

## 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- Operator - Conventional Milling

**SECTOR/S:** CAPITAL GOODS

#### SUB-SECTOR:

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

**OCCUPATION:** Machining

**REFERENCE ID:** CSC/Q0108

**ALIGNED TO:** NCO-2004/8211.30

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

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

|             |                          |   |                  |            |
|-------------|--------------------------|---|------------------|------------|
| Job Details | Qualifications Pack Code | CSC/Q0108   |                  |            |
|             | Job Role                 | Operator - Conventional Milling<br>[Applicable for National Scenarios]  |                  |            |
|             | Credits                  | TBD   | Version number   | 1.0        |
|             | Sector                   | Capital Goods   | Drafted on       | 10/04/2014 |
|             | 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 | 24/11/2017 |
|             | Occupation               | Machining   | Next review date | 24/11/2021 |
|             | NSQC Clearance on        | 26/03/2015  |                  |            |

| Job Role   | Operator - Conventional Milling   |
|--|---|
| Role Description                                 | Production of a range of components or performing machining by carrying out milling operations on a conventional milling machine.   |
| NSQF level                                       | 2   |
| Minimum Educational Qualifications               | 10 <sup>th</sup> Standard pass, preferably  |
| Maximum Educational Qualifications               | Not Applicable  |
| Prerequisite License or Training                 | No Previous Training Required   |
| Minimum Job Entry Age                            | 18 Years  |
| Experience                                       | No Previous Experience Required   |
| Applicable National Occupational Standards (NOS) | <b>Compulsory:</b> <ol style="list-style-type: none"> <li>1. <a href="#">CSC/N0108 Operate conventional milling machines</a></li> <li>2. <a href="#">CSC/N1335 Use basic health and safety practices at the workplace</a></li> <li>3. <a href="#">CSC/N1336 Work effectively with others</a></li> </ol> |
| Performance Criteria                             | As described in the relevant OS units   |

Definitions

| Keywords /Terms                       | Description   |
|---------------------------------------|---|
| Sector                                | Sector is a conglomeration of different business operations having similar business 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.  |
| Occupation                            | Occupation is a set of job roles, which perform similar/ related set of functions in an industry.   |
| Job role                              | Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.   |
| Occupational Standards (OS)           | OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts. |
| Performance Criteria                  | Performance criteria are statements that together specify the standard of performance required when carrying out a task.  |
| National Occupational Standards (NOS) | NOS are occupational standards which apply uniquely in the Indian context.  |
| Qualifications Pack (QP)              | QP comprises the set of OSs, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.   |
| Electives                             | Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives. |
| Options                               | Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.   |
| Unit Code                             | Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'   |
| Unit Title                            | Unit title gives a clear overall statement about what the incumbent should be able to do.   |
| Description                           | Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.  |
| Scope                                 | Scope is a 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 quality of performance required.   |
| Knowledge and Understanding           | Knowledge and understanding are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual need to perform to the required standard.   |
| Organisational Context                | Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.  |
| Technical Knowledge                   | Technical knowledge is the specific knowledge needed to accomplish  |

**Acronyms**

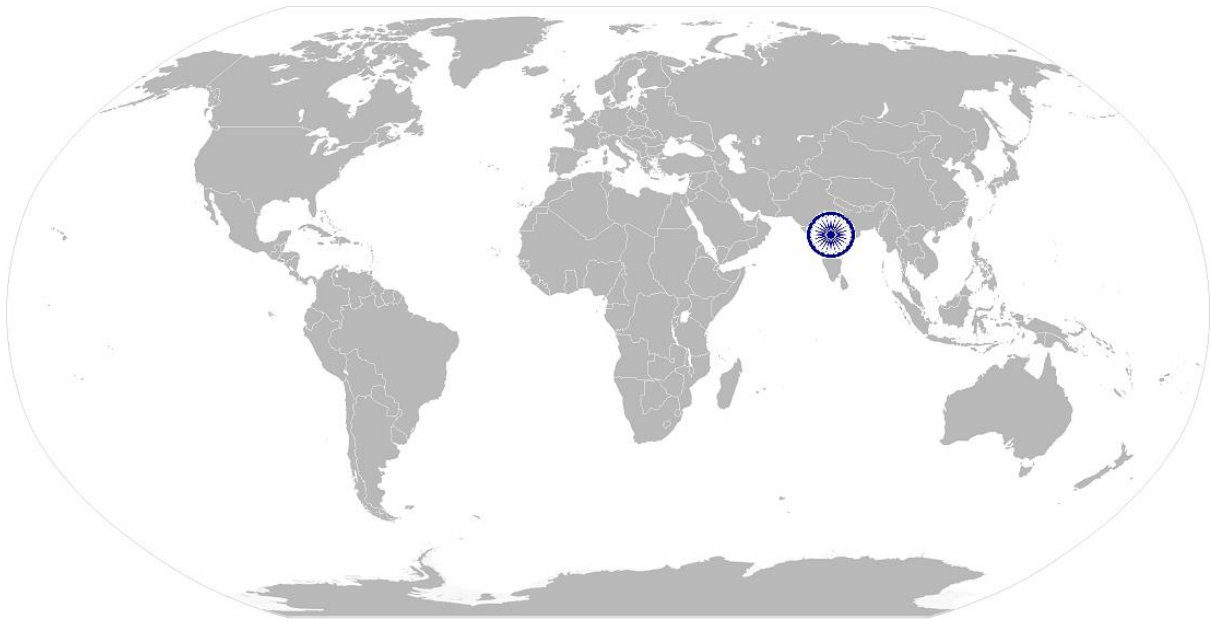
|                             | specific designated responsibilities.  |
|-----------------------------|--|
| Core Skills/ Generic Skills | Core skills or generic skills are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. In the context of the OS, these include communication related skills that are applicable to most job roles. |
| Keywords /Terms             | Description  |
| CO <sub>2</sub>             | Carbon Dioxide   |
| CPR                         | Cardiac Pulmonary Resuscitation  |
| PPE                         | Personal Protective Equipment  |
| ISO                         | International Organization For Standardization   |

CSC/N0108

Operate conventional milling machines

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# National Occupational Standard



## Overview

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

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**Operate conventional milling machines**

**National Occupational Standard**

|   |  |
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| <b>Unit Code</b>  | <b>CSC/N0108</b>   |
| <b>Unit Title (Task)</b>                                  | <b>Operate conventional milling machines</b>   |
| <b>Description</b>  | This unit covers performing milling operations on a milling machine, to produce a range of components that combine a number of different features (eg. flat faces, parallel faces, faces that are flat and square to each other, angular faces, steps, slots and special forms) on conventional horizontal milling machine and vertical milling machine.   |
| <b>Scope</b>  | <p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Work safely</li> <li>• Prepare for operating conventional milling machine</li> <li>• Carry out operations on conventional milling machine</li> <li>• Handle unresolved problems</li> </ul>  |
| <b>Performance Criteria(PC) w.r.t. the Scope</b>          |  |
| <b>Element</b>  | <b>Performance Criteria</b>  |
| <b>Work safely</b>  | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. comply with health and safety, environmental and other relevant regulations and guidelines at work</p> <p>PC2. adhere to procedures and guidelines for personal protective equipment (PPE) and other relevant safety regulations while performing machining operations<br/>Personal protective equipment: eg. correctly fitting overalls; safety glasses; long hair is tied back or netted; removing any jewelry or other items that can become entangled in the machinery; covered shoes; face mask, etc</p> <p>PC3. work following laid down procedures and instructions</p> <p>PC4. ensure work area is clean and safe from hazards</p> <p>PC5. ensure that all tools, equipment, power tool cables, extension leads are in a safe and usable condition</p> |
| <b>Prepare for operating conventional milling machine</b> | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC6. check that all measuring equipment is within calibration date</p> <p>PC7. ensure that the components used are free from foreign objects, dirt or other contamination</p> <p>PC8. ensure availability of job specification from a valid source<br/>Job specifications: instructions from supervisor/person-in charge, operational drawings; approved sketches/illustrations<br/>Valid sources: supervisor, job instruction sheet/job card; work drawings and instructions</p> <p>PC9. read and establish job requirements from the job specification document (to include symbols and conventions to appropriate ISO standards in relation to</p>   |



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|  | <p>work undertaken)</p> <p>Job specifications documents: instructions from supervisor/person-in-charge, operational drawings; approved sketches/illustrations</p> <p>PC10. prepare and maintain the work area as per procedure or operation specification</p> <p>PC11. confirm with the machine setter that the machine is ready for production</p> <p>PC12. seek any necessary instruction/training on the operation of the various milling machines, where appropriate</p> <p>Milling machines: horizontal milling machine, vertical milling machine</p> <p>PC13. ensure that machine guards are in place and are correctly adjusted</p> <p>PC14. identify different types of cutters used in horizontal and vertical milling machines</p> <p>PC15. identify different parts of the vertical and horizontal milling machine</p> <p>PC16. hold components securely, without distortion</p> <p>PC17. ensure that machine settings are adjusted as and when required to maintain the required accuracy and quality standards</p> <p>Quality standards: components to be free from false tool cuts, burrs and sharp edges; dimensional tolerance 0.020 to 0.030 mm; flatness and squareness within 0.125mm; surface finish 63µin or 1.6µm; angles within +/- 1 degree</p>   |
| <p><b>Carry out operations on conventional milling machine</b></p> | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC18. operate the machine controls in both hand and power modes</p> <p>PC19. stop the machine in both normal and emergency situations, and use correct procedure for restarting after an emergency</p> <p>PC20. use British and metric systems of measurement</p> <p>PC21. perform various milling operations to produce various features on metal and non-metal components</p> <p>Milling operations: e.g. milling of flat services; gang and straddle milling; milling of sunk and recessed surfaces, face milling, side milling, angular milling, slotting, slitting, key way cutting, face slot cutting, woodruff cutting, dovetail cutting, etc.</p> <p>Features: faces (flat, square, parallel, angular); steps/shoulders, slots (enclosed, open ended, tee slots), recesses, holes (drilled, bored), profile forms (such as vee, concave, convex, gear forms), serrations, forms (indexed, rotated, special)</p> <p>Metal and non-metals: Different materials: steel/stainless steel, aluminum/aluminum alloys, copper/copper alloys, cast iron, plastic</p> <p>PC22. produce components as per given quality standards</p> <p>Components quality standards as per the process: e.g. components to be free from false tool cuts, burrs and sharp edges; dimensional tolerance 0.020</p> |



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|   | <p>to 0.030 mm; flatness and squareness within 0.125mm; surface finish 63<math>\mu</math>m or 1.6<math>\mu</math>m; angles within +/- 1 degree, etc.</p> <p>PC23. plan and work accordingly to achieve given production targets</p> <p>PC24. overcome the effects of backlash in machine slides and screws</p> <p>PC25. apply roughing and finishing cuts considering the effect on tool life, surface finish and dimensional accuracy</p> <p>PC26. apply cutting fluids with regard to a range of different materials</p> <p>PC27. clamp the work piece securely and without distortion in a chuck/work holding device such as vice, V-block, clamp, angle plate, etc.</p> <p>PC28. report any difficulties or problems that may arise with the milling activities, and carry out any agreed actions</p> <p>PC29. shut down the equipment to a safe condition on completion of the milling activities</p> <p>Safe conditions: correctly isolated; cleaning the machine; removing and disposing of waste correctly</p> <p>PC30. use range of equipment to check critical parameters</p> <p>Range of checking equipment: e.g. tri-square, bevel protractor, vernier caliper, micrometers (internal, external, depth), height gauge, go-no-go gauges, spring caliper, etc</p> <p>Critical parameters: dimensions, squareness, hole size/fit, angles, flatness; surface finish; slots; recesses</p> <p>PC31. perform the checks to be carried out on the components before removing them from the machine, and on the equipment needed for this activity</p> <p>PC32. ensure that the quality control procedures are used while operating the equipment</p> |
| <p><b>Handle unresolved problems</b></p>  | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC33. refer the problem to a competent internal specialist if it cannot be resolved</p> <p>PC34. obtain help or advice from specialist if the problem is outside his/her area of competence or experience</p>   |
| <p><b>Knowledge and Understanding (K)</b></p>   |  |
| <p><b>A. Organizational Context</b><br/>(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>  |

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|                               | <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>  |
| <b>B. Technical Knowledge</b> | <p>The user/individual on the job needs to know and understand:</p> <p>KB1. wear personal protective equipment to be worn can be obtained</p> <p>KB2. hazards associated with the milling operations and how they can be minimized</p> <p>KB3. importance of keeping the work area clean and tidy</p> <p>KB4. where to obtain the component drawings, specifications and/ or job instructions required for them components to be machined</p> <p>KB5. how to read and interpret first and third angle component drawings</p> <p>KB6. how to extract information from engineering drawings or data and related specifications</p> <p>KB7. how to use British and metric systems of measurement</p> <p>KB8. main parts of conventional milling machines and the accessories that can be used</p> <p>Milling machines: horizontal milling machine, vertical milling machine</p> <p>Accessories: e.g. saddle, compound slide, tailstock, profile attachments, fixed and live stays, etc</p> <p>KB9. purpose and applications of milling</p> <p>KB10. different types of milling cutters and their uses</p> <p>KB11. various milling operations that can be performed, and the features produced on metal and non-metal components</p> <p>Milling operations: e.g. milling of flat surfaces; gang and straddle milling; milling of sunk and recessed surfaces, face milling, side milling, angular milling, slotting, slitting, key way cutting, face slot cutting, woodruff cutting, dovetail cutting, etc.</p> <p>Features: faces (flat, square, parallel, angular); steps/shoulders, slots (enclosed, open ended, tee slots), recesses, holes (drilled, bored), profile forms (such as vee, concave, convex, gear forms), serrations, forms (indexed, rotated, special)</p> <p>KB12. processes of milling e.g. up milling, down milling, face milling, end milling, etc.</p> <p>KB13. effects of backlash in machine slides and screws, and how this can be overcome</p> <p>KB14. effects of clamping the workpiece in a chuck/ work holding device, and how this can cause distortion in the finished components</p> <p>KB15. production cost, machine hour rate, raw material cost, tool cost, coolant cost,</p> |

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|   | <p>overheads, cycle time, idle time, cost of machine idling, part rejection cost</p> <p>KB16. selection of cutting tools, tool materials, chip breaker geometry, selecting cutting parameters from tool catalogues, selecting coolant</p> <p>KB17. relationship between metal cutting results, tool nose radius, speed and feed rate</p> <p>KB18. how to recognize machining faults and how to identify when tools need resharpener</p> <p>KB19. problems that can occur with the milling activities, and how these can be overcome</p> <p>KB20. extent of their own authority and to whom they should report if they have problems that they cannot resolve</p> <p>KB21. safe working practices and environmental regulations that must be observed</p> <p>KB22. importance of reporting problems in a timely manner</p>   |
| <b>Skills (S)</b>                         |   |
| <b>A. Core Skills/<br/>Generic Skills</b> | <b>Reading Skills</b>   |
|   | <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, health and safety instructions, memos, etc. applicable to the job in English and/or local language</p>   |
|   | <b>Writing Skills</b>   |
|   | <p>The user/individual on the job needs to know and understand how to:</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. undertake numerical operations, and calculations/ formulae</p> <p>Numerical computations: addition, subtraction, multiplication, division, fractions and decimals, percentages and proportions, simple ratios and averages</p> <p>Algebraic expressions: represent numerical quantities using symbols, apply laws of precedence in the use of precedence (BODMAS)</p> <p>SA4. identify various basic, compound and solid shapes as per dimensions given</p> <p>Basic shapes: square, rectangle, triangle, circle</p> <p>Compound shapes: involving squares, rectangles, triangles, circles, semicircles, quadrants of a circle</p> <p>Solid shapes: cube, rectangular prism, cylinder</p> <p>SA5. use appropriate measuring techniques and units of measurement</p> <p>SA6. use appropriate units and number systems to express degree of accuracy</p> <p>Units and number systems representing degree of accuracy: decimals places, significant figures, fractions as a decimal quantity</p> <p>SA7.</p> |

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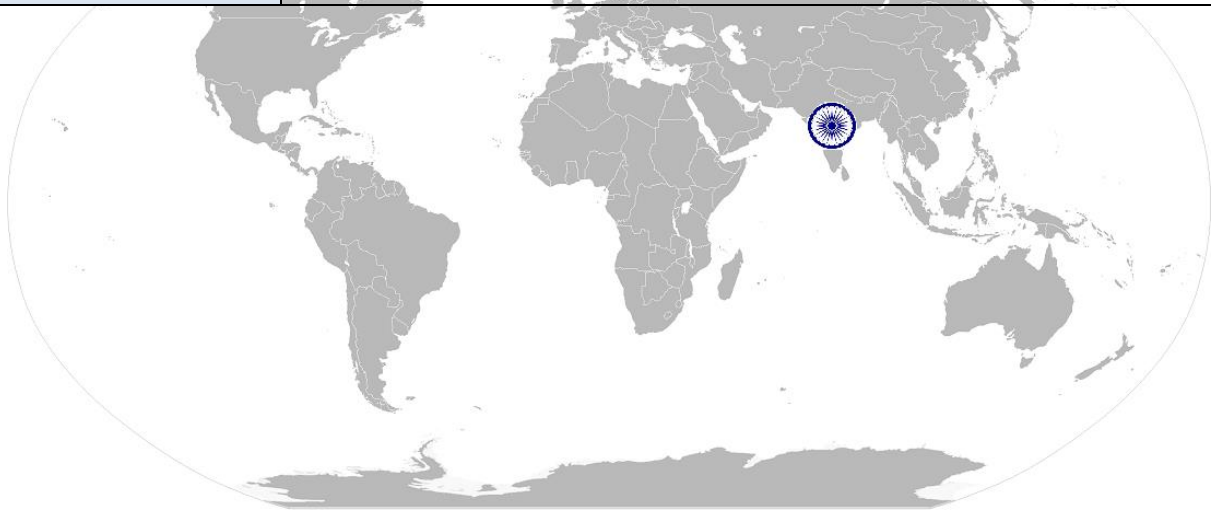
**Operate conventional milling machines**

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| <b>B. Professional Skills</b> | <b>Oral Communication (Listening and Speaking skills)</b>   |
|                               | The user/individual on the job needs to know and understand how to:<br>SA8. convey and share technical information clearly using appropriate language<br>SA9. check and clarify task-related information<br>SA10. liaise with appropriate authorities using correct protocol<br>SA11. communicate with people in respectful form and manner in line with organizational protocol  |
|                               | <b>Decision Making</b>  |
|                               | NA  |
|                               | <b>Plan and Organize</b>  |
|                               | The user/individual on the job needs to know and understand how to:<br>SB1. plan, prioritize and sequence work operations as per job requirements<br>SB2. organize and analyze information relevant to work<br>SB3. basic concepts of shop-floor work productivity including waste reduction, efficient material usage and optimization of time   |
|                               | <b>Customer Centricity</b>  |
|                               | The user/individual on the job needs to know and understand how to:<br>SB4. exercise restraint while expressing dissent and during conflict situations<br>SB5. avoid and manage distractions to be disciplined at work<br>SB6. manage own time for achieving better results<br>SB7. work in a team in order to achieve better results<br>SB8. identify and clarify work roles within a team<br>SB9. communicate and cooperate with others in the team for better results<br>SB10. seek assistance from fellow team members  |
|                               | <b>Problem Solving</b>  |
|                               | The user/individual on the job needs to know and understand how to:<br>SB11. identify problems with work planning, procedures, output and behavior and their implications<br>SB12. prioritize and plan for problem solving<br>SB13. communicate problems appropriately to others<br>SB14. identify sources of information and support for problem solving<br>SB15. seek assistance and support from other sources to solve problems<br>SB16. identify effective resolution techniques<br>SB17. select and apply resolution techniques<br>SB18. seek evidence for problem resolution |
|                               | <b>Analytical Thinking</b>  |
|                               | The user/individual on the job needs to know and understand how to:<br>SB19. undertake and express new ideas and initiatives to others  |

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|  | SB20. modify work plan to overcome unforeseen difficulties or developments that occur as work progresses                     |
|  | SB21. participate in improvement procedures including process, quality and internal/external customer/supplier relationships |
|  | SB22. enhance one's competencies in new and different situations and contexts to achieve more                                |
|  | <b>Critical Thinking</b>   |
|  | The user/individual on the job needs to know and understand how to:  |
|  | SB23. participate in on-the-job and other learning, training and development interventions and assessments                   |
|  | SB24. clarify task related information with appropriate personnel or technical adviser                                       |
|  | SB25. seek to improve and modify own work practices  |
|  | SB26. maintain current knowledge of application standards, legislation, codes of practice and product/process developments   |



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## **NOS Version Control**

| NOS Code            | CSC/N0108   |                  |            |
|---------------------|---|------------------|------------|
| Credits             | TBD   | Version number   | 1.0        |
| Industry            | Capital Goods   | Drafted on       | 10/04/2014 |
| 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 | 24/11/2017 |
| Occupation          | Machining   | Next review date | 24/11/2021 |

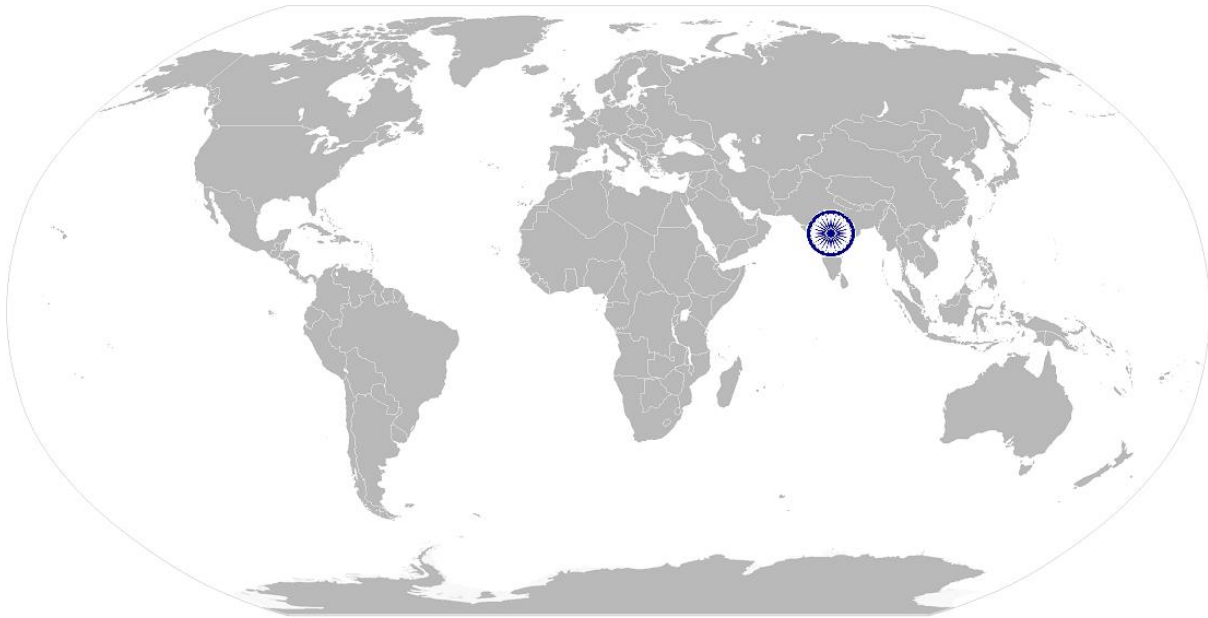


CSC/N1335

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.



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**Use basic health and safety practices at the workplace**

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| <b>Unit Code</b>                                 | <b>CSC/N1335</b>  |
| <b>Unit Title (Task)</b>                         | <b>Use basic health and safety practices at the workplace</b>   |
| <b>Description</b>                               | 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.  |
| <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 procedure</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>To be competent, the user/individual on the job must be able to:</p> <p>PC1. use protective clothing/equipment for specific tasks and work conditions<br/>Protective clothing: leather or asbestos gloves, flame proof aprons, flame proof overalls buttoned to neck, cuffs (without folds), trousers, reinforced footwear, helmets/hard hats, cap and shoulder covers, ear defenders/plugs, safety boots, knee pads, particle masks, glasses/goggles/visors<br/>Equipment: 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<br/>Hazards: sharp edged and heavy tools; heated metals; oxy fuel 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, tools 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.)<br/>Possible causes of risk and accident: physical actions; reading; listening to and giving instructions; inattention; sickness and incapacity (such as</p> |

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**Use basic health and safety practices at the workplace**

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|  | <p>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>Safe working practices: 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>Methods of accident prevention: 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>General health and safety equipment: 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>Ladder faults: corrosion of metal components, deterioration, splits and cracks timber components, imbalance, loose rungs, missing/ unfixed nuts or bolts, etc.</p> <p>Ladders set up: 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>Good housekeeping practices: clean/tidy work areas, removal/disposal of waste products, protect surfaces</p> <p>PC12. identify common hazard signs displayed in various areas</p> <p>Various areas: 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> |
|--|---|

**CSC/N1335**

**Use basic health and safety practices at the workplace**

|   |   |
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|   | Documents: fire notices, accident reports, safety instructions for equipment and procedures, company notices and documents, legal documents (eg government notices)   |
| <b>Fire safety</b>                                  | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC14. use the various appropriate fire extinguishers on different types of fires correctly</p> <p>Types of fires: Class A: eg. ordinary solid combustibles, such as wood, paper, cloth, plastic, charcoal, etc.; Class B: flammable liquids and gases, such as gasoline, propane, diesel fuel, tar, cooking oil, and similar substances; Class C: eg. electrical equipment such as appliances, wiring, breaker panels, etc. (These categories of fires become Class A, B, and D fires when the electrical equipment that initiated the fire is no longer receiving electricity); Class D: combustible metals such as magnesium, titanium, and sodium (These fires burn at extremely high temperatures and require special suppression agents)</p> <p>PC15. demonstrate rescue techniques applied during fire hazard</p> <p>PC16. demonstrate good housekeeping in order to prevent fire hazards</p> <p>PC17. demonstrate the correct use of a fire extinguisher</p>  |
| <b>Emergencies, rescue and first-aid procedures</b> | <p>To be competent, the user/individual on the job must 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>Emergency procedures: 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>Incident Report includes details of: 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> |

**CSC/N1335 Use basic health and safety practices at the workplace**

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|   | PC27. demonstrate correct method to move injured people and others during an emergency  |
| <b>Knowledge and Understanding (K)</b>  |   |
| <b>A. Organizational Context</b><br>(Knowledge of the company / organization and its processes) | <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>   |
| <b>B. Technical Knowledge</b>   | <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<br/>Possible causes of risk and accident: 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<br/>Methods of accident prevention: 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<br/>Exposure: ingested, contact with skin, inhaled<br/>Preventative action: ventilation, masks, protective clothing/ equipment);<br/>Remedial action: immediate first aid, report to supervisor<br/>Toxic materials: 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<br/>Causes of fires: heating of metal; spontaneous ignition; sparking; electrical</p> |

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**Use basic health and safety practices at the workplace**

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|   | <p>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<br/>Materials: 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> <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)</b>                         |  |
| <b>A. Core Skills/<br/>Generic Skills</b> | <b>Reading 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 an accident/incident report in local language or English   |
|   | <b>Writing Skills</b>  |
|   | The user/individual on the job needs to know and understand how to:  |
|   | SA4. 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:  |
|   | SA5. question coworkers appropriately in order to clarify instructions and other issues  |
|   | SA6. give clear instructions to coworkers, subordinates others   |
| <b>B. Professional Skills</b>             | <b>Decision Making</b>   |
|   | 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  |
|   | <b>Plan and Organize</b>   |
|   | The user/individual on the job needs to know and understand how to:  |
|   | SB2. plan and organize their own work schedule, work area, tools, equipment and  |



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**Use basic health and safety practices at the workplace**

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|  | materials to maintain decorum and for improved productivity  |
|  | <b>Customer Centricity</b>   |
|  | The user/individual on the job needs to know and understand how to:<br>SB3. remain congenial while discussing and debating issues with co-workers<br>SB4. follow appropriate protocols for communication based on situation, hierarchy, organizational culture and practice<br>SB5. ask for, provide and receive required assistance where possible to ensure achievement of work related objectives<br>SB6. thank coworkers for any assistance received<br>SB7. offer appropriate respect based on mutuality and respect for fellow workmanship and authority |
|  | <b>Problem Solving</b>   |
|  | The user/individual on the job needs to know and understand how to:<br>SB8. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)<br>SB9. identify immediate or temporary solutions to resolve delays<br>SB10. identify sources of support that can be availed of for problem solving for various kind of problems<br>SB11. seek appropriate assistance from other sources to resolve problems<br>SB12. report problems that you cannot resolve to appropriate authority                              |
|  | <b>Analytical Thinking</b>   |
|  | The user/individual on the job needs to know and understand how to:<br>SB13. identify cause and effect relations in their area of work<br>SB14. use cause and effect relations to anticipate potential problems and their solution   |
|  | <b>Critical Thinking</b>   |
|  | NA   |

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## **NOS Version Control**

| <b>NOS Code</b>            | <b>CSC/N1335</b>  |                         |                   |
|----------------------------|---|-------------------------|-------------------|
| <b>Credits</b>             | <b>TBD</b>  | <b>Version number</b>   | <b>1.0</b>        |
| <b>Industry</b>            | <b>Capital Goods</b>  | <b>Drafted on</b>       | <b>10/04/2014</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 Machinery</li> <li>7. Light Engineering Goods</li> </ol> | <b>Last reviewed on</b> | <b>24/11/2017</b> |
| <b>Occupation</b>          | <b>Machining</b>  | <b>Next review date</b> | <b>24/11/2021</b> |

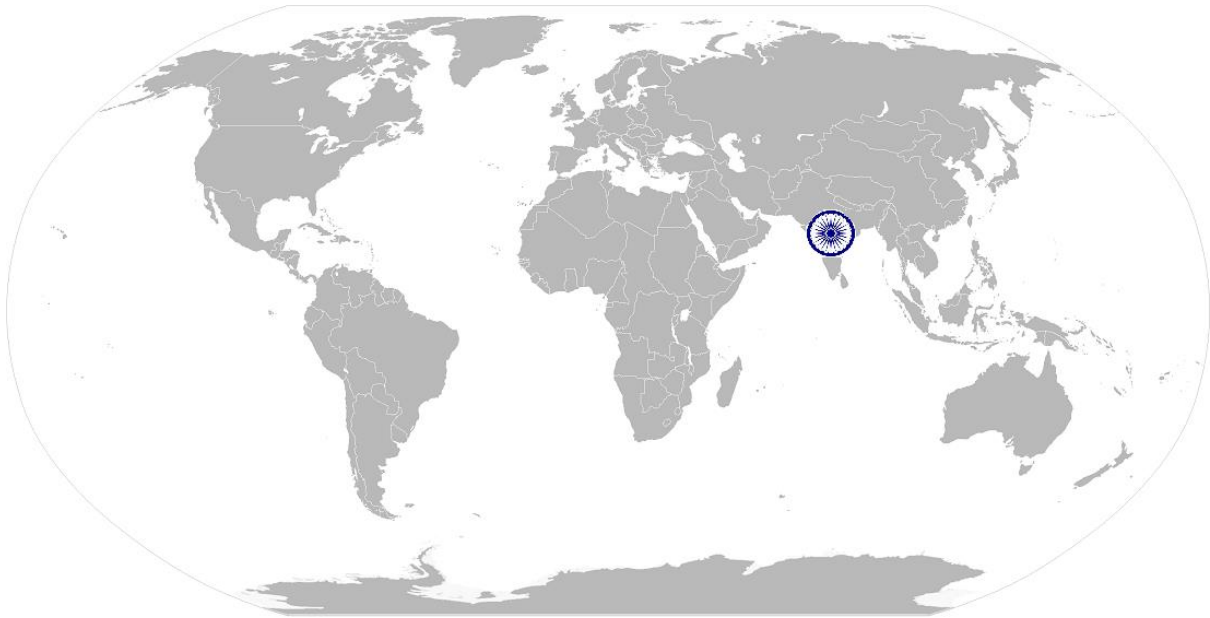


CSC/N1336

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/N1336**

**Work effectively with others**

**National Occupational Standard**

|   |   |
|---|---|
| <b>Unit Code</b>  | <b>CSC/N1336</b>  |
| <b>Unit Title (Task)</b>  | <b>Work effectively with others</b>   |
| <b>Description</b>  | 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. These cover areas such as communication etiquette, discipline, listening etc.  |
| <b>Scope</b>  | This unit/task covers the following: <ul style="list-style-type: none"> <li>Work effectively with others</li> </ul>   |
| <b>Performance Criteria (PC) w.r.t. the Scope</b>               |   |
| <b>Element</b>  | <b>Performance Criteria</b>   |
| <b>Work effectively with others</b>                             | <p>To be competent, the user/individual on the job must 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<br/>Communication etiquette: 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<br/>Disciplined behaviors: 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><br>(Knowledge of the company / | <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</p>  |

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| organization and its processes)           | <p>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>   |
| <b>B. Technical Knowledge</b>             | <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 behavior 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> |
| <b>Skills (S)</b>                         |  |
| <b>A. Core Skills/<br/>Generic Skills</b> | <b>Reading Skills</b>  |
|   | <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. read basic terms and terminologies to accurately interpret work related documents, labels, supervisor instructions in the local language</p> <p>SA2. read and interpret accurate information from various relevant work instructions and records</p>   |
|   | <b>Writing Skills</b>  |
|   | <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA3. write clear and legible notes to self, colleagues and seniors to pass messages, keep records, prepare to-do lists, take down instructions</p> <p>SA4. write basic numbers, quantities and work related terminology for operational requirements in the local language</p>  |

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**Work effectively with others**

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|                               | <b>Oral Communication (Listening and Speaking skills)</b>  |
|                               | <p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. interact with the supervisor appropriately (correct protocol and manner of speaking) in order to understand the basic requirements of the product, production plans and other associated requirements</p> <p>SA6. give clear instructions to co-workers about the type of output required and answer queries</p> <p>SA7. display active listening skills while interacting with co-workers and other in the workplace</p> |
| <b>B. Professional Skills</b> | <b>Decision Making</b>   |
|                               | NA   |
|                               | <b>Plan and organize</b>   |
|                               | <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. use appropriate planning to maintain a smooth relationship with fellow team members</p> <p>SB2. take steps within one's limits of authority to initiate modification in plan if the circumstances require it</p>  |
|                               | <b>Customer centricity</b>   |
|                               | <p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. check that work meets customer requirements</p> <p>SB4. deliver consistent and reliable service to internal and external customers</p>  |
|                               | <b>Problem Solving</b>   |
|                               | <p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. work with co-workers and supervisor to resolve any issues that threaten disruption, increase risk, cause delays or under-achievement of quality and targets as per the planned schedule</p>   |
|                               | <b>Analytical Thinking</b>   |
|                               | NA   |
|                               | <b>Critical Thinking</b>   |
|                               | NA   |

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Work effectively with others

## NOS Version Control

| NOS Code            | CSC/N1336   |                  |            |
|---------------------|---|------------------|------------|
| Credits             | TBD   | Version number   | 1.0        |
| Industry            | Capital Goods   | Drafted on       | 10/04/2014 |
| 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 | 24/11/2017 |
| Occupation          | Machining   | Next review date | 24/11/2021 |

## Annexure

### Nomenclature for QP and NOS

#### Qualifications Pack

9 characters

[ABC]/ Q 0101

[Insert 3 letter codes for SSC]

Q denoting Qualifications Pack



QP number (2 numbers)

Occupation (2 numbers)

#### Occupational Standard

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

9 characters

[ABC] / N 0101

[Insert 3 letter codes for SSC]

N denoting National Occupational Standard



OS number (2 numbers)

Occupation (2 numbers)

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

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

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



## Criteria For Assessment Of Trainees

**Job Role:** Operator - Conventional Milling

**Qualification Pack:** CSC/Q0108

**Sector Skill Council:** Capital Goods Skills 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. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criterion.
6. To pass the Qualification Pack, every trainee should score a minimum of 70% of aggregate marks to successfully clear the assessment.
7. In case of *unsuccessful completion*, the trainee may seek reassessment on the Qualification Pack.

| Compulsory NOS                                     |   |             |        | Marks Allocation |                  |
|--|---|-------------|--------|------------------|------------------|
| Total Marks: 300                                   |   |             |        |                  |                  |
| Assessment outcomes                                | Assessment Criteria for outcomes  | Total Marks | Out of | Theory           | Skills Practical |
| CSC/N0108<br>Operate conventional milling machines | PC1.comply with health and safety, environmental and other relevant regulations and guidelines at work  | 100         | 3      | 1                | 2                |
|  | PC2.adhere to procedures and guidelines for personal protective equipment (PPE) and other relevant safety regulations while performing machining operations |             | 3      | 1                | 2                |
|  | PC3.work following laid down procedures and instructions  |             | 3      | 1                | 2                |
|  | PC4.ensure work area is clean and safe from hazards   |             | 2      | 0                | 2                |
|  | PC5.ensure that all tools, equipment, power tool cables, extension leads are in a safe and usable condition   |             | 2      | 0                | 2                |
|  | PC6.check that all measuring equipment is within calibration date   |             | 2      | 0                | 2                |

|  |   |   |   |
|--|---|---|---|
| PC7.ensure that the components used are free from foreign objects, dirt or other contamination   | 2 | 0 | 2 |
| PC8.ensure availability of job specification from a valid source   | 2 | 0 | 2 |
| PC9.read and establish job requirements from the job specification document (to include symbols and conventions to appropriate ISO standards in relation to work undertaken) | 3 | 1 | 2 |
| PC10.prepare and maintain the work area as per procedure or operation specification  | 3 | 1 | 2 |
| PC11.confirm with the machine setter that the machine is ready for production  | 2 | 0 | 2 |
| PC12.seek any necessary instruction/training on the operation of the various milling machines, where appropriate   | 3 | 0 | 3 |
| PC13.ensure that machine guards are in place and are correctly adjusted  | 3 | 1 | 2 |
| PC14.identify different types of cutters used in horizontal and vertical milling machines  | 3 | 0 | 3 |
| PC15.identify different parts of the vertical and horizontal milling machine   | 3 | 0 | 3 |
| PC16.hold components securely, without distortion  | 2 | 0 | 2 |
| PC17.ensure that machine settings are adjusted as and when required to maintain the required accuracy and quality standards  | 3 | 1 | 2 |
| PC18.operate the machine controls in both hand and power modes   | 3 | 0 | 3 |
| PC19.stop the machine in both normal and emergency situations, and use correct procedure for restarting after an emergency   | 3 | 1 | 2 |
| PC20.use British and metric systems of measurement   | 3 | 1 | 2 |
| PC21.perform various milling operations to produce various features on metal and non-metal components  | 5 | 1 | 4 |
| PC22.produce components as per given quality standards   | 5 | 1 | 4 |
| PC23.plan and work accordingly to achieve given production targets   | 5 | 1 | 4 |
| PC24.overcome the effects of backlash in machine slides and screws   | 3 | 1 | 2 |

|  |  |              |            |           |           |
|--|--|--------------|------------|-----------|-----------|
|  | PC25.apply roughing and finishing cuts considering the effect on tool life, surface finish and dimensional accuracy                              |              | 3          | 0         | 3         |
|  | PC26.apply cutting fluids with regard to a range of different materials  |              | 3          | 0         | 3         |
|  | PC27.clamp the work piece securely and without distortion in a chuck/work holding device such as vice, V-block, clamp, angle plate, etc.         |              | 3          | 0         | 3         |
|  | PC28.report any difficulties or problems that may arise with the milling activities and carry out any agreed actions                             |              | 3          | 1         | 2         |
|  | PC29.shut down the equipment to a safe condition on completion of the milling activities   |              | 2          | 0         | 2         |
|  | PC30.use range of equipment to check critical parameters   |              | 3          | 0         | 3         |
|  | PC31.perform the checks to be carried out on the components before removing them from the machine, and on the equipment needed for this activity |              | 4          | 1         | 3         |
|  | PC32.ensure that the quality control procedures are used while operating the equipment   |              | 2          | 0         | 2         |
|  | PC33.refer the problem to a competent internal specialist if it cannot be resolved   |              | 3          | 1         | 2         |
|  | PC34.obtain help or advice from specialist if the problem is outside his/her area of competence or experience                                    |              | 3          | 1         | 2         |
|  |  | <b>Total</b> | <b>100</b> | <b>17</b> | <b>83</b> |
| CSC/N1335 Use basic health and safety practices at the workplace | PC1.use protective clothing/equipment for specific tasks and work conditions   | 100          | 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  |              | 4          | 2         | 2         |
|  | PC6.state methods of accident prevention in the work environment of the job role   |              | 3          | 2         | 1         |
|  | PC7.state location of general health and safety equipment in the workplace   |              | 5          | 2         | 3         |

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

|   |  |              |            |           |           |
|---|--|--------------|------------|-----------|-----------|
|   | PC27.demonstrate correct method to move injured people and others during an emergency  |              | 3          | 1         | 2         |
|   |  | <b>Total</b> | <b>100</b> | <b>37</b> | <b>63</b> |
| CSC/N1336<br>Work effectively with others | PC1.accurately receive information and instructions from the supervisor and fellow workers, getting clarification where required | 100          | 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> | <b>70</b> |