

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

Qualification Pack – Processing Supervisor-Rubber Sheeting

SECTOR: RUBBER INDUSTRY

SUB-SECTOR: Natural Rubber (NR) Plantation

OCCUPATION: Production - NR

REFERENCE ID: RSC/ Q 6116

ALIGNED TO: NCO-2004/NIL

Brief Job Description: Processing Supervisor is in-charge of the processing centre. He is responsible to supervise all items of work related to sheet processing including effluent treatment and smoke house operation, computer operation, customer relations and labour management. He should determine DRC of latex, keep records of stock, check registers and accounts. He is responsible for effective utilization of the men and materials, assigning task, and maintaining quality.

Personal Attributes: He should be able to make quick assessment on quality of field latex and take instant decisions at all stages of processing to achieve and maintain highest quality for the product. He should possess effective communication and coordination skills.

Qualification Pack for Processing Supervisor- Rubber Sheeting

Job Details	Qualifications Pack Code	RSC/ Q 6116		
	Job Role	Processing Supervisor –Rubber Sheeting		
	Credits(NSQF)	TBD	Version number	1.0
	Sector	Rubber industry	Drafted on	22/06/2015
	Sub-sector	NR Production - RSS	Last reviewed on	22/06/2015
	Occupation	Production- NR	Next review date	22/06/2017
	NSQC Clearance on	20/07/2015		

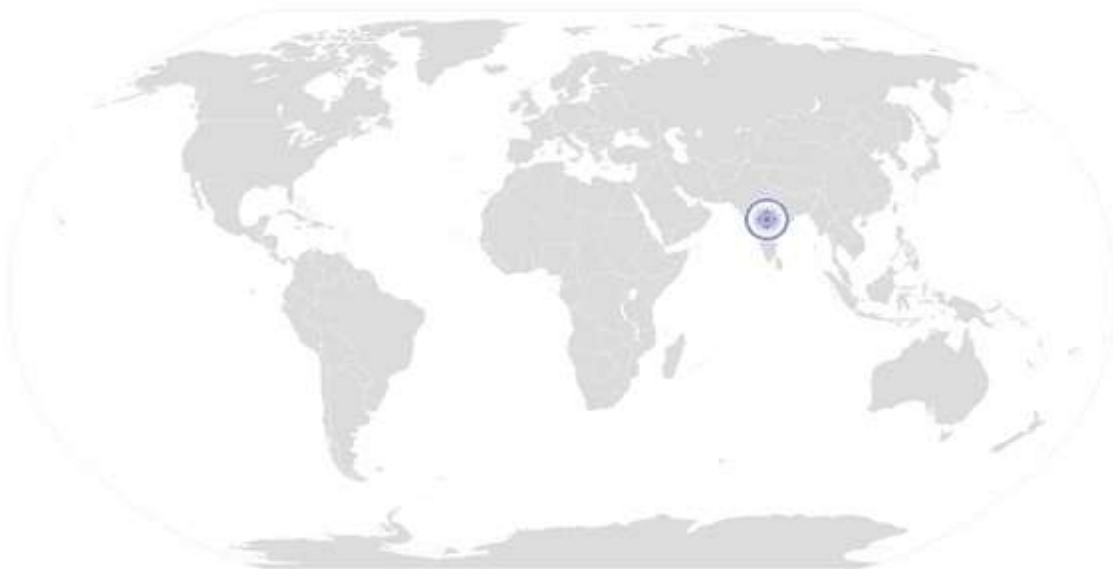
Job Role	Processing Supervisor- Rubber Sheeting
Role Description	Processing Supervisor is in charge of the processing centre. He is responsible to supervise all items of work related to sheet processing including effluent treatment and smoke house operation, computer operation, customer relations and labour management. He should determine DRC of latex, keep records, stock registers and accounts. He is responsible for effective utilization of the men and materials, assigning task, and maintaining quality.
NSQF level	5
Minimum Educational Qualifications*	XII - desirable
Maximum Educational Qualifications*	NA
Training (Suggested but not mandatory)	Training on sheet rubber processing and two weeks practical training in a well-functioning sheet processing unit.
Minimum Job Entry Age	18 years
Experience	At least Six months' experience in a well-functioning sheet processing unit.
Applicable National Occupational Standards (NOS)	Compulsory: <ol style="list-style-type: none"> RSC/N 6122 Supervision of sheet rubber production RSC/N 6123 Conduct post-production supervisory operations RSC/N 6124 Machinery maintenance and repair RSC/N 5009 Human resource management & Welfare RSC/ N 5002 To carry out reporting and documentation RSC/ N 5003 To carry out quality checks RSC/N 5011 Problem identification and solving Optional : NA
Performance Criteria	As described in the relevant OS units

Qualification Pack for Processing Supervisor- Rubber Sheeting

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.

National Occupational Standard



Overview

This unit is about supervision of quality rubber sheet making.

Unit Code	RSS/ N 6122
Unit Title (Task)	Supervision of Sheet rubber Production
Description	This unit is about supervision of quality rubber sheet making and storage.
Scope	<p>This unit/task covers the following :</p> <ul style="list-style-type: none"> • Readiness of tools, equipments and machines • Raw material appropriateness • Utilities, Cleanliness and Safety • Operations involved in RSS production • Effluent management and working of the sheeting batteries
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Equipment and raw material readiness	<p>To be competent, the individual on the job must be able to ensure :-</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 latex free from pre- coagulation</p> <p>PC6. Ensure that material confirms to the prescribed quality standards</p> <p>PC7. Keep an update of stock of inputs and check their availability ensuring smooth processing in the factory</p>
Utilities, Cleanliness and Safety	<p>PC8. Ensure the continuous availability of utilities as per the production requirement.</p> <p>PC9. Maintain high level of hygiene/cleanliness in the processing unit and factory premises</p> <p>PC10. Ensure that the bulking tanks and utensils are kept clean always</p> <p>PC11. Ensure the use of certified equipments for material handling during processing operation.</p> <p>PC12. Adhere to all safety norms (such as wearing protective gloves and mask).</p> <p>PC13. Comply with health, safety, environment guidelines and regulations in accordance with the organizational standards.</p>
Operations involved in RSS Processing	<p>PC14. Check that sieving of the latex is carried out in proper manner.</p> <p>PC15. Ensure that coagulation is effected by the addition of coagulants and the chemicals are added as per the specification.</p> <p>PC16. Ensure that the process of sheeting and dripping is performed as per the SOP.</p>

Supervision of Sheet Rubber Production

	<p>PC17. Ensure all balance unused left over materials are stored properly to avoid any contamination or deterioration during storage.</p> <p>PC18. Check that the process of drying in smoke house takes place as per the specified procedure.</p> <p>PC19. Ensure that the processed sheets are kept at designated place properly.</p>
Effluent Management and Working of the sheeting batteries	<p>PC20. Ensure proper operations and maintenance of effluent management system.</p> <p>PC21. Carry out operations of sheeting batteries, their basic repair and maintenance.</p> <p>PC22. Supervise the working in the smoke house.</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 full capacity utilization of the processing centre</p> <p>KA2. Importance of achieving the set target in timely manner.</p> <p>KA3. Relevance of minimizing cost of production</p> <p>KA4. Importance of production of quality sheets</p> <p>KA5. Importance of maintaining harmony in work place</p> <p>KA6. Quality policies of the management</p> <p>KA7. Implications of poorly prepared machine and equipments.</p> <p>KA8. Importance of identifying non-conforming materials and their storage.</p> <p>KA9. Escalation matrix for reporting identified problems</p> <p>KA10. Records to be maintained and the implications of their non-maintenance.</p> <p>KA11. Importance of housekeeping activities.</p> <p>KA12. Health, safety and environment guidelines, legislation and regulations as applicable.</p> <p>KA13. Impact of various practices on cost, quality, productivity, delivery and safety.</p> <p>KA14. Handover/Takeover of the equipment/work area as per the organizational SOP.</p> <p>KA15. Importance of optimal utilization of material, equipment and manpower.</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Scientific aspects of RSS Processing</p> <p>KB2. The defects that may appear in sheets and its preventive/ control measures</p> <p>KB3. Green Book specifications.</p> <p>KB4. Importance of effective time and human resource management</p> <p>KB5. Methods of temporary storage of sheets</p> <p>KB6. Market trends in different grades of RSS</p> <p>KB7. The operations of sheeting batteries, effluent treatment plants, smoke house and other equipment in the factory and their basic repair.</p> <p>KB8. Pollution control regulations relevant to the processing factory</p> <p>KB9. Biogas production from sheet processing effluent</p> <p>KB10. Response to emergencies, for example, power failures, fire, system failures, spillages and manual intervention to avoid disasters.</p>

Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SA1. Express ideas clearly through written documents SA2. Prepare letters, mails and other documents for communication SA3. Document achievements, cost –benefit study, reports, success stories, routine official record etc SA4. Prepare proposals and feedback to higher authorities SA5. Correspond with other institutions/departments SA6. Prepare and fill up schedules SA7. Maintain records in specified format in books and using computers
	Reading Skills
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SA6. Read and understand the contents published in scientific journals, newspapers and other publications SA7. Read and understand scientific terminologies, codes, abbreviations etc SA8. Read and understand images, graphs, charts, diagrams, agreements etc SA9. Understand procedural guidelines
B. Professional Skills	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SA10. Express statements, opinions or information clearly so that others can hear and understand SA11. Respond appropriately to any queries SA12. Communicate with other team members and workers SA13. Instruct the team and encourage the team to adapt behavioral skills required to support the group activities. SA14. Proficient in the instructional language of the organization
	Decision Making
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SB1. Make appropriate decisions according to the needs of the factory SB2. Arrive at proper decisions as per market trends
B. Professional Skills	Plan and Organize
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SB3. Adjust to seasonal fluctuations in latex production SB4. Plan latex procurement as per demand SB5. Plan production as per market trends in different grades of RSS SB6. Assign tasks and targets as per needs SB7. Motivate the employees for achieving better output and time bound

Supervision of Sheet Rubber Production

	<p>completion of tasks</p> <p>SB8. Monitor the progress of output</p>
	<p>Customer Centricity</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. Extend customer friendly service</p> <p>SB10. Keep transparency /credibility in all dealings</p> <p>SB11. Clarify doubts of the customer with facts and figures</p> <p>SB12. Impress them by improving the service conditions as per feed back information</p>
	<p>Problem Solving</p> <p>The user/individual on the job needs to know and understand how to</p> <p>SB13. Solve problems related to processing management</p> <p>SB14. Solve problems related to transportation, loading, unloading, etc.</p> <p>SB15. Solve problems related to equipment and supply of inputs</p> <p>SB16. Solve problems among colleagues</p>
	<p>Analytical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB17. Suggest improvement over the present processing procedure</p> <p>SB18. Diagnose common problems in the material, machines and equipments based on visual inspection and quality checks</p> <p>SB19. Manage time and human resource effectively</p> <p>SB20. Conduct proper training for team members</p>
	<p>Critical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB21. Handle emergency situations effectively during operations</p> <p>SB22. Take appropriate action/seek expert opinion to overcome critical situations.</p> <p>SB23. Attain production targets in given timeline.</p>

National Occupational Standard



Overview

This unit is about supervising operations which are carried out after the sheet rubber production.

Unit Code	RSC / N 6123
Unit Title (Task)	Conduct post-production supervisory operations
Description	This unit is about supervising operations which are carried out after the sheet rubber production.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Rectification of defects that may appear in sheets • Sorting and grading • Marking/ proper identification of sheets • Packing and Storage • Maintain Record • Disposal of waste material
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Rectification of defects that may appear in sheets	<p>To be competent, the individual on the job must be able to:</p> <p>PC1. Inspect the sheets carefully for any defect and identify the type of defects in the processed sheets. PC2. Find out the causes of the defects. PC3. Take appropriate action to rectify the defects in the processed sheet to minimize the loss. PC4. Adopt preventive/ control measures for no/minimum defects in the processed sheets.</p>
Sorting and grading	<p>PC5. Arrange proper inspection of dried sheets PC6. Ensure sorting and grading as per the international standards of quality and packing for natural rubber as described in the Green Book (IRQPC,1979) PC7. Ensure proper identification/markings for different grades of sheets</p>
Marking	<p>PC8. Ensure identification and traceability by marking/coding for the sheets as per the instructions laid down by the company.</p>
Packing and Storage	<p>PC9. Arrange packing as per Green Book specification PC10. Check records of packing done PC11. Ensure storage in humidity controlled store rooms</p>
Record Maintenance and Reporting	<p>PC12. Ensure all the production details are properly recorded in the forms/formats/log books/computers</p> <p>PC13. 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</p>

Conduct post-production supervisory operations

	<p>taken to solve the down time</p> <p>PC14.Records of the team members for work done, availability in shift, working hours etc</p> <p>PC15.Maintain details of the stock of raw material and other inputs</p>
Material Disposal	PC16. Ensure proper disposal of waste material.
Knowledge and Understanding (K)	
B. 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. Implications of defective sheets.</p> <p>KA2. Significance of marking/product identification.</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. Escalation matrix for reporting identified problems.</p> <p>KA7. Types of documentation in organization and importance of the same.</p> <p>KA8. Records to be maintained and the implications of their non-maintenance.</p> <p>KA9. Importance of housekeeping activities.</p> <p>KA10. Health, safety and environment guidelines, legislation and regulations as applicable.</p> <p>KA11. Personal and Personnel protection (which protective equipment 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 optimal utilization of material, equipment and manpower.</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Methods and techniques involved in RSS processing operation</p> <p>KB2. Sorting, grading and packing as per national/international standards</p> <p>KB3. Effective communication at different levels</p> <p>KB4. Process and importance of quality checks.</p> <p>KB5. Product identification/ marking techniques.</p> <p>KB6. Implications of incorrect grade marking.</p> <p>KB7. Implications of inappropriate waste disposal.</p> <p>KB8. Types of defects leading to rejections and their indicators, reasons and possible solutions.</p> <p>KB9. Knowledge of the storage life of prepared sheets, ambient temperature and its effect on final product.</p> <p>KB10.Importance of record maintenance</p> <p>KB11.Importance of timely delivery of prepared sheets</p>

Conduct post-production supervisory operations

Skills (S)	
C. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Express the ideas, lodge complaints and give suggestions through effective written communication. SA2. Fill up appropriate activity logs in required format of the company SA3. Write simple letters, mails, etc SA4. Prepare and fill up schedules SA5. Maintain records in specified format in books and using computers
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA6. Read and understand manuals, health and safety instructions, memos, reports, job cards etc SA7. Read images, graphs, diagrams SA8. Understand the various coding systems as per company norms SA9. Understand procedural guidelines SA10. Interpret and understand testing reports
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA11. Express statements, opinions or information clearly so that others can hear and understand SA12. Respond appropriately to any queries SA13. Communicate with team members and other job owners SA14. Instruct the team and encourage the team to adapt behavioral skills required to support the group activities. SA15. Disclose information only to those who have the right and need to know it.
D. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Managing pressure and adhering to strict guidelines/procedures for completing processing operation in timely manner SB2. Handle the coordination among team members SB3. Identify defects and take corrective action
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB4. Store the sheets properly to avoid any deterioration SB5. Proper waste disposal SB6. Organize training for the team members

Conduct post-production supervisory operations

	Customer Centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB7. Extend customer friendly service SB8. Keep transparency /credibility in all dealings SB9. Clarify doubts of the customer with facts and figures SB10. Impress them by improving the service conditions as per feed back information
	Problem Solving
	<p>The user/individual on the job needs to know and understand how to</p> <ul style="list-style-type: none"> SB11. Solve problems related to defective sheets SB12. Solve problems related to sorting, grading and packaging SB13. Solve problems among colleagues
	Analytical Thinking
<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB14. Diagnose common problems in the sheets based on visual inspection and quality checks SB15. Suggest improvements in process based on experience 	
Critical Thinking	
<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB16. Manage time and human resource effectively SB17. Deliver the customer's order in given timelines 	

National Occupational Standard	Unit Code	RSC/ N 6124
	Unit Title (Task)	Machinery Maintenance & Repair
	Description	This unit is about machinery maintenance & repair.
	Scope	<p>This unit/task covers the following tasks:</p> <ul style="list-style-type: none"> • Maintenance of electric & electronic equipments • Operation and setting of sheeting battery • Operation and maintenance of anaerobic effluent digesters • Operation and maintenance of temperature regulating devices used in smoke house
	Performance Criteria(PC) w.r.t. the scope	
	Element	Performance Criteria
	Maintenance of electric & electronic equipments	<p>To be competent, the individual on the job must be able to know and understand:</p> <p>PC1. Basic operations of machines and equipments such as motors, pumps, weighing scales etc.</p> <p>PC2. Safety rules for handling electrical equipments</p> <p>PC3. Precautions to avoid damage to equipments</p> <p>PC4. Reasons for failure of equipments and carry out minor repairs</p> <p>PC5. Importance of maintaining contact with equipment manufacturers/suppliers</p>
	Operation and setting of sheeting battery	<p>PC6. The structure and working of sheeting battery</p> <p>PC7. Precise adjustment of nip of the rollers</p> <p>PC8. Preventive replacement of worn-out components to avoid sudden failure</p>
	Operation and maintenance of anaerobic effluent digesters	<p>PC9. Basic knowledge about microbial anaerobic digestion of effluent</p> <p>PC10. Prevention of feeding materials harmful to the micro flora</p> <p>PC11. Reintroduction of active micro flora</p>
Operation and maintenance of temperature regulating devices	<p>PC12. Set smoke house temperature at desired levels</p> <p>PC13. Ensure proper functioning of sensors and alarm bells</p>	
Knowledge and Understanding (K)		

Machinery Maintenance & Repair

A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. The mechanical infrastructure available in the unit KA2. General repair and maintenance procedure being followed in the unit KA3. Instructions from the management on the usage of machinery KA4. Availability of spares and tools in the unit
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. Basics of electrical engineering KB2. Basics of electronic engineering KB3. Basics of mechanical engineering. KB4. Basics of Industrial safety KB5. Efficient management of processing activities KB6. Planning and organizing repair and maintenance operations KB7. Analyzing shortfall/achievement for further improvement KB8. Documentation for self-awareness and publication KB9. Computer application- data processing, report typing etc.
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Express ideas clearly through written document SA2. Prepare letters, mails and other documents for communication SA3. Prepare proposals, feedback to higher authorities SA4. Correspond with other institutions/departments SA5. Report writing and use of computer applications
	Reading Skills
The user/individual on the job needs to know and understand how to: SA6. Read and understand the contents published in scientific journals, manuals, newspapers and other publications SA7. Read, understand and interpret various rules, schemes etc. SA8. Read and understand images, graphs, charts, diagrams etc. SA9. Read and understand articles and interpret	
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA10. Be a good communicator. SA11. Express statements, opinions or information clearly so that the receiver can hear and understand SA12. Respond appropriately to queries SA13. Communicate effectively to employees and clients

Machinery Maintenance & Repair

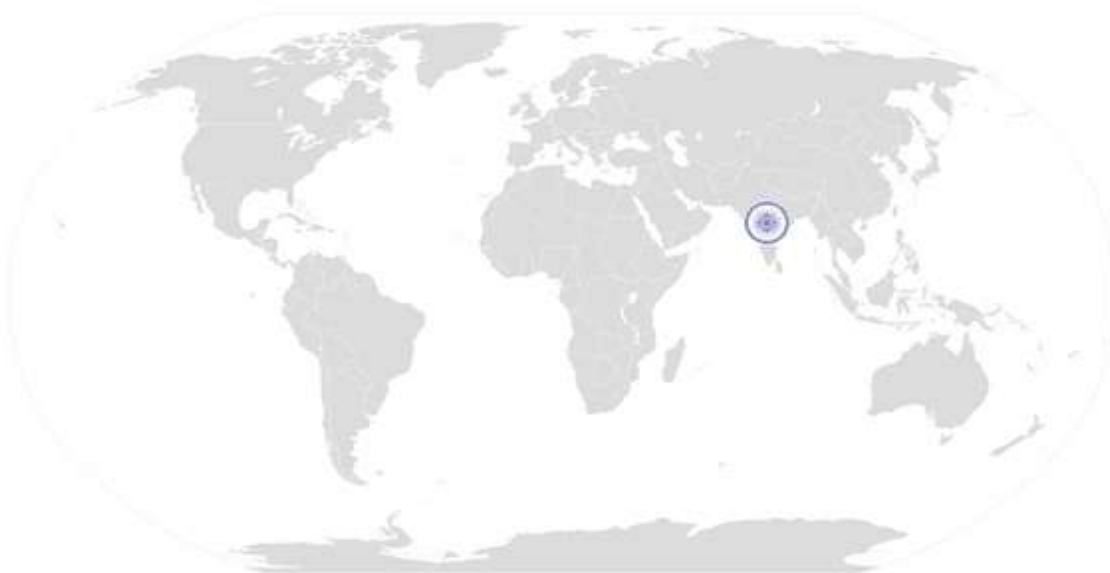
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to SB1. Arrive at proper decisions according to various situations SB2. Ensure proper functioning of machinery for uninterrupted production
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB3. Plan the maintenance schedule for machinery and equipments SB4. Fix up quick repairs SB5. Purchase of new machinery
	Customer Centricity
	NA
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB6. Solve problems related to machinery SB7. Solve problems related to equipment SB8. Diagnose problems and nip in the bud stage itself
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB13. Suggest improvement over the present mode of operation in the processing system
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB14. Take appropriate action/seek expert opinion to overcome critical situations

NOS Version Control

NOS Code	RSC/ N 6124		
Credits(NSQF)	TBD	Version number	1.0
Industry	Rubber Industry	Drafted on	22/06/2015
Industry Sub-sector	Natural Rubber (NR) Plantation	Last reviewed on	22/06/2015
Occupation	Production-NR	Next review date	22/06/2017



National Occupational Standard



Overview

This unit is about human resource management and welfare.

Human Resource Management and welfare

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

Human Resource Management and welfare

	<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>
<p>D. Professional Skills</p>	<p>Decision Making</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>Plan and Organize</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 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>
	<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>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>
	<p>Analytical Thinking</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>
<p>Critical Thinking</p>	
<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

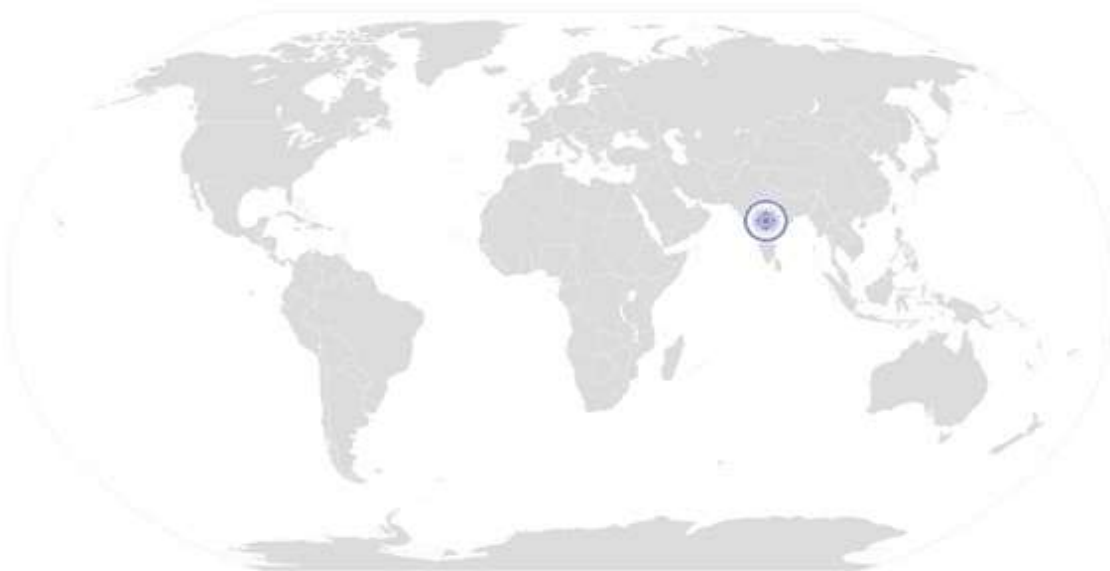
NOS Code	RSC/ N 5009		
Credits(NSQF)	TBD	Version number	1.0
Industry	Rubber Industry	Drafted on	22/06/2015
Industry Sub-sector	Natural Rubber (NR) Plantation	Last reviewed on	22/06/2015
Occupation	Production-NR	Next review date	22/06/2017



To carry out reporting and documentation

	<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>	

National Occupational Standard



Overview

This unit is about carrying out quality checks.

To carry out quality checks

	<p>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>
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>
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A. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to SB1. Arrive at proper decisions according to various situations
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB2. Plan the seasonal activities on priority basis SB3. Fix up tasks and allotment of the same among workers SB4. Assign tasks to suitable persons SB5. Motivate them for better output and time bound completion of tasks SB6. Monitor the progress
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB7. Address customer complaints at his work level.
	Problem Solving
	The user/individual on the job needs to know and understand how to SB8. Solve problems related production of quality RSS SB9. Solve problems related to transportation, loading, unloading etc. SB10. Solve problems related to equipment and supply of inputs SB11. Solve problems among colleagues SB12. Diagnose problems and nip in the bud stage itself
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB13. Suggest improvement over the present system of problem solving methods
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB14. Take appropriate action/seek expert opinion to overcome critical situations

National Occupational Standard



Overview

This unit is about problem identification and solving.

Unit Code	RSS/ N 5011
Unit Title (Task)	Problem identification and solving
Description	This unit is about problem identification & solving
Scope	<p>This unit/task covers the following:</p> <p>Proficiency in identifying and solving problems across</p> <ul style="list-style-type: none"> • Problem identification • Problem solving
Performance Criteria(PC) w.r.t. the scope	
Element	Performance Criteria
Problem identification	<p>To be competent, the individual on the job must be able to –</p> <p>PC1. Recognize and define the problems</p> <p>PC2. Identify the wrong practices that may lead to problems</p> <p>PC3. Refer previous experience if any</p> <p>PC4. Evaluate the possible impacts if the problems remain unsolved</p>
Problem solving	<p>PC5. Nip it in the bud stage itself</p> <p>PC6. Find out possible solutions</p> <p>PC7. Evaluate the alternatives</p> <p>PC8. Select the best alternative for solution</p> <p>PC9. Plan for implementation</p> <p>PC10. Implementation according to the existing rules and regulations</p> <p>PC11. Evaluate the results and monitor future problems</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. Problem solving and conflict management for smooth functioning of the organization</p> <p>KA2. Harmonious working atmosphere for achieving organizational goals</p> <p>KA3. Public reputation and credibility</p> <p>KA4. Maximizing output with acceptable quality</p>

Problem identification and solving

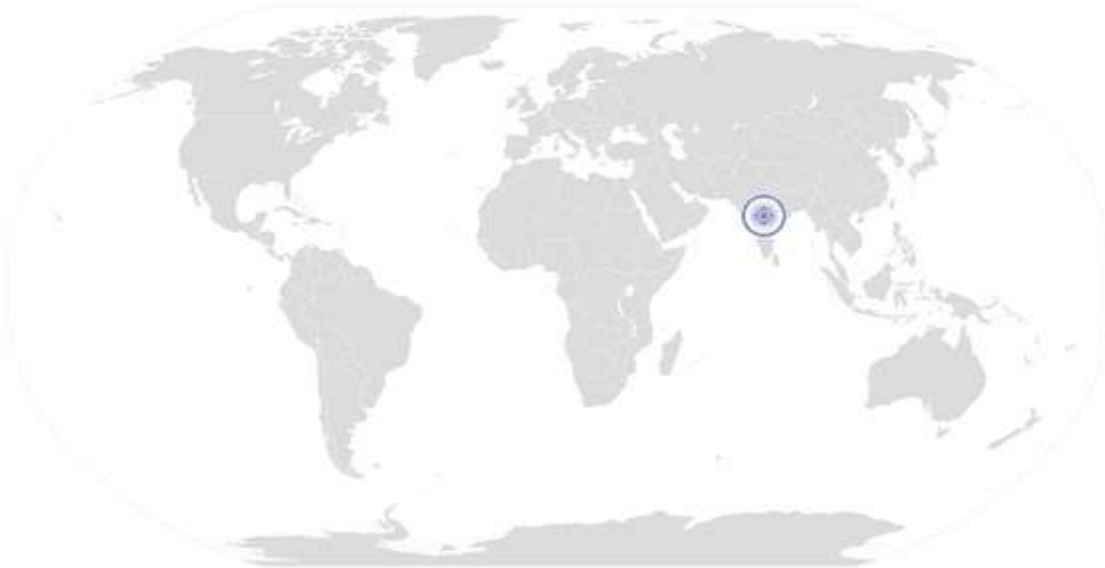
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> KB1. Problem identification skill KB2. In-depth knowledge in rubber processing technology KB3. Knowledge in Labour Act and Rules, welfare schemes etc. KB4. Insurance schemes KB5. EPF and other service rules KB6. Problem solving/decision making skill KB7. Techniques of motivating the work force
Skills (S)	
B. Core Skills/ Generic Skills	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SA1. Express ideas clearly through written document SA2. Prepare letters, mails and other documents for communication SA3. Prepare proposals, feedback to higher authorities SA4. Correspond with other institutions/department SA5. Report writing <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SA6. Read and understand the contents published in scientific journals, manuals, newspaper and other publications SA7. Read, understand and interpret various rules, schemes, notifications etc. SA8. Read and understand images, graphs, charts, diagrams etc. SA9. Read and understand articles and interpret <p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SA10. Be a good communicator. SA11. Express statements, opinions or information clearly so that the receiver can hear and understand SA12. Respond appropriately to queries SA13. Communicate effectively to supervisors, employees and clients
C. Professional Skills	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to</p> <ul style="list-style-type: none"> SB1. Arrive at proper decisions according to various situations <p>Plan and Organize</p>

Problem identification and solving

	The user/individual on the job needs to know and understand how to: SB2. Plan the seasonal activities on priority basis SB3. Fix up tasks and allotment of the same among workers SB4. Assign tasks to suitable persons SB5. Motivate them for better output and time bound completion of tasks SB6. Monitor the progress
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	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB13. Suggest improvement over the present system of problem solving methods
	Critical Thinking
The user/individual on the job needs to know and understand how to: SB14. Take appropriate action/seek expert opinion to overcome critical situations	

NOS Version Control

NOS Code	RSC/ N 5011		
Credits(NSQF)	TBD	Version number	1.0
Industry	Rubber Industry	Drafted on	22/06/2015
Industry Sub-sector	Natural Rubber (NR) Plantation	Last reviewed on	22/06/2015
Occupation	Production-NR	Next review date	22/06/2017



CRITERIA FOR ASSESSMENT OF TRAINEES

Subsector Processing Supervisor-Rubber Sheeting
Qualification Pack RSC/ Q 6116
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 6122 Supervision of sheet rubber production	Operations involved in RSS Processing	PC1. Procurement of good latex free from pre-coagulation	6	2	4
		PC2. Sieving of the latex	2	0	2
		PC3. Bulking and standardisation	8	6	2
		PC4. Addition of chemicals	6	4	2
		PC5. Coagulation	6	4	2
		PC6. Sheeting & dripping	8	4	4
		PC7. Drying in Smoke House, proper operation and maintenance of the smoke house	8	6	2
	Rectification of defects that may appear in sheets	PC8. Identification of defects	8	6	2
		PC9. Finding out the causes of the defects	6	4	2
		PC10. Rectification of the defects	4	2	2
		PC11. Adopting preventive/ control measures	4	2	2
	Sorting and grading	PC12. Proper inspection of dried sheets	4	2	2
		PC13. Sorting and grading as per international standards of quality and packing for natural rubber as described in the Green Book (IRQPC,1979)	8	6	2

	Packing and Storage	PC14. Packing as per Green Book specification	4	2	2	
		PC15. Storage in relatively humidity free store rooms	2	2	0	
	Power and Water Supply	PC16. Availability of sufficient water & power supply	2	0	2	
		PC17. Maintenance of high level of hygiene in the processing factory and premises	2	2	0	
	Hygiene and Cleanliness	PC18. Proper cleaning of bulking tanks and utensils	0	0	0	
		PC19. Trouble free operation of effluent treatment/disposal system, sheeting batteries and other equipment in the factory and its essential repairs.	2	2	0	
	Effluent Management and Working of the sheeting batteries and other equipment if any	PC20. Operation and maintenance of the smoke house	4	2	2	
		PC21. Keep an update of stock of inputs and check their availability ensuring smooth processing in the factory	2	0	2	
	Maintenance of stock of inputs and tools/equipment	PC22. Maintain a record of tools and equipments used in the processing and ensure their proper functioning before the commencement of processing operation.	4	2	2	
			100	60	40	
	RSC/N 6124 Machinery maintenance and repair	Maintenance of electric & electronic equipments	PC1. Basic knowledge for an electrician	12	8	4
			PC2. Safety rules for handling electrical equipments	12	8	4
PC3. Precautions to avoid damage to equipments			6	4	2	
PC4. Reasons for failure of equipments and carry out minor repairs			8	4	2	
PC5. Importance of maintaining contact with equipment manufacturers/suppliers			8	4	4	
Operation and setting of sheeting		PC6. The structure and working of sheeting battery	8	4	4	
		PC7. Precise adjustment of nip of the rollers	6	4	2	

	battery	PC8. Preventive replacement of worn-out components to avoid sudden failure	4		4
	Operation and maintenance of anaerobic effluent digesters	PC9. Basic knowledge about microbial anaerobic digestion of effluent	6	2	4
		PC10. Prevention of feeding materials harmful to the micro flora	6	4	2
		PC11. Reintroduction of active micro flora	6	4	2
	Operation and maintenance of temperature regulating devices	PC12. Set smoke house temperature at desired levels	10	8	2
		PC13. Ensure proper functioning of sensors and alarm bells	8	6	2
			100	60	40
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/N 5011	Basic Management	PC1. Decide on the plans and take necessary steps to achieve the objectives	6	4	2

Problem identification and solving	Functions	PC2. Assign tasks and allocate resources to individuals	8	6	2	
		PC3. Determine the manpower requirements and decide their placement.	4	2	2	
		PC4. Motivate and lead the staff for timely achievements of the goals.	6	4	2	
		PC5. Regularly monitor the progress of work	6	4	2	
	Conflict Management/ Problem solving	PC6. Identify the conflict/problem	4	4	0	
		PC7. Diagnose the reason	4	2	2	
		PC8. Develop solutions	6	4	2	
		PC9. Implement and review	6	4	2	
	Human Resource Planning & Management	PC10. Place right type of people in right number at the right place	4	4	0	
		PC11. Motivate the staff to increase turn over and improve quality	6	4	2	
		PC12. Performance appraisal for human resource development	6	4	2	
	Human Resource Development	PC13. Assess training need for skill development	6	4	2	
		PC14. Organize suitable training programmes for skill development/capacity building	6	4	2	
	Implement welfare programmes	PC15. Implement EPF for workers	4	4	0	
		PC16. Implement Group insurance schemes and health insurance	4	2	2	
		PC17. Implement production linked incentive/bonus schemes	4	4	0	
		PC18. Implement Housing and related welfare measures	4	2	2	
		PC19. Implement provisions of rest room, recreational facilities etc as per relevant rules	6	4	2	
				100	70	30
	RSC / N 5002 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 in 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 / N 5003 To Carry Out Quality Checks	Inspection	PC1. Ensure that total range of checks are regularly and consistently performed	24	10	14
		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