Read and comprehend basic English to read manuals of operations SA3. Read and write an accident/incident report in local language or English</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Question co-workers appropriately in order to clarify instructions and other issues SA5. Provide clear instructions to co-workers, subordinates others</p> <p>Decision Making</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Make appropriate decisions pertaining to the concerned area of work with respect to intended work objective, span of authority, responsibility, laid down procedure and guidelines</p>

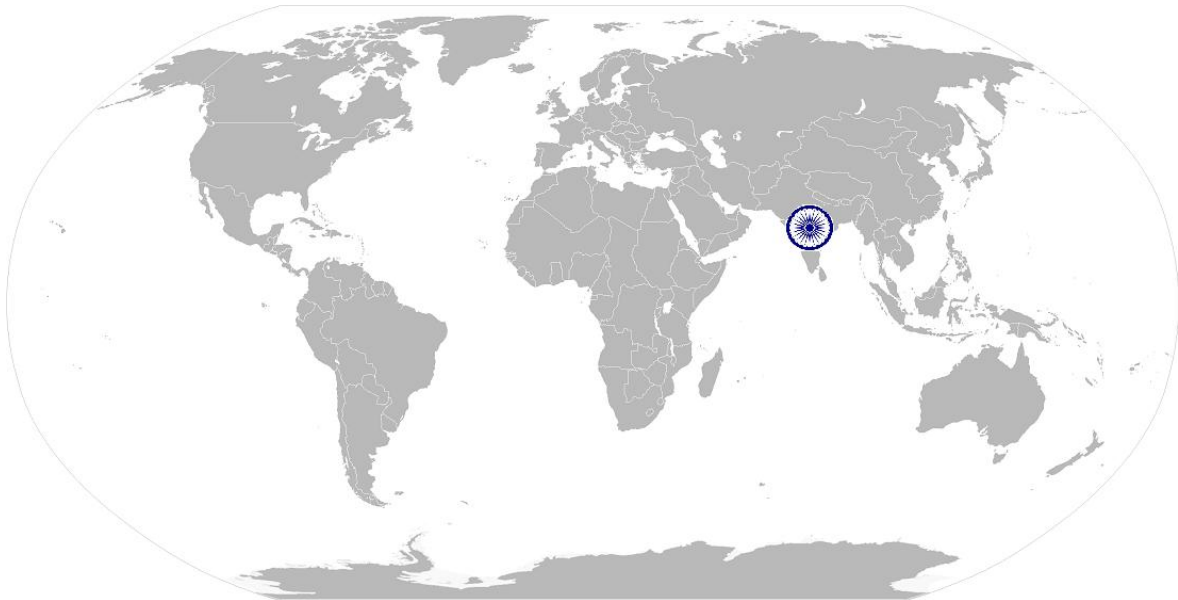


B. Professional Skills	Plan and Organize
	The user/individual on the job needs to know and understand:
	SB1. Plan and organize their own work schedule, work area, tools, equipment and materials to maintain decorum and for improved productivity
	Working with others
	The user/individual on the job needs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



NOS Version Control

NOS Code	ISC/N0009		
Credits(NSQF)	TBD	Version number	1.0
Industry	Iron and Steel	Drafted on	23/07/2014
Industry Sub-sector	All Departments	Last reviewed on	30/12/2014
Occupation	Mechanical Maintenance	Next review date	30/12/2015





CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role: Letter Writer cum Painter

Qualification Pack: ISC/Q0913

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	Marks Allocated			
		Total Marks 1000	Out Of	Theory	Practical
ISC/N0940: Study the text to be displayed and keeps ready the materials required for writing or, the surface to be painted	PC1. Understand the assigned task from the supervisor	300	20	10	10
	PC2. Ensure the text that need to displayed and in case of any doubt seek help from the supervisor		40	40	0
	PC3. Reach the correct work site for carrying out the activities		10	0	10
	PC4. Read, understand & plan the layout of the display		30	10	20
	PC5. Understand the various signage, symbols, colours (that need to be used) depending on various work sites where the same is to be displayed		50	50	0
	PC6. Ensure availability of right kind of materials that need to be used for the assignment job		50	10	40



	PC7. Keep the materials like pens, brush, paint, wipes, thinner ready for use		20	0	20
	PC8. Understand the nature of surface that need to be painted		20	20	0
	PC9. Clean the surface to be painted with emery/wire brush/ thinner and wipes dry for painting as per nature of the surface		30	0	30
	PC10. Dry the surface properly before applying the paint		20	0	20
	PC11. Ensure that no person steps on or touches the surface before applying the paint		10	0	10
		Total	300	140	160
ISC/N0941: Write the text to be displayed or, paints the designated surface with the appropriate material/paint	PC1. Ensure taking permission before displaying any signage's from the concerned department, traffic control, safety department etc. as appropriate	450	30	10	20
	PC2. Neatly reproduce the specific text onto the designated surface/area		30	0	30
	PC3. Paint the surface with the correct tools & the right paint to leave a perfect finish		200	20	180
	PC4. Allow the surface to dry		30	0	30
	PC5. Ensure that no persons steps on the surface or hold the signage's till the surface is dry		10	0	10
	PC6. Ensure the display / signage's are put in a correct position as per work plan		20	0	20
	PC7. Inform supervisor on completion of the job		10	0	10
	PC8. Handover the work site to the concerned department		20	0	20
	PC9. Removal of the materials, paints, tools from the work site and return the same to the store/department		100	0	100
		Total	450	30	420
ISC/N0008: Use basic health and safety practices at	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



the workplace	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

