

## 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- Supervisor (CENEX)

**SECTOR:** RUBBER INDUSTRY

**SUB-SECTOR:** Natural Rubber (NR) Plantation

**OCCUPATION:** Production - NR

**REFERENCE ID:** RSC/ Q 6111

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

**Brief Job Description:** He is responsible to supervise and execute the work by engaging required number of workers appropriately for different works. He is responsible for the volume of production in the shift and its quality. He is also responsible for the orderly working of the factory workers and economising the consumption of utilities.

**Personal Attributes:** He should be intelligent, diplomatic and able to manage time and human resource. The supervisor should possess technical knowledge on production of latex centrifuging and also on various machinery/equipment and that of the operation of the Effluent Treatment Plant. He should be capable of managing the men and materials under his command for maximum production at minimum cost and with acceptable quality.

## Qualifications Pack for Supervisor - CENEX

Job Details

<b>Qualifications Pack Code</b>	<b>RSC/ Q 6111</b>		
<b>Job Role</b>	<b>Supervisor - CENEX</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Sector</b>	<b>Rubber Industry</b>	<b>Drafted on</b>	<b>22/06/2015</b>
<b>Sub-sector</b>	<b>Latex processing (Cenex)</b>	<b>Last reviewed on</b>	<b>22/06/2015</b>
<b>Occupation</b>	<b>Supervisor</b>	<b>Next review date</b>	<b>22/06/2017</b>
<b>NSQC Clearance on</b>	<b>20/07/2015</b>		

<b>Job Role</b>	<b>Supervisor - CENEX</b>
<b>Role Description</b>	He is responsible to supervise and execute the work by engaging required number of workers appropriately for different works. He is responsible for the volume of production in the shift and its quality. He is also responsible for the orderly working of the factory workers and economising the consumption of utilities.
<b>NSQF level</b>	5
<b>Minimum Educational Qualifications*</b>	XII/ITI - Desirable
<b>Maximum Educational Qualifications*</b>	NA
<b>Training</b> (Suggested but not mandatory)	Training in time and human resource management and also in general maintenance
<b>Minimum Job Entry Age</b>	18 years
<b>Experience</b>	Desirable 2 years in the industry
<b>Applicable National Occupational Standards (NOS)</b>	<b>Compulsory:</b> <ol style="list-style-type: none"> <li><a href="#">RSC/ N 6114 Supervision of processing operations</a></li> <li><a href="#">RSC/N 6115 Conducting post-production supervisory activities</a></li> <li><a href="#">RSC /N 5007 Health and Safety</a></li> <li><a href="#">RSC /N 5009 Human Resource Management &amp; Welfare</a></li> <li><a href="#">RSC/N 5002 To carry out reporting and documentation</a></li> <li><a href="#">RSC/N 5003 To carry out quality checks</a></li> <li><a href="#">RSC/N 5004 To carry out problem identification and escalation</a></li> </ol> <b>Optional:</b> NA
<b>Performance Criteria</b>	As described in the relevant OS units

*Qualifications Pack for Supervisor - CENEX*

**Definitions**

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.

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# National Occupational Standard



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## Overview

This unit is about the supervision of operations related to cenex processing.

National Occupational Standard	<b>Unit Code</b>	RSC /N 6114
	<b>Unit Title (Task)</b>	Supervision of processing operations
	<b>Description</b>	This unit is about the supervision of operations related to cenex processing.
	<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Equipment and raw material readiness</li> <li>• Utilities, Cleanliness and Safety</li> <li>• Supervision of production work</li> <li>• Repair and maintenance</li> <li>• Training for employees engaged in cenex processing</li> </ul>
	<b>Performance Criteria(PC) w.r.t. the Scope</b>	
	<b>Element</b>	<b>Performance Criteria</b>
	<b>Equipment and raw material readiness</b>	<p>To be competent, the individual on the job must be able to :-</p> <p>PC1. Ensure that all the equipments and machines are operational</p> <p>PC2. Ensure all tools required for the production operations are readily available</p> <p>PC3. Ensure regular checks are conducted for machines for accuracy and readiness for operation</p> <p>PC4. In case settings on machines are set by technician, ensure operator doesn't fiddle with settings and follows only authorized settings</p> <p>PC5. Ensure proper procurement of good raw material for centrifugation</p> <p>PC6. Ensure that material confirms to the prescribed quality standards</p> <p>PC7. Keep an update of stock of raw material and check their availability ensuring smooth processing in the factory</p>
<b>Utilities, Cleanliness and Safety</b>	<p>PC8. Ensure the continuous availability of utilities as per the production requirement.</p> <p>PC9. Maintain high level of cleanliness in the processing unit and factory premises</p> <p>PC10. Ensure the use of certified equipments for material handling during processing operation.</p> <p>PC11. Adhere to all safety norms (such as wearing protective gloves and mask ).</p> <p>PC12. Comply with health, safety, environment guidelines and regulations in accordance with the organizational standards.</p>	

### Supervision of processing operations

<p><b>Supervision of production work</b></p>	<p>PC13. Maintain stock of raw materials, finished goods, tools etc  PC14. Ensure production of targeted volume and of acceptable quality at minimum cost  PC15. Arrange for the operation of effluent treatment plant  PC16. Maintain various log books, stock register etc  PC17. Identify reasons for lower production volume, lower quality of product and erratic consumption utilities, if any, and report to higher authorities  PC18. Ensure smooth working of all units of production with maximum efficiency and minimum wastage</p>
<p><b>Repair and maintenance</b></p>	<p>PC19. Arrange for regular maintenance of equipments and machines  PC20. Report any malfunctioning of machinery to higher authorities  PC21. Trouble shoot the mechanical /electrical complaints of the machinery.</p>
<p><b>Training of employees</b></p>	<p>PC22. Conduct training of employees as per the requirement  PC23. Ensure the participation of all the employees in an active manner during the training programme  PC24. Encourage the employees to clarify their doubts/ raise issue for complete understanding of the product, process and machinery  PC25. Ensure that there is proper evaluation to understand the impact of training  PC26. Ensure that proper record is maintained w.r.t employees attendance, participation, feedback etc</p>
<p><b>Knowledge and Understanding (K)</b></p>	
<p><b>A. Organizational Context)</b></p>	<p>The user/individual on the job needs to know and understand:  KA1. Plan and prepare shift schedule which as per the company's production requirement  KA2. Instructions from the Factory Manager on production volume expected from the shift  KA3. The type and quality of the product being produced  KA4. The skill and experience of the people under his command  KA5. Company's quality policies and safety standards  KA6. the purpose, motto and target of the institution, its structure and constitution.  KA7. Importance of achieving the set target in timely manner.  KA8. Reporting procedure followed by the organization  KA9. How to handle emergency situations.  KA10. Health, safety and environment guidelines, legislation and regulations as applicable.  KA11. Personal and Personnel protection (which protective equipment to be used and how).  KA12. Impact of poor practices on health, safety and environment.  KA13. Impact of various practices on cost, quality, productivity, delivery and safety.</p>

	KA14.Importance of optimal utilization of material, equipment and manpower.
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The processing techniques to produce maximum output with minimum wastage.</p> <p>KB2. The raw material quality that will cause the product quality issues.</p> <p>KB3. How to detect machinery breakdown problems and to carry out the preventive maintenances.</p> <p>KB4. The principles of functioning of every item of machinery and the reasons for any malfunctioning</p> <p>KB5. Methods of ensuring safety of equipment and personnel</p> <p>KB6. Deployment of the right man for each job for maximum efficiency in production</p> <p>KB7. How to carry out essential repairs of machines to avoid down time</p> <p>KB8. The process variable in each stage and its influence on quality and volume of output</p> <p>KB9. The specification parameters for latex centrifuging and the factors influencing those parameters</p> <p>KB10. The influence of raw material type and quality on the quality of effluent</p> <p>KB11. The principles and methods for treatment of Latex centrifuging factory effluent</p> <p>KB12. The specification parameters of effluent at the time of discharge</p> <p>KB13. Requirement and availability of utilities for every shift</p> <p>KB14. Effect of improper processing on properties of product</p> <p>KB15.Relevance of addressing issues with superiors / HR that is beyond his control</p> <p>KB16.Implications (impact on customers) of defective products</p> <p>KB17. Response to emergencies e.g. Power failures, fire and system failures and manual intervention to avoid disaster</p>
<b>Skills (S) (Optional)</b>	
<b>A. Core Skills/ Generic Skills</b>	<p><b>Writing Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Raise shift logs, maintenance log books, and calculation of recovery details.</p> <p>SA2. Maintain stock registers and prepare shift reports</p> <p>SA3. Prepare memo/notices etc</p> <p>SA4. Put up complaints to external agencies such as State Electricity Boards, Police etc</p> <p>SA5. Write simple letters,mails etc. to higher authorities</p> <p><b>Reading Skills</b></p>

	<p>The user/individual on the job needs to know and understand:</p> <p>SA6. Periodicals, training manual on rubber processing .</p> <p>SA7. Instructions /notices from factory management</p> <p>SA8. Manuals of equipment/machinery</p>	
	<p><b>Oral Communication (Listening and Speaking skills)</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA9. Be a good listener to any new information being introduced in his field.</p> <p>SA10. Communicate the latest trends in the industry and details of day to day progress to workers and staff</p> <p>SA11. Communication with Factory manager, Foreman, external agencies such Electricity Boards, Engineering Workshops, Police etc</p> <p>SA12. Respond appropriately to any queries</p> <p>SA13. Instruct the team and encourage the team to adapt behavioral skills required to support the group activities.</p> <p>SA14. Be proficient in the instructional language of the organisation</p>	
<b>B. Professional Skills</b>	<p><b>Decision Making</b></p> <p>The user/individual on the job needs to know and understand how to:-</p> <p>SB1. Take decisions on processing details on the basis of available raw material so as to achieve maximum productivity.</p> <p>SB2. Take on- the- spot decisions in case of machine breakdown, power failure etc</p> <p>SB3. Take decisions on alternative arrangements in the case of absence of workers/staff</p>	
	<p><b>Plan and Organize</b></p> <p>The user/individual on the job needs to know and understand how to:-</p> <p>SB4. Plan the activities according to the production schedule.</p> <p>SB5. Plan for machinery maintenance schedule</p> <p>SB6. Organize training for employees on current method of operation and for updating the latest techniques introduced in the field</p>	
	<p><b>Customer Centricity</b></p> <p>The user/individual on the job needs to know and understand how to:-</p> <p>SB7. Address customers complaints on quality</p>	
	<p><b>Problem Solving</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. Manage the work force and maintain the machinery in good condition.</p> <p>SB9. Overcome problems such as absence of workers/staff and power breakdown etc</p>	

	SB10. Deal with non-cooperative attitude of workers/staff
	<b>Analytical Thinking</b>
	The user/individual on the job needs to know and understand : SB11. The defect – recovery ratio on each batch of raw material SB12. Apply technology, combining the physical and sensory skills needed to operate equipment with the understanding of scientific and technological principles needed to explore and adapt systems.
	<b>Critical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB13. Identify the causes for shortfall in production and quality problems. SB14.Suggest improvements(if any) in process based on experience SB15.Handling Emergency situations effectively during operations

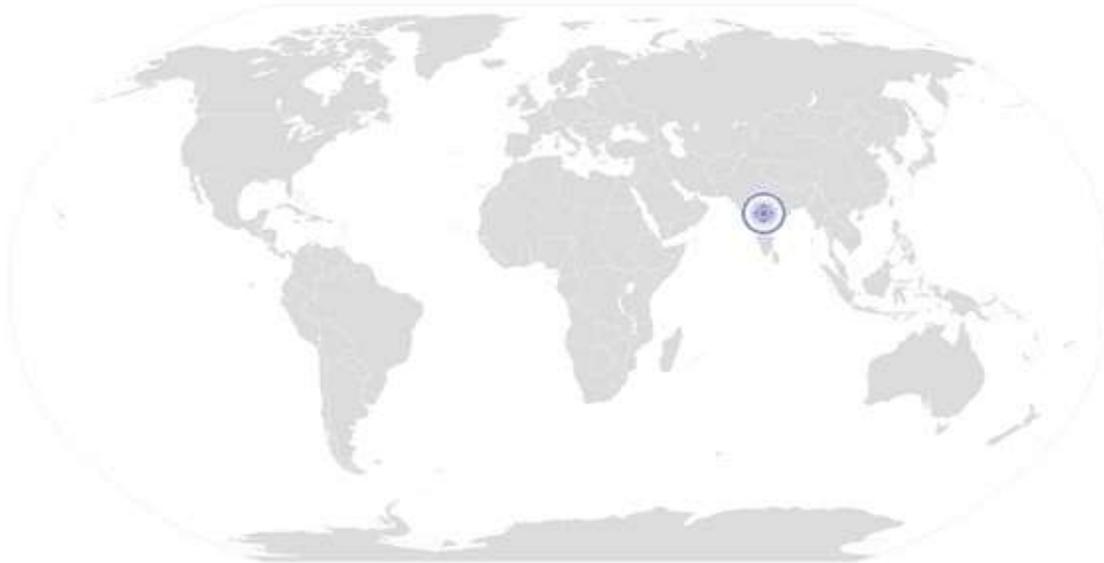


## NOS Version Control

<b>NOS Code</b>	RSC / N 6114		
<b>Credits(NSQF)</b>	TBD	<b>Version number</b>	1.0
<b>Industry</b>	Rubber Industry	<b>Drafted on</b>	22/06/2015
<b>Industry Sub-sector</b>	Natural Rubber (NR) Plantation	<b>Last reviewed on</b>	22/06/2015
<b>Occupation</b>	Production - NR	<b>Next review date</b>	22/06/2017



# National Occupational Standard



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## Overview

This unit is about supervising operations which are carried out after the cenex processing operation.

## Conducting post-production supervisory activities

<b>Unit Code</b>	RSC / N 6115
<b>Unit Title (Task)</b>	Conducting post-production supervisory activities
<b>Description</b>	This unit is about supervising operations which are carried out after the cenex processing operation.
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Send sample for quality testing</li> <li>• Ensure marking /proper identification</li> <li>• Storage of cenex and waste disposal</li> <li>• Maintain Record</li> <li>• Packaging and dispatch</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Sample for QA</b>	<p>PC1. Ensure that the sample for QA is taken as per the procedure</p> <p>PC2. Arrange to send sample of the prepared product in the specified sample size and method as directed by the company</p> <p>PC3. Get the modifications done as per the feedback received from QA for product.</p>
<b>Marking</b>	<p>PC4. Ensure identification and marking/coding for the product as per the instructions laid down by the company.</p>
<b>Storage and waste disposal</b>	<p>PC5. Arrange to send the product to the allotted storage area .</p> <p>PC6. Arrange to place DO NOT USE tag on product having any defects; either hold it for any other use or reschedule its preparation</p> <p>PC7.Ensure the proper disposal of waste material.</p>
<b>Record Maintenance and Reporting</b>	<p>PC8.Ensure all the processing details are properly recorded in the forms/formats/log books/computers</p> <p>PC9. Update the production sheet with the details of prepared material and record down time with details on reasons, time from to end and mention action taken to</p>

**Conducting post-production supervisory activities**

	<p>solve the down time</p> <p>PC10. Report issues which are beyond his control to the higher authority</p>
<p><b>Packaging and Dispatch</b></p>	<p>PC11.Ensure proper packaging of the product as per the specification</p> <p>PC12. Facilitate dispatch of the product as per the customer order in timely manner</p>
<p><b>Knowledge and Understanding (K)</b></p>	
<p><b>B. Organizational Context</b> (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Implications of poorly prepared product.</p> <p>KA2. Significance of product identification as per different quality</p> <p>KA3. Importance of record maintenance.</p> <p>KA4. Different quality management systems</p> <p>KA5. Importance of identifying non-conforming material.</p> <p>KA6. Risk and impact of not following defined procedures/work instructions.</p> <p>KA7. Escalation matrix for reporting identified problems.</p> <p>KA8. Types of documentation in organization and importance of the same.</p> <p>KA9. Records to be maintained and the implications of their non-maintenance.</p> <p>KA10. Importance of housekeeping activities.</p> <p>KA11. Health, safety and environment guidelines, legislation and regulations as applicable.</p> <p>KA12. Personal and Personnel protection (which protective equipment to be used and how).</p> <p>KA13. Impact of poor practices on health, safety and environment.</p> <p>KA14. Impact of various practices on cost, quality, productivity, delivery and safety.</p>

**Conducting post-production supervisory activities**

<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. How to obtain and interpret records, charts, specifications, equipment manuals, history/technical support reports and other documents</p> <p>KB2. Methods and techniques involved in processing operation</p> <p>KB3. Importance of record maintenance</p> <p>KB4. Importance of proper packaging and timely delivery of prepared product</p> <p>KB5. Effective communication at different levels</p> <p>KB6. Process and importance of quality checks.</p> <p>KB7. Product identification/ marking techniques.</p> <p>KB8. Implications of incorrect marking.</p> <p>KB9. Implications of inappropriate waste disposal.</p> <p>KB10. Types of defects leading to rejections and their indicators, reasons and possible solutions.</p> <p>KB11. Knowledge of the storage life of prepared product, ambient temperature and its effect on final product.</p> <p>KB12. Removal of waste material and downgraded material from area of operation to concerned places</p> <p>KB13. Basic computer application</p>
<p><b>Skills (S)</b></p>	
<p><b>C. Core Skills/ Generic Skills</b></p>	<p><b>Writing Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Express the ideas, lodge complaints and give suggestions through effective written communication.</p> <p>SA2. Fill up appropriate activity logs in required format of the company</p> <p>SA3. Write simple letters, mails, etc</p> <p>SA4. Prepare and fill up schedules</p> <p>SA5. Maintain records in specified format in books and using computers</p> <p><b>Reading Skills</b></p>

**Conducting post-production supervisory activities**

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA1. Read and understand manuals, health and safety instructions, memos, reports, job cards etc</p> <p>SA2. Read images, graphs, diagrams</p> <p>SA3. Understand the various coding systems as per company norms</p> <p>SA4. Understand procedural guidelines</p> <p>SA5. Interpret and understand lab testing reports</p>
	<p><b>Oral Communication (Listening and Speaking skills)</b></p> <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. Respond appropriately to any queries</p> <p>SA3. Communicate with team members and other job owners</p> <p>SA4. Instruct the team and encourage the team to adapt behavioral skills required to support the group activities.</p>
<b>D. Professional Skills</b>	<p><b>Decision Making</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Take appropriate decisions in case of sudden change in market prices, problems arising out of labour unrest, unexpected break down of machinery etc.</p> <p>SB2. Take appropriate decisions regarding storage of material</p> <p>SB3. Take diplomatic decisions while handling labour and customer issues</p>
	<p><b>Plan and Organize</b></p> <p>The user/individual on the job needs to know and understand how to:-</p> <p>SB4. Plan storage taking into account space availability</p> <p>SB5. Organize for proper disposal of waste material</p>
	<p><b>Customer Centricity</b></p> <p>The user/individual on the job needs to know and understand how to:-</p> <p>SB6. Work on the feedback received from customer on product quality, packaging, transportation etc</p>

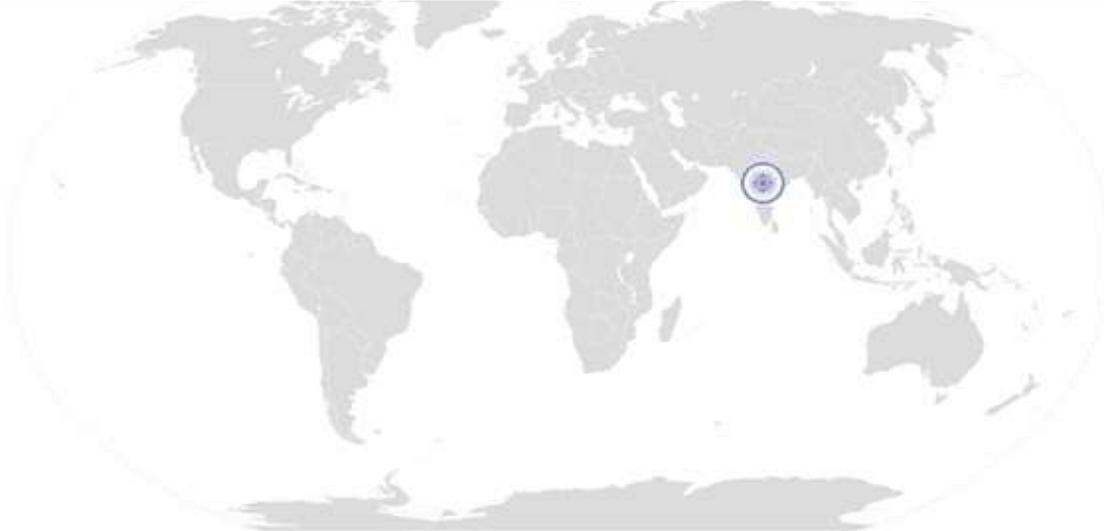
### Conducting post-production supervisory activities

	SB7. Communicate effectively for any delay in supply of product
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to:- SB8. Deal with market fluctuations and price variations affecting the sales of the product. SB9. Utilize off spec product as early as possible.
	<b>Analytical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB10. Diagnose common problems in the product based on visual inspection and quality checks SB11. Suggest improvements (if any) in process based on experience SB12. Attain schedule targets in given timelines
<b>Critical Thinking</b>	
The user/individual on the job needs to know and understand how to: SB13. Deal with issues affecting the quality of product and take appropriate decisions and/or report to the management for guidance SB14. Handle emergency situations effectively SB15. Utilize the product optimally ensuring minimum wastage	

**Conducting post-production supervisory activities**

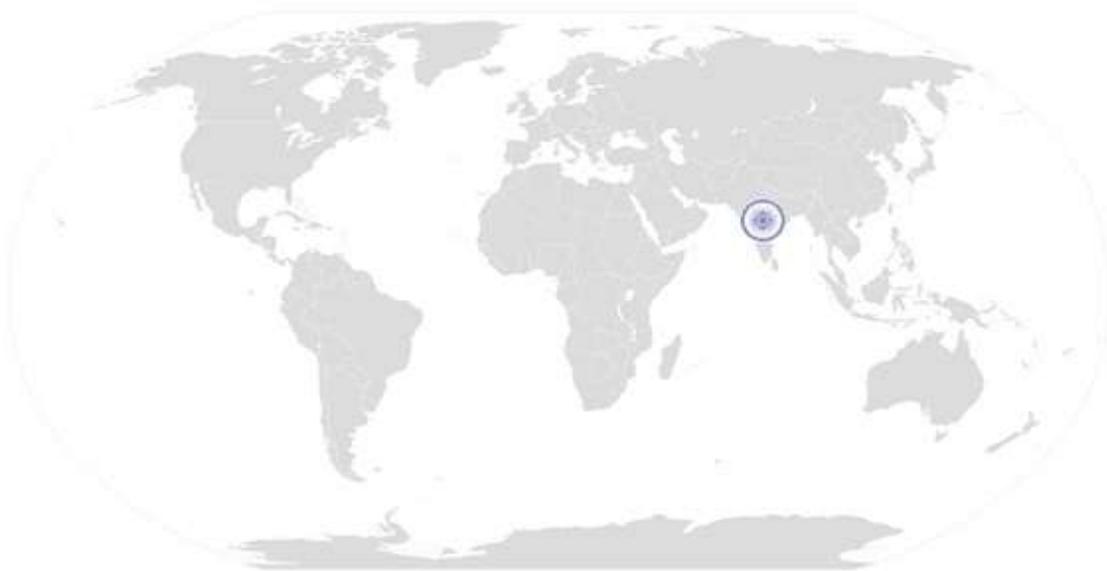
**NOS Version Control**

<b>NOS Code</b>	RSC / N 6115		
<b>Credits(NSQF)</b>	TBD	<b>Version number</b>	1.0
<b>Industry</b>	Rubber Industry	<b>Drafted on</b>	22/06/2015
<b>Industry Sub-sector</b>	Natural Rubber (NR) Plantation	<b>Last reviewed on</b>	22/06/2015
<b>Occupation</b>	Production - NR	<b>Next review date</b>	22/06/2017



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# National Occupational Standard



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## Overview

This unit is about Health and Safety.

## To Carry Out Reporting And Documentation

<b>Unit Code</b>	RSC/ N 5007
<b>Unit Title (Task)</b>	Health & Safety
<b>Description</b>	This unit is about maintaining health and safety of self and others at workplace.
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Maintain a clean and efficient workplace</li> <li>• Render appropriate emergency procedures</li> <li>• Maintain standard safety procedures at the workplace</li> <li>• Participate in safety awareness campaigns</li> <li>• Understand potential sources of accidents</li> <li>• Use safety gears to avoid accidents</li> </ul>
<b>Performance Criteria (PC)</b>	
<b>Maintain a clean and efficient workplace</b>	<p>To be competent, the individual on the job must be able to:</p> <p>PC1. Undertake basic safety checks before operation of all machinery and equipment and report hazards to the appropriate supervisor</p> <p>PC2. Work for which protective clothing or equipment is required is identified and the appropriate protective clothing or equipment is used in performing these duties in accordance with workplace policy.</p> <p>PC3. Read and understand the hazards of use and contamination mentioned on the labels of chemicals, utilities etc</p> <p>PC4. Prior to performing manual handling jobs, risk is assessed and work is carried out according to currently recommended safe practices.</p> <p>PC5. Use equipment and materials safely and correctly and return the same to designated storage when not in use</p> <p>PC6. Dispose off waste safely and correctly in a designated area</p> <p>PC7. Risks to bystanders are recognized and action taken to reduce risk associated with jobs in the workplace</p> <p>PC8. Perform work in a manner which minimizes environmental damage</p> <p>PC9. All procedures and work instructions for controlling risk are followed closely.</p> <p>PC10. Report any accidents, incidents or problems without delay to an appropriate person and take immediate necessary action to reduce further danger.</p>
<b>Render appropriate emergency procedures</b>	<p>PC11. Follow procedures for dealing with accidents, fires and emergencies, including communicating location and directions to emergency.</p> <p>PC12. Follow emergency procedures as per company standards and workplace requirements.</p>

**To Carry Out Reporting And Documentation**

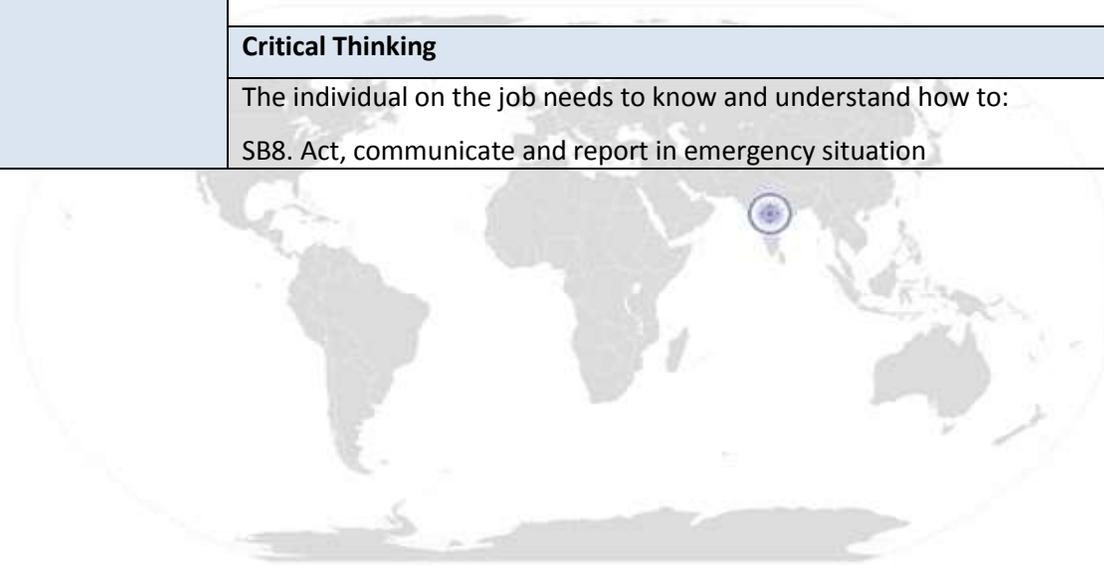
	<p>PC13. Use Emergency equipment in accordance with manufacturers' specifications and workplace requirements.</p> <p>PC14. Provide treatment appropriate to the patient's injuries in accordance with recognized first aid techniques.</p> <p>PC15. Recover (if practical), clean, inspect/test, refurbish, replace and store the first aid equipment as appropriate</p> <p>PC16. Dispose off medical waste in accordance with workplace requirements</p> <p>PC17. Report details of first aid administered in accordance with work place procedures.</p>
<b>Maintain standard safety procedures at the workplace</b>	<p>PC18. Comply with general safety procedures of the company</p> <p>PC19. Follow standard safety procedures while handling equipment, hazardous material or tool</p> <p>PC20. Check parts of the workplace and take preventive actions like spraying and other steps to protect from leakages, water logging, pests, fire, pollution, etc.</p> <p>PC21. Ensure no accidents and damages at the workplace, reporting of any breach of company safety procedure</p> <p>PC22. Keep the workplace organized, swept, clean and hazard free</p>
<b>Participate in safety awareness campaigns</b>	<p>PC23. Attend fire drills and other safety related workshops organized at the workplace</p> <p>PC24. Be aware of first aid, evacuation and emergency procedures</p> <p>PC25. Be alert of any events and do not be negligent to any safety procedures to be followed</p>
<b>Understand potential sources of accidents</b>	<p>PC26. Avoid accidents while using hazardous chemicals, machines, sharp tools and equipment</p>
<b>Use safety gears to avoid accidents</b>	<p>PC27. Use safety materials such as protective gear, goggles, caps, shoes, etc. (as applicable with workplace)</p> <p>PC28. Handle heavy and hazardous materials with care and using appropriate tools and handling equipment such as trolleys, ladders</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational context</b>	<p>The individual on the job needs to know and understand:</p> <p>KA1. Company's policies on incentives, delivery standards, and personnel management</p> <p>KA2. Company occupational safety and health policy followed</p> <p>KA3. Company emergency evacuation procedure</p> <p>KA4. Company's medical policy</p> <p>KA5. Company laws and acts</p>

### To Carry Out Reporting And Documentation

<p><b>B. Technical knowledge</b></p>	<p>KB1. The risks to health and safety and the measures to be taken to control those risks in the area of work</p> <p>KB2. Workplace procedures and requirements for the handling of workplace injuries / illnesses.</p> <p>KB3. Basic emergency first aid procedure</p> <p>KB4. Local emergency services</p> <p>KB5. Reporting on accidents, incidents and problems to appropriate authorities.</p> <p>KB6. How to use machines as per standard operating procedure</p> <p>KB7. How to maintain work area safe and secure</p> <p>KB8. Use of hazardous materials, tools and equipments</p> <p>KB9. Emergency evacuation and first aid procedures to be followed</p> <p>KB10. Personal hygiene and fitness requirements</p> <p>KB11. General duties under the relevant health and safety legislation</p> <p>KB12. What personal protective equipment and clothing should be worn and how it is cared for</p> <p>KB13. The correct and safe way to use materials and equipment required for work</p> <p>KB14. The importance of good housekeeping in the workplace</p> <p>KB15. Safe disposal methods for waste</p> <p>KB16. Methods for minimizing environmental damage during work</p>
<p><b>Skills (S)</b></p>	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Writing Skills</b></p> <p>The individual on the job needs to know and understand how to:</p> <p>SA1. Record data which are required for record keeping purpose</p> <p>SA2. Report problems to the appropriate person in a timely manner</p> <p>SA3. Write descriptions and details about incidents in reports</p> <p><b>Reading Skills</b></p> <p>The individual on the job needs to know and understand how to:</p> <p>SA4. Read instruction manuals for hand tools and equipment</p> <p>SA5. Read instructions on work orders and procedures</p> <p><b>Oral Communication (Listening and Speaking skills)</b></p> <p>The individual on the job needs to know and understand how to:</p> <p>SA6. Receive instructions and seek advice from supervisors and managers</p> <p>SA7. Communicate clearly and effectively with others</p>
<p><b>B. Professional Skills</b></p>	<p><b>Decision Making</b></p> <p>The individual on the job needs to know and understand how to:</p> <p>SB1. Choose work procedures</p> <p>SB2. Select appropriate hand tools and personal protection devices considering safety requirements, materials being used etc.</p> <p>SB3. Identify the need for first aid and render it accordingly</p> <p><b>Plan and Organize</b></p>

**To Carry Out Reporting And Documentation**

	The individual on the job needs to know and understand how to: SB4. Schedule daily activities and drawing up priorities; Allocate start times, estimation of completion times and materials, equipment and assistance required for completion.
	<b>Customer Centricity</b>
	NA
	<b>Problem Solving</b>
	The individual on the job needs to know and understand how to: SB5. Use first aid treatment in case of any injury/accident.
	<b>Analytical Thinking</b>
	SB6. Monitor and maintain the condition of tools and equipment SB7. Assess situation & identify appropriate control measures
	<b>Critical Thinking</b>
The individual on the job needs to know and understand how to: SB8. Act, communicate and report in emergency situation	



To Carry Out Reporting And Documentation

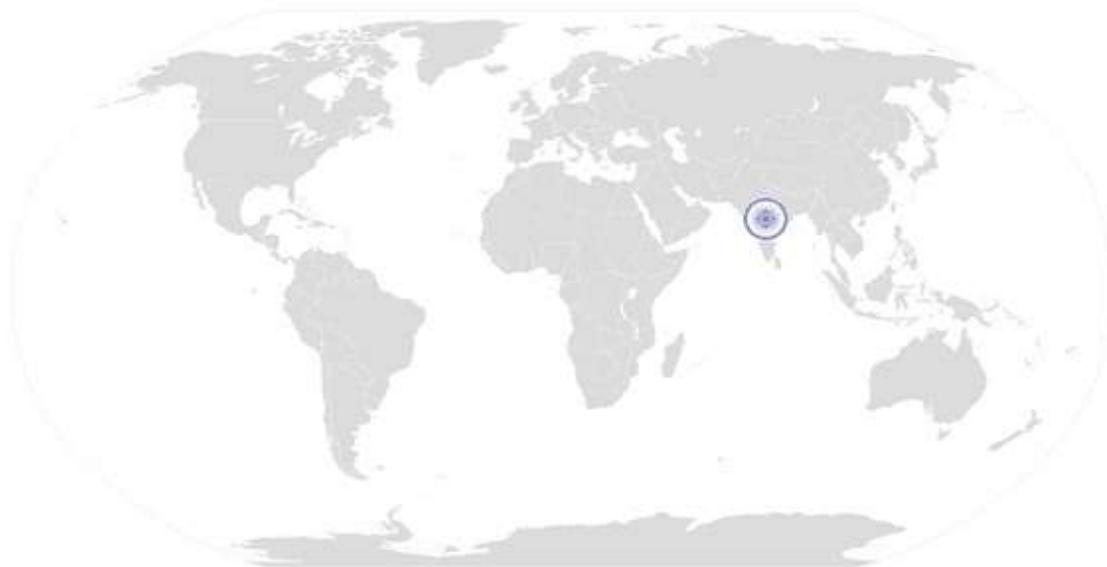
**NOS Version Control**

<b>NOS Code</b>	RSC / N 5007		
<b>Credits(NSQF)</b>	TBD	<b>Version number</b>	1.0
<b>Industry</b>	Rubber Industry	<b>Drafted on</b>	22/06/2015
<b>Industry Sub-sector</b>	Natural Rubber (NR) Plantation	<b>Last reviewed on</b>	22/06/2015
<b>Occupation</b>	Production - NR	<b>Next review date</b>	22/06/2017



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# National Occupational Standard



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## Overview

This unit is about human resource management and welfare.

<b>Unit Code</b>	<b>RSC/N 5009</b>
<b>Unit Title (Task)</b>	<b>Human Resource Management and Welfare</b>
<b>Description</b>	This unit is about Human Resource Management and Welfare.
<b>Scope</b>	<p>This unit/task covers the following:</p> <p>Proficiency in -</p> <ul style="list-style-type: none"> <li>• Basic management functions- planning, organizing, staffing, leading and controlling</li> <li>• Conflict management/ problem solving</li> <li>• Human resource planning</li> <li>• Human resource management</li> <li>• Human resource development</li> <li>• Implementing welfare programmes</li> </ul>
<b>Performance Criteria(PC)</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Basic Management Functions</b>	<p>To be competent, the individual on the job must be able to –</p> <p>PC1. Decide on the plans and take necessary steps to achieve the objectives</p> <p>PC2. Assign tasks and allocate resources to individuals</p> <p>PC3. Determine the manpower requirements and decide their placement.</p> <p>PC4. Motivate and lead the staff for timely achievements of the goals.</p> <p>PC5. Regularly monitor the progress of work</p>
<b>Conflict Management/ Problem solving</b>	<p>PC6. Identify the conflict/problem</p> <p>PC7. Diagnose the reason</p> <p>PC8. Develop solutions</p> <p>PC9. Implement and review</p>
<b>Human Resource Planning &amp; Management</b>	<p>PC10. Place right type of people in right number at the right place</p> <p>PC11. Motivate the staff to increase turn over and improve quality</p> <p>PC12. Performance appraisal for human resource development</p>
<b>Human Resource Development</b>	<p>PC13. Assess training need for skill development</p> <p>PC14. Organize suitable training programmes for skill development/capacity building</p>

### Human Resource Management & Welfare

<p><b>Implement welfare programmes</b></p>	<p>PC15. Implement EPF for workers PC16. Implement Group insurance schemes and health insurance PC17. Implement production linked incentive/bonus schemes PC18. Implement Housing and related welfare measures PC19. Implement provisions of rest room, recreational facilities etc as per relevant rules</p>
<p><b>Knowledge and Understanding (K)</b></p>	
<p><b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Management functions to achieve the envisaged target KA2. Importance of Human Resource Planning, Management and Development KA3. Role of workers in overall performance and achievements KA4. Importance of motivation through welfare programmes KA5. HR policies of the management</p>
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Basic management functions and theories and their implementation KB2. Labour Act and rules, welfare schemes etc KB3. Insurance schemes KB4. EPF and other service rules</p>
<p><b>Skills (S) (Optional)</b></p>	
<p><b>C. Core Skills/ Generic Skills</b></p>	<p><b>Writing Skills</b></p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Express ideas clearly through written documents SA2. Prepare letters, mails and other documents for communication SA3. Prepare proposals, feed back to higher authorities SA4. Correspond with other institutions/department</p>
	<p><b>Reading Skills</b></p>
<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Read and understand the contents published in manuals, newspaper and other publications SA6. Read, understand and interpret various rules, schemes etc SA7. Read and understand images, graphs, charts, diagrams etc</p>	

**Human Resource Management & Welfare**

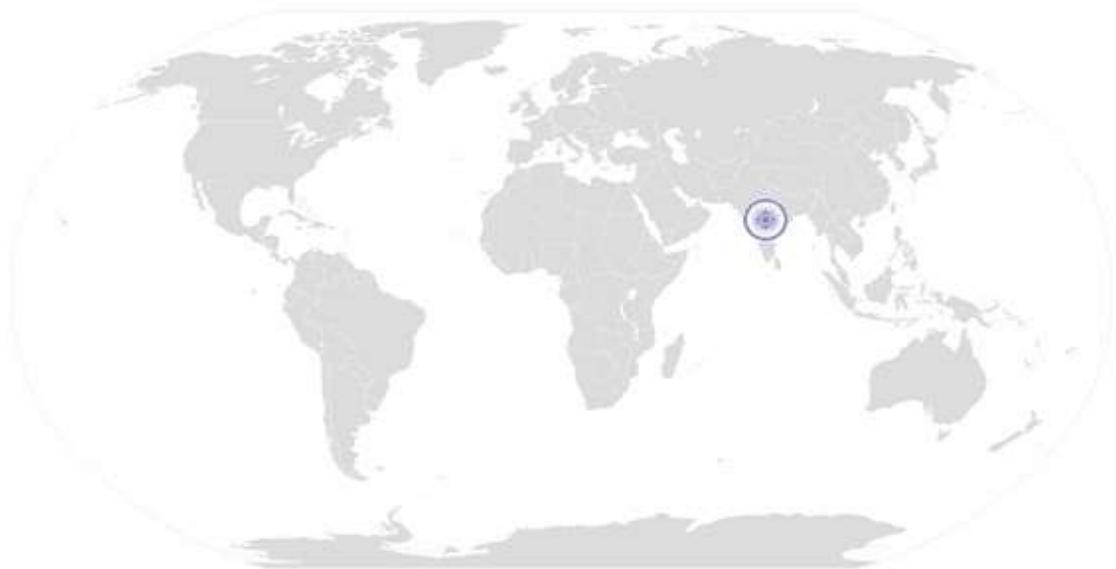
	<b>Oral Communication (Listening and Speaking skills)</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. Be a good communicator. SA9. Express statements, opinions or information clearly so that the receiver can hear and understand SA10. Respond appropriately to queries SA11. Communicate effectively to supervisor, office staff and workers</p>
<b>D. Professional Skills</b>	<b>Decision Making</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Arrive at proper decisions according to various situations</p>
	<b>Plan and Organize</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Plan the seasonal activities on priority basis SB3. Fix the task and allotment SB4. Assign tasks to suitable persons SB5. Motivate them for better output and time bound completion of tasks SB6. Monitor the progress</p>
	<b>Customer Centricity</b>
	NA
	<b>Problem Solving</b>
	<p>The user/individual on the job needs to know and understand how to</p> <p>SB7. Solve labour problems SB8. Solve problems related to productivity of workers SB9. Solve problems among colleagues SB10. Diagnose problems and nip in the bud stage itself</p>
	<b>Analytical Thinking</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB11. Suggest improvement over the quality assurance programmes and activities currently practiced.</p>
	<b>Critical Thinking</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB12. Take appropriate action/seek expert opinion to overcome critical situations</p>

## NOS Version Control

<b>NOS Code</b>	RSC / N 5009		
<b>Credits(NSQF)</b>	TBD	<b>Version number</b>	1.0
<b>Industry</b>	Rubber Industry	<b>Drafted on</b>	22/06/2015
<b>Industry Sub-sector</b>	Natural Rubber (NR) Plantation	<b>Last reviewed on</b>	22/06/2015
<b>Occupation</b>	Production - NR	<b>Next review date</b>	22/06/2017



# National Occupational Standard



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## Overview

This unit is about reporting and documentation.

**To carry out reporting and documentation**

<b>Unit Code</b>	RSC / N 5002
<b>Unit Title (Task)</b>	<b>To carry out reporting and documentation</b>
<b>Description</b>	This unit is about carrying out reporting and documentation
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Reporting of data/problem/incidents etc</li> <li>• Documentation</li> <li>• Information Security</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Reporting</b>	<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>
<b>Recording and Documentation</b>	<p>PC4. Identify documentation to be completed relating to one's role</p> <p>PC5. Record details accurately in an 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>
<b>Information Security</b>	<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>
<b>Knowledge and Understanding (K)</b>	
<b>A. Technical</b>	The user/individual on the job needs to know and understand:

**To carry out reporting and documentation**

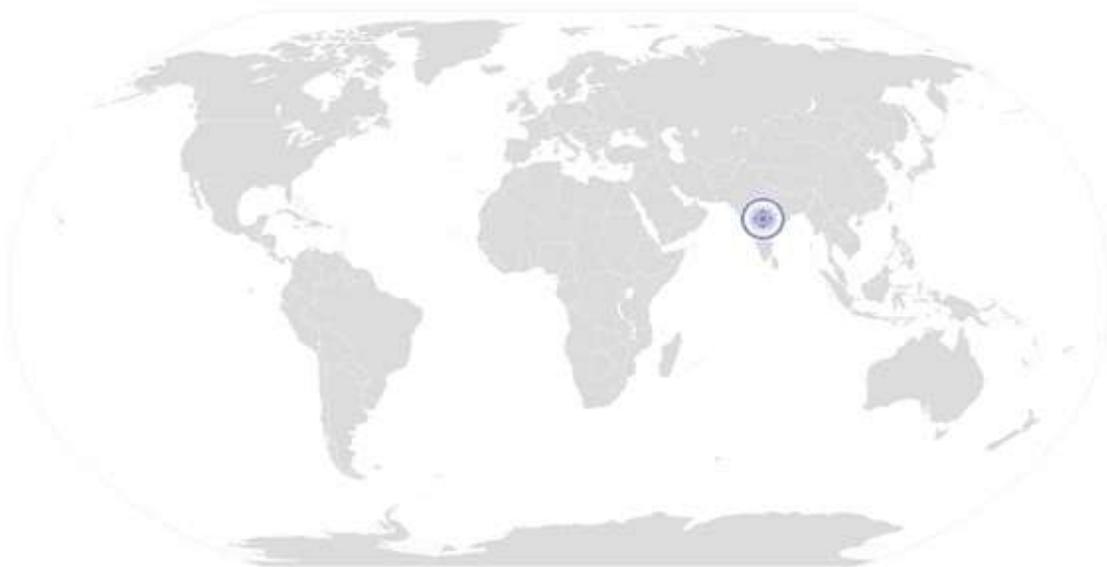
<b>Knowledge</b>	<p>KB1. Different methods of recording information</p> <p>KB2. Various documents that need to be maintained</p> <p>KB3. Company procedure for filling/maintaining up the documents</p> <p>KB4. Procedures for reporting to the appropriate authority</p> <p>KB5. Procedures for recording damage, 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 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>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	<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>
	<b>Reading Skills</b>
	<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>

**To carry out reporting and documentation**

	SA6. Read images, graphs, diagrams SA7. Understand the various coding systems as per company norms
	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how to: SA8. Express statements, opinions or information clearly so that others can hear and understand 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)
<b>A. Professional Skills</b>	<b>Decision Making</b>
	The user/individual on the job needs to know and understand how to: SB1. Arrive at proper decisions according to various situations
	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand how to: SB2. Plan the seasonal activities on priority basis SB3. Fix the task and allotment SB4. Assign tasks to suitable persons SB5. Motivate them for better output and time bound completion of tasks SB6. Monitor the progress
	<b>Customer Centricity</b>
	NA
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to SB7. Solve labour problems SB8. Solve problems related to productivity of workers SB9. Solve problems among colleagues SB10. Diagnose problems and nip in the bud stage itself
	<b>Analytical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB11. Suggest improvement over the quality assurance programmes and activities currently practiced.

**To carry out reporting and documentation**

	<b>Critical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB12. Take appropriate action/seek expert opinion to overcome critical situations



## NOS Version Control

<b>NOS Code</b>	RSC / N 5002		
<b>Credits(NSQF)</b>	TBD	<b>Version number</b>	1.0
<b>Industry</b>	Rubber Industry	<b>Drafted on</b>	22/06/2015
<b>Industry Sub-sector</b>	Natural Rubber (NR) Plantation	<b>Last reviewed on</b>	22/06/2015
<b>Occupation</b>	Production - NR	<b>Next review date</b>	22/06/2017



# National Occupational Standard



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## Overview

This unit is about carrying out quality checks.

<b>Unit Code</b>	<b>RSC / N 5003</b>
<b>Unit Title (Task)</b>	<b>To carry out quality checks</b>
<b>Description</b>	This unit is about carrying out quality control activities
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Carrying out quality checks to identify problems</li> <li>• Take corrective actions</li> <li>• Reporting the results</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Inspection</b>	<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>
<b>Analysis</b>	<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>
<b>Reporting</b>	<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>

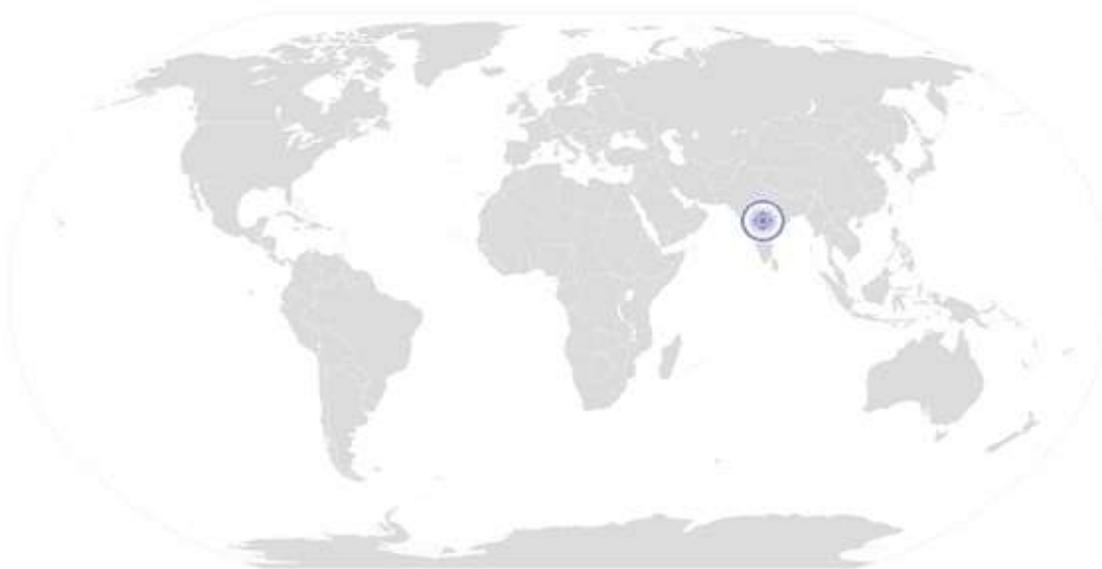
**To carry out quality checks**

	<p>PC14. Review effectiveness of action taken</p> <p>PC15. Follow reporting procedures where the cause of defect cannot be identified</p>						
<b>Knowledge and Understanding (K)</b>							
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The importance of quality control procedures</p> <p>KB2. Relevance and importance of activities and how they contribute to the achievement of the quality objectives,</p> <p>KB3. Proper procedure for selecting the material/product and performing quality checks without affecting the material</p> <p>KB4. Availability of work instructions, as necessary,</p> <p>KB5. Characteristics of the product/material</p> <p>KB6. Use of suitable equipment</p> <p>KB7. Availability and use of monitoring and measuring devices,</p> <p>KB8. Requirements of records</p> <p>KB9. Importance of maintaining accurate up-to-date records</p> <p>KB10. The need to report within the stipulated time</p> <p>KB11. Implications of inaccurate measuring and testing instruments and equipment</p> <p>KB12. The cost of non-conformance to quality standards</p> <p>KB13. Implications (impact on internal/external customers) of defective products, materials or components</p>						
<b>Skills (S)</b>							
<b>A. Core Skills/ Generic Skills</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="2" data-bbox="475 1493 1516 1528" style="background-color: #e6f2ff; text-align: center;"> <b>Writing Skills</b> </td> </tr> <tr> <td colspan="2" data-bbox="475 1528 1516 1898"> <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> </td> </tr> <tr> <td colspan="2" data-bbox="475 1898 1516 1948" style="background-color: #e6f2ff; text-align: center;"> <b>Reading Skills</b> </td> </tr> </table>	<b>Writing Skills</b>		<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>		<b>Reading Skills</b>	
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<b>Reading Skills</b>							

**To carry out quality checks**

	<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><b>Oral Communication (Listening and Speaking skills)</b></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>B. Professional Skills</b>	<p><b>Decision Making</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Arrive at proper decisions according to various situations</p>
	<p><b>Plan and Organize</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Plan the seasonal activities on priority basis</p> <p>SB3. Fix the task and allotment</p> <p>SB4. Assign tasks to suitable persons</p> <p>SB5. Motivate them for better output and time bound completion of tasks</p> <p>SB6. Monitor the progress</p>
	<p><b>Customer Centricity</b></p>
	<p>NA</p>
	<p><b>Problem Solving</b></p>
	<p>The user/individual on the job needs to know and understand how to</p> <p>SB7. Solve labour problems</p> <p>SB8. Solve problems related to productivity of workers</p> <p>SB9. Solve problems among colleagues</p> <p>SB10. Diagnose problems and nip in the bud stage itself</p>
	<p><b>Analytical Thinking</b></p>
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB11. Suggest improvement over the quality assurance programmes and activities currently practiced.</p>	

	<b>Critical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB12. Take appropriate action/seek expert opinion to overcome critical situations

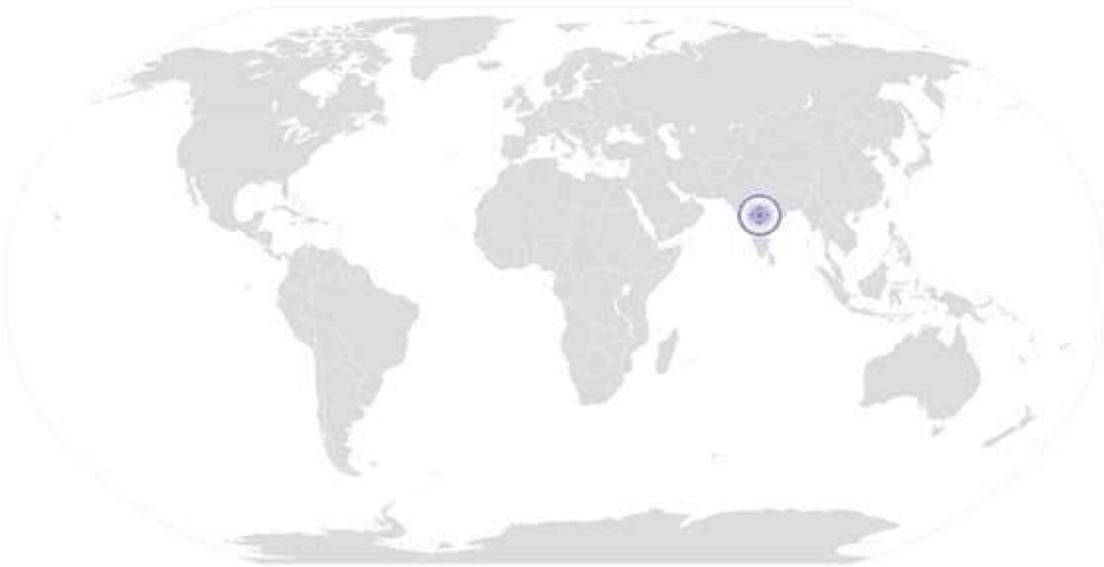


## NOS Version Control

<b>NOS Code</b>	RSC / N 5003		
<b>Credits(NSQF)</b>	TBD	<b>Version number</b>	1.0
<b>Industry</b>	Rubber Industry	<b>Drafted on</b>	22/06/2015
<b>Industry Sub-sector</b>	Natural Rubber (NR) Plantation	<b>Last reviewed on</b>	22/06/2015
<b>Occupation</b>	Production - NR	<b>Next review date</b>	22/06/2017



# National Occupational Standard



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## Overview

This unit is about problem identification and escalation.

**To carry out problem identification and escalation**

National Occupational Standard

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

**To carry out problem identification and escalation**

	<p>PC14. Report/document problem and corrective action in an appropriate manner</p> <p>PC15. Monitor corrective action</p> <p>PC16. Evaluate implementation of corrective action taken to determine if the problem has been resolved</p> <p>PC17. Ensure that corrective action selected is viable and practical</p> <p>PC18. Ensure that correct solution is identified to an identified problem</p> <p>PC19. Take corrective action for problems identified according to the company procedures</p> <p>PC20. Ensure that no delays are caused as a result of failure to take necessary action</p>
<b>Problem Escalation</b>	<p>PC21. Escalate problem as per laid down escalation matrix</p> <p>PC22. Escalate the problem within stipulated time</p> <p>PC23. Escalate the problem in an appropriate manner</p> <p>PC24. Ensure that no delays are caused as a result of failure to escalate problems</p>
<b>Knowledge and Understanding (K)</b>	
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Indicators of problems</p> <p>KB2. The working of the equipment and accessories( if applicable)</p> <p>KB3. The impact of operations on the user and equipment( if applicable)</p> <p>KB4. The impact of operations on the final product ( if applicable)</p> <p>KB5. The effect of not rectifying the problems identified</p> <p>KB6. The reason for the occurrence of previous problems</p> <p>KB7. Measures and steps that have been taken to address the previous problems</p> <p>KB8. Possible solutions for various problems</p> <p>KB9. The correct method for carrying out corrective actions outlined for each problem</p> <p>KB10. The impact of not carrying out the corrective actions</p> <p>KB11. The documentation procedure for recording such problems, as per company</p>

**To carry out problem identification and escalation**

	<p>norms</p> <p>KB12. The escalation matrix for reporting problems</p> <p>KB13. Escalation matrix for reporting unresolved problems</p> <p>KB14. The time frame within which in which each problem needs to be escalated</p> <p>KB15. Manner in which each problem needs to be escalated</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	<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>
	<b>Reading Skills</b>
	<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>
	<b>Oral Communication (Listening and Speaking skills)</b>
<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>A. Professional Skills</b>	<b>Decision Making</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Arrive at proper decisions according to various situations</p>
	<b>Plan and Organize</b>

**To carry out problem identification and escalation**

	The user/individual on the job needs to know and understand how to: SB2. Plan the seasonal activities on priority basis SB3. Fix the task and allotment SB4. Assign tasks to suitable persons SB5. Motivate them for better output and time bound completion of tasks SB6. Monitor the progress
	<b>Customer Centricity</b>
	NA
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to SB7. Solve labour problems SB8. Solve problems related to productivity of workers SB9. Solve problems among colleagues SB10. Diagnose problems and nip in the bud stage itself
	<b>Analytical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB11. Suggest improvement over the quality assurance programmes and activities currently practiced.
	<b>Critical Thinking</b>
The user/individual on the job needs to know and understand how to: SB12. Take appropriate action/seek expert opinion to overcome critical situations	

To carry out problem identification and escalation

## NOS Version Control

<b>NOS Code</b>	RSC / N 5004		
<b>Credits(NSQF)</b>	TBD	<b>Version number</b>	1.0
<b>Industry</b>	Rubber Industry	<b>Drafted on</b>	22/06/2015
<b>Industry Sub-sector</b>	Natural Rubber (NR) Plantation	<b>Last reviewed on</b>	22/06/2015
<b>Occupation</b>	Production - NR	<b>Next review date</b>	22/06/2017



**CRITERIA FOR ASSESSMENT OF TRAINEES**

**Subsector** Executive Procurement-RSS Trading  
**Qualification Pack** RSC/ Q 6111  
**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

			Marks Allocation		
Nos	Element	Description	Total	Theory	Practical
RSC/N 6114 Supervision of processing operations	Supervision of workers	PC1. Handle a team of workers monitoring the work allotted to them	8	6	2
		PC2. Ensure the safety of personnel making them follow/use all specified safety measures	8	6	2
		PC3. Report on the performance of personnel under his command	6	4	2
		PC4. Maintain muster roll and prepare report on any shortcomings	6	4	2
		PC5. Ensure execution of work by effective management of time and manpower.	8	4	4
	Supervision of production work	PC6. Maintain stock of raw materials, finished goods, tools etc	8	6	2
		PC7. Ensure production of targeted volume and of acceptable quality at minimum cost	10	4	6
		PC8. Arrange for the operation of effluent treatment plant	6	4	2
		PC9. Maintain various log books, stock register etc	6	4	2
		PC10. Identify reasons for lower production volume, lower quality of product and erratic consumption utilities, if any, and report to higher authorities	6	4	2

		PC11.Ensure smooth working of all units of production with maximum efficiency and minimum wastage	6	2	4
		PC12. Arrange for housekeeping work to ensure cleanliness in the work place.	8	4	4
	Repair and maintenance	PC13. Arrange for regular maintenance of equipments and machines	4	2	2
		PC14. Report any malfunctioning of machinery to higher authorities	6	4	2
		PC15.Trouble shoot the mechanical /electrical complaints of the machinery.	4	2	2
			<b>100</b>	<b>60</b>	<b>40</b>
RSC/N 6115 Conducting post-production supervisory activities	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	3	3	0

		one's responsibility or skill			
	Post housekeeping activities	PC15. Ensure that there is no oily substance on the floor to avoid slippage	9	3	6
		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 / N 5007(Health & Safety)	Maintain a clean &	1. Undertake basic safety checks before operation of all machinery and equipment and report hazards to the appropriate supervisor	4	0	4
	efficient workplace	2. Work for which protective clothing or equipment is required is identified and the appropriate protective clothing or equipment is used in performing these duties in accordance with workplace policy	4	0	4
		3. Read and understand the hazards of use and contamination mentioned on the labels of chemicals, utilities etc.	4	4	0
		4. Prior to performing manual handling jobs, risk is assessed and work is carried out according to currently recommended safe practices	4	0	4
		5. Use equipment and materials safely and correctly and return the same to	4	0	4
		designated storage when not in use			
		6. Dispose off waste safely and correctly in a designated area	4	0	4

		7. Risks to bystanders are recognized and action taken to reduce risk associated with jobs in the workplace	4	4	0
		8. Perform work in a manner which minimizes environmental damage	4	4	0
		9. All procedures and work instructions for controlling risk are followed closely.	4	0	4
		10. Report any accidents, incidents or problems without delay to an appropriate person and take immediate necessary action to reduce further danger.	4	4	0
		11. Follow procedures for dealing with accidents, fires and emergencies, including communicating location and directions to emergency	8	0	8
		12. Follow emergency procedures to company standards and workplace requirements.	0	0	0
		13. Use Emergency equipment in accordance with manufacturers' specifications and workplace requirements	4	4	0
Render appropriate		14. Provide treatment appropriate to the patient's injuries in accordance with recognized first aid techniques	4	0	4
emergency		15. Recover (if practical), clean, inspect/test, refurbish, replace and store the first aid equipment as appropriate	0	0	0
procedures		16. Dispose off medical waste in accordance with workplace requirements	4	0	4
		17. Report details of first aid administered in accordance with work place procedures.	4	0	4
Maintain standard safety procedures at the workplace		18. Comply with general safety procedures of the company	0	0	0
		19. Follow standard safety procedures while handling equipment, hazardous material or tool	8	4	4
		20. Check parts of the workplace and take preventive actions like spraying and other steps to protect from leakages, water logging, pests, fire, pollution, etc.	8	4	4
		21. Ensure no accidents and damages at the workplace, reporting of any breach of company safety procedure	0	0	0
		22. Keep the workplace organized, swept, clean and hazard free	4	0	4
Participate in safety		23. Attend fire drills and other safety related workshops organized at the workplace	0	0	0
		24. Be aware of first aid, evacuation and emergency	4	4	0

	awareness campaigns	procedures			
		25. Be alert of any events and do not be negligent to any safety procedures to be followed	0	0	0
	Understand and potential sources of accidents	26. Avoid accidents while using hazardous chemicals, machines, sharp tools and equipment	0	0	0
		27. Use safety materials such as protective gear, goggles, caps, shoes, etc. (as applicable with workplace)	8	4	4
	Use safety gears to avoid accidents	28. Handle heavy and hazardous materials with care and using appropriate tools and handling equipment such as trolleys, ladders	4	0	4
			100	36	64
RSC/N 5009 Human resource management & Welfare	Problem identification	PC1. Recognize and define the problems	10	6	4
		PC2. Identify the wrong practices that may lead to problems	10	8	2
		PC3. Refer previous experience if any	8	6	2
		PC4. Evaluate the possible impacts if the problems remain unsolved	8	8	0
	Problem solving	PC5. Nip it in the bud stage itself	8	6	2
		PC6. Find out possible solutions	10	6	4
		PC7. Evaluate the alternatives	8	6	2
		PC8. Select the best alternative for solution	10	6	4
		PC9. Plan for implementation	8	6	2
		PC10. Implementation according to the existing rules and regulations	10	6	4
		PC11. Evaluate the results and monitor future problems	10	6	4
			100	70	30
RSC/N5002 To carry out reporting and documentation	Reporting	PC1. Report data/problems/incidents as applicable in a timely manner	10	10	0
		PC2. Report to the appropriate authority as laid down by the company	10	10	0
		PC3. Follow reporting procedures as prescribed by the company	10	10	0
	Recording and Documentation	PC4. Identify documentation to be completed relating to one's role	5	5	0
		PC5. Record details accurately in appropriate format	15	5	10

		PC6. Complete all documentation within stipulated time according to company procedure	15	5	10
		PC7. Ensure that the final document meets with the requirements of the persons who requested it or make any amendments accordingly	10	10	0
		PC8. Make sure documents are available to all appropriate authorities to inspect	10	10	0
	Information Security	PC9. Respond to requests for information in an appropriate manner whilst following organizational procedures	5	5	0
		PC10. Inform the appropriate authority of requests for information received	10	10	0
			100	80	20
RSC/N5003 To carry out quality checks	Inspection	PC1. Ensure that total range of checks are regularly and consistently performed	5	5	0
		PC2. Use appropriate measuring instruments, equipment, tools, accessories etc ,as required	16	6	10
	Analysis	PC3. Identify non-conformities to quality assurance standards	6	6	0
		PC4. Identify potential causes of non-conformities to quality assurance standards	6	6	0
		PC5. Identify impact on final product due to non-conformance to company standards	6	6	0
		PC6. Evaluating the need for action to ensure that problems do not recur	5	5	0
		PC7. Suggest corrective action to address problem	5	5	0
		PC8. Review effectiveness of corrective action	5	5	0
	Reporting	PC9. Interpret the results of the quality check correctly	16	6	10
		PC10. Take up results of the findings with QC in charge/appropriate authority.	5	5	0
		PC11. Take up the results of the findings within stipulated time	5	5	0
		PC12. Record of results of action taken	5	5	0
		PC13. Record adjustments not covered by established procedures for future reference	5	5	0
		PC14. Review effectiveness of action taken	5	5	0
		PC15. Follow reporting procedures where the cause of defect cannot be identified	5	5	0

			100	80	20
6. RSC / N 5004 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
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