

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR IRON & STEEL

What are Occupational Standards (OS)?

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

Contact Us:

Indian Iron and Steel
Sector Skill Council
Royal Exchange, 6 N.S.
Road, Kolkata- 700 001
Tel: 09831052652
parimalbiswas.iisscc@ii
windia.com



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Introduction

Qualifications Pack – Assistant Raw Material Handling Operator

SECTOR: Iron & Steel

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

REFERENCE ID: ISC/Q0101

ALIGNED TO: NCO-2004/NIL

Title of Job: The job is all about handling raw materials for coke oven, blast furnace, steel melting shop, coal handling, sinter plant etc. for day to day operation of steel plant to achieve the desired production capacity.

Personal Attributes: The candidate should possess basic communication skill. Ability organize own work, 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. This job requires the individual to work independently as well as in teams. He should be physically fit, not having colour blindness , having analytical skills, concentration levels and willingness to work in a factory environment.

Qualifications Pack Code	ISC/Q0101		
Job Role	Assistant Raw Material Handling Operator		
Credits(NSQF)	TBD	Version number	1.0
Industry	Iron & Steel	Drafted on	12/11/2014
Sub-sector	Steel, Sponge Iron, Ferro Alloys, Re-Rollers, Refractory	Last reviewed on	25/03/2015
Occupation	Raw Material Handling	Next review date	1/04/2017
NSQC Clearance on			

Job Role	Assistant Raw Material Handling Operator
Role Description	The job is all about handling raw materials for coke oven, blast furnace, steel melting shop, coal handling, sinter plant etc. for day to day operation of steel plant to achieve the desired production capacity.
NSQF level	2
Minimum Educational Qualifications	Class 8 th Pass
Maximum Educational Qualifications	Class 10 th Pass
Training (Suggested but not mandatory)	<ul style="list-style-type: none"> Reading and writing report 2 weeks on job training (mandatory) Induction training on overview of coke oven, blast furnace, sinter plant, steel melting shop etc. including blending operation Functioning of conveyor along with its components 5S and safety practices
Minimum Job Entry Age	18 years
Experience	<ul style="list-style-type: none"> 0-2 years as general labour/ helper in similar operation In lieu of minimum qualification the incumbent should have minimum 4 to 5 years' experience as general labour/ helper in similar operation

Occupational Standards (OS)	<p>Compulsory:</p> <p>ISC/N0102: Understand the assigned job of raw material handling</p> <p>ISC/N0103: Prepare for raw material handling operation</p> <p>ISC/N0104: Carry out raw material handling operation</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

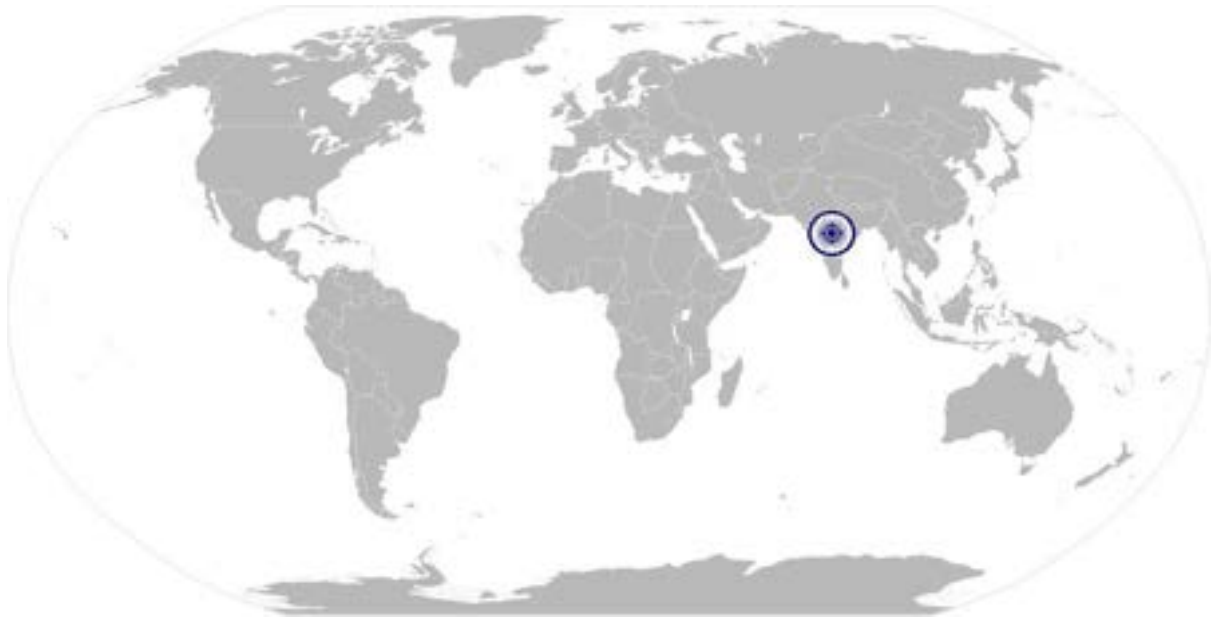
Keywords /Terms	Description
Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the NOS, these include communication related skills that are applicable 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
CNC	Computer numerically controlled
OD	Outer diameter
ID	Inner diameter
DTI	Dial test indicators
CO2	Carbon dioxide
CPR	Cardiac pulmonary resuscitation
PPE	Personal protective equipment

ISC/N0102:

Understand the assigned job of raw material handling

National Occupational Standards



Overview

This unit covers the understanding of the assigned job of raw material handling operation



ISC/N0102:

Understand the assigned job of raw material handling

Unit Code	ISC/N0102
Unit Title (Task)	Understand the assigned job of raw material handling
Description	This unit covers the understanding of the assigned job of raw material handling operation.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Understand the raw material handling job in accordance with the instruction/check list Understand functioning of different production units for raw material handling Understand the conveyor belt operation processes as per requirement
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Understand the raw material handling job in accordance with the instruction/check list	To be competent, the user /individual on the job must be able to: PC1. Ensure availability of the work instructions/check list for the assigned job PC2. Interpret the checklist / work instructions for different productions units for carrying out raw material handling PC3. Ensure proper sequence is followed during operation for filling raw materials to bunkers PC4. Seek clarification if any for different production unit for feeding raw materials to bunkers
Understand functioning of different production units for raw material handling	To be competent, the user /individual on the job must be able to: PC5. Understand the need of specific raw materials and quantity required for production PC6. Ensure the volume of specific raw materials (coal, iron ore, sinter, lime stone and dolomite) for various productions units are maintained up to desired level at the stock yard PC7. Understand the function of de-luting system/defogging system installed in conveyor system
Understand the conveyor belt operation processes as per requirement	To be competent, the user /individual on the job must be able to: PC8. Adhere to time limits given by supervisor PC9. Check the level of bunkers to be filled PC10. Keep all conveyor gallery and stair cases clean and free from mud, dust etc. PC11. Start the conveyor on no-load condition using the pushbutton switch for conveyor sequence operation PC12. Adjust feeding gates for loading the belt considering the capacity of the belt PC13. Ensure the main bunker is filled up to the required level for safe operation PC14. Select and use the right type of operation for proper feeding of the conveyor belt PC15. Utilize judiciously various communicating devices available in the conveyor gallery and control cabin PC16. Ensure that the belt operation is safe from all hazards by raising appropriate signal/alarm PC17. Study the log book and organize the job according to requirement PC18. Inspect the worksite to identify cleanliness of the conveyor gallery, walkway

ISC/N0102:

Understand the assigned job of raw material handling

	<p>and stair cases</p> <p>PC19. Maintain logbook/check list to record all activities performed before starting the conveyor system</p> <p>PC20. Report defects precisely to the supervisor if beyond scope of his role</p>
Element	Knowledge and Understanding
A. Organisational Context (Knowledge of the Company/ Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Job specific documents e.g. daily operation checklist and maintenance of the of the same</p> <p>KA2. Safety policy of the company</p> <p>KA3. Emergency organisation of the specific work site</p> <p>KA4. Risk and impact of not following defined procedures/work instructions</p> <p>KA5. Escalation matrix for reporting identified problems</p> <p>KA6. Cost of equipment and loss for the company that result from damage of equipment and direct / indirect cost of accidents</p> <p>KA7. Implications of delays in operational process</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Estimation of quantity/volume to be conveyed per hour for full filling the material requirement</p> <p>KB2. Importance of availability of sufficient stock of raw materials in the stock yard for uninterrupted production</p> <p>KB3. Control cabins their location and operation</p> <p>KB4. Sequence of handling of the raw materials for different production units</p> <p>KB5. Control on levers for operation of bunker/chute gates in order to load the conveyor system properly</p> <p>KB6. Optimal loading of belt for smooth operation with respect to time frame and schedule production</p> <p>KB7. Optimal load on the conveyor for rated out put</p> <p>KB8. Visual checks to identify damage of conveyor belt</p> <p>KB9. General safety rules for moving/operating conveyor system</p> <p>KB10. Dangers of starting the conveyor belts without signal/alarm</p> <p>KB11. Different types of all raw materials and alloying materials be handled</p> <p>KB12. Unit of measurements (volume /weight)</p> <p>KB13. Response to emergencies e.g. correct way to use fire extinguisher and other firefighting equipments</p>
Skills (S) w.r.t. the scope	
Element	Skills
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Construct simple sentences and express ideas clearly through written communication</p> <p>SA2. Fill up appropriate activity logs in required format of the company</p>
	Reading and Understanding Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Read and interpret previous shift log book / report</p>

ISC/N0102:

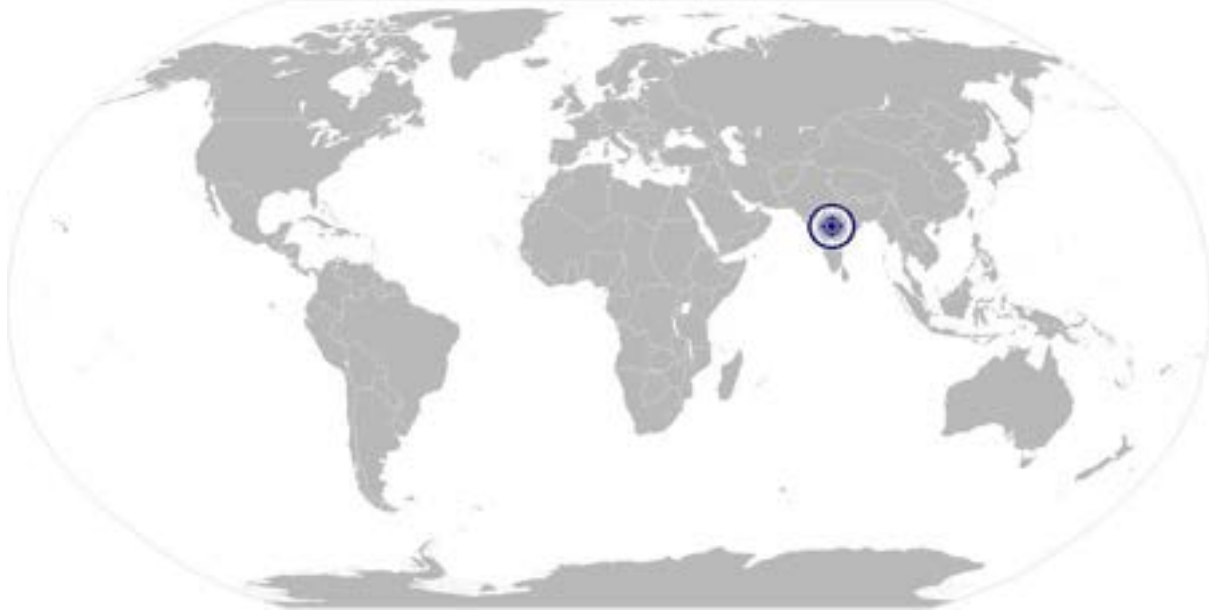
Understand the assigned job of raw material handling

	SA4. Read and understand health and safety instructions, memos, reports, job cards, etc.
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA5. Express statements, opinions or information clearly so that others can hear and understand SA6. Respond appropriately to queries SA7. Communicate with team members and supervisor
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. 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: SB2. Plan and organize their own work schedule, work area, tools, equipment and materials to maintain decorum and for improved productivity
	Customer Centricity
	N.A
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB3. Think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB4. Identify immediate or temporary solutions to resolve delays SB5. Identify sources of support that can be availed of for problem solving for various kind of problems SB6. Seek appropriate assistance from other sources to resolve problems SB7. Report problems that you cannot resolve to appropriate authority
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB8. Identify cause and effect relations in their area of work SB9. Use cause and effect relations to anticipate potential problems and their solution
	Critical Thinking
	N.A

ISC/N0102: Understand the assigned job of raw material handling

NOS Version Control:

NOS Code	ISC/N0102		
Credits(NSQF)	TBD	Version number	1.0
Industry	Iron and Steel	Drafted on	12/11/2014
Industry Sub-sector	Steel, Sponge Iron, Ferro Alloys, Re-Rollers, Refractory	Last reviewed on	25/03/2015
Occupation	Raw Material Handling	Next review date	1/04/2017

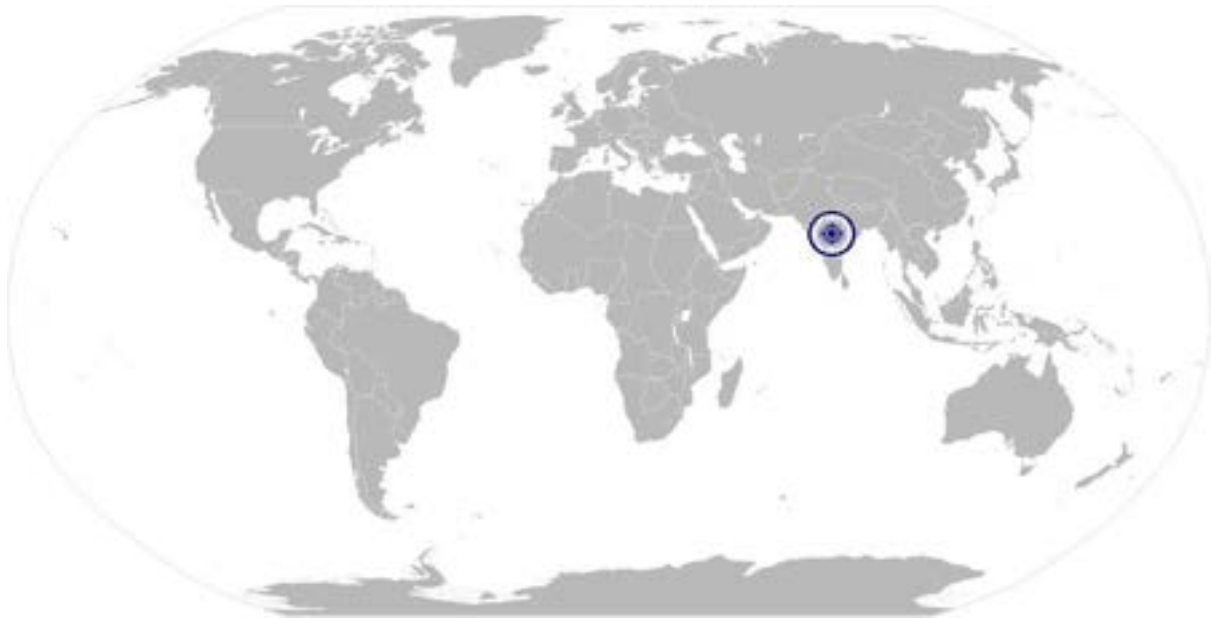




ISC/N0103:

Prepare for raw material handling operation

National Occupational Standards



Overview

This unit covers the understanding of the preparation activities of assigned job of raw material handling operation.

ISC/N0103:

Prepare for raw material handling operation

National Occupational Standard

Unit Code	ISC/N0103
Unit Title (Task)	Prepare for raw material handling operation
Description	This unit covers the understanding of the preparation activities of assigned job of raw material handling operation.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Reach the control cabin for checking the sequence of belt operation Inspect the stock level of raw materials in the bunkers required for production Check the belt operation with all accessories in no load condition
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Reach the control cabin for checking the sequence of belt operation	To be competent, the user /individual on the job must be able to: PC1. Check the sequence of belt operation as per job requirement PC2. Identify which material is to be conveyed as per job requirement PC3. Identify the belts by which the required materials is to be conveyed at the different production units PC4. Seek clarifications from the supervisor in case of any doubt
Inspect the stock level of raw materials in the bunkers required for production	To be competent, the user /individual on the job must be able to: PC5. Inspect the stock level for various raw materials in the bunkers and at the stock yard to full fill the production target PC6. Inspect the pattern of loading the belt to fill the bunker within the given time schedule
Check the belt operation with all accessories in no load condition	To be competent, the user /individual on the job must be able to: PC7. Check visually the conveyor belt with all accessories (prime movers, gear box, driving pulley, coupling, belts, conveying and return side idler, bunker gates, chutes, feeders etc.) PC8. Start the belt is no load condition PC9. Gradually open the bunker gates/feeders for control loading of the raw materials on the belt as per capacity
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. Job specific documents e.g. daily operation checklist and maintenance of the of the same KA2. Safety policy of the company KA3. Emergency organisation of the specific work site KA4. Risk and impact of not following defined procedures/work instructions KA5. Escalation matrix for reporting identified problems KA6. Cost of equipment and loss for the company that result from damage of equipment and direct / indirect cost of accidents KA7. Implications of delays in operational process
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. Estimation of quantity/volume to be conveyed per hour for full filling the material requirement KB2. Importance of availability of sufficient stock of raw materials in the stock yard for uninterrupted production

ISC/N0103:

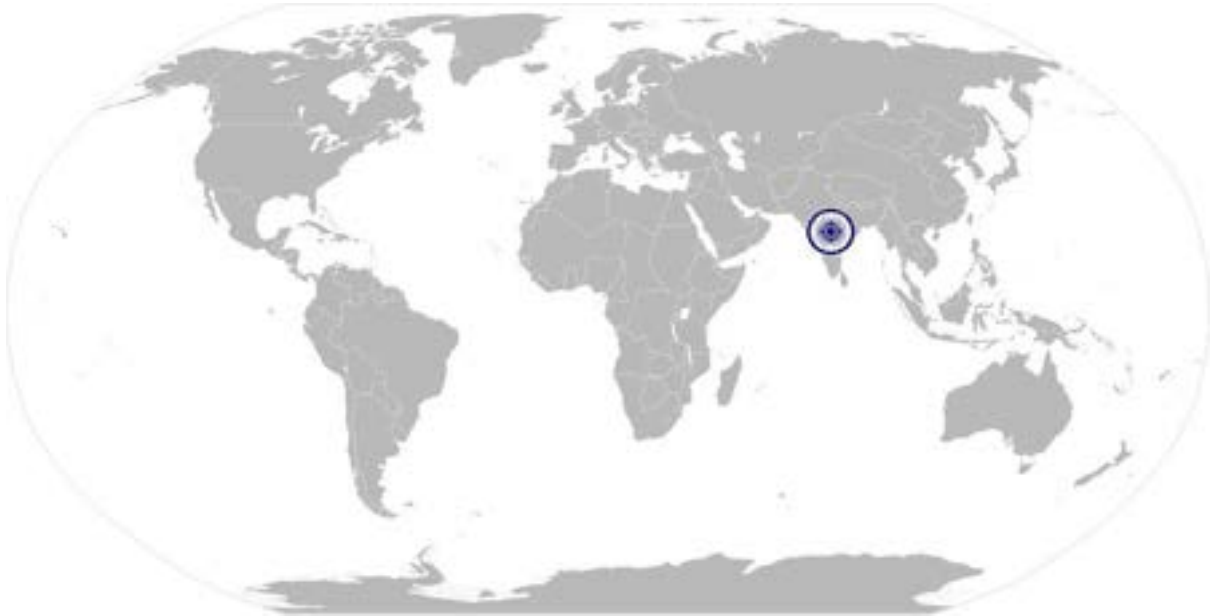
Prepare for raw material handling operation

	<p>KB3. Control cabins their location and operation</p> <p>KB4. Sequence of handling of the raw materials for different production units</p> <p>KB5. Control on levers for operation of bunker/chute gates in order to load the conveyor system properly</p> <p>KB6. Optimal loading of belt for smooth operation with respect to time frame and schedule production</p> <p>KB7. Optimal load on the conveyor for rated out put</p> <p>KB8. Visual checks to identify damage of conveyor belt</p> <p>KB9. General safety rules for moving/operating conveyor system</p> <p>KB10. Dangers of starting the conveyor belts without signal/alarm</p> <p>KB11. Different types of all raw materials and alloying materials to be handled</p> <p>KB12. Unit of measurements (volume /weight)</p> <p>KB13. Response to emergencies e.g. correct way to use fire extinguisher and other firefighting equipments</p>
Skills (S) w.r.t. the scope	
Element	Skills
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Construct simple sentences and express ideas clearly through written communication SA2. Fill up appropriate activity logs in required format of the company
	Reading and Understanding Skills
	The user/individual on the job needs to know and understand how to: SA3. Read and interpret previous shift log book / report SA4. Read and understand health and safety instructions, memos, reports, job cards, etc.
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA5. Express statements, opinions or information clearly so that others can hear and understand SA6. Respond appropriately to queries SA7. Communicate with team members and supervisor
	B. Professional Skills
The user/individual on the job needs to know and understand how to: SB1. 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: SB2. Plan and organize their own work schedule, work area, tools, equipment and materials to maintain decorum and for improved productivity	
Customer Centricity	
N.A	
Problem Solving	

ISC/N0103:

Prepare for raw material handling operation

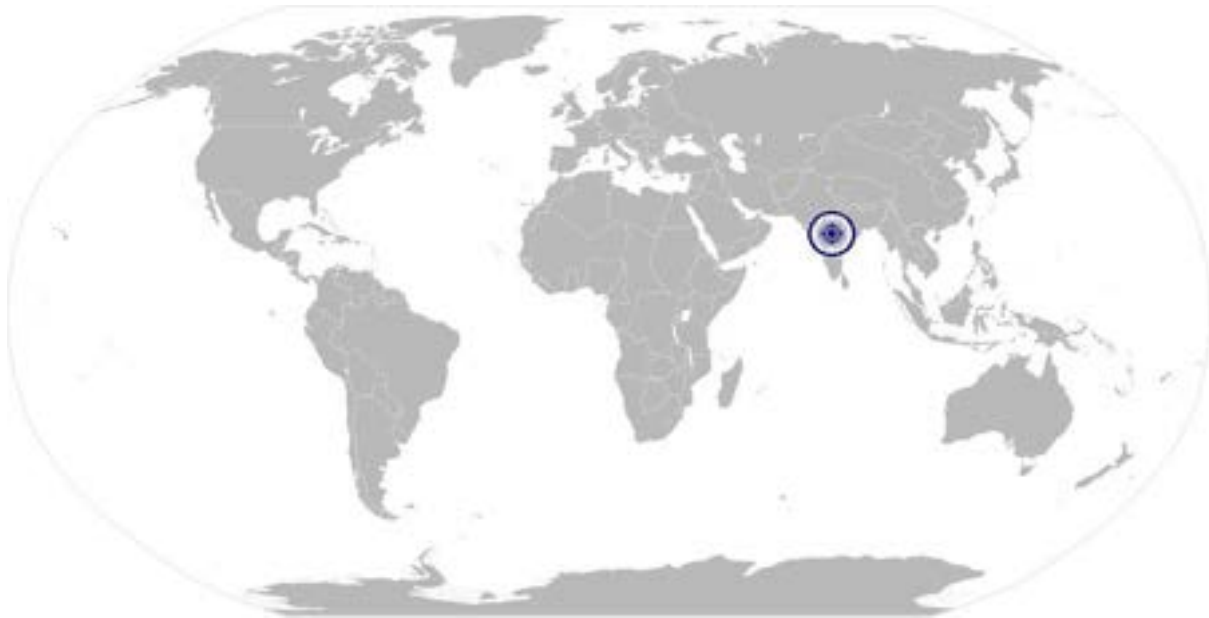
	The user/individual on the job needs to know and understand how to: SB3. Think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB4. Identify immediate or temporary solutions to resolve delays SB5. Identify sources of support that can be availed of for problem solving for various kind of problems SB6. Seek appropriate assistance from other sources to resolve problems SB7. Report problems that you cannot resolve to appropriate authority
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB8. Identify cause and effect relations in their area of work SB9. Use cause and effect relations to anticipate potential problems and their solution
	Critical Thinking
	N.A



ISC/N0103: Prepare for raw material handling operation

NOS Version Control:

NOS Code	ISC/N0103		
Credits(NSQF)	TBD	Version number	1.0
Industry	Iron and Steel	Drafted on	12/11/2014
Industry Sub-sector	Steel, Sponge Iron, Ferro Alloys, Re-Rollers, Refractory	Last reviewed on	1/04/2015
Occupation	Raw Material Handling	Next review date	1/04/2017

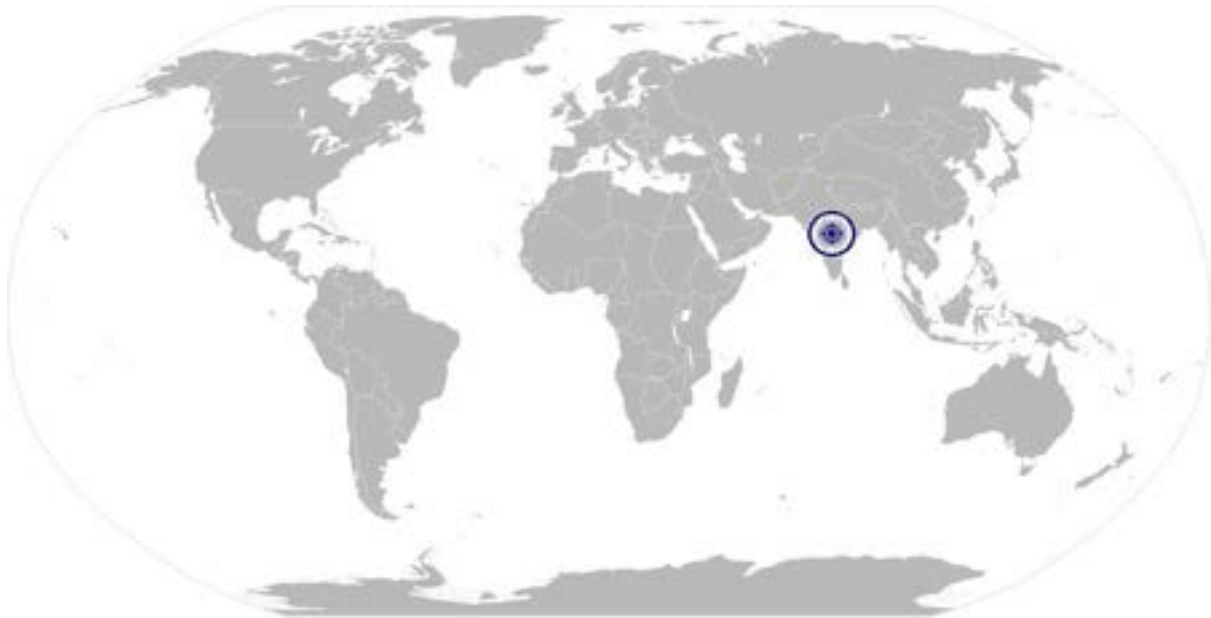




ISC/N0104:

Carry out raw material handling operation

National Occupational Standards



Overview

This unit covers the operation of carrying raw materials to various production units.

ISC/N0104:

Carry out raw material handling operation

National Occupational Standard

Unit Code	ISC/N0104
Unit Title (Task)	Carry out raw material handling operation
Description	This unit covers the operation of carrying raw materials to various production units.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Inspect the quality of the raw material available at the stock yard Conduct routine check of the bunker level for individual production unit Regular feedback to supervisor about the status of stock at stock yard
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Inspect the quality of the raw material available at the stock yard	To be competent, the user /individual on the job must be able to: PC1. Inspect the quality of raw material with respect to size (coal, iron ore, dolomite, lime stone, quartz, sinter etc.) PC2. Ensure mixing of raw materials for proper blending PC3. Ensure to segregate the stock of raw materials as per quality
Conduct routine check of the bunker level for individual production unit	To be competent, the user /individual on the job must be able to: PC4. Ensure to maintain the bunker levels to avoid accumulation of fines in the bunker to avoid charging delay
Regular feedback to supervisor about the status of stock at stock yard	To be competent, the user /individual on the job must be able to: PC5. Provide the feedback to the supervisor regularly for initiating the procurement action in time for various raw materials after checking the stock at the stock yard PC6. Ensure to maintain sufficient stock before monsoon to avoid any production delay due to raw material shortage PC7. Maintain logbook to record all activities performed and the various raw material stock level at the stock yard PC8. Report to the supervisor on completion of the assigned job
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. Job specific documents e.g. daily operation checklist and maintenance of the of the same KA2. Safety policy of the company KA3. Emergency organisation of the specific work site KA4. Risk and impact of not following defined procedures/work instructions KA5. Escalation matrix for reporting identified problems KA6. Cost of equipment and loss for the company that result from damage of equipment and direct / indirect cost of accidents KA7. Implications of delays in operational process
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. Estimation of quantity/volume to be conveyed per hour for full filling the material requirement KB2. Importance of availability of sufficient stock of raw materials in the stock yard for uninterrupted production KB3. Control cabins their location and operation KB4. Sequence of handling of the raw materials for different production units

ISC/N0104:

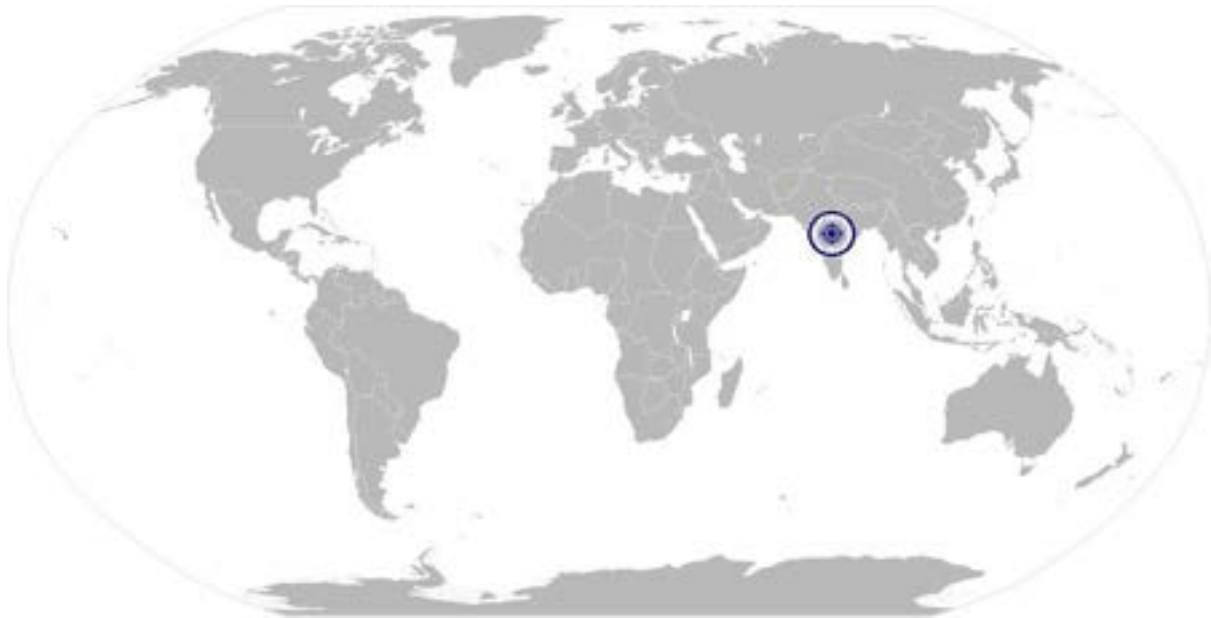
Carry out raw material handling operation

	<p>KB5. Control on levers for operation of bunker/chute gates in order to load the conveyor system properly</p> <p>KB6. Optimal loading of belt for smooth operation with respect to time frame and schedule production</p> <p>KB7. Optimal load on the conveyor for rated out put</p> <p>KB8. Visual checks to identify damage of conveyor belt</p> <p>KB9. General safety rules for moving/operating conveyor system</p> <p>KB10. Dangers of starting the conveyor belts without signal/alarm</p> <p>KB11. Different types of all raw materials and alloying materials to be handled</p> <p>KB12. Unit of measurements (volume /weight)</p> <p>KB13. Response to emergencies e.g. correct way to use fire extinguisher and other firefighting equipments</p>
Skills (S) w.r.t. the scope	
Element	Skills
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to:
	SA1. Construct simple sentences and express ideas clearly through written communication
	SA2. Fill up appropriate activity logs in required format of the company
	Reading and Understanding Skills
	The user/individual on the job needs to know and understand how to:
	SA3. Read and interpret previous shift log book / report SA4. Read and understand health and safety instructions, memos, reports, job cards, etc.
Oral Communication (Listening and Speaking skills)	
The user/individual on the job needs to know and understand how to:	
SA5. Express statements, opinions or information clearly so that others can hear and understand	
SA6. Respond appropriately to queries	
SA7. Communicate with team members and supervisor	
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to:
	SB1. 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:
	SB2. Plan and organize their own work schedule, work area, tools, equipment and materials to maintain decorum and for improved productivity
	Customer Centricity
N.A	
Problem Solving	
The user/individual on the job needs to know and understand how to:	
SB3. Think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)	

ISC/N0104:

Carry out raw material handling operation

	SB4. Identify immediate or temporary solutions to resolve delays
	SB5. Identify sources of support that can be availed of for problem solving for various kind of problems
	SB6. Seek appropriate assistance from other sources to resolve problems
	SB7. Report problems that you cannot resolve to appropriate authority
	Analytical Thinking
The user/individual on the job needs to know and understand how to:	
SB8. Identify cause and effect relations in their area of work	
SB9. Use cause and effect relations to anticipate potential problems and their solution	
Critical Thinking	
N.A	

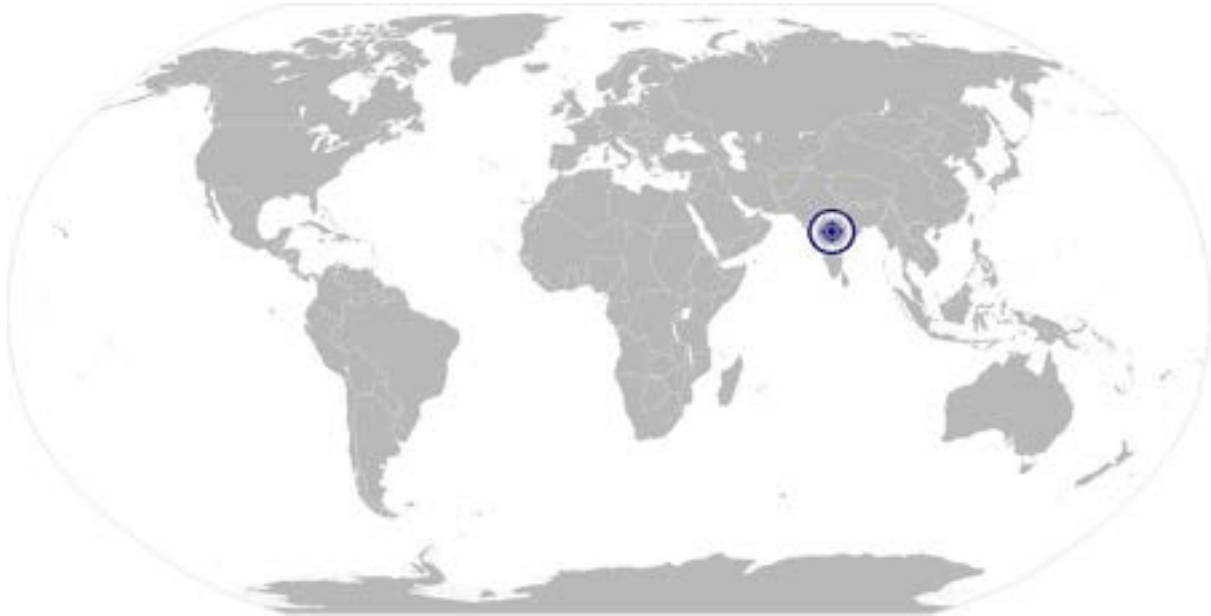


ISC/N0104:

Carry out raw material handling operation

NOS Version Control:

NOS Code	ISC/N0104		
Credits(NSQF)	TBD	Version number	1.0
Industry	Iron and Steel	Drafted on	12/11/2014
Industry Sub-sector	Steel, Sponge Iron, Ferro Alloys, Re-Rollers, Refractory	Last reviewed on	25/03/2015
Occupation	Raw Material Handling	Next review date	1/04/2017

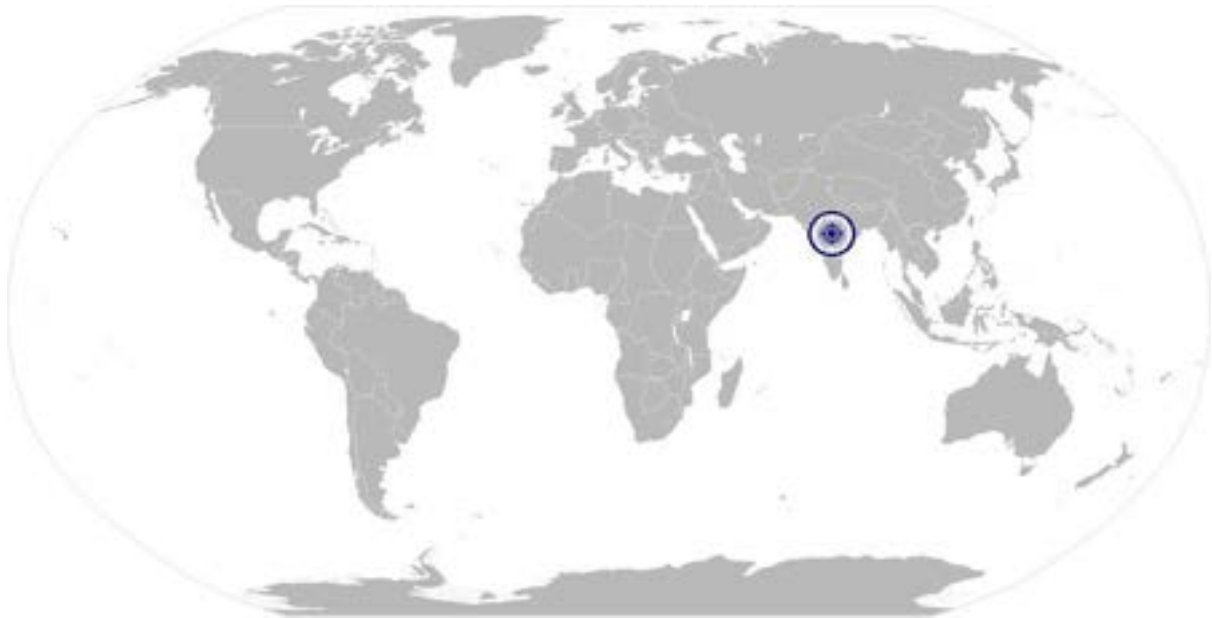




ISC/N0008:

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



ISC/N0008:

Use basic health and safety practices at the workplace

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 • CO & O2 Detector <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> <ul style="list-style-type: none"> • On chemical containers • Equipment • Packages

ISC/N0008:

Use basic health and safety practices at the workplace

	<ul style="list-style-type: none"> • Inside buildings • Open areas, public places etc. <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>Hazards include:</p> <ul style="list-style-type: none"> • 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. <p>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</p> <p>Safe working practices include:</p> <ul style="list-style-type: none"> • 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>Methods are:</p> <ul style="list-style-type: none"> • Training in health and safety procedures • Using health and safety procedures • Use of equipment and working practices (such as safe carrying procedures) • Safety notices, advice • Instruction from colleagues and supervisors <p>PC6. State location of general health and safety equipment in the workplace</p> <p>PC7. Inspect for faults, set up and safely use steps and ladders in general use</p> <p>Faults :</p> <ul style="list-style-type: none"> • Corrosion of metal components • Deterioration
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Use basic health and safety practices at the workplace

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

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<p>Emergencies, rescue and first-aid procedures</p>	<p>PC16. Demonstrate the correct use of a fire extinguisher</p> <p>The user/individual on the job should be able to:</p> <p>PC17. Demonstrate how to free a person from electrocution</p> <p>PC18. Administer appropriate first aid to victims as required e.g. in case of bleeding, burns, choking, electric shock, poisoning etc.</p> <p>PC19. Demonstrate basic techniques of bandaging</p> <p>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</p> <p>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</p> <p>PC23. Demonstrate the artificial respiration and the CPR Process</p> <p>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</p> <p>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 • Legal documents (e.g. Government notices) <p>Job titles:</p>
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Use basic health and safety practices at the workplace

	<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>
<p>Element</p>	<p>Knowledge and Understanding</p>
<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>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. Activities and causes of risk and accident</p> <p>KB5. Methods of accident prevention</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.</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>KB11. Importance of using protective clothing/equipment while working</p> <p>KB12. 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>KB13. Various causes of fire</p> <p>KB14. Techniques of using the different fire extinguishers</p> <p>KB15. Different methods of extinguishing fire</p> <p>KB16. Rescue techniques applied during a fire hazard</p> <p>KB17. Various types of safety signs and what they mean</p> <p>KB18. Appropriate basic first aid treatment relevant to the condition e.g. Shock,</p>

ISC/N0008:

Use basic health and safety practices at the workplace

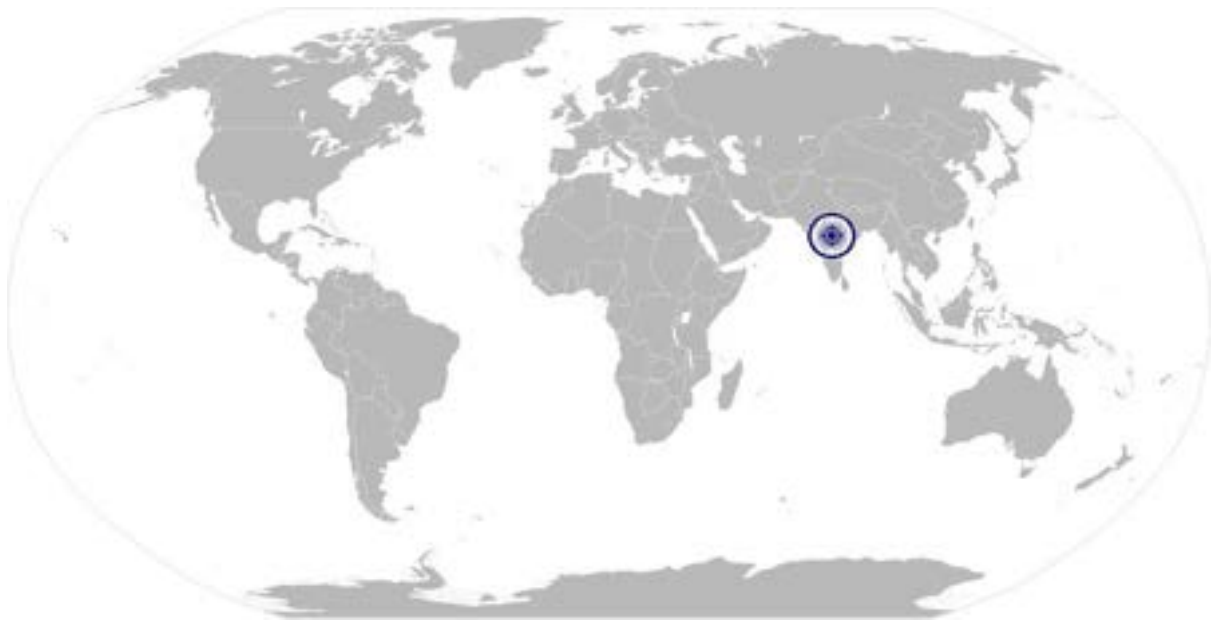
	<p>electrical shock, bleeding, breaks to bones, minor burns, resuscitation, poisoning, eye injuries</p> <p>KB19. Content of written accident report</p> <p>KB20. Potential injuries and ill health associated with incorrect manual handling</p> <p>KB21. Safe lifting and carrying practices</p> <p>KB22. Personal safety, health and dignity issues relating to the movement of a person by others</p> <p>KB23. 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:
	SB1. 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:
	SB2. Plan and organize their own work schedule, work area, tools, equipment and materials to maintain decorum and for improved productivity
	Customer Centricity
	N.A
	Problem Solving
	The user/individual on the job needs to know and understand how to:
SB3. Think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)	
SB4. Identify immediate or temporary solutions to resolve delays	
SB5. Identify sources of support that can be availed of for problem solving for various kind of problems	
SB6. Seek appropriate assistance from other sources to resolve problems	
SB7. Report problems that you cannot resolve to appropriate authority	
Analytical Thinking	
The user/individual on the job needs to know and understand how to:	
SB8. Identify cause and effect relations in their area of work	
SB9. Use cause and effect relations to anticipate potential problems and their solution	



ISC/N0008:

Use basic health and safety practices at the workplace

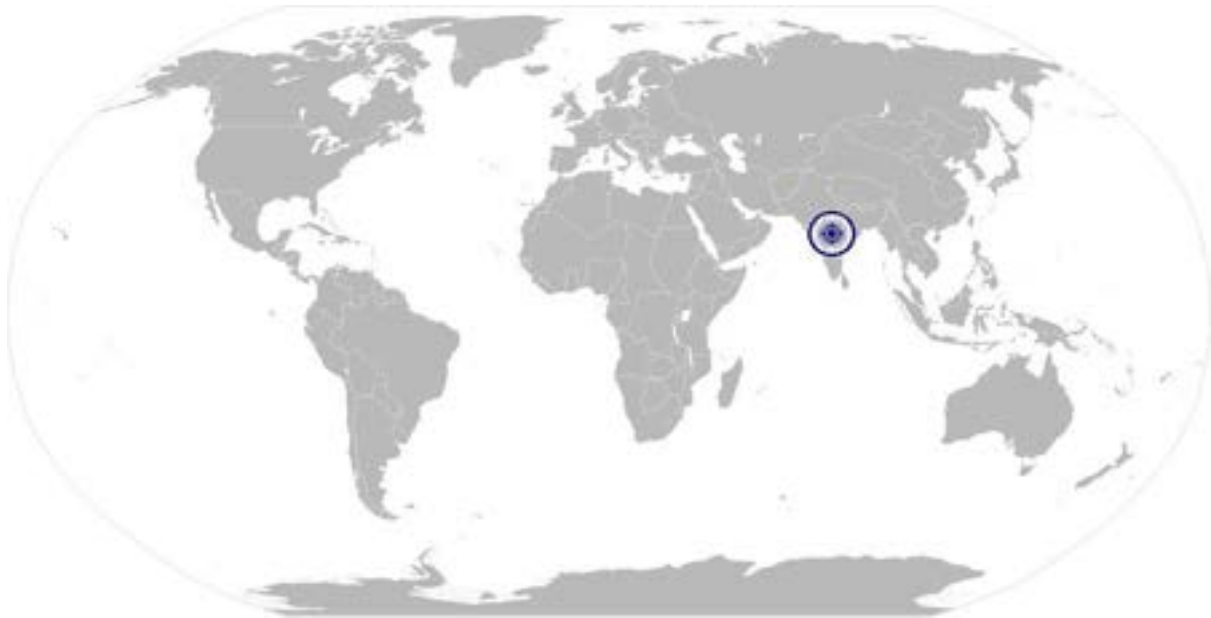
	Critical Thinking
	N.A



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

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	Raw Material Handling	Next review date	1/04/2017

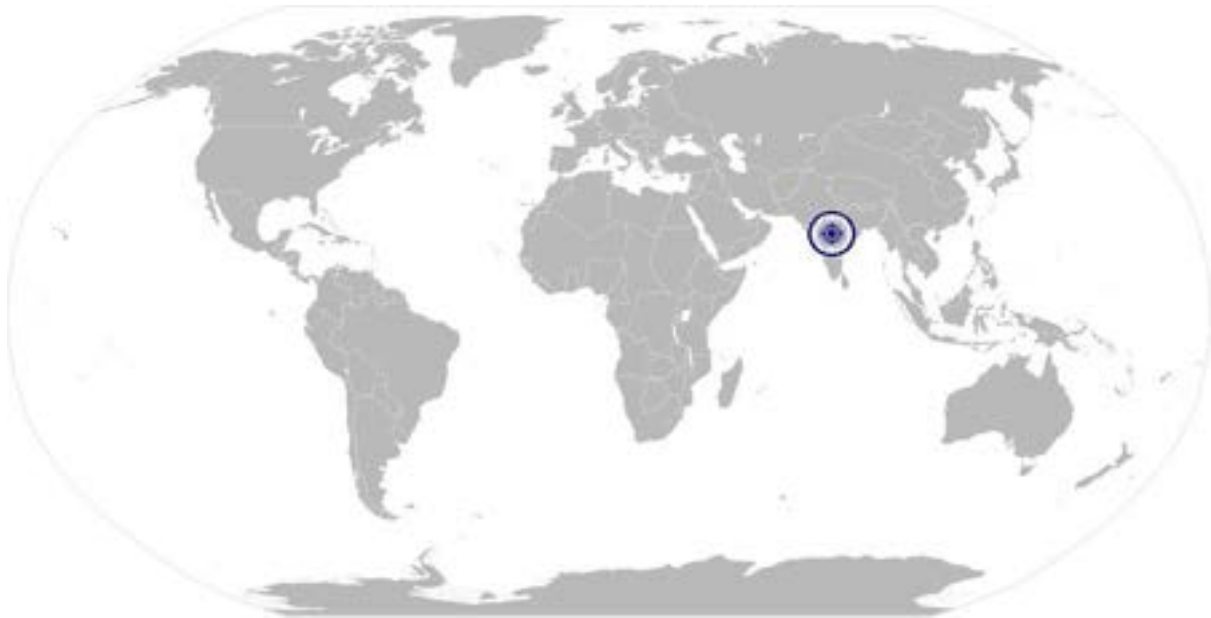




ISC/N0008:

Use basic health and safety practices at the workplace

National Occupational Standards



Overview

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

ISC/N0009:

Work effectively with others

National Occupational Standard

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

ISC/N0009:

Work effectively with others

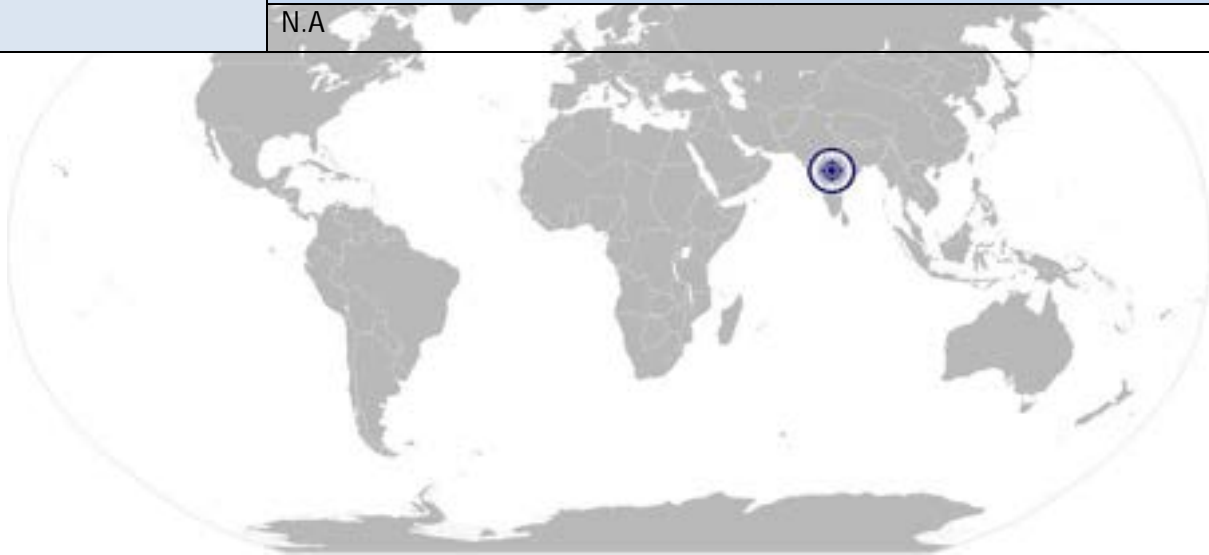
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Various categories of people that one is required to communicate and co-ordinate with in the organization</p> <p>KB2. Importance of effective communication in the workplace</p> <p>KB3. Importance of teamwork in organizational and individual success</p> <p>KB4. Various components of effective communication</p> <p>KB5. Key elements of active listening</p> <p>KB6. Value and importance of active listening and assertive communication</p> <p>KB7. Barriers to effective communication</p> <p>KB8. Importance of tone and pitch in effective communication</p> <p>KB9. Importance of avoiding casual expletives and unpleasant terms while communicating professional circles</p> <p>KB10. How poor communication practices can disturb people, environment and cause problems for the employee, the employer and the customer</p> <p>KB11. Importance of ethics for professional success</p> <p>KB12. Importance of discipline for professional success</p> <p>KB13. What constitutes disciplined behaviour for a working professional</p> <p>KB14. Common reasons for interpersonal conflict</p> <p>KB15. Importance of developing effective working relationships for professional success</p> <p>KB16. Expressing and addressing grievances appropriately and effectively</p> <p>KB17. Importance and ways of managing interpersonal conflict effectively</p>
Skills (S) w.r.t. the scope	
Element	Skills
A. Core Skills/ Generic Skills	<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</p> <p>SA2. Read and comprehend basic English to read manuals of operations</p> <p>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</p> <p>SA5. Provide clear instructions to co-workers, subordinates others</p>
B. Professional Skills	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. 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> <p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand:</p> <p>SB2. Plan and organize their own work schedule, work area, tools, equipment and materials to maintain decorum and for improved productivity</p>



ISC/N0009:

Work effectively with others

	Customer Centricity
	N.A
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB3. Think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB4. Identify immediate or temporary solutions to resolve delays SB5. Identify sources of support that can be availed of for problem solving for various kind of problems SB6. Seek appropriate assistance from other sources to resolve problems SB7. Report problems that you cannot resolve to appropriate authority
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB8. Identify cause and effect relations in their area of work SB9. Use cause and effect relations to anticipate potential problems and their solution
	Critical Thinking
	N.A

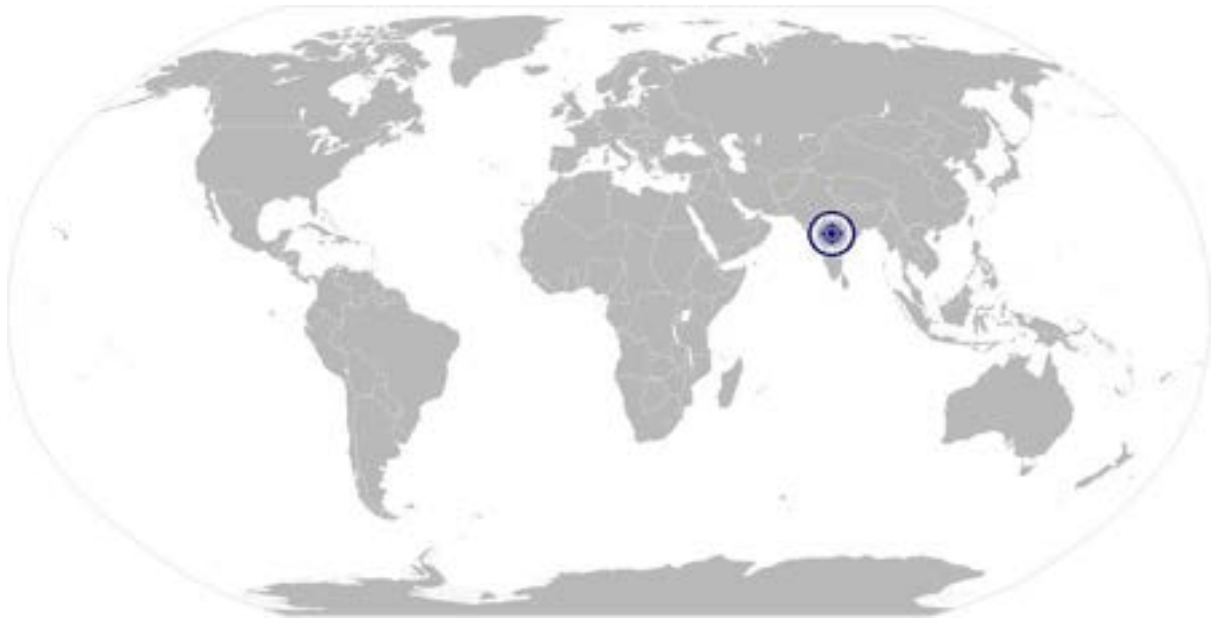


ISC/N0009:

Work effectively with others

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	Raw Material Handling	Next review date	1/04/2017



CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role: Assistant Raw Material Handling Operator

Qualification Pack: ISC/Q0101

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.

Assessment outcomes	Assessment Criteria for outcomes	Marks Allocated			
		Total Marks 1000	Out Of	Theory	Practical
ISC/N0102: Understand the assigned job of raw material handling	PC1. Ensure availability of the work instructions/check list for the assigned job	350	15	5	10
	PC2. Interpret the checklist / work instructions for different productions units for carrying out raw material handling		15	5	10
	PC3. Ensure proper sequence is followed during operation for filling raw materials to bunkers		20	5	15
	PC4. Seek clarification if any for different production unit for feeding raw materials to bunkers		20	5	15



PC5. Understand the need of specific raw materials and quantity required for production	20	5	15
PC6. Ensure the volume of specific raw materials (coal, iron ore, sinter, lime stone, dolomite, quartz, pellets) for various productions units are maintained up to desired level at the stock yard	20	5	15
PC7. Understand the function of de-luting system/defogging system installed in conveyor system	20	5	15
PC8. Adhere to time limits given by supervisor	15	5	10
PC9. Check the level of bunkers to be filled	15	5	10
PC10. Keep all conveyor gallery and stair cases clean and free from mud, dust etc.	15	5	10
PC11. Start the conveyor on no-load condition using the pushbutton switch for conveyor sequence operation	20	5	15
PC12. Adjust feeding gates for loading the belt considering the capacity of the belt	20	5	15
PC13. Ensure the main bunker is filled up to the required level for safe operation	20	5	15
PC14. Select and use the right type of operation for proper feeding of the conveyor belt	20	5	15
PC15. Utilize judiciously various communicating devices available in the conveyor gallery and control cabin	15	5	10
PC16. Ensure that the belt operation is safe from all hazards by raising appropriate signal/alarm	20	5	15
PC17. Study the log book/check list and organize the job according to requirement	15	5	10
PC18. Inspect the worksite to identify cleanliness of the conveyor gallery, walkway and stair cases	15	5	10
PC19. Maintain logbook to record all activities performed before starting the conveyor system	15	5	10



	PC20. Report defects precisely to the supervisor if beyond scope of his role		15	5	10
		Total	350	100	250
ISC/N0103: Prepare for raw material handling operation	PC1. Check the sequence of belt operation as per job requirement	200	20	5	15
	PC2. Identify which material is to be conveyed as per job requirement		25	5	20
	PC3. Identify the belts by which the required materials is to be conveyed at the different production units		25	5	20
	PC4. Seek any clarifications form the supervisor in case of any doubt		20	5	15
	PC5. Inspect the stock level for various raw materials in the bunkers and at the stock yard to full fill the production target		25	5	20
	PC6. Inspect the pattern of loading the belt to fill the bunker within the given time schedule		25	5	20
	PC7. Check visually the conveyor belt with all accessories (prime movers, gear box, driving pulley, coupling, belts, conveying and return side idler, bunker gates, chutes, feeders etc.)		20	5	15
	PC8. Start the belt is no load condition		20	5	15
	PC9. Gradually open the bunker gates/feeders for control loading of the raw materials on the belt as per capacity		20	5	15
				Total	200
ISC/N0104: Carry out raw material handling operation	PC1. Inspect the quality of raw material with respect to size (coal, iron ore, dolomite, lime stone, quartz, sinter etc.)	200	25	5	20
	PC2. Ensure mixing of raw materials for proper blending		30	10	20
	PC3. Ensure to segregate the stock of raw materials as per quality		30	10	20
	PC4. Ensure to maintain the bunker levels to avoid accumulation of fines in the bunker to avoid charging delay		25	5	20



	PC5. Provide the feedback to the supervisor regularly for initiating the procurement action in time for various raw materials after checking the stock at the stock yard		20	5	15
	PC6. Ensure to maintain sufficient stock before monsoon to avoid any production delay due to raw material shortage		30	10	20
	PC7. Maintain logbook to record all activities performed and the various raw material stock level at the stock yard		20	5	15
	PC8. Report to the supervisor on completion of the assigned job		20	5	15
		Total	200	55	145
ISC/N0008: Use basic health and safety practices at the workplace	PC1. Use protective clothing/equipment for specific tasks and work conditions	150	10	5	5
	PC2. State the name and location of people responsible for health and safety in the workplace		5	0	5
	PC3. State the names and location of documents that refer to health and safety in the workplace		1	0	1
	PC4. Identify job-site hazardous work and state possible causes of risk or accident in the workplace		9	5	4
	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		1	0	1
	PC11. Identify common hazard signs displayed in various areas		6	5	1



PC12. Retrieve and/or point out documents that refer to health and safety in the workplace		4	0	4
PC13. Use the various appropriate fire extinguishers on different types of fires correctly		9	5	4
PC14. Demonstrate rescue techniques applied during fire hazard		10	5	5
PC15. Demonstrate good housekeeping in order to prevent fire hazards		1	0	1
PC16. Demonstrate the correct use of a fire extinguisher		4	0	4
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		9	5	4



	PC26. Demonstrate correct method to move injured people and others during an emergency		1	0	1
		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