

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR RUBBER 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- Straining Operator

SECTOR: RUBBER INDUSTRY

SUB-SECTOR: 1. Tyre 2.Non-tyre

OCCUPATION: Reclaim Rubber

REFERENCE ID: RSC/ Q 2106

ALIGNED TO: NCO-2004/8159.38

Brief Job Description: A Straining Operator is responsible to segregate the waste material from the pre-refined material using strainer and get the product ready in the specified form for refining process.

Personal Attributes: This job requires the individual to be active and energetic. He should be able to work independently under the guidance of supervisor. As a good learner, he should be willing to learn efficient ways to perform his work. He should be disciplined, focused and comfortable in performing labourious work.

Job Details	Qualifications Pack Code	RSC/ Q 2106		
	Job Role	Pre-refining Operator		
	Credits(NSQF)	TBD	Version number	1.0
	Sector	Rubber Manufacturing	Drafted on	14/05/15
	Sub-sector	Tyre and Non- tyre	Last reviewed on	14/05/15
	Occupation	Reclaim Rubber	Next review date	14/05/16
	NSQC Cleanance on	20/07/2015		

Job Role	Straining Operator
Role Description	A Straining Operator is responsible to segregate the waste material from the pre-refined material using strainer and get the product ready in the specified form for refining process.
NSQF level	4
Minimum Educational Qualifications*	Class Xth
Maximum Educational Qualifications*	ITI/Graduate
Training (Suggested but not mandatory)	Straining operation for reclaim
Minimum Job Entry Age	18 years
Experience	Worked as an assistant in the same role for 6 months
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> RSC/ N 2114 (Undertake straining of pre-refined material) RSC/ N 5001 (To carry out housekeeping) RSC/ N 5002 (To carry out reporting and documentation) RSC/ N 5003 (To carry out quality checks) RSC/ N 5004 (To carry out problem identification and escalation) <p>Optional: NA</p>
Performance Criteria	As described in the relevant OS units

Keywords /Terms	Description
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.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
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 OS.
Job Role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
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.
NOS	NOS are Occupational Standards which apply uniquely in the Indian context.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
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.
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.
Organizational Context	Organizational 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.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills or 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 OS , these include communication related skills that are applicable to most job roles.

National Occupational Standard



Overview

This unit is about carrying out straining of pre-refined material in reclaim process.

RSC / N 2114
Undertake straining of pre-refined material

National Occupational Standard	Unit Code	RSC / N 2114
	Unit Title (Task)	Undertake straining of pre-refined material
	Description	This unit is about carrying out straining of pre-refined material in reclaim process.
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Material and Equipment Readiness • Operation • Material disposal • Batch Marking • Health & safety
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Material and Equipment Readiness	<p>To be competent, the user/individual on the job must be able to</p> <p>PC1. Check that the pre-refined material is available in the properly identified manner as per the company's SOP</p> <p>PC2. Check the cleanliness and functioning of the strainer</p> <p>PC3. Prepare the tools and equipments required for undertaking straining operation</p> <p>PC4. Set the parameter of the machine as per the instructions of the supervisor</p>
	Operation	<p>PC1. Start the strainer machine as per start up instructions and feed the pre-refined material.</p> <p>PC2. Monitor the working of machine separating uncooked material and other wastes.</p> <p>PC3. The end product is in thread form or tube form of intermittent in nature.</p> <p>PC4. Collect the strained material on a pallet and shift it near the final refiner.</p> <p>PC5. Replace all the wire-netting with a new set at a specified interval</p> <p>PC6. Waste products usually in solid form clinging to die and forming circular product.</p> <p>PC7. Set proper temperature in control panel to coagulate and make fine bond with each rubber particles</p> <p>PC8. Send the waste material at designated place</p>
Material disposal	PC1. Dispose of waste material safely, as per organizational SOP.	
Batch Marking	PC2. Ensure identification and traceability by batch marking/coding as per the	

	<p>instructions laid down by the company (in terms of batch number, weight and date stamp).</p>
Health & Safety	<p>PC1. Adhere to all safety norms (such as wearing protective gloves, masks and shoes).</p> <p>PC2. Comply with health, safety, environment guidelines, regulations etc in accordance with international/national standards or organizational standards (SOP)</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Importance of straining of the pre-refined material.</p> <p>KA2. Material disposal procedure, importance of appropriate disposal of material and implications of not following the material disposal procedure</p> <p>KA3. Quality and damage checks to be done and importance of the same</p> <p>KA4. Importance of identifying non-conforming products.</p> <p>KA5. Risk and impact of not following defined procedures/work instructions</p> <p>KA6. Escalation matrix for reporting identified issues</p> <p>KA7. Types of documentation in organization and importance of the same</p> <p>KA8. Records to be maintained and implications of non-maintenance of the same</p> <p>KA9. Importance of housekeeping and good shop floor practices</p> <p>KA10. Health, Safety and Environment guidelines, legislation and regulations as applicable</p> <p>KA11. Personal protection (Which protective gear to be used and how)</p> <p>KA12. Impact of poor practices on health, safety and environment</p> <p>KA13. Impact of various practices on cost, quality, productivity, delivery and safety</p> <p>KA14. Importance of FIFO</p> <p>KA15. Handover/ Takeover the equipment/ work area as per company's SOP</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Knowledge of different equipments used in straining operation</p> <p>KB2. Knowledge of operating strainer</p> <p>KB3. Effect of improper straining</p> <p>KB4. Functions of automated machines</p> <p>KB5. Identification of useful and waste material</p> <p>KB6. Implications of delays in the straining of material</p> <p>KB7. Cleanliness and safety requirements for straining operation</p> <p>KB8. Units of measurement.</p>

Undertake straining of pre-refined material

	<p>KB9. Knowledge of appropriate batch sizes with respect to the material</p> <p>KB10. Importance of record maintenance</p> <p>KB11. Batch/Code marking techniques.</p> <p>KB12. Implications of inappropriate waste disposal.</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Construct simple sentences, prepare tags and express ideas through written communication</p> <p>SA2. Fill up appropriate forms and activity logs in required format of the company</p> <p>SA3. Perform basic mathematical operations and maintain records in given format</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Read and understand manuals, health and safety instructions, memos, reports, job cards etc</p> <p>SB2. Read images, graphs, diagrams</p> <p>SB3. Understand the various coding systems as per company norms</p>
	Oral Communication (Listening and Speaking skills)
<p>The user/individual on the job needs to know and understand how to:</p> <p>SA1. Express statements, opinions or information clearly so that others can hear and understand</p> <p>SA2. Understand instructional language of the organization</p> <p>SA3. Respond appropriately to any queries</p> <p>SA4. Communicate with supervisor</p> <p>SA5. Communicate with upstream and downstream teams</p> <p>SA6. Work in a team and other behavioral skills required to support the small group activities</p>	
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Take appropriate decisions regarding processing steps in view of changing quality and availability of raw materials and finished goods.</p>
	Plan and Organize
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. seek clarification on problems from others</p> <p>SB3. apply problem-solving approaches in different situations</p>	

Undertake straining of pre-refined material

	SB4. refer anomalies to the line manager
	Customer Centricity
	NA
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB 5. Interpret quality for sheet SB 6 . Suggest improvements(if any) in process/product/materials based on results and experience
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB7. Proper collection of waste material SB8. Identify defects in the material and communicate it at the earliest and suggest improvements(if any) in process/material based on experience
	Critical Thinking
The user/individual on the job needs to know and understand how to: SB9. Handle equipment/rubber sheet SB6. seek clarification on problems from others SB10. apply problem-solving approaches in different situations SB11. refer anomalies to the line manager SB12. Handle working with strainer SB13. Handle pre-refined and waste material SB14. Handle strained material and other tools and equipments	

RSC / N 2114
Undertake straining of pre-refined material
NOS Version Control

NOS Code	RSC / N 2114		
Credits(NSQF)	TBD	Version number	1.0
Industry	Rubber Manufacturing	Drafted on	14/05/15
Industry Sub-sector	Tyre and Non-Tyre	Last reviewed on	14/05/15
Occupational	Reclaim Rubber	Next review date	14/05/16


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National Occupational Standard



Overview

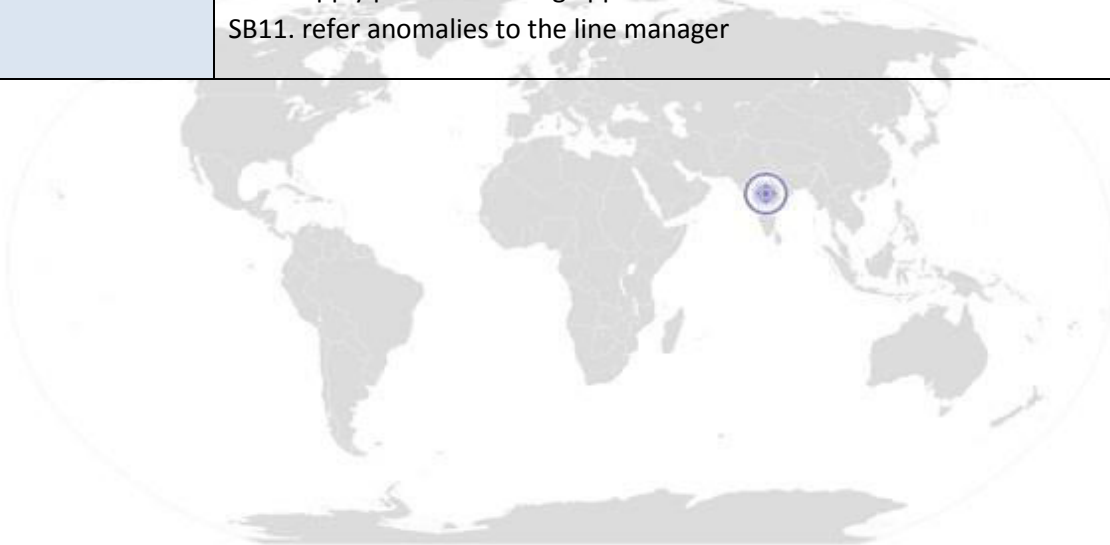
This unit is about carrying out housekeeping

Unit Code	RSC / N 5001
Unit Title (Task)	To carry out housekeeping
Description	This unit is about carrying out housekeeping activities
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Preparing for housekeeping activities • Carry out housekeeping activities • Post housekeeping activities • General
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Pre housekeeping activities	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Inspect the area while taking into account various surfaces</p> <p>PC2. Identify the material requirements for cleaning the areas inspected, by considering risk, time, efficiency and type of stain</p> <p>PC3. Ensure that the cleaning equipment is in proper working condition</p> <p>PC4. Select the suitable alternatives for cleaning the areas in case the appropriate equipment and materials are not available and inform the appropriate person</p> <p>PC5. Plan the sequence for cleaning the area to avoid re-soiling clean areas and surfaces</p> <p>PC6. Inform the affected people about the cleaning activity</p> <p>PC7. Display the appropriate signage for the work being conducted</p> <p>PC8. Ensure that there is adequate ventilation for the work being carried out</p> <p>PC9. Wear the personal protective equipment required for the cleaning method and materials being used</p>
Operations	<p>PC10. Use the correct cleaning method for the work area, type of soiling and surface</p> <p>PC11. Carry out cleaning activity without disturbing others</p> <p>PC12. Deal with accidental damage, if any, caused while carrying out the work</p> <p>PC13. Report to the appropriate person any difficulties in carrying out your work</p> <p>PC14. Identify and report to the appropriate person any additional cleaning required that is outside one's responsibility or skill</p>
Post housekeeping activities	<p>PC15. Ensure that there is no oily substance on the floor to avoid slippage</p> <p>PC16. Ensure that no scrap material is lying around</p> <p>PC17. Maintain and store housekeeping equipment and supplies</p> <p>PC18. Follow workplace procedures to deal with any accidental damage caused during the cleaning process</p>

	<p>PC19. Ensure that, on completion of the work, the area is left clean and dry and meets requirements</p> <p>PC20. Return the equipment, materials and personal protective equipment that were used to the right places making sure they are clean, safe and securely stored</p> <p>PC21. Dispose the waste garnered from the activity in an appropriate manner</p> <p>PC22. Dispose of used and un-used solutions according to manufacturer's instructions, and clean the equipment thoroughly</p>
General	<p>PC23. Maintain schedules and records for housekeeping duty</p> <p>PC24. Replenish any necessary supplies or consumables</p>
Knowledge and Understanding (K)	
	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The levels of hygiene required by workplace and why it is important to maintain them during your work</p> <p>KB2. How to inspect a work area to decide what cleaning it needs</p> <p>KB3. Methods and materials that used for cleaning variety of surfaces</p> <p>KB4. The types of cleansing agents that are not to be mixed together</p> <p>KB5. The correct method for cleaning equipment and/or machinery used during your work</p> <p>KB6. The importance of personal protective equipment</p> <p>KB7. Appropriate personal protective equipment for the work area, cleaning equipment, tools, materials and chemicals used</p> <p>KB8. The correct sequence for cleaning the work area</p> <p>KB9. The time taken by the treatment to work</p> <p>KB10. The importance of following manufacturer's instructions on cleaning agents</p> <p>KB11. The most appropriate place to carry out test cleans and why this should be done before applying treatments</p> <p>KB12. The importance of applying treatments evenly and the effect of not doing this</p> <p>KB13. Process of cleaning the surfaces without causing injury or damage</p> <p>KB14. The method to check the treated surface and equipment on completion of cleaning</p> <p>KB15. Procedures for reporting any unidentified soiling</p> <p>KB16. Procedures for disposing off waste</p> <p>KB17. Procedures for disposing off or storing personal protective equipment</p> <p>KB18. Escalation procedures for soils or stains that could not be removed</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Construct simple sentences and express ideas clearly through written communication</p>

	<p>SA2. Fill up appropriate technical forms, process charts, activity logs in required format of the company</p> <p>SA3. Write simple letters, mails, etc</p> <p>SA4. Perform functional mathematical operations, including apply basic mathematical principles, such as numbers and space, and techniques such as estimation and approximation, for practical purposes</p>
	<p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Read and understand manuals, health and safety instructions, memos, reports, job cards etc</p> <p>SA6. Read images, graphs, diagrams</p> <p>SA7. Understand the various coding systems as per company norms</p>
	<p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. Express statements, opinions or information clearly so that others can hear and understand</p> <p>SA9. Respond appropriately to any queries</p> <p>SA10. Communicate with supervisor</p> <p>SA11. Communicate with upstream and downstream teams</p> <p>SA12. Work in a team and other behavioral skills required to support the small group activities (Quality Circle, Cross Functional Team, Suggestion Scheme)</p>
	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Take appropriate decisions regarding processing steps in view of changing quality and availability of raw materials and finished goods.</p>
A. Professional Skills	<p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. seek clarification on problems from others</p> <p>SB3. apply problem-solving approaches in different situations</p> <p>SB4. refer anomalies to the line manager</p>
	<p>Customer Centricity</p> <p>NA</p>
	<p>Problem Solving</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB 5. Interpret quality for sheet</p>

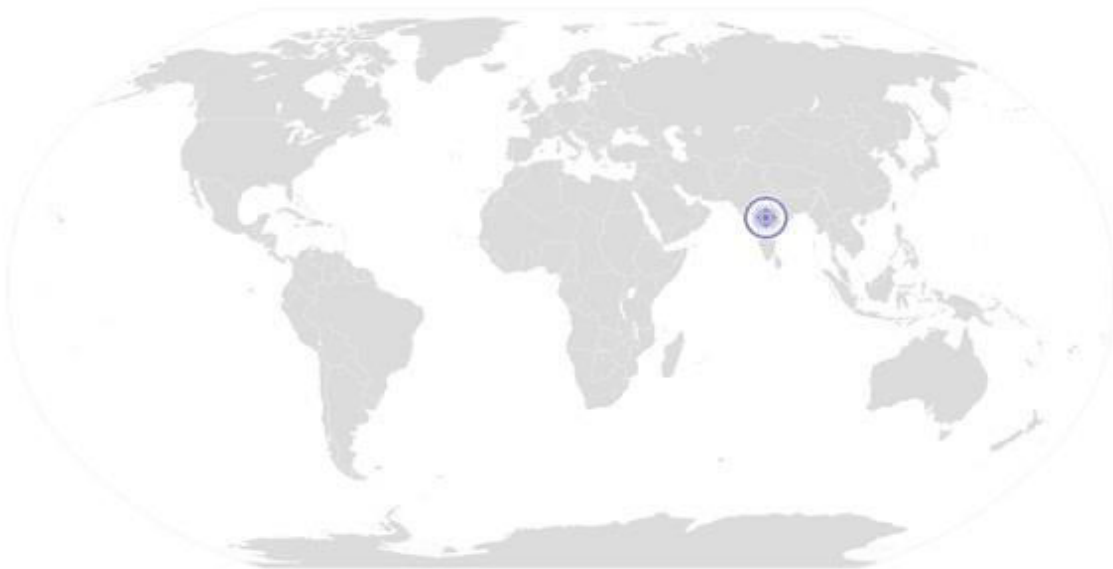
	SB 6 . Suggest improvements(if any) in process/product/materials based on results and experience
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB7. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB8. deal with clients lacking the technical background to solve the problem on their own identify immediate or temporary solutions to resolve delays
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB9. Handle equipment/rubber sheet SB6. seek clarification on problems from others SB10. apply problem-solving approaches in different situations SB11. refer anomalies to the line manager



NOS Code	RSC / N 5001		
Credits(NSQF)	TBD	Version number	1.0
Industry	Rubber Manufacturing	Drafted on	14/05/15
Industry Sub-sector	Tyre and NonTyre	Last reviewed on	14/05/15
Occupation	Reclaim Rubber	Next review date	14/05/16



National Occupational Standard



Overview

This unit is about reporting and documentation

To Carry Out Reporting And Documentation

Unit Code	RSC / N 5002
Unit Title (Task)	To carry out reporting and documentation
Description	This unit is about carrying out reporting and documentation
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Reporting of data/problem/incidents etc • Documentation • Information Security
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Reporting	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Report data/problems/incidents as applicable in a timely manner</p> <p>PC2. Report to the appropriate authority as laid down by the company</p> <p>PC3. Follow reporting procedures as prescribed by the company</p>
Documentation	<p>PC4. Identify documentation to be completed relating to one's role</p> <p>PC5. Record details accurately in appropriate format</p> <p>PC6. Complete all documentation within stipulated time according to company procedure</p> <p>PC7. Ensure that the final document meets with the requirements of the persons who requested it or make any amendments accordingly</p> <p>PC8. Make sure documents are available to all appropriate authorities to inspect</p>
Information Security	<p>PC9. Respond to requests for information in an appropriate manner whilst following organizational procedures</p> <p>PC10. Inform the appropriate authority of requests for information received</p>
Knowledge and Understanding (K)	
Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Different methods of recording information</p> <p>KB2. Various documents that need to be maintained</p> <p>KB3. Company procedure for filling/maintaining up the documents</p> <p>KB4. Procedures for reporting to the appropriate authority</p> <p>KB5. Procedures for recording damage, breakages etc</p> <p>KB6. Reporting incidents where standard operating procedures are not followed</p> <p>KB7. The importance of complete and accurate documentation</p> <p>KB8. How to maintain complete documentation accurately and within agreed</p>

	<p>timescales</p> <p>KB9. The importance of ensuring that the documents are correct</p> <p>KB10. The actions to be taken if the documents are not correct</p> <p>KB11. The importance of maintaining the security and confidentiality of recorded information</p> <p>KB12. Procedures to maintain confidentiality of information</p> <p>KB13. The appropriate method for responding to requests for information</p> <p>KB14. The reporting procedures to followed before disclosing information to any outside party</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Construct simple sentences and express ideas clearly through written communication</p> <p>SA2. Fill up appropriate technical forms, process charts, activity logs in required format of the company</p> <p>SA3. Write simple letters, mails, etc</p> <p>SA4. Perform functional mathematical operations, including apply basic mathematical principles, such as numbers and space, and techniques such as estimation and approximation, for practical purposes</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Read and understand manuals, health and safety instructions, memos, reports, job cards etc</p> <p>SA6. Read images, graphs, diagrams</p> <p>SA7. Understand the various coding systems as per company norms</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. Express statements, opinions or information clearly so that others can hear and understand</p> <p>SA9. Respond appropriately to any queries</p> <p>SA10. Communicate with supervisor</p> <p>SA11. Communicate with upstream and downstream teams</p> <p>SA12. Work in a team and other behavioral skills required to support the small group activities (Quality Circle, Cross Functional Team, Suggestion Scheme)</p>
A. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Take appropriate decisions regarding processing steps in view of changing quality</p>

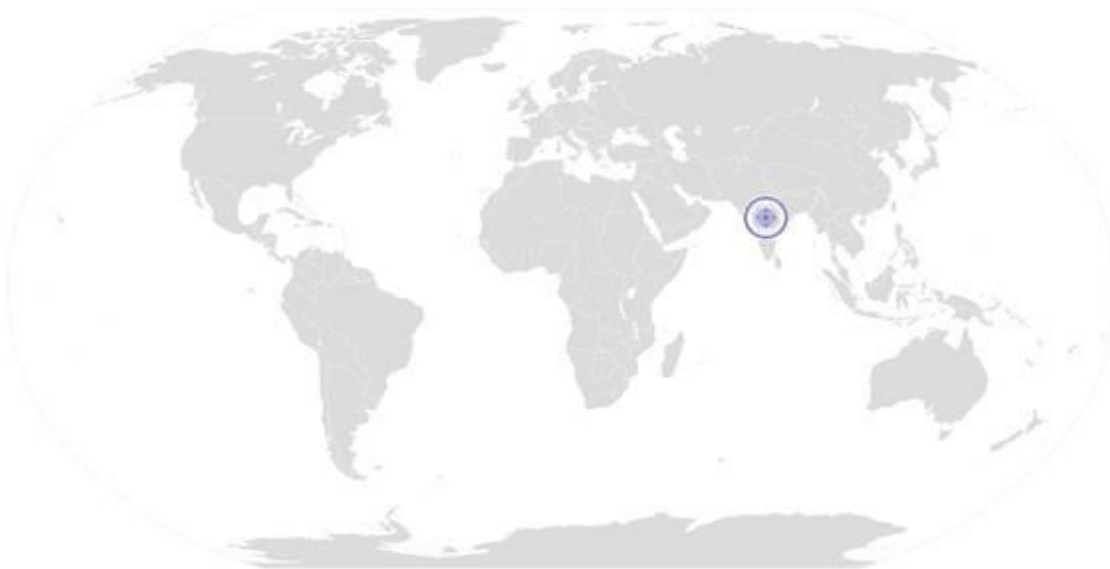
	and availability of raw materials and finished goods.
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB2. seek clarification on problems from others SB3. apply problem-solving approaches in different situations SB4. refer anomalies to the line manager
	Customer Centricity
	NA
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB 5. Interpret quality for sheet SB 6 . Suggest improvements(if any) in process/product/materials based on results and experience
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB7. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB8. deal with clients lacking the technical background to solve the problem on their own identify immediate or temporary solutions to resolve delays
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB9. Handle equipment/rubber sheet SB6. seek clarification on problems from others SB10. apply problem-solving approaches in different situations SB11. refer anomalies to the line manager

NOS Code	RSC / N 5002		
Credits(NSQF)	4	Version number	1.0
Industry	Rubber Manufacturing	Drafted on	14/05/15
Industry Sub-sector	Tyre and NonTyre	Last reviewed on	14/05/15
Occupation	Reclaim Rubber	Next review date	14/05/16



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National Occupational Standard



Overview

This unit is about carrying out quality checks

Unit Code	RSC / N 5003
Unit Title (Task)	To carry out quality checks
Description	This unit is about carrying out quality control activities
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Inspection • Analysis • Reporting
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Inspection	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Ensure that total range of checks are regularly and consistently performed</p> <p>PC2. Use appropriate measuring instruments, equipment, tools, accessories etc ,as required</p>
Analysis	<p>PC3. Identify non-conformities to quality assurance standards</p> <p>PC4. Identify potential causes of non-conformities to quality assurance standards</p> <p>PC5. Identify impact on final product due to non-conformance to company standards</p> <p>PC6. Evaluating the need for action to ensure that problems do not recur</p> <p>PC7. Suggest corrective action to address problem</p> <p>PC8. Review effectiveness of corrective action</p>
Reporting	<p>PC9. Interpret the results of the quality check correctly</p> <p>PC10. Take up results of the findings with QC in charge/appropriate authority.</p> <p>PC11. Take up the results of the findings within stipulated time</p> <p>PC12. Record of results of action taken</p> <p>PC13. Record adjustments not covered by established procedures for future reference</p> <p>PC14. Review effectiveness of action taken</p> <p>PC15. Follow reporting procedures where the cause of defect cannot be identified</p>

Knowledge and Understanding (K)	
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> KB1. The importance of quality control procedures KB2. Relevance and importance of activities and how they contribute to the achievement of the quality objectives, KB3. Proper procedure for selecting the material/product and performing quality checks without affecting the material KB4. Availability of work instructions, as necessary, KB5. Characteristics of the product/material KB6. Use of suitable equipment KB7. Availability and use of monitoring and measuring devices, KB8. Requirements of records KB9. Importance of maintaining accurate up-to-date records KB10. The need to report within the stipulated time KB11. Implications of inaccurate measuring and testing instruments and equipment KB12. The cost of non-conformance to quality standards KB13. Implications (impact on internal/external customers) of defective products, materials or components
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SA1. Construct simple sentences and express ideas clearly through written communication SA2. Fill up appropriate technical forms, process charts, activity logs in required format of the company SA3. Write simple letters, mails, etc SA4. Perform functional mathematical operations, including apply basic mathematical principles, such as numbers and space, and techniques such as estimation and approximation, for practical purposes
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SA5. Read and understand manuals, health and safety instructions, memos, reports, job cards etc SA6. Read images, graphs, diagrams SA7. Understand the various coding systems as per company norms
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SA8. Express statements, opinions or information clearly so that others can

	<p>hear and understand</p> <p>SA9. Respond appropriately to any queries SA10. Communicate with supervisor SA11. Communicate with upstream and downstream teams SA12. Work in a team and other behavioral skills required to support the small group activities (Quality Circle, Cross Functional Team, Suggestion Scheme)</p>
<p>B. Professional Skills</p>	<p>Decision Making</p>
	<p>The user/individual on the job needs to know and understand how to: SB1. Take appropriate decisions regarding processing steps in view of changing quality and availability of raw materials and finished goods.</p>
	<p>Plan and Organize</p>
	<p>The user/individual on the job needs to know and understand how to: SB2. seek clarification on problems from others SB3. apply problem-solving approaches in different situations SB4. refer anomalies to the line manager</p>
	<p>Customer Centricity</p>
	<p>NA</p>
	<p>Problem Solving</p>
	<p>The user/individual on the job needs to know and understand how to: SB 5. Interpret quality for sheet SB 6 . Suggest improvements(if any) in process/product/materials based on results and experience</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to: SB7. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB8. deal with clients lacking the technical background to solve the problem on their own identify immediate or temporary solutions to resolve delays</p>
<p>Critical Thinking</p>	
<p>The user/individual on the job needs to know and understand how to: SB9. Handle equipment/rubber sheet SB6. seek clarification on problems from others</p>	

NOS Code	RSC / N 5003		
Credits(NSQF)	TBD	Version number	1.0
Industry	Rubber Manufacturing	Drafted on	14/05/15
Industry Sub-sector	Tyre and NonTyre	Last reviewed on	14/05/15
Occupation	Reclaim Rubber	Next review date	14/05/16
	SB10. apply problem-solving approaches in different situations SB11. refer anomalies to the line manager		

NOS Version Control



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National Occupational Standard



Overview

This unit is about problem identification and escalation

To Carry Out problem identification and escalation

Unit Code	RSC / N 5004
Unit Title (Task)	To carry out problem identification and escalation
Description	This unit is about problem identification and escalation
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Problem Identification • Necessary Action • Problem Escalation
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Problem Identification	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Identify defects/indicators of problems PC2. Identify any wrong practices that may lead to problems PC3. Identify practices that may impact the final product quality PC4. Identify if the problem has occurred before PC5. Identify other operations that might be impacted by the problem PC6. Ensure that no delays are caused as a result of failure to escalate problems</p>
Necessary Action	<p>PC7. Take appropriate materials and sample, conduct tests and evaluate results to establish reasons to confirm suspected reasons for non-conformance (where required) PC8. Consider possible reasons for identification of problems PC9. Consider applicable corrections and formulate corrective action PC10. Formulate action in a timely manner PC11. Communicate problem/remedial action to appropriate parties PC12. Take corrective action in a timely manner PC13. Take corrective action for problems identified according to the company procedures PC14. Report/document problem and corrective action in an appropriate manner PC15. Monitor corrective action PC16. Evaluate implementation of corrective action taken to determine if the problem has been resolved PC17. Ensure that corrective action selected is viable and practical PC18. Ensure that correct solution is identified to an identified problem PC19. Take corrective action for problems identified according to the company procedures</p>

	PC20. Ensure that no delays are caused as a result of failure to take necessary action
Problem Escalation	PC21. Escalate problem as per laid down escalation matrix PC22. Escalate the problem within stipulated time PC23. Escalate the problem in an appropriate manner PC24. Ensure that no delays are caused as a result of failure to escalate problems
Knowledge and Understanding (K)	
C. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. Indicators of problems KB2. The working of the equipment and accessories(if applicable) KB3. The impact of operations on the user and equipment(if applicable) KB4. The impact of operations on the final product (if applicable) KB5. The effect of not rectifying the problems identified KB6. The reason for the occurrence of previous problems KB7. Measures and steps that have been taken to address the previous problems KB8. Possible solutions for various problems KB9. The correct method for carrying out corrective actions outlined for each problem KB10. The impact of not carrying out the corrective actions KB11. The documentation procedure for recording such problems, as per company norms KB12. The escalation matrix for reporting problems KB13. Escalation matrix for reporting unresolved problems KB14. The time frame within which in which each problem needs to be escalated KB15. Manner in which each problem needs to be escalated
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills The user/ individual on the job needs to know and understand how to: SA1. Construct simple sentences and express ideas clearly through written communication SA2. Fill up appropriate technical forms, process charts, activity logs in required format of the company SA3. Write simple letters, mails, etc SA4. Perform functional mathematical operations, including apply basic mathematical principles, such as numbers and space, and techniques such as estimation and approximation, for practical purposes
	Reading Skills

To Carry Out problem identification and escalation

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Read and understand manuals, health and safety instructions, memos, reports, job cards etc</p> <p>SA6. Read images, graphs, diagrams</p> <p>SA7. Understand the various coding systems as per company norms</p>
	<p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. Express statements, opinions or information clearly so that others can hear and understand</p> <p>SA9. Respond appropriately to any queries</p> <p>SA10. Communicate with supervisor</p> <p>SA11. Communicate with upstream and downstream teams</p> <p>SA12. Work in a team and other behavioral skills required to support the small group activities (Quality Circle, Cross Functional Team, Suggestion Scheme)</p>
B Professional Skills	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Take appropriate decisions regarding processing steps in view of changing quality and availability of raw materials and finished goods.</p>
	<p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. seek clarification on problems from others</p> <p>SB3. apply problem-solving approaches in different situations</p> <p>SB4. refer anomalies to the line manager</p>
	<p>Customer Centricity</p> <p>NA</p>
	<p>Problem Solving</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB 5. Interpret quality for sheet</p> <p>SB 6 . Suggest improvements(if any) in process/product/materials based on results and experience</p>
	<p>Analytical Thinking</p> <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. deal with clients lacking the technical background to solve the problem on their own identify immediate or temporary solutions to resolve delays</p>

To Carry Out problem identification and escalation

	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB9. Handle equipment/rubber sheet SB6. seek clarification on problems from others SB10. apply problem-solving approaches in different situations SB11. refer anomalies to the line manager



NOS Version Control

To Carry Out problem identification and escalation

NOS Code	RSC / N 5004		
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Industry Sub-sector	Tyre and NonTyre	Last reviewed on	14/05/15
Occupation	Reclaim Rubber	Next review date	14/05/16


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CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role Straining Operator

Qualification Pack Code RSC/ Q 2106

Sector Skill Council Rubber Skill Development Council

Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5. To pass the Qualification Pack, every trainee should score a minimum of 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

Assessment Strategy			Marks Allocation		
NOS	Elements	Performance Criteria	Total	Theor y	Practica l
RSC/ N 2114 (Undertake straining of pre-refined material)	Material and Equipment Readiness	PC1. Check that the pre-refined material is available in the properly identified manner as per the company's SOP	7	3	4
		PC2. Check the cleanliness and functioning of the strainer	2	0	2
		PC3. Prepare the tools and equipments required for undertaking straining operation	8	4	4
		PC4. Set the parameter of the machine as per the instructions of the supervisor	12	4	8
	Operation	PC5. Start the strainer machine as per start up instructions and feed the pre-refined material.	10	3	7
		PC6. Monitor the working of machine separating uncooked material and other wastes.	8	4	4
		PC7. The end product is in thread form or tube form of intermittent in nature.	3	0	3
		PC8. Collect the strained material on a pallet and shift it near the final refiner.	3	0	3
		PC9. Replace all the wire- netting with a new set at a specified interval	3	0	3
		PC10. Waste products usually in solid form clinging to die and forming circular product.	2	0	2
		PC11. Set proper temperature in control panel to coagulate and make fine bond with each rubber particles	6	2	4

		PC12. Send the waste material at designated place	8	4	4
	Material disposal	PC13. Dispose of waste material safely, as per organizational SOP.	4	0	4
	Batch Marking	PC14. Ensure identification and traceability by batch marking/coding as per the instructions laid down by the company (in terms of batch number, weight and date stamp).	12	8	4
	Health & Safety	PC15. Adhere to all safety norms (such as wearing protective gloves, masks and shoes).	10	6	4
		PC16. Comply with health, safety, environment guidelines, regulations etc in accordance with international/national standards or organizational standards (SOP)	2	2	0
			100	40	60
RSC/ N 5001 (To carry out housekeepin g)	Pre housekeeping activities	PC1. Inspect the area while taking into account various surfaces	3	3	0
		PC2. Identify the material requirements for cleaning the areas inspected, by considering risk, time, efficiency and type of stain	3	3	0
		PC3. Ensure that the cleaning equipment is in proper working condition	3	3	0
		PC4. Select the suitable alternatives for cleaning the areas in case the appropriate equipment and materials are not available and inform the appropriate person	3	3	0
		PC5. Plan the sequence for cleaning the area to avoid re-soiling clean areas and surfaces	3	3	0
		PC6. Inform the affected people about the cleaning activity	2	2	0
		PC7. Display the appropriate signage for the work being conducted	3	3	0
		PC8. Ensure that there is adequate ventilation for the work being carried out	3	3	0
		PC9. Wear the personal protective equipment required for the cleaning method and materials being used	3	3	0
	Operations	PC10. Use the correct cleaning method for the work area, type of soiling and surface	3	3	0
		PC11. Carry out cleaning activity without disturbing others	3	3	0
		PC12. Deal with accidental damage, if any, caused while carrying out the work	3	3	0
		PC13. Report to the appropriate person any difficulties in carrying out your work	3	3	0
		PC14. Identify and report to the appropriate person any additional cleaning required that is outside one's responsibility or skill	3	3	0
	Post housekeeping	PC15. Ensure that there is no oily substance on the floor to avoid slippage	9	3	6

	activities	PC16. Ensure that no scrap material is lying around	9	3	6
		PC17. Maintain and store housekeeping equipment and supplies	3	3	0
		PC18. Follow workplace procedures to deal with any accidental damage caused during the cleaning process	3	3	0
		PC19. Ensure that, on completion of the work, the area is left clean and dry and meets requirements	8	2	6
		PC20. Return the equipment, materials and personal protective equipment that were used to the right places making sure they are clean, safe and securely stored	3	3	0
		PC21. Dispose the waste garnered from the activity in an appropriate manner	9	3	6
		PC22. Dispose of used and un-used solutions according to manufacturer's instructions, and clean the equipment thoroughly	9	3	6
	General	PC23. Maintain schedules and records for housekeeping duty	3	3	0
		PC24. Replenish any necessary supplies or consumables	3	3	0
			100	70	30
RSC/ N5002 To carry out reporting and documentation	Reporting	PC1. Report data/problems/incidents as applicable in a timely manner	12	8	4
		PC2. Report to the appropriate authority as laid down by the company	12	8	4
		PC3. Follow reporting procedures as prescribed by the company	12	8	4
	Recording and Documentation	PC4. Identify documentation to be completed relating to one's role	10	6	4
		PC5. Record details accurately an appropriate format	16	6	10
		PC6. Complete all documentation within stipulated time according to company procedure	14	4	10
		PC7. Ensure that the final document meets with the requirements of the persons who requested it or make any amendments accordingly	6	4	2
		PC8. Make sure documents are available to all appropriate authorities to inspect	6	4	2
	Information Security	PC9. Respond to requests for information in an appropriate manner whilst following organizational procedures	6	6	0
		PC10. Inform the appropriate authority of requests for information received	6	6	0
			100	60	40
RSC/ N5003 To	Inspection	PC1. Ensure that total range of checks are	24	10	14

carry out quality checks		regularly and consistently performed				
		PC2. Use appropriate measuring instruments, equipment, tools, accessories etc ,as required	24	10	14	
	Analysis		PC3. Identify non-conformities to quality assurance standards	6	4	2
			PC4. Identify potential causes of non-conformities to quality assurance standards	5	3	2
			PC5. Identify impact on final product due to non-conformance to company standards	5	3	2
			PC6. Evaluating the need for action to ensure that problems do not recur	6	4	2
			PC7. Suggest corrective action to address problem	5	3	2
			PC8. Review effectiveness of corrective action	5	3	2
	Reporting		PC9. Interpret the results of the quality check correctly	4	4	0
			PC10. Take up results of the findings with QC in charge/appropriate authority.	3	3	0
			PC11. Take up the results of the findings within stipulated time	3	3	0
			PC12. Record of results of action taken	3	3	0
			PC13. Record adjustments not covered by established procedures for future reference	3	3	0
			PC14. Review effectiveness of action taken	2	2	0
			PC15. Follow reporting procedures where the cause of defect cannot be identified	2	2	0
			100	60	40	
RSC/ N5004 To carry out problem identification and escalation	Problem Identification		PC1. Identify defects/indicators of problems	7	4	3
			PC2. Identify any wrong practices that may lead to problems	6	3	3
			PC3. Identify practices that may impact the final product quality	6	3	3
			PC4. Identify if the problem has occurred before	5	3	2
			PC5. Identify other operations that might be impacted by the problem	6	4	2
			PC6. Ensure that no delays are caused as a result of failure to escalate problems	5	3	2
	Necessary Action		PC7. Take appropriate materials and sample, conduct tests and evaluate results to establish reasons to confirm suspected reasons for non-conformance (where required)	8	5	3
			PC8. Consider possible reasons for identification of problems	8	5	3
			PC9. Consider applicable corrections and formulate corrective action	3	3	0

		PC10. Formulate action in a timely manner	3	3	0
		PC11. Communicate problem/remedial action to appropriate parties	7	5	2
		PC12. Take corrective action in a timely manner	2	2	0
		PC13. Take corrective action for problems identified according to the company procedures	2	2	0
		PC14. Report/document problem and corrective action in an appropriate manner	8	5	3
		PC15. Monitor corrective action	2	2	0
		PC16. Evaluate implementation of corrective action taken to determine if the problem has been resolved	2	2	0
		PC17. Ensure that corrective action selected is viable and practical	2	2	0
		PC18. Ensure that correct solution is identified to an identified problem	2	2	0
		PC19. Take corrective action for problems identified according to the company procedures	1	1	0
		PC20. Ensure that no delays are caused as a result of failure to take necessary action	1	1	0
	Problem Escalation	PC21. Escalate problem as per laid down escalation matrix	4	3	1
		PC22. Escalate the problem within stipulated time	4	3	1
		PC23. Escalate the problem in an appropriate manner	3	2	1
		PC24. Ensure that no delays are caused as a result of failure to escalate problems	3	2	1
			100	70	30