

## QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR CAPITAL GOODS INDUSTRY

### What are Occupational Standards(OS)?

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

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### Introduction

## Qualifications Pack: Service Engineer - Installation

**SECTOR:** CAPITAL GOODS

**SUB-SECTOR:**

- |                                     |                                    |
|-------------------------------------|------------------------------------|
| 1. Machine Tools                    | 3. Textile Manufacturing Machinery |
| 2. Plastics Manufacturing Machinery | 4. Process Plant Machinery         |
|                                     | 5. Electrical and Power Machinery  |

**OCCUPATION:** Service

**REFERENCE ID:** CSC/ Q 0501

**ALIGNED TO:** NCO-2004/NIL

**Service Engineer - Installation:** Perform for installing a range of mechanical equipment such as machine tools, process control equipment, rotating mechanical equipment, conveyors, equipment for lifting and handling, hydraulic press, furnaces, auto / manual welding machines, shot blasting machines, process plant equipment, in accordance with approved procedures

**Brief Job Description:** It also involves technical ability to understand various machine/foundation drawings, surveying the site, checking of foundation wherever required, facilitating foundation load tests if required, taking necessary clearances organizing the movement of equipment to be installed, including safe unloading of machine part near site, and performing the leveling, aligning and coupling, the connection of sub-assemblies, and the alignment and connection to external units, such as power supplies, hydraulic and pneumatic assemblies, etc. Carrying out tests (wherever required) as per standards prescribed

**Personal Attributes:** Basic communication, numerical and computational abilities. Openness to learning, ability to plan and organize own work and identify and solve problems in the course of working. Understanding the need to take initiative and manage self and work to improve efficiency and effectiveness

<b>Job Details</b>	<b>Qualifications Pack Code</b>	<b>CSC/ Q 0501</b>		
	<b>Job Role</b>	<b>Service Engineer - Installation</b>		
	<b>Credits NSQF</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
	<b>Sector</b>	<b>CAPITAL GOODS</b>	<b>Drafted on</b>	<b>14/04/14</b>
	<b>Sub-sector</b>	<ol style="list-style-type: none"> <li>1. Machine Tools</li> <li>2. Plastics Manufacturing Machinery</li> <li>3. Textile Manufacturing Machinery</li> <li>4. Process Plant Machinery</li> <li>5. Electrical and Power Machinery</li> </ol>	<b>Last reviewed on</b>	<b>18/03/15</b>
	<b>Occupation</b>	<b>SERVICE</b>	<b>Next review date</b>	<b>30/08/16</b>
	<b>NSQC Clearance on</b>	<b>19/05/2015</b>		

Job Role	Service Engineer - Installation
Role Description	Perform for installing a range of mechanical equipment such as machine tools, process control equipment, rotating mechanical equipment, conveyors, equipment for lifting and handling, process plant equipment, in accordance with approved procedures
NSQF level	4
Minimum Educational Qualifications	Diploma - Mechanical Engineering
Maximum Educational Qualifications	N.A.
Training (Suggested but not mandatory)	No Previous Training Required
Minimum Job Entry Age	18 Years Old
Experience	Minimum 1 year apprenticeship or equivalent
Applicable National Occupational Standards (NOS)	<p><b>Compulsory:</b></p> <ol style="list-style-type: none"> <li><a href="#">CSC/ N 0501 (Install mechanical equipment at site)</a></li> <li><a href="#">CSC/ N 1335 (Use basic health and safety practices at the workplace)</a></li> <li><a href="#">CSC/ N 1336 (Work effectively with others)</a></li> </ol> <p><b>Optional:</b> N.A.</p>
Performance Criteria	As described in the relevant OS units

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

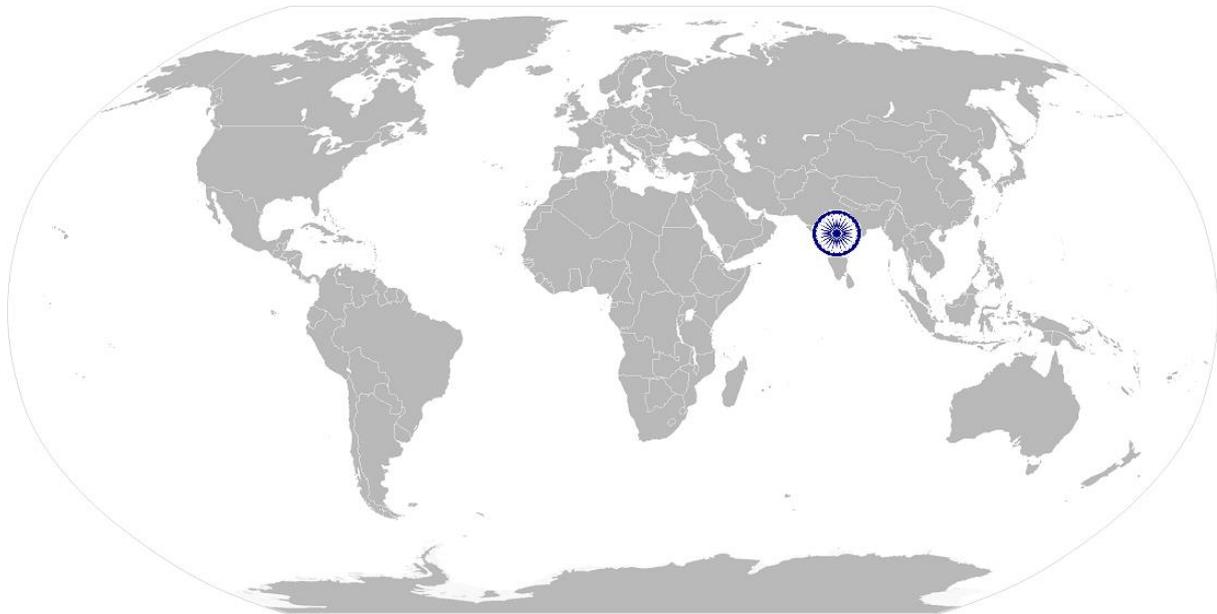
Acronyms	Keywords /Terms	Description
	AC	Alternating Current
	CO2	Carbon dioxide
	CPR	Cardiac Pulmonary Resuscitation
	PPE	Personal Protective Equipment

CSC/ N 0501:

Install mechanical equipment at site

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# National Occupational Standard



## Overview

This unit covers the installing of a range of mechanical equipment such as machine tools, process control equipment, rotating mechanical equipment, conveyors, equipment for lifting and handling, hydraulic press, furnaces, auto / manual welding machines, shot blasting machines, process plant equipment, in accordance with approved procedures.

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<b>Unit Code</b>	<b>CSC/ N 0501</b>
<b>Unit Title (Task)</b>	<b>Install mechanical equipment at site</b>
<b>Description</b>	<p>This unit covers the skills and knowledge required for installing a range of mechanical equipment such as machine tools, process control equipment, rotating mechanical equipment, conveyors, lifting and handling equipment hydraulic press, furnaces, auto / manual welding machines, shot blasting machines and processing plant machinery that have mechanical systems connected to them, in accordance with approved procedures.</p> <p>The candidate will be expected to work with a minimum of supervision, taking personal responsibility for own actions and for the quality and accuracy of the work.</p>
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Working safely</li> <li>• Carry out a site check, prior to the installation</li> <li>• Carry out a check on receiving the product for installation</li> <li>• Prepare the product for installation</li> <li>• Install the mechanical equipment</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Working safely</b>	<p>The user/individual on the job should be able to:</p> <p>PC1. comply with health and safety, environmental and other relevant regulations and guidelines at work</p> <p>PC2. adhere to procedures and guidelines for personal protective equipment (PPE) and other relevant safety regulations while performing installation operations</p> <p>PC3. ensure work area is clean and safe from hazards</p> <p>PC4. ensure that all tools, equipment, power tool cables, extension leads are in a safe and usable condition</p> <p>PC5. obtain clearance to carry out the installation activities</p> <p>PC6. provide safe access and working arrangements for the installation area</p> <p>PC7. ensure safe isolation of services during the installation</p> <p>PC8. dispose of waste items in a safe and environmentally acceptable manner</p> <p>PC9. leave the work area in a safe condition and free from foreign object debris</p>
<b>Carry out a site check, prior to the installation</b>	<p>The user/individual on the job should be able to:</p> <p>PC10. plan the installation activities in an efficient and appropriate manner</p> <p>PC11. survey and inspect the site and foundation for the following: <b>Inspect the following:</b> ensure that the site is accessible; ensure that site is free from obstructions or hazards; conduct load test to test suitability of foundation where required; ensure the site is suitably prepared for the mechanical equipment installation to take place</p> <p>PC12. ensure that appropriate utilities are available (eg. gas, water, air, electricity)</p> <p>PC13. ensure that required installation consumables are available</p> <p>PC14. ensure that safety and environmental conditions can be met</p> <p>PC15. obtain necessary permits to carry out the required work</p> <p>PC16. check the installation job specification documentation are available and</p>

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	<p>correct <b>Job specification documents:</b> e.g. assembly drawings; layout drawings; contractual specifications; manufacture’s guidelines for installation; spares check and handover; manuals check and handover, etc. PC17. instruct and supervise marking out of positioning and layouts</p>
<p><b>Carry out a check on receiving the product for installation</b></p>	<p>The user/individual on the job should be able to: PC18. check and record for any physical damages to the machine/equipment PC19. compare received product and accessories with product order specifications PC20. take appropriate action in lieu with manufacturer and customer, in case of any deviations</p>
<p><b>Prepare the product for installation</b></p>	<p>The user/individual on the job should be able to: PC21. instruct and supervise use of grouting and adhesives after conducting foundation/site inspection PC22. instruct and supervise drilling holes for rig and anchor bolts PC23. instruct and supervise the movement and positioning of equipment, using cranes or forklifts as per the layout PC24. remove moisture absorbent bags, rust preventive, locking devices PC25. fill oils for lubrication, hydraulic and other special oils PC26. ensure the machine is clean</p>
<p><b>Install the mechanical equipment</b></p>	<p>The user/individual on the job should be able to: PC27. install the machine in accordance with manufacturers' and site specifications PC28. perform routine modifications/alterations as per standard operating procedures or in consultation with manufacturer and customer, where required PC29. use the various installation tools and equipment as required <b>Instruments:</b> straight edges and feeler gauges; spirit levels with appropriate accuracy; mandrels; dial test indicators; measuring instruments (meter tape, vernier caliper, micrometers, depth gauges); plumb lines and taut wires; tension meters; customized gauges; multimeters; autocollimator; laser interferometer; right angle/square block PC30. apply installation techniques like leveling, aligning, coupling and connecting in accordance with specifications PC31. fill coolants, oil and other fluids as per specifications PC32. ensure the site is cleaned and clear of all debris and left in safe state PC33. all reports and documentation are completed correctly to required specifications PC34. produce installations which comply with the equipment manufacturer’s operation specification/range PC35. deal promptly and effectively with problems within control, and seek help and guidance from the relevant people for problems that cannot be resolved PC36. complete the relevant paperwork, and pass to the appropriate people <b>Paperwork:</b> work instruction checklist along with non-conformance report; installation records; company specific documentation; service report to be signed by customer; maintain and hand-over log data sheet PC37. give a brief to the customer staff on do’s and don’ts of the operation and maintenance of the machine PC38. switch on product equipment and carry out check for proper functioning without load</p>

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	<p><b>Checks:</b> system turns on; input and output voltage levels are being arrived at; hydraulics are working; pressure is building as per requirement; working of fans, motors, ACs, etc. and functioning properly; various sub-parts of the machinery functions; check oils and coolant; testing that the equipment operates to the installation specification</p> <p>PC39. make adjustments, appropriate to the equipment being installed</p>
<b>Knowledge and Understanding (K)</b>	
<p><b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. legislation, standards, policies, and procedures followed in the company relevant to own employment and performance conditions</p> <p>KA2. relevant health and safety requirements applicable in the work place</p> <p>KA3. importance of working in clean and safe environment</p> <p>KA4. own job role and responsibilities and sources for information pertaining to employment terms, entitlements, job role and responsibilities</p> <p>KA5. reporting structure, inter-dependent functions, lines and procedures in the work area</p> <p>KA6. relevant people and their responsibilities within the work area</p> <p>KA7. escalation matrix and procedures for reporting work and employment related issues</p> <p>KA8. documentation and related procedures applicable in the context of employment and work</p> <p>KA9. importance and purpose of documentation in context of employment and work</p>
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. procedures to be carried out before starting work on the installation</p> <p>KB2. specific safe working practices, installation procedures and environmental regulations that must be observed</p> <p>KB3. hazards associated with carrying out the installation of machinery and plant equipment and how can they be minimized</p> <p>KB4. personal protective equipment to be used during the fabrication and fitting activities and where can it be obtained</p> <p>KB5. types and sources of appropriate job specifications <b>Job specification documents:</b> e.g. assembly drawings; layout drawings; contractual specifications; manufacture's guidelines for installation; spares check and handover; manuals check and handover</p> <p>KB6. common terminology used in installation of machinery and plant equipment</p> <p>KB7. interpretation of drawings, standards, quality control procedures and specifications used for the installation including testing procedures</p> <p>KB8. equipment to be installed, its operating procedures and function</p> <p>KB9. methods of marking out the site for positioning of the equipment, and the tools and equipment used for this</p> <p>KB10. methods of drilling holes for rag and expanding bolts (including the use of grouting and adhesives)</p> <p>KB11. various mechanical fasteners that will be used, and their method of installation (eg. threaded fasteners, special securing devices, masonry fixing devices)</p> <p>KB12. torque loading requirements of the fasteners, and what to do if these</p>

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	<p>loadings are exceeded or not achieved</p> <p>KB13. correct tools, equipment, and fasteners for the installation activities</p> <p>KB14. types of tools and instruments used to position, secure and align the equipment (eg. spanners, wrenches, crow bars, torque wrenches, engineer’s levels, alignment telescopes and laser devices)  <b>Instruments:</b> straight edges and feeler gauges; spirit levels with appropriate accuracy; mandrels; dial test indicators; measuring instruments (meter tape, vernier caliper, micrometers, depth gauges); plumb lines and taut wires; tension meters; customized gauges; multimeters; autocollimator; laser interferometer; right angle/square block</p> <p>KB15. techniques used to position, align, level and adjust the equipment</p> <p>KB16. methods of lifting, handling and supporting the equipment during the installation activities</p> <p>KB17. methods of connecting to mechanical power transmission devices (eg. belt and chain drives, couplings, clutches and brakes)</p> <p>KB18. methods of connecting equipment to service supplies (eg. electrical, fluid power, compressed air oil and fuel supplies)</p> <p>KB19. procedure for the safe disposal of waste materials</p> <p>KB20. how to conduct any necessary checks to ensure the equipment integrity, functionality, accuracy, and quality of the installation  <b>Checks:</b> setting working clearance; tensioning; checking level and alignment; making visual checks for completeness and freedom from damage; making sensory checks (sight, sound, smell, touch); ensuring that moving parts are guarded and clear of obstruction; checking torque settings of fasteners fitted at the site; ensuring locking devices are fitted to fasteners (where appropriate); ensure fulfillment of specific instruction in manufactures’ guidelines</p> <p>KB21. how to recognize installation defects and how to address them appropriately  <b>Defects:</b> leaks, poor seals, misalignment, ineffective fasteners, foreign object damage, contamination, vibration, etc.</p> <p>KB22. importance of ensuring that the completed installation is free from dirt, and foreign object damage, and of ensuring that any exposed components or pipe ends are correctly covered/protected</p> <p>KB23. calibration/care and control procedures for tools and equipment</p> <p>KB24. problems that can occur with the installation operations, and how these can be overcome</p> <p>KB25. fault-finding techniques to be used when the equipment fails to operate correctly</p> <p>KB26. recording documentation and importance of completing it accurately and timely for the activities undertaken</p> <p>KB27. extent of own responsibility, and whom to report to in case there is a problems that is not getting resolved</p> <p>KB28. reading of various job related engineering drawings</p> <p>KB29. knowledge of the mechanical equipment function and product</p> <p>KB30. knowledge of component machining processes</p> <p>KB31. relevant basic electrical installation theory (electrical connections of the equipment to be installed)</p> <p>KB32. do’s and don’ts of operating and maintaining the machine</p>
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Skills (S) [Optional]	
A. Core Skills/ Generic Skills	<p><b>Communication</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. read and interpret information correctly from various job specification documents, manuals, health and safety instructions, memos, etc. applicable to the job in English and/or local language</p> <p>SA2. fill up appropriate technical forms, process charts, activity logs as per organizational format in English and/or local language</p> <p>SA3. convey and share technical information clearly using appropriate language</p> <p>SA4. check and clarify task-related information</p> <p>SA5. liaise with appropriate authorities using correct protocol</p> <p>SA6. communicate with people in respectful form and manner in line with organizational protocol</p> <p>SA7. listen to questions and concerns of the customer and provide resolution in a respectful manner as per organizational guidelines</p> <p>SA8. be well dressed and groomed</p> <p>SA9. put forward ones point of view in a convincing manner</p>
	<p><b>Numerical and computational skills</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA10. undertake numerical operations, geometry and calculations/ formulae <b>Arithmetic:</b> addition, subtraction, multiplication, division, fractions and decimals, percentages and proportions, simple ratios and averages</p> <p>SA11. use appropriate measuring techniques</p> <p>SA12. express numerical solutions to a degree of accuracy that is appropriate to the value being calculated <b>Degree of accuracy:</b> correct to three significant figures, correct to two decimal places, express a decimal fraction in standard form, express tolerance in terms of limits of size</p> <p>SA13. use a calculator to raise a number to a power and determine square roots</p> <p>SA14. use formulae to complete transpositions and solve problems <b>Transpositions:</b> involving addition, subtraction, multiplication and division in any combination using a maximum of three terms, for example Ohm's Law, substitution of known values</p> <p>SA15. use algebraic expressions to solve linear equations</p> <p>SA16. plot and interpret straight line graphs</p> <p>SA17. apply pythagoras' theorem to perform calculations</p> <p>SA18. explain how to use sine, cosine and tangent to solve typical engineering problems <b>Sine, Cosine and Tangent:</b> state their ratios for angles up to 90°, determine their values for given angles up to 90°, solve simple problems</p> <p>SA19. define density and relative density and solve related problems using formula</p> <p>SA20. define moments of a force and solve related problems using formula <b>Moments of a force:</b> define and apply the 'Principle of Moments', define the meanings of the terms 'torque' &amp; 'couple'</p> <p>SA21. define work, power and energy and solve related problems using formula <b>Work, Power and Energy:</b> explain what is meant by energy; state that the unit of energy is the joule (J), the unit of power is the watt (W) and the unit of</p>

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	<p>work is the joule (J); define power in terms of voltage/current and work done per second, perform calculations for work, power and energy, levers and couples work, power and energy, define work done in terms of force and distance moved</p> <p>SA22. define friction and solve related problems using formula <b>Friction:</b> definition, explain coefficient of friction, explain how friction can be reduced, select materials that will rotate, or slide together with low frictional value, perform calculations for friction</p> <p>SA23. describe the relationship between temperature changes and changes in length <b>Temperature:</b> define coefficient of expansion, solve numerical problems to determine the change in length due to temperature</p> <p>SA24. define types of heat and solve related problems using formula <b>Heat:</b> define specific heat capacity, specific latent heat (fusion, evaporation) solve numerical problems associated with specific heat capacity, specific latent heat of fusion, specific latent heat of evaporation</p> <p>SA25. measure heights and angles at a site</p>
	<p><b>Learning</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA26. participate in on-the-job and other learning, training and development interventions and assessments</p> <p>SA27. clarify task related information with appropriate personnel or technical adviser</p> <p>SA28. seek to improve and modify own work practices</p> <p>SA29. maintain current knowledge of application standards, legislation, codes of practice and product/process developments</p> <p><b>Computer Basics</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA30. perform basic operations in a computer like switching it on/off, using the mouse and keyboard, accessing files, opening, closing, creating and deleting folders, etc.</p> <p>SA31. use basic office applications like spread sheet, word processor, presentations</p> <p>SA32. use ERP software and other organizational software specific to quality function</p> <p>SA33. use email to communicate within the organization as per organization guidelines</p> <p>SA34. retrieve and enter data using standard system forms and templates</p> <p>SA35. write a small program which consists of all the machine functions</p> <p>SA36. take printouts of documents</p>
<p><b>B. Professional Skills</b></p>	<p><b>Problem Solving</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. identify problems with work planning, procedures, output and behavior and their implications</p> <p>SB2. prioritize and plan for problem solving</p> <p>SB3. communicate problems appropriately to others</p> <p>SB4. identify sources of information and support for problem solving</p>

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	<p>SB5. seek assistance and support from other sources to solve problems</p> <p>SB6. identify effective resolution techniques</p> <p>SB7. select and apply resolution techniques</p> <p>SB8. seek evidence for problem resolution</p>
	<p><b>Plan and Organize</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. plan, prioritize and sequence work operations as per job requirements</p> <p>SB10. organize and analyze information relevant to work</p> <p>SB11. basic concepts of shop-floor work productivity including waste reduction, efficient material usage and optimization of time</p>
	<p><b>Initiative and Enterprise</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB12. undertake and express new ideas and initiatives to others</p> <p>SB13. modify work plan to overcome unforeseen difficulties or developments that occur as work progresses</p> <p>SB14. participate in improvement procedures including process, quality and internal/external customer/supplier relationships</p> <p>SB15. one's competencies in new and different situations and contexts to achieve more</p>
	<p><b>Self-Management</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB16. exercise restraint while expressing dissent and during conflict situations</p> <p>SB17. avoid and manage distractions to be disciplined at work</p> <p>SB18. manage own time for achieving better results</p>
	<p><b>Teamwork</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB19. work in a team in order to achieve better results</p> <p>SB20. identify and clarify work roles within a team</p> <p>SB21. communicate and cooperate with others in the team for better results</p> <p>SB22. seek assistance from fellow team members</p>
	<p><b>Customer Centricity</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB23. follow correct communication protocols with customers</p> <p>SB24. work towards ensuring customer satisfaction and delight</p> <p>SB25. contribute to customer satisfaction</p> <p>SB26. meet customer needs for information and assistance</p> <p>SB27. recognize and communicate limits of one's authority and ability in responding to customer expectations</p> <p>SB28. collect and pass on accurate and timely customer feedback to appropriate company authorities</p> <p>SB29. handle customer disgruntlement and dissatisfaction</p>
	<p><b>Critical Thinking</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB30. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action</p>

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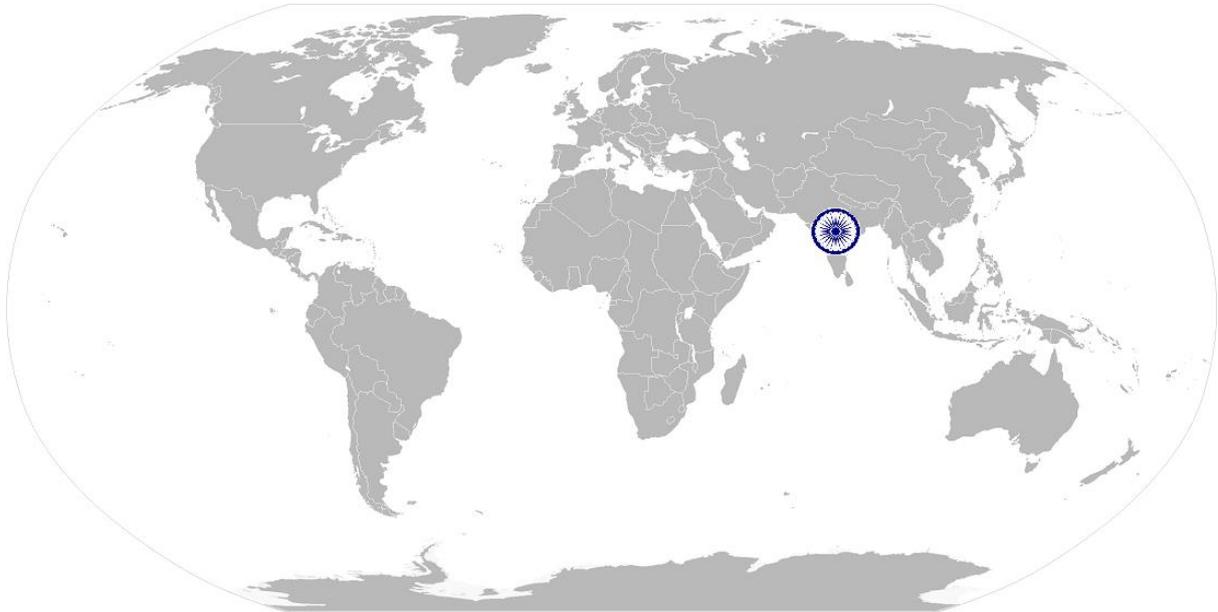
## NOS Version Control

<b>NOS Code</b>	<b>CSC/ N 0501</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Capital Goods</b>	<b>Drafted on</b>	<b>14/04/14</b>
<b>Industry Sub-sector</b>	<ol style="list-style-type: none"> <li>1. Machine Tools</li> <li>2. Plastics Manufacturing Machinery</li> <li>3. Textile Manufacturing Machinery</li> <li>4. Process Plant Machinery</li> <li>5. Electrical and Power Machinery</li> </ol>	<b>Last reviewed on</b>	<b>18/03/15</b>
<b>Occupation</b>	<b>Service</b>	<b>Next review date</b>	<b>30/08/16</b>

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

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# National Occupational Standard



## Overview

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

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

National Occupational Standard	<b>Unit Code</b>	<b>CSC / N 1335</b>
	<b>Unit Title (Task)</b>	<b>Use basic health and safety practices at the workplace</b>
	<b>Description</b>	<p>This OS unit is about knowledge and practices relating to health, safety and security that candidates need to use in the workplace. It covers responsibilities towards self, others, assets and the environment.</p> <p>It includes understanding of risks and hazards in the workplace, along with common techniques to minimize risk, deal with accidents, emergencies, etc.</p> <p>It covers knowledge of fire safety, common first aid applications, safe practices and emergency procedures.</p>
	<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Health and safety</li> <li>• Fire safety</li> <li>• Emergencies, rescue and first-aid procedures</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>		
<b>Element</b>	<b>Performance Criteria</b>	
<b>Health and safety</b>	<p>The user/individual on the job should be able to:</p> <p>PC1. use protective clothing/equipment for specific tasks and work conditions</p> <p><b>Protective clothing:</b> leather or asbestos gloves, flame proof aprons, flame proof overalls buttoned to neck, cuffless (without folds), trousers, reinforced footwear, helmets/hard hats, cap and shoulder covers, ear defenders/plugs, safety boots, knee pads, particle masks, glasses/goggles/visors</p> <p><b>Equipment:</b> hand shields, machine guards, residual current devices, shields, dust sheets, respirator</p> <p>PC2. state the name and location of people responsible for health and safety in the workplace</p> <p>PC3. state the names and location of documents that refer to health and safety in the workplace</p> <p>PC4. identify job-site hazardous work and state possible causes of risk or accident in the workplace</p> <p><b>Hazards:</b> sharp edged and heavy tools; heated metals; oxyfuel and gas cylinders; welding radiation; hazardous surfaces(sharp, slippery, uneven, chipped, broken, etc.); hazardous substances(chemicals, gas, oxy-fuel, fumes, dust, etc.); physical hazards(working at heights, large and heavy objects and machines, sharp and piercing objects, tolls and machines, intense light, load noise, obstructions in corridors, by doors, blind turns, noise, over stacked shelves and packages, etc.) electrical hazards (power supply and points, loose and naked cables and wires, electrical machines and appliances, etc.)</p>	

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

	<p><b>Possible causes of risk and accident:</b> physical actions; reading; listening to and giving instructions; inattention; sickness and incapacity (such as drunkenness); health hazards (such as untreated injuries and contagious illness)</p> <p>PC5. carry out safe working practices while dealing with hazards to ensure the safety of self and others</p> <p><b>Safe working practices:</b> using protective clothing and equipment; putting up and reading safety signs; handle tools in the correct manner and store and maintain them properly; keep work area clear of clutter, spillage and unsafe object lying casually; while working with electricity take all electrical precautions like insulated clothing, adequate equipment insulation, use of control equipment, dry work area, switch off the power supply when not required, etc.; safe lifting and carrying practices; use equipment that is working properly and is well maintained; take due measures for safety while working in confined places, trenches or at heights, etc. including safety harness, fall arrestors, etc.</p> <p>PC6. state methods of accident prevention in the work environment of the job role</p> <p><b>Methods of accident prevention:</b> training in health and safety procedures; using health and safety procedures; use of equipment and working practices (such as safe carrying procedures); safety notices, advice; instruction from colleagues and supervisors</p> <p>PC7. state location of general health and safety equipment in the workplace</p> <p><b>General health and safety equipment:</b> fire extinguishers; first aid equipment; safety instruments and clothing; safety installations(eg fire exits, exhaust fans)</p> <p>PC8. inspect for faults, set up and safely use steps and ladders in general use</p> <p><b>Ladder faults:</b> corrosion of metal components, deterioration, splits and cracks timber components, imbalance, loose rungs, missing/unfixed nuts or bolts, etc.</p> <p><b>Ladders set up:</b> firm/level base, clip/lash down, leaning at the correct angle, etc.</p> <p>PC9. work safely in and around trenches, elevated places and confined areas</p> <p>PC10. lift heavy objects safely using correct procedures</p> <p>PC11. apply good housekeeping practices at all times</p> <p><b>Good housekeeping practices:</b> clean/tidy work areas, removal/disposal of waste products, protect surfaces</p> <p>PC12. identify common hazard signs displayed in various areas</p> <p><b>Various areas:</b> on chemical containers; equipment; packages; inside buildings; in open areas and public spaces, etc.</p> <p>PC13. retrieve and/or point out documents that refer to health and safety in the workplace</p>
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## CSC/ N 1335: Use basic health and safety practices at the workplace

	<p><b>Documents:</b> fire notices, accident reports, safety instructions for equipment and procedures, company notices and documents, legal documents (eg government notices)</p>
<p><b>Fire safety</b></p>	<p>The user/individual on the job should be able to:</p> <p>PC14. use the various appropriate fire extinguishers on different types of fires correctly</p> <p><b>Types of fires:</b> Class A: eg. ordinary solid combustibles, such as wood, paper, cloth, plastic, charcoal, etc.; Class B: flammable liquids and gases, such as gasoline, propane, diesel fuel, tar, cooking oil, and similar substances; Class C: eg. electrical equipment such as appliances, wiring, breaker panels, etc. (These categories of fires become Class A, B, and D fires when the electrical equipment that initiated the fire is no longer receiving electricity); Class D: combustible metals such as magnesium, titanium, and sodium (These fires burn at extremely high temperatures and require special suppression agents)</p> <p>PC15. demonstrate rescue techniques applied during fire hazard</p> <p>PC16. demonstrate good housekeeping in order to prevent fire hazards</p> <p>PC17. demonstrate the correct use of a fire extinguisher</p>
<p><b>Emergencies, rescue and first-aid procedures</b></p>	<p>The user/individual on the job should be able to:</p> <p>PC18. demonstrate how to free a person from electrocution</p> <p>PC19. administer appropriate first aid to victims where required eg. in case of bleeding, burns, choking, electric shock, poisoning etc.</p> <p>PC20. demonstrate basic techniques of bandaging</p> <p>PC21. respond promptly and appropriately to an accident situation or medical emergency in real or simulated environments</p> <p>PC22. perform and organize loss minimization or rescue activity during an accident in real or simulated environments</p> <p>PC23. administer first aid to victims in case of a heart attack or cardiac arrest due to electric shock, before the arrival of emergency services in real or simulated cases</p> <p>PC24. demonstrate the artificial respiration and the CPR Process</p> <p>PC25. participate in emergency procedures</p> <p><b>Emergency procedures:</b> raising alarm, safe/efficient, evacuation, correct means of escape, correct assembly point, roll call, correct return to work</p> <p>PC26. complete a written accident/incident report or dictate a report to another person, and send report to person responsible</p> <p><b>Incident Report includes details of:</b> name, date/time of incident, date/time of report, location, environment conditions, persons involved, sequence of events, injuries sustained, damage sustained, actions taken, witnesses, supervisor/manager notified</p> <p>PC27. demonstrate correct method to move injured people and others during an emergency</p>
<p><b>Knowledge and Understanding (K)</b></p>	

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

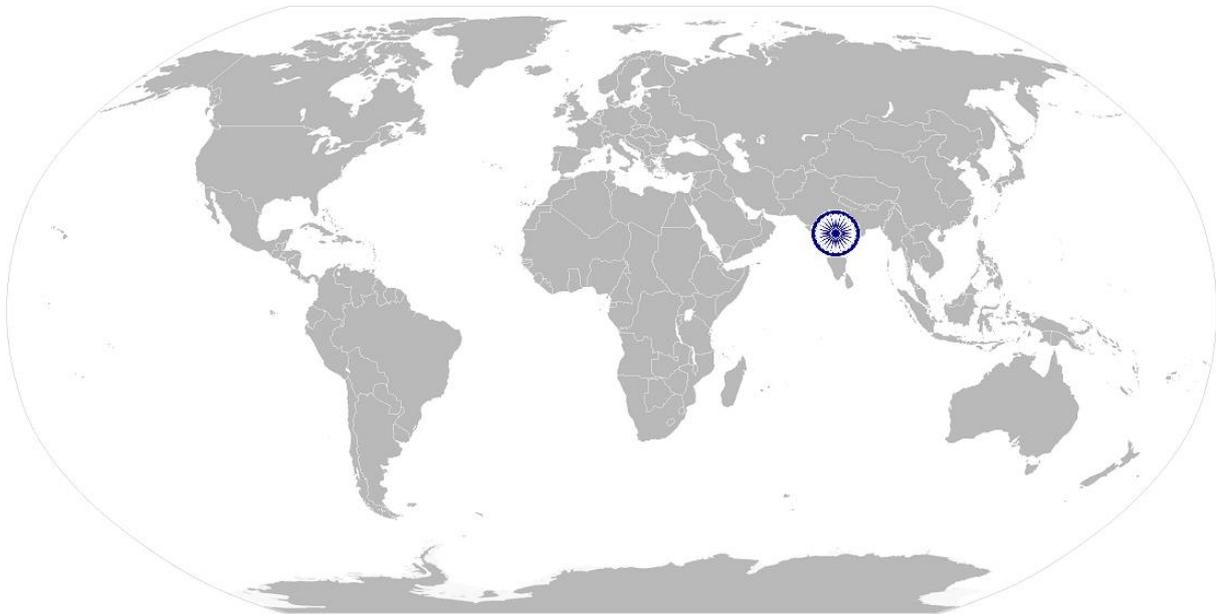
<p><b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. names (and job titles if applicable), and where to find, all the people responsible for health and safety in a workplace.</p>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

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

	<p>KB19. appropriate basic first aid treatment relevant to the condition eg. shock, electrical shock, bleeding, breaks to bones, minor burns, resuscitation, poisoning, eye injuries</p> <p>KB20. content of written accident report</p> <p>KB21. potential injuries and ill health associated with incorrect manual handling</p> <p>KB22. safe lifting and carrying practices</p> <p>KB23. personal safety, health and dignity issues relating to the movement of a person by others</p> <p>KB24. potential impact to a person who is moved incorrectly</p>
<b>Skills (S) [Optional]</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Reading and Writing Skills</b>
	The user/individual on the job needs to know and understand how to:
	SA1. read and comprehend basic content to read labels, charts, signages
	SA2. read and comprehend basic English to read manuals of operations
	SA3. read and write an accident/incident report in local language or English
	<b>Oral Communication (Listening and Speaking skills)</b>
The user/individual on the job needs to know and understand how to:	
SA4. question coworkers appropriately in order to clarify instructions and other issues	
SA5. give clear instructions to coworkers, subordinates others	
<b>Decision Making</b>	
The user/individual on the job needs to know and understand how to:	
SA6. make appropriate decisions pertaining to the concerned area of work with respect to intended work objective, span of authority, responsibility, laid down procedure and guidelines	
<b>B. Professional Skills</b>	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand how to:
	SB1. plan and organize their own work schedule, work area, tools, equipment and materials to maintain decorum and for improved productivity
	<b>Working with others</b>
	The user/individual on the job needs to know and understand how to:
SB2. remain congenial while discussing and debating issues with co-workers	
SB3. follow appropriate protocols for communication based on situation, hierarchy, organizational culture and practice	
SB4. ask for, provide and receive required assistance where possible to ensure achievement of work related objectives	
SB5. thank coworkers for any assistance received	
SB6. offer appropriate respect based on mutuality and respect for fellow workmanship and authority	
<b>Problem Solving</b>	

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

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)</p> <p>SB8. identify immediate or temporary solutions to resolve delays</p> <p>SB9. identify sources of support that can be availed of for problem solving for various kind of problems</p> <p>SB10. seek appropriate assistance from other sources to resolve problems</p> <p>SB11. report problems that you cannot resolve to appropriate authority</p>
	<p><b>Analytical Thinking</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB12. identify cause and effect relations in their area of work</p> <p>SB13. use cause and effect relations to anticipate potential problems and their solution</p>



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

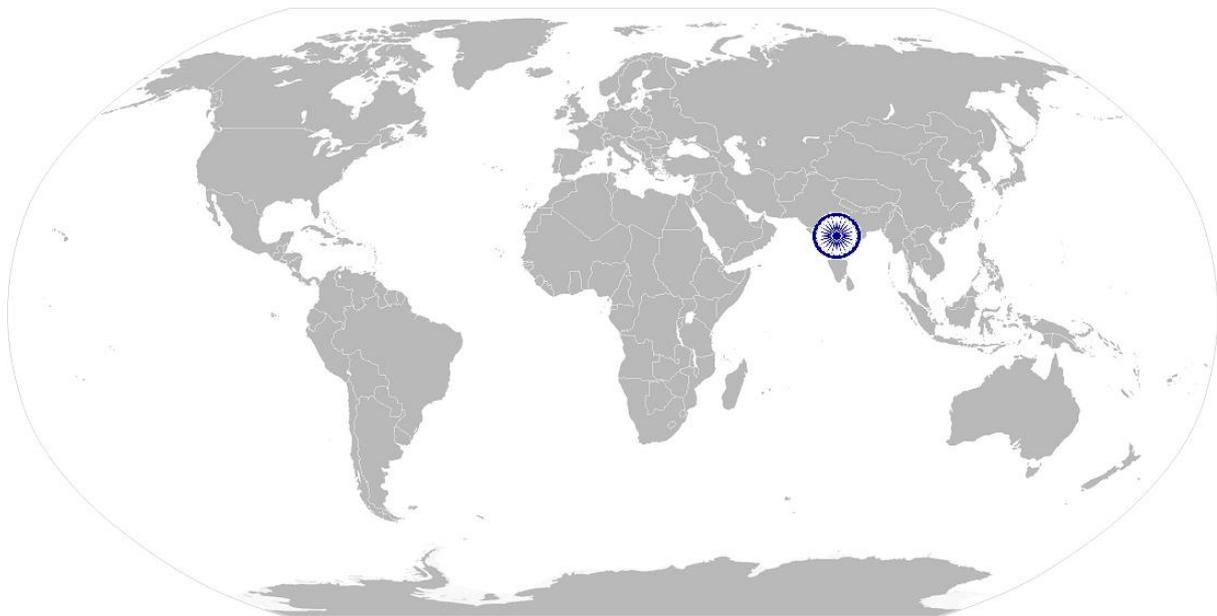
**NOS Version Control**

<b>NOS Code</b>	<b>CSC / N 1335</b>		
<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Capital Goods</b>	<b>Drafted on</b>	<b>10/04/14</b>
<b>Industry Sub-sector</b>	<ol style="list-style-type: none"> <li>1. Machine Tools</li> <li>2. Dies, Moulds And Press Tools</li> <li>3. Plastics Manufacturing Machinery</li> <li>4. Textile Manufacturing Machinery</li> <li>5. Process Plant Machinery</li> <li>6. Electrical and Power Generation Machinery</li> <li>7. Light Engineering Goods</li> </ol>	<b>Last reviewed on</b>	<b>18/03/15</b>
<b>Occupation</b>	<b>Service</b>	<b>Next review date</b>	<b>30/08/16</b>

CSC/ N 1336: Work effectively with others

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# National Occupational Standard



## Overview

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

## CSC/ N 1336: Work effectively with others

<b>Unit Code</b>	<b>CSC / N 1336</b>
<b>Unit Title (Task)</b>	<b>Work effectively with others</b>
<b>Description</b>	<p>This unit covers basic etiquette and competencies that a candidate is required to possess and demonstrate in their behavior and interactions with others at the workplace.</p> <p>These cover areas such as communication etiquette, discipline, listening, handling conflict and grievances.</p>
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>Working with others</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Working with others</b>	<p>The user/individual on the job should be able to:</p> <p>PC1. accurately receive information and instructions from the supervisor and fellow workers, getting clarification where required</p> <p>PC2. accurately pass on information to authorized persons who require it and within agreed timescale and confirm its receipt</p> <p>PC3. give information to others clearly, at a pace and in a manner that helps them to understand</p> <p>PC4. display helpful behavior by assisting others in performing tasks in a positive manner, where required and possible</p> <p>PC5. consult with and assist others to maximize effectiveness and efficiency in carrying out tasks</p> <p>PC6. display appropriate communication etiquette while working</p> <p><b>Communication etiquette:</b> do not use abusive language; use appropriate titles and terms of respect; do not eat or chew while talking (vice versa)etc.</p> <p>PC7. display active listening skills while interacting with others at work</p> <p>PC8. use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism</p> <p>PC9. demonstrate responsible and disciplined behaviors at the workplace</p> <p><b>Disciplined behaviors:</b> e.g. punctuality; completing tasks as per given time and standards; not gossiping and idling time; eliminating waste, honesty, etc.</p> <p>PC10. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. legislation, standards, policies, and procedures followed in the company relevant to own employment and performance conditions</p> <p>KA2. reporting structure, inter-dependent functions, lines and procedures in the work area</p> <p>KA3. relevant people and their responsibilities within the work area</p> <p>KA4. escalation matrix and procedures for reporting work and employment related issues</p>

## CSC/ N 1336: Work effectively with others

### B. Technical Knowledge

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

- KB1. various categories of people that one is required to communicate and co-ordinate with in the organization
- KB2. importance of effective communication in the workplace
- KB3. importance of teamwork in organizational and individual success
- KB4. various components of effective communication
- KB5. key elements of active listening
- KB6. value and importance of active listening and assertive communication
- KB7. barriers to effective communication
- KB8. importance of tone and pitch in effective communication
- KB9. importance of avoiding casual expletives and unpleasant terms while communicating professional circles
- KB10. how poor communication practices can disturb people, environment and cause problems for the employee, the employer and the customer
- KB11. importance of ethics for professional success
- KB12. importance of discipline for professional success
- KB13. what constitutes disciplined behavior for a working professional
- KB14. common reasons for interpersonal conflict
- KB15. importance of developing effective working relationships for professional success
- KB16. expressing and addressing grievances appropriately and effectively
- KB17. importance and ways of managing interpersonal conflict effectively

### Skills (S) [Optional]



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

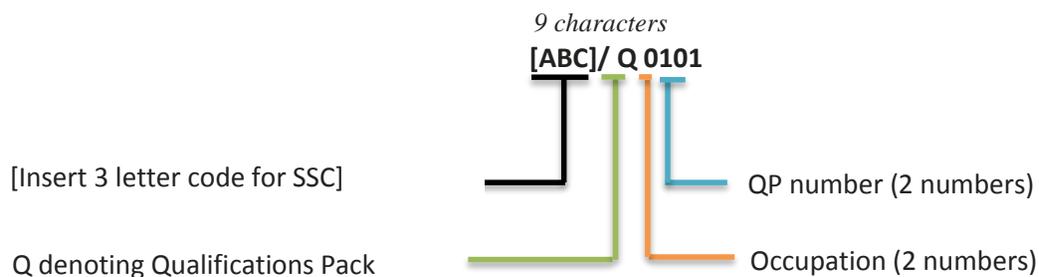
**NOS Version Control**

NOS Code	CSC / N 1336		
Credits(NSQF)	TBD	Version number	1.0
Industry	Capital Goods	Drafted on	10/04/14
Industry Sub-sector	<ol style="list-style-type: none"> <li>1. Machine Tools</li> <li>2. Dies, Moulds And Press Tools</li> <li>3. Plastics Manufacturing Machinery</li> <li>4. Textile Manufacturing Machinery</li> <li>5. Process Plant Machinery</li> <li>6. Electrical and Power Machinery</li> <li>7. Light Engineering Goods</li> </ol>	Last reviewed on	
		Next review date	30/08/16

## Annexure

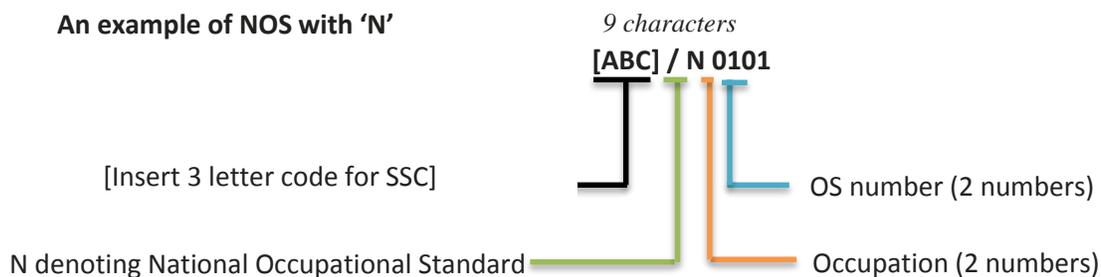
### Nomenclature for QP and NOS

#### Qualifications Pack



#### Occupational Standard

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



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

Sub-sector	Range of Occupation numbers
Machine Tools	01-13
Plastic Manufacturing Machinery	01-13
Textile Manufacturing Machinery	01-13
Process Plant Machinery	01-13
Electrical and Power Machinery	01-13

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

**CRITERIA FOR ASSESSMENT OF TRAINEES**

**Job Role : Service Engineer - Installation**

**Qualification Pack : CSC/ Q 0501**

**Sector Skill Council : Capital Goods sector skill Council**

<b>Guidelines for Assessment:</b>
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 70% 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.

Assessable Outcomes	Assessment Criteria	Total Marks(300)	Out Of	Theory	Skills Practical
<b>CSC/ N 0501 : Install mechanical equipment at site</b>	PC1. comply with health and safety, environmental and other relevant regulations and guidelines at work	<b>100</b>	3	1	2
	PC2. adhere to procedures and guidelines for personal protective equipment (PPE) and other relevant safety regulations while performing fabrication and fitting operations		4	1	3
	PC3. ensure work area is clean and safe from hazards		2	0	2
	PC4. ensure that all tools, equipment, power tool cables, extension leads are in a safe and usable condition		2	0	2
	PC5. obtain clearance to carry out the installation activities		2	0	2
	PC6. provide safe access and working arrangements for the installation area		3	0	3
	PC7. ensure safe isolation of services during the installation		2	0	2
	PC8. dispose of waste items in a safe and environmentally acceptable manner		2	1	1

PC9. leave the work area in a safe condition and free from foreign object debris	2	0	2
PC10. plan the installation activities in an efficient and appropriate manner	3	1	2
19 Carry out a site check, prior to the installation	3	1	2
PC11. survey and inspect the site and foundation	2	0	2
PC12. ensure that appropriate utilities are available (eg. gas, water, air, electricity)	2	0	2
PC13. ensure that required installation consumables are available	2	0	2
PC14. ensure that safety and environmental conditions can be met	3	1	2
PC15. obtain necessary permits to carry out the required work	2	0	2
PC16. check the installation job specification documentation are available and correct	2	0	2
PC17. instruct and supervise marking out of positioning and layouts	2	0	2
PC18. check and record for any physical damages to the machine/equipment	2	0	2
PC19. compare received product and accessories with product order specifications	3	1	2
PC20. take appropriate action in lieu with manufacturer and customer, in case of any deviations	3	0	3
PC21. instruct and supervise use of grouting and adhesives after conducting foundation/site inspection	3	0	3
PC22. instruct and supervise drilling holes for rig and anchor bolts	3	0	3
PC23. instruct and supervise the movement and positioning of equipment, using cranes or forklifts as per the layout	3	1	2
PC24. remove moisture absorbent bags, rust preventive, locking devices	2	0	2
PC25. fill oils for lubrication, hydraulic and other special oils	2	0	2
PC26. ensure the machine is clean	1	0	1
PC27. install the machine in accordance with manufacturers' and site specifications	4	1	3
PC28. perform routine modifications/alterations as per standard operating procedures or in consultation with manufacturer and customer, where required	4	1	3

	PC29. use the various installation tools and equipment as required		2	0	2
	PC30. apply installation techniques like leveling, aligning, coupling and connecting in accordance with specifications		4	1	3
	PC31. fill coolants, oil and other fluids as per specifications		3	1	2
	PC32. ensure the site is cleaned and clear of all debris and left in safe state		1	0	1
	PC33. all reports and documentation are completed correctly to required specifications		3	1	2
	PC34. produce installations which comply with the equipment manufacturer's operation specification/range		3	1	2
	PC35. deal promptly and effectively with problems within control, and seek help and guidance from the relevant people for problems that cannot be resolved		2	0	2
	PC36. complete the relevant paperwork, and pass to the appropriate people		2	0	2
	PC37. give a brief to the customer staff on do's and don'ts of the operation and maintenance of the machine		2	0	2
	PC38. switch on product equipment and carry out check for proper functioning without load		2	0	2
	PC39. make adjustments, appropriate to the equipment being installed		3	0	3
		<b>Total</b>	<b>100</b>	<b>14</b>	<b>86</b>
<b>CSC/ N 1335 : Use basic health and safety practices at the workplace</b>	PC1. use protective clothing/equipment for specific tasks and work conditions	<b>100</b>	5	2	3
	PC2. state the name and location of people responsible for health and safety in the workplace		3	1	2
	PC3. state the names and location of documents that refer to health and safety in the workplace		3	1	2
	PC4. identify job-site hazardous work and state possible causes of risk or accident in the workplace		5	2	3
	PC5. carry out safe working practices while dealing with hazards to ensure the safety of self and others state methods of accident prevention in the work environment of the job role		4	2	2
	PC6. state location of general health and safety equipment in the workplace		3	2	1
	PC7. inspect for faults, set up and safely use steps and ladders in general use		5	2	3

PC8. work safely in and around trenches, elevated places and confined areas	5	2	3
PC9. lift heavy objects safely using correct procedures	5	2	3
PC10. apply good housekeeping practices at all times	4	2	2
PC11. identify common hazard signs displayed in various areas	5	2	3
PC12. retrieve and/or point out documents that refer to health and safety in the workplace	3	1	2
PC13. use the various appropriate fire extinguishers on different types of fires correctly	4	1	3
PC14. demonstrate rescue techniques applied during fire hazard	4	1	3
PC15. demonstrate good housekeeping in order to prevent fire hazards	3	1	2
PC16. demonstrate the correct use of a fire extinguisher	4	1	3
PC17. demonstrate how to free a person from electrocution	4	1	3
PC18. administer appropriate first aid to victims where required eg. in case of bleeding, burns, choking, electric shock, poisoning etc.	4	1	3
PC19. demonstrate basic techniques of bandaging	3	1	2
PC20. respond promptly and appropriately to an accident situation or medical emergency in real or simulated environments	4	1	3
PC21. perform and organize loss minimization or rescue activity during an accident in real or simulated environments	3	1	2
PC22. administer first aid to victims in case of a heart attack or cardiac arrest due to electric shock, before the arrival of emergency services in real or simulated cases	3	1	2
PC23. demonstrate the artificial respiration and the CPR Process	3	1	2
PC24. participate in emergency procedures	3	2	1
PC25. complete a written accident/incident report or dictate a report to another person, and send report to person responsible	4	1	3
PC26. demonstrate correct method to move injured people and others during an emergency	4	1	3
<b>Total</b>	<b>100</b>	<b>36</b>	<b>64</b>

<b>CSC/ N 1336 : Work effectively with others</b>	PC1. accurately receive information and instructions from the supervisor and fellow workers, getting clarification where required	<b>100</b>	10	3	7
	PC2. accurately pass on information to authorized persons who require it and within agreed timescale and confirm its receipt		10	3	7
	PC3. give information to others clearly, at a pace and in a manner that helps them to understand		10	3	7
	PC4. display helpful behavior by assisting others in performing tasks in a positive manner, where required and possible		10	3	7
	PC5. consult with and assist others to maximize effectiveness and efficiency in carrying out tasks		10	3	7
	PC6. display appropriate communication etiquette while working		10	3	7
	PC7. display active listening skills while interacting with others at work		10	3	7
	PC8. use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism		10	3	7
	PC9. demonstrate responsible and disciplined behaviors at the workplace		10	3	7
	PC10. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict		10	3	7
			<b>Total</b>	<b>100</b>	<b>30</b>