Model Curriculum
House Keeping with Mechanised Equipment

SECTOR: IRON & STEEL
SUB-SECTOR: STEEL

OCCUPATION: IRON MAKING
REF ID: ISC/Q0408
NSQF LEVEL: 2
Certificate

CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

INDIAN IRON AND STEEL SECTOR SKILL COUNCIL

for the

MODEL CURRICULUM

Complying to National Occupational Standards of
Job Role/Qualification Pack: Housekeeping With Mechanised Equipment
QP No.: IISC/Q0408 NSQF Level 2

Date of Issue: December 22nd, 2015
Valid up to: December 21st, 2016

*Valid up to the next review date of the Qualification Pack

Authorized Signatory
(Indian Iron and Steel Sector Skill Council)
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House Keeping with Mechanised Equipment

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “House Keeping with Mechanised Equipment”, in the “Iron & Steel” Sector/Industry and aims at building the following key competencies amongst the learner.

<table>
<thead>
<tr>
<th>Program Name</th>
<th>House Keeping with Mechanised Equipment</th>
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</thead>
<tbody>
<tr>
<td>Qualification Pack Name</td>
<td>House Keeping with Mechanised Equipment</td>
</tr>
<tr>
<td>&amp; Reference ID.</td>
<td>ISC/Q0408</td>
</tr>
<tr>
<td>Version No.</td>
<td>1.0</td>
</tr>
<tr>
<td>Version Update Date</td>
<td>01-04-2017</td>
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<tr>
<td>Pre-requisites to Training</td>
<td>Minimum qualification – 8th Pass</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Training Outcomes</th>
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<tbody>
<tr>
<td>After completing this programme, participants will be able to:</td>
</tr>
<tr>
<td>• Understand the assigned job of housekeeping with mechanised equipment</td>
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<tr>
<td>• Prepare for operation of housekeeping with mechanised equipment</td>
</tr>
<tr>
<td>• Carry out the assigned job of housekeeping with mechanised equipment</td>
</tr>
<tr>
<td>• Use basic health and safety practices at the work place</td>
</tr>
<tr>
<td>• Works effectively with others</td>
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</tbody>
</table>

This course encompasses 5 out of 5 National Occupational Standards (NOS) of “House Keeping with Mechanised Equipment” Qualification Pack issued by “Indian Iron & Steel Sector Skill Council”.

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Module</th>
<th>Key Learning Outcomes</th>
<th>Equipment Required</th>
</tr>
</thead>
</table>
| 1       | Over view of Iron & Steel Industry          | • Understanding Iron & steel industry  
• Understanding types of Iron & Steel Industry  
• Understanding products of Iron & Steel industry  
• Activities in Iron & Steel Industry | PPTs of Iron and steel manufacturing, Charts showing the same |
|         | Theory Duration (hh:mm)                     | 04:00                                                                                |                                             |
|         | Practical Duration (hh:mm)                  | 00:00                                                                                |                                             |
|         | Corresponding NOS Code                      |                                                                                     |                                             |
| 2       | Occupational, Health and Safety (OHAS)      | • Understanding the Occupational health & Safety  
• Understand What is hazard  
• Documentation for Health and safety | PPTs for OHAS related to Job Role, Display Material for PPEs |
<p>|         | Theory Duration                              |                                                                                     |                                             |</p>
<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Module</th>
<th>Key Learning Outcomes</th>
<th>Equipment Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>08:00</td>
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</tbody>
</table>
| **Practical Duration** (hh:mm) | 12:00 | • Working at Heights, confined spaces  
• Remedies for fire at work place | related to Job Role, Safety Material |
| **Corresponding NOS Code** | ISC/N0008 | | |
| 3       | **5S & House keeping** | • Identification of bottlenecks in functioning of work place  
• Various methods of housekeeping both pre-work & post-work as well | PPTs of 5S, Display Charts of 5S, Audit Checklists of 5S |
| **Theory Duration** (hh:mm) | 06:00 | | |
| **Practical Duration** (hh:mm) | 06:00 | | |
| **Corresponding NOS Code** | ISC/N0008 | | |
| 4       | **Understand the assigned job of housekeeping with mechanised equipment** | • Understand the job requirement for housekeeping with mechanised equipment  
• Plan for housekeeping/cleaning the work site for uninterrupted operation | PPTs for various types of drawings, Flipper, Portable vacuum machine, Mopping machine (electrically/battery operated), mobile IVC (Industrial Vacuum Machine), Jetting machine, coolant, grease, oil |
| **Theory Duration** (hh:mm) | 18:00 | | |
| **Practical Duration** (hh:mm) | 50:00 | | |
| **Corresponding NOS Code** | ISC/N0427 | | |
| 5       | **Prepares for operation of housekeeping with mechanised equipment** | • Check the handling equipment before starting the operation  
• Plan to stack the material at the desired location as per company procedure  
• Prepare the working area within the timeframe for maintaining the production schedule | Flipper, Portable vacuum machine, Mopping machine (electrically/battery operated), mobile IVC (Industrial Vacuum Machine), Jetting machine, coolant, grease, oil |
| **Theory Duration** (hh:mm) | 25:00 | | |
| **Practical Duration** (hh:mm) | 60:00 | | |
| **Corresponding NOS Code** | ISC/N0428 | | |
| 6       | **Carry out the assigned** | • Start and drive the mechanised | Flipper, Portable |
|         | | | |

**House Keeping with Mechanised Equipment**
<table>
<thead>
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<th>Sr. No.</th>
<th>Module</th>
<th>Key Learning Outcomes</th>
<th>Equipment Required</th>
</tr>
</thead>
</table>
|        | job of housekeeping with mechanised equipment | equipments for housekeeping and cleaning operations  
- Remove the scraps, debris from the work site, shifting/unloading waste/debris in designated place/bin (without mixing up materials)  
- Perform the post housekeeping/cleaning activities | vacuum machine, Mopping machine (electrically/battery operated), mobile IVC (Industrial Vacuum Machine), Jetting machine, coolant, grease, oil |
|        | Theory Duration (hh:mm)                      |                                                                                        | 25:00                                                                                                                                              |
|        | Practical Duration (hh:mm)                   |                                                                                        | 58:00                                                                                                                                              |
|        | Corresponding NOS Code                       |                                                                                        | ISC/N0429                                                                                                                                           |
| 7      | Use basic health and safety practices at the workplace |  
- Health and safety procedures  
- Fire safety procedures  
- Emergencies, rescue and first aid procedures | PPE, Different Type of Safety Sign, First Aid Box, Safety instrument and clothing, Step Ladder, Sample Accident reports, Fire Extinguishers, Items required for fire extinguisher and fire Safety |
|        | Duration (hh:mm)                             |                                                                                        | 04:00                                                                                                                                              |
|        | Practical Duration (hh:mm)                   |                                                                                        | 08:00                                                                                                                                              |
|        | Corresponding NOS Code                       |                                                                                        | ISC/N0008                                                                                                                                            |
| 8      | Work effectively with others                |  
- Ensure appropriate communication with superiors, peers and others as applicable at work place  
- Demonstrate appropriate behaviour and etiquette at work place | Communication skills PPTs, Posters Team management posters |
|        | Duration (hh:mm)                             |                                                                                        | 08:00                                                                                                                                              |
|        | Practical Duration (hh:mm)                   |                                                                                        | 08:00                                                                                                                                              |
|        | Corresponding NOS Code                       |                                                                                        | ISC/N0009                                                                                                                                            |
|        | **Total Duration**                           |                                                                                        |                                                                                                                                                    |
|        | Theory Duration 98:00                        |                                                                                        |                                                                                                                                                    |
|        | Practical Duration 202:00                    |                                                                                        |                                                                                                                                                    |

Grand Total Course Duration: **300 Hours, 0 Minutes**
(This syllabus/ curriculum has been approved by Indian Iron and Steel Sector Skills Council)

**Trainer Prerequisites for Job role: “House Keeping with Mechanised Equipment” mapped to Qualification Pack: “ISC/Q0408”**

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Area</th>
<th>Details</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Description</td>
<td>To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “ISC/Q0408”.</td>
</tr>
<tr>
<td>2</td>
<td>Personal Attributes</td>
<td>Aptitude for conducting training, and pre/post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well-organised and focused, eager to learn and keep oneself updated with the latest in the mentioned field.</td>
</tr>
<tr>
<td>3</td>
<td>Minimum Educational Qualifications</td>
<td>Min. ITI pass and preferably CTI/ATI cleared/ Diploma Mechanical</td>
</tr>
<tr>
<td>4a</td>
<td>Domain Certification</td>
<td>Certified for Job Role: “House Keeping with Mechanised Equipment” mapped to QP: “ISC/Q0408”. Minimum accepted score is 80%</td>
</tr>
<tr>
<td>4b</td>
<td>Platform Certification</td>
<td>Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “SSC/1402”. Minimum accepted score is 80%</td>
</tr>
<tr>
<td>5</td>
<td>Experience</td>
<td>Min. 5 years industry experience and minimum 2 years’ experience as Trained or un trained for same Job Role/ Trade</td>
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</table>
Annexure: Assessment Criteria

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Guidelines for Assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>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.</td>
</tr>
<tr>
<td>2</td>
<td>The assessment for the theory part will be based on knowledge bank of questions created by the SSC</td>
</tr>
<tr>
<td>3</td>
<td>Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below)</td>
</tr>
<tr>
<td>4</td>
<td>Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on these criteria.</td>
</tr>
<tr>
<td>5</td>
<td>To pass the Qualification Pack, every trainee should score a minimum of 60% in every NOS.</td>
</tr>
<tr>
<td>6</td>
<td>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.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Assessment outcome (nos)</th>
<th>Assessment criteria</th>
<th>Total marks</th>
<th>Out of</th>
<th>Theory</th>
<th>Skills practical</th>
</tr>
</thead>
<tbody>
<tr>
<td>ISC/N0427: Understand the assigned job of housekeeping with mechanised equipment</td>
<td>PC1. Interpret the previous shift log book report for the area to be cleaned</td>
<td>200</td>
<td>30</td>
<td>10</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td>PC2. Understand the use of mechanised equipments for housekeeping in uneven cast house floor with open runners</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>PC3. Seek clarification from the supervisor in case of any doubt</td>
<td>35</td>
<td>10</td>
<td>25</td>
<td></td>
</tr>
<tr>
<td></td>
<td>PC4. Plan as appropriate to carry out the housekeeping job as per schedule</td>
<td>35</td>
<td>10</td>
<td>25</td>
<td></td>
</tr>
<tr>
<td></td>
<td>PC5. List out the tackles required for housekeeping and ensure availability at the work site</td>
<td>35</td>
<td>10</td>
<td>25</td>
<td></td>
</tr>
<tr>
<td>Assessment outcome (nos)</td>
<td>Assessment criteria</td>
<td>Total marks</td>
<td>Out of</td>
<td>Theory</td>
<td>Skills practical</td>
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<tr>
<td></td>
<td>PC6. Ensure mobility of mechanised equipments with easy access to all areas at the work site (cast house, stock house, conveyor galleries, rail tracks etc.)</td>
<td>30</td>
<td>10</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>NOS Total Marks</strong></td>
<td><strong>Total</strong></td>
<td><strong>200</strong></td>
<td><strong>60</strong></td>
<td><strong>140</strong></td>
</tr>
<tr>
<td><strong>ISC/N0428:</strong> Prepare for operation of housekeeping with mechanised equipment</td>
<td>PC1. Check the mechanised equipments to be used for the housekeeping/cleaning operation before starting the assigned job</td>
<td><strong>200</strong></td>
<td>30</td>
<td>10</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td>PC2. Check the components for the mechanised equipments e.g. engine, controls, brake system, lighting, lubricants, vacuum system, water pressure etc. before starting the assigned job</td>
<td>35</td>
<td>10</td>
<td>25</td>
<td></td>
</tr>
<tr>
<td></td>
<td>PC3. Check necessary tackles to be used is in proper working condition</td>
<td>30</td>
<td>10</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td></td>
<td>PC4. Stack the material (iron scraps, dusts, slags and debris) on the desired location as per company procedure</td>
<td>35</td>
<td>10</td>
<td>25</td>
<td></td>
</tr>
<tr>
<td></td>
<td>PC5. Prepare the working area for proper housekeeping to achieve the scheduled production target</td>
<td>35</td>
<td>10</td>
<td>25</td>
<td></td>
</tr>
<tr>
<td></td>
<td>PC6. Prepare necessary equipment and tackles to be used for housekeeping job within scheduled time for achieving the production target</td>
<td>35</td>
<td>10</td>
<td>25</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>NOS Total Marks</strong></td>
<td><strong>Total</strong></td>
<td><strong>200</strong></td>
<td><strong>60</strong></td>
<td><strong>140</strong></td>
</tr>
<tr>
<td><strong>ISC/N0429:</strong> Carry out the assigned job of housekeeping</td>
<td>PC1. Interpret the previous shift log book for starting the housekeeping activities</td>
<td><strong>350</strong></td>
<td>30</td>
<td>10</td>
<td>20</td>
</tr>
<tr>
<td>Assessment outcome (nos)</td>
<td>Assessment criteria</td>
<td>Total marks</td>
<td>Out of</td>
<td>Theory</td>
<td>Skills practical</td>
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<tr>
<td>with mechanised equipment</td>
<td>PC2. Plan as appropriate to carry out the housekeeping job as per schedule</td>
<td>30</td>
<td>10</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td></td>
<td>PC3. Maintain sequence of housekeeping/cleaning as per plan</td>
<td>30</td>
<td>10</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td></td>
<td>PC4. Use proper tackles for housekeeping/cleaning</td>
<td>25</td>
<td>5</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td></td>
<td>PC5. Drive the mechanised equipment following all safety norms</td>
<td>30</td>
<td>10</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td></td>
<td>PC6. Use buzzer and signalling lights of the mechanised equipment while in operation as safety measure</td>
<td>25</td>
<td>5</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td></td>
<td>PC7. Segregate the material (iron scrap, slag, dust and debris) for proper disposal</td>
<td>25</td>
<td>5</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td></td>
<td>PC8. Dispose the scrap and debris as per plan</td>
<td>25</td>
<td>5</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td></td>
<td>PC9. Load the scrap and debris in the tripper/wagon etc.</td>
<td>25</td>
<td>5</td>
<td>20</td>
<td></td>
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<tr>
<td></td>
<td>PC10. Ensure safety precautions during handling the materials</td>
<td>25</td>
<td>5</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td></td>
<td>PC11. Ensure removing the mechanised equipments and tackles being used for the housekeeping/cleaning from the work site before handing over</td>
<td>30</td>
<td>10</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td></td>
<td>PC12. Inform supervisor and concerned person regarding the job completion</td>
<td>25</td>
<td>5</td>
<td>20</td>
<td></td>
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<tr>
<td></td>
<td>PC13. Record the activities in the log book as per company procedure</td>
<td>25</td>
<td>5</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td><strong>NOS Total Marks</strong></td>
<td><strong>Total</strong></td>
<td><strong>350</strong></td>
<td><strong>90</strong></td>
<td><strong>260</strong></td>
<td></td>
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<tr>
<td>Assessment outcome (nos)</td>
<td>Assessment criteria</td>
<td>Total marks</td>
<td>Out of</td>
<td>Theory</td>
<td>Skills practical</td>
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</tr>
<tr>
<td>ISC/N0008: Use basic health and safety practices at the workplace</td>
<td>PC1. Use protective clothing/equipment for specific tasks and work conditions</td>
<td>150</td>
<td>10</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>PC2. State the name and location of people responsible for health and safety in the workplace</td>
<td></td>
<td>5</td>
<td>0</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>PC3. State the names and location of documents that refer to health and safety in the workplace</td>
<td></td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>PC4. Identify job-site hazardous work and state possible causes of risk or accident in the workplace</td>
<td></td>
<td>9</td>
<td>5</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>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</td>
<td></td>
<td>10</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>PC6. State location of general health and safety equipment in the workplace</td>
<td></td>
<td>5</td>
<td>0</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>PC7. Inspect for faults, set up and safely use steps and ladders in general use</td>
<td></td>
<td>5</td>
<td>0</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>PC8. Work safely in and around trenches, elevated places and confined areas</td>
<td></td>
<td>5</td>
<td>0</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>PC9. Lift heavy objects safely using correct procedures</td>
<td></td>
<td>5</td>
<td>0</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>PC10. Apply good housekeeping practices at all times</td>
<td></td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Assessment outcome (nos)</td>
<td>Assessment criteria</td>
<td>Total marks</td>
<td>Out of</td>
<td>Theory</td>
<td>Skills practical</td>
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<tr>
<td>PC11.</td>
<td>Identify common hazard signs displayed in various areas</td>
<td>6</td>
<td>5</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>PC12.</td>
<td>Retrieve and/or point out documents that refer to health and safety in the workplace</td>
<td>4</td>
<td>0</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>PC13.</td>
<td>Use the various appropriate fire extinguishers on different types of fires correctly</td>
<td>9</td>
<td>5</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>PC14.</td>
<td>Demonstrate rescue techniques applied during fire hazard</td>
<td>10</td>
<td>5</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>PC15.</td>
<td>Demonstrate good housekeeping in order to prevent fire hazards</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>PC16.</td>
<td>Demonstrate the correct use of a fire extinguisher</td>
<td>4</td>
<td>0</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>PC17.</td>
<td>Demonstrate how to free a person from electrocution</td>
<td>5</td>
<td>0</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>PC18.</td>
<td>Administer appropriate first aid to victims as required e.g. in case of bleeding, burns, choking, electric shock, poisoning etc.</td>
<td>10</td>
<td>5</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>PC19.</td>
<td>Demonstrate basic techniques of bandaging</td>
<td>5</td>
<td>0</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>PC20.</td>
<td>Respond promptly and appropriately to an accident situation or medical emergency in real or simulated environments</td>
<td>10</td>
<td>5</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Assessment outcome (nos)</td>
<td>Assessment criteria</td>
<td>Total marks</td>
<td>Out of Theory</td>
<td>Skills practical</td>
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</tr>
<tr>
<td>PC21.</td>
<td>Perform and organize loss minimization or rescue activity during an accident in real or simulated environments</td>
<td>5</td>
<td>0</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>PC22.</td>
<td>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</td>
<td>5</td>
<td>0</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>PC23.</td>
<td>Demonstrate the artificial respiration and the CPR Process</td>
<td>5</td>
<td>0</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>PC24.</td>
<td>Participate in emergency procedures</td>
<td>5</td>
<td>0</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>PC25.</td>
<td>Complete a written accident/incident report or dictate a report to another person, and send report to person responsible</td>
<td>9</td>
<td>5</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>PC26.</td>
<td>Demonstrate correct method to move injured people and others during an emergency</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>NOS Total Marks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total 150 45 105</td>
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</table>

**ISC/N0009: Work effectively with others**

<table>
<thead>
<tr>
<th>Assessment criteria</th>
<th>Total marks</th>
<th>Out of Theory</th>
<th>Skills practical</th>
</tr>
</thead>
<tbody>
<tr>
<td>PC1.</td>
<td>Accurately receive information and instructions from the supervisor and fellow workers, getting clarification where required</td>
<td>100</td>
<td>10</td>
</tr>
<tr>
<td>PC2.</td>
<td>Accurately pass on information to authorized persons who require it and within agreed timescale and confirm its receipt</td>
<td>10</td>
<td>5</td>
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<tr>
<td>PC3.</td>
<td>Provide information to others clearly, at a pace and in a manner that helps them to understand</td>
<td>10</td>
<td>0</td>
</tr>
<tr>
<td>Assessment outcome (nos)</td>
<td>Assessment criteria</td>
<td>Total marks</td>
<td>Out of</td>
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<tr>
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<td>-------------------------------------------------------------------------------------</td>
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</tr>
<tr>
<td></td>
<td>PC4. Display helpful behavior by assisting others in performing tasks in a positive manner, where required and possible</td>
<td>10</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>PC5. Consult with and assist others to maximize effectiveness and efficiency in carrying out tasks</td>
<td>10</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>PC6. Display appropriate communication etiquette while working</td>
<td>10</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>PC7. Display active listening skills while interacting with others at work</td>
<td>10</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>PC8. Use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism</td>
<td>10</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>PC9. Demonstrate responsible and disciplined behaviors at the workplace</td>
<td>15</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>PC10. Escalate grievances and problems to</td>
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</tr>
<tr>
<td></td>
<td>NOS Total Marks</td>
<td>Total</td>
<td>100</td>
</tr>
<tr>
<td></td>
<td>Grand Total</td>
<td>1000</td>
<td>1000</td>
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<tr>
<td></td>
<td>Percentage Weightage:</td>
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<tr>
<td></td>
<td>Minimum Pass% to qualify (aggregate):</td>
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</tbody>
</table>