

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 Technician-Rubber Sheeting

SECTOR: RUBBER INDUSTRY

SUB-SECTOR: Natural Rubber (NR) Plantation

OCCUPATION: Production-NR

REFERENCE ID: RSC/ Q 6117

ALIGNED TO: NCO-2004/NIL

Brief Job Description: Processing Technician is responsible for processing of fresh latex into RSS. He should have knowledge in all aspects of sheet processing. He should determine DRC, volume of latex available for processing and calculate the volume of water needed for dilution and that of the acid for coagulation. He should keep records of work done and be responsible for necessary housekeeping work.

Personal Attributes: Processing Technician should be a person with good sense of neatness and cleanliness. He should have basic knowledge on latex characteristics and possess good analytical skills.

Qualification Pack for Processing Technician – Rubber Sheeting

Job Details	Qualifications Pack Code	RSC/ Q 6117		
	Job Role	Processing Technician–Rubber Sheeting		
	Credits(NSQF)	TBD	Version number	1.0
	Sector	Rubber industry	Drafted on	22/06/2015
	Sub-sector	Primary Processing of NR - 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 Technician- Rubber Sheeting
Role Description	He is responsible for processing of fresh latex into RSS. He should have knowledge in all aspects of sheet processing. He should determine DRC, volume of latex available for processing and calculate the volume of water needed for dilution and that of the acid for coagulation. He should keep records of work done and be responsible for necessary housekeeping work.
NSQF level	4
Minimum Educational Qualifications*	X – desirable
Maximum Educational Qualifications*	NA.
Training (Suggested but not mandatory)	Training in rubber sheet making conducted by Rubber Board or any other reputed organization.
Minimum Job Entry Age	18 years
Experience	Minimum 2 years experience in tapping and processing of rubber in a plantation.
Applicable National Occupational Standards (NOS)	Compulsory: <ol style="list-style-type: none"> RSC/N 6125 Sheet Rubber Processing RSC/N 5007 Health and safety RSC/ N 5002 (To carry out reporting and documentation) RSC/ N 5003 (To carry out quality checks) RSC/ N 5004 (To carry out problem identification and escalation) Optional: NA
Performance Criteria	As described in the relevant OS units

Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Job Role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
OS	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
NOS	NOS are Occupational Standards which apply uniquely in the Indian context.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Unit Code	Unit Code is a unique identifier for an Occupational Standard , which is denoted by an 'N'.
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
Organizational Context	Organizational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills or Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the OS , these include communication related skills that are applicable to most job roles.

National Occupational Standard



Overview

This unit is about operations in a sheet rubber processing unit including the operation of Sheeting Roller/Battery, Smoke house, Biogas Plant, ETP, Weigh Bridge and general work.

Sheet Rubber Processing

Unit Code	RSC / N 6125
Unit Title (Task)	Sheet Rubber Processing
Description	This unit is about operations in a sheet rubber processing unit including the operation of Sheetting Roller/Battery, Smoke house, Biogas Plant, ETP, Weigh Bridge and general work.
Scope	This unit covers the following tasks: <ul style="list-style-type: none"> • Materials and Utilities • Processing Operation • Efficiency and Safety
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Materials and Utilities	To be competent, Processing Technician must be able to: PC1. Assess the quality of field latex including rough estimation of DRC PC2. Perform sieving, weighing, sampling, bulking, dilution and coagulation. PC3. Properly handle chemicals like formic acid and sodium bisulphite. PC4. Ensure appropriate use and minimum wastage of materials and utilities
Processing Operation	PC5. Set the parameters of machinery as per the SOP PC6. Carry out the different processing operations either alone or with minimum assistance. PC7. Undertake operation of sheetting roller/battery. PC8. Ensure proper washing, dripping and smokehouse loading PC9. Provide technical support for smoke house operations including firewood loading, temperature control and fire prevention. PC10. Monitor the functioning of machines PC11. Carry out maintenance of machines PC12. Take action for trouble shooting and rectification during production process PC13. Provide technical support in sorting, grading and bailing. PC14. Handle Effluent management and hygiene. PC15. Assist Biogas plant operation PC16. Ensure cleanliness in the workplace
Efficiency and Safety	PC14. Achieve the targeted volume as per the schedule PC15. Undertake operations using personal safety measures (gloves, masks etc) and other safety devices. PC16. Inform about safety rules for handling electrical equipments

Sheet Rubber Processing

PC17. Communicate precautions to avoid damage to equipments

Knowledge and Understanding (K)

A. Organizational Context (Knowledge of the company / organization and its processes)

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

- KA1. The different processing operations followed in the GPC/ RPS/Holding
- KA2. The quality policies of the GPC and instructions from the management regarding quality of product being made
- KA3. The reporting system in the GPC
- KA4. The type and quality of raw materials/ field latex available in the GPC/Holding
- KA5. The targeted volume and quality of production in the GPC
- KA6. The working conditions of various items of machinery in the GPC
- KA7. The mechanical infrastructure available in the unit
- KA8. General repair and maintenance procedure being followed in the unit
- KA9. Instructions from the management on the usage of machinery
- KA10. Availability of spares and tools in the unit
- KA11. Implications of poorly prepared machine and equipments.
- KA12. Importance of identifying non-conforming materials and their storage.
- KA13. Escalation matrix for reporting identified problems
- KA14. Importance of housekeeping activities.
- KA15. Health, safety and environment guidelines, legislation and regulations as applicable.
- KA16. Impact of various practices on cost, quality, productivity and safety.

B. Technical Knowledge

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

- KB1. The basic processing operations for producing good quality Sheet Rubber.
- KB2. The quality of raw materials used for Sheet Rubber production and methods of identifying and segregating poor quality raw materials
- KB3. The types of machinery required for Sheet Rubber production
- KB4. How to undertake maintenance and essential repair of the machinery
- KB5. How to identify malfunctioning of machine and report such problems to higher authorities
- KB6. Process variables that are likely to influence the quality of the product
- KB7. How to draw representative samples of raw materials/products/effluents
- KB8. Principles and practices in smoke drying of sheet rubber
- KB9. Optimum temperature range to be maintained in a smoke

Sheet Rubber Processing

house

KB10. Practices followed in the visual grading of sheet rubber

KB11. Housekeeping procedures in a sheet rubber production unit

KB12. Latest technical developments in the sheet rubber processing

Skills (S)
A. Core Skills/ Generic Skills
Writing Skills

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

SA1. Write log books, observations etc. in local language.

SA2. Write simple letters/ applications

SA3. Express the ideas, lodge complaints and give suggestions through effective written communication.

SA4. Report feedback to higher authorities.

Reading Skills

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

SA5. Read and understand work instructions, memos etc.

SA6. Read and understand machinery/equipment manuals

SA7. Read and understand the contents published in scientific journals, newspapers and other publications

SA8. Read and understand scientific terminologies, codes, abbreviations etc

Oral Communication (Listening and Speaking skills)

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

 SA9. Be a good listener to any new information being introduced in the field.

SA10. Express statements, opinions or information clearly so that others can hear and understand

SA11. Respond appropriately to any queries

SA8. Inform higher authorities on malfunctioning of equipment/tools and quality problems in raw materials/products

B. Professional Skills
Decision Making

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

SB1. Decide on malfunctioning of machines from own Observations

SB2. Take corrective steps to resolve any technical problem arising in sheet rubber processing

Plan and Organize

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

SB3. Planning for achieving the targeted production by ensuring sufficient raw materials and utilities.

SB4. Plan the maintenance schedule for machinery and

Sheet Rubber Processing

equipments

SB5. Requirement for purchase of new machinery or updating of technology in processing operation.

Customer Centricity

 The user/individual on the job needs to know and understand how to:-
 SB6. Match customer needs by adjusting the processing conditions

Problem Solving

 The user/individual on the job needs to know and understand how to:
 SB7. Identify mechanical/electrical problems and find solutions either by self or through others

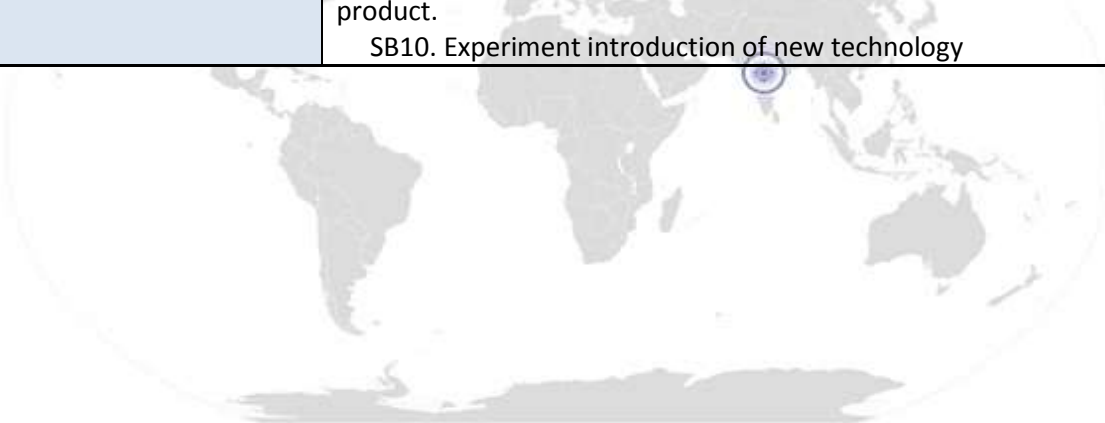
Analytical Thinking

 The user/individual on the job needs to know and understand how to:
 SB8. Derive information on the quality of product from various observations on the processes

Critical Thinking

 The user/individual on the job needs to know and understand how :
 SB9. Variations in different processing steps influence quality of product.

SB10. Experiment introduction of new technology



NOS Version Control

NOS Code	RSC / N 6125		
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 health & safety.

Unit Code	RSC/N 5007
Unit Title (Task)	Health & Safety
Description	This unit is about maintaining health and safety of self and others at workplace.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Maintain a clean and efficient workplace • Render appropriate emergency procedures • Maintain standard safety procedures at the workplace • Participate in safety awareness campaigns • Understand potential sources of accidents • Use safety gears to avoid accidents
Performance Criteria (PC)	
Maintain a clean and efficient workplace	<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>
Render appropriate emergency procedures	<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> <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</p>

	<p>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>
Maintain standard safety procedures at the workplace	<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>
Participate in safety awareness campaigns	<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>
Understand potential sources of accidents	<p>PC26. Avoid accidents while using hazardous chemicals, machines, sharp tools and equipment</p>
Use safety gears to avoid accidents	<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>
Knowledge and Understanding (K)	
A. Organizational context	<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>
B. Technical	<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 /</p>

Health & Safety

knowledge	<p>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>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<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>
	Reading Skills
	<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>
B. Professional Skills	Oral Communication (Listening and Speaking skills)
	<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>
	Decision Making
<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>	
Plan and Organize	
<p>The individual on the job needs to know and understand how to:</p> <p>SB4. Schedule daily activities and drawing up priorities; Allocate start times, estimation of completion times and materials, equipment and assistance required for</p>	

	completion.
	Customer Centricity
	NA
	Problem Solving
	The individual on the job needs to know and understand how to: SB5. Use first aid treatment in case of any injury/accident.
	Analytical Thinking
	SB6. Monitor and maintain the condition of tools and equipment SB7. Assess situation & identify appropriate control measures
	Critical Thinking
	The individual on the job needs to know and understand how to: SB8. Act, communicate and report in emergency situation

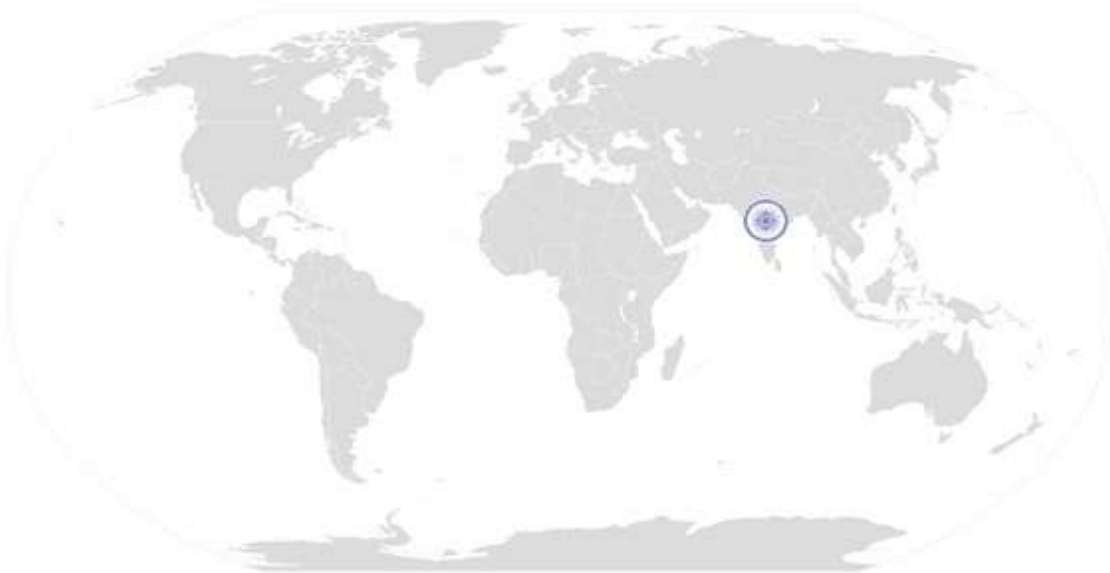


NOS Version Control

NOS Code	RSC / N 5007		
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 reporting and documentation.

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

To carry out reporting and documentation

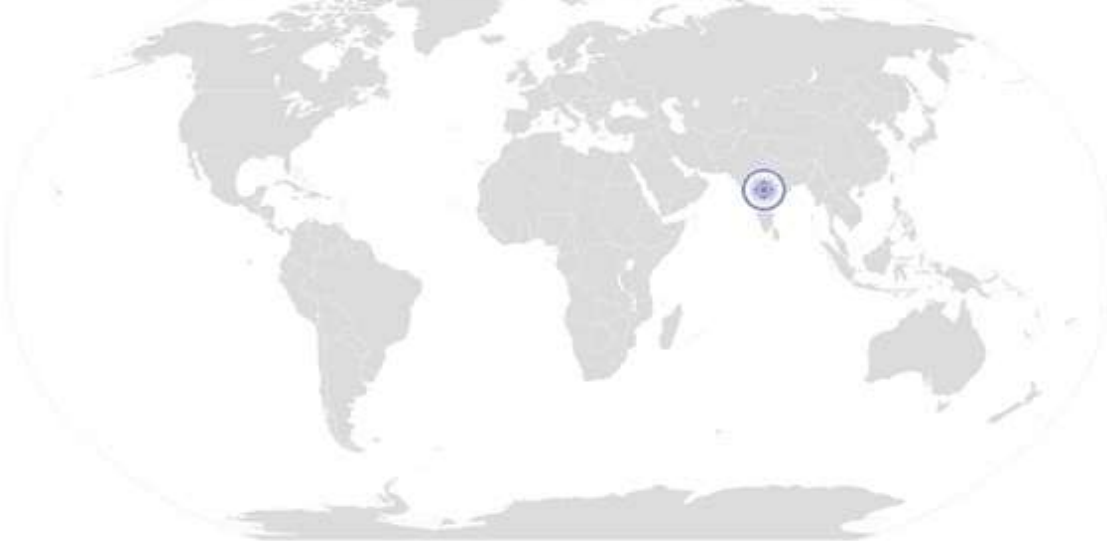
	<p>KB9. The importance of ensuring that the documents are correct</p> <p>KB10. The actions to be taken if the documents are not correct</p> <p>KB11. The importance of maintaining the security and confidentiality of recorded information</p> <p>KB12. Procedures to maintain confidentiality of information</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>	

To carry out reporting and documentation

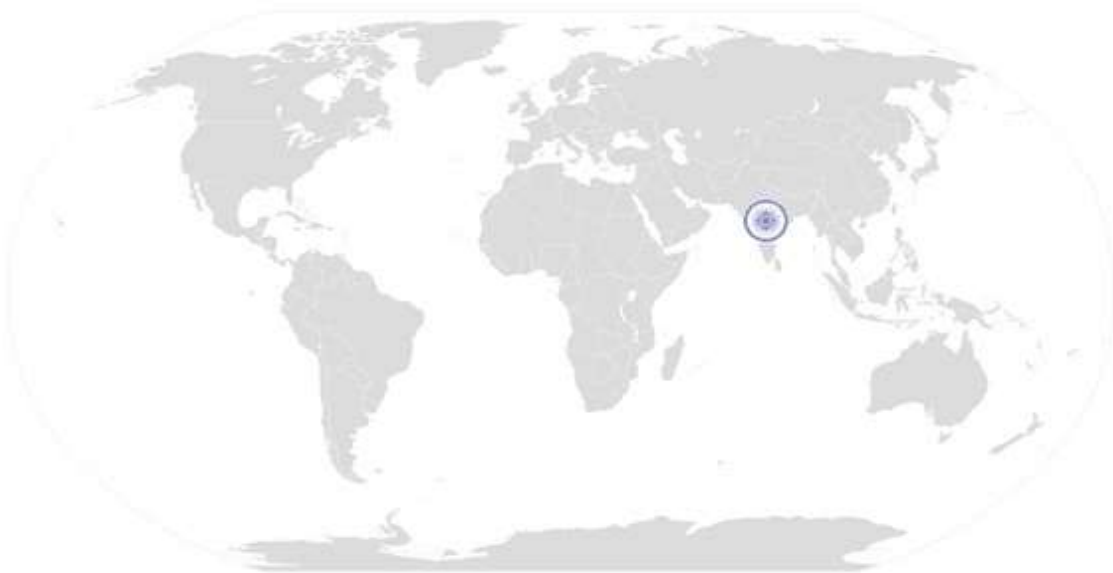
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to SB1. Arrive at proper decisions according to various situations
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB2. Plan the seasonal activities on priority 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	

NOS Version Control

NOS Code	RSC / N 5002		
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 carrying out quality checks.

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

To carry out quality checks

	<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>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Read and understand manuals, health and safety instructions, memos, reports, job cards etc</p> <p>SA6. Read images, graphs, diagrams</p> <p>SA7. Understand the various coding systems as per company norms</p>
	Oral Communication (Listening and Speaking skills)
<p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. Express statements, opinions or information clearly so that others can hear and understand</p> <p>SA9. Respond appropriately to any queries</p> <p>SA10. Communicate with supervisor</p> <p>SA11. Communicate with upstream and downstream teams</p> <p>SA12. Work in a team and other behavioral skills required to support the small group activities (Quality Circle, Cross Functional Team, Suggestion Scheme)</p>	

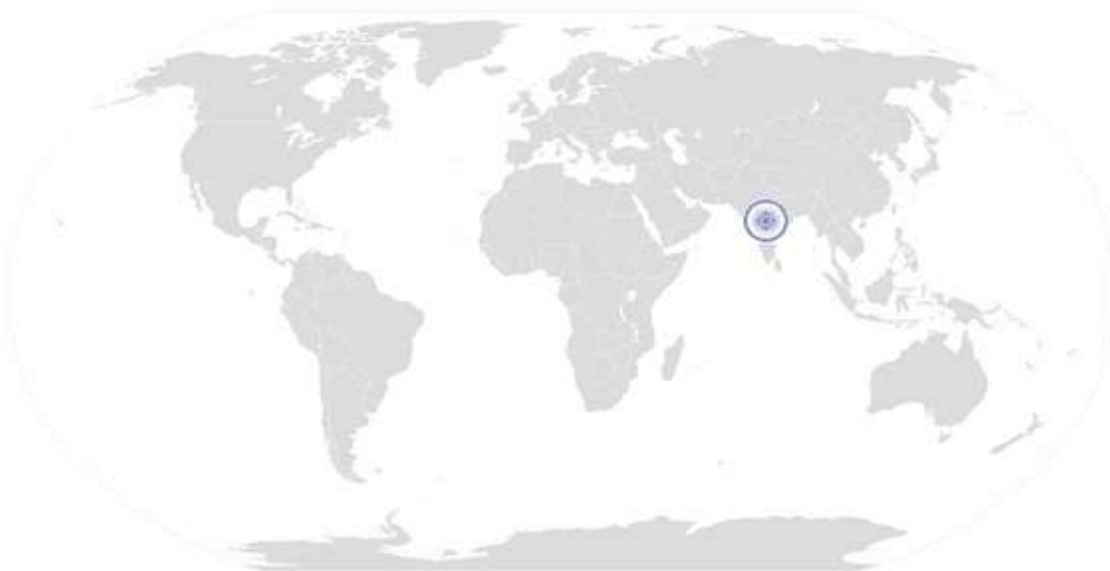
A. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to SB1. Arrive at proper decisions according to various situations
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB2. Plan the seasonal activities on priority 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	

NOS Version Control

NOS Code	RSC / N 5003		
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 problem identification and escalation

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

To carry out problem identification and escalation

	PC20. Ensure that no delays are caused as a result of failure to take necessary action
Problem Escalation	<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>
Knowledge and Understanding (K)	
B. Technical Knowledge	<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 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>
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

To carry out problem identification and escalation

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Read and understand manuals, health and safety instructions, memos, reports, job cards etc</p> <p>SA6. Read images, graphs, diagrams</p> <p>SA7. Understand the various coding systems as per company norms</p>
	<p>Oral Communication (Listening and Speaking skills)</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. Express statements, opinions or information clearly so that others can hear and understand</p> <p>SA9. Respond appropriately to any queries</p> <p>SA10. Communicate with supervisor</p> <p>SA11. Communicate with upstream and downstream teams</p> <p>SA12. Work in a team and other behavioral skills required to support the small group activities (Quality Circle, Cross Functional Team, Suggestion Scheme)</p>
B. Professional Skills	<p>Decision Making</p>
	<p>The user/individual on the job needs to know and understand how to</p> <p>SB1. 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</p> <p>SB3. Fix up tasks and allotment of the same among workers</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>Customer Centricity</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. Address customer complaints at his work level.</p>
	<p>Problem Solving</p>
	<p>The user/individual on the job needs to know and understand how to</p> <p>SB8. Solve problems related production of quality RSS</p> <p>SB9. Solve problems related to transportation, loading, unloading etc.</p> <p>SB10. Solve problems related to equipment and supply of inputs</p> <p>SB11. Solve problems among colleagues</p> <p>SB12. Diagnose problems and nip in the bud stage itself</p>

To carry out problem identification and escalation

	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

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CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role Processing Technician–Rubber Sheeting
Qualification Pack RSC/ Q 6117
Sector Skill Council Rubber Skill Development Council

Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5. To pass the Qualification Pack, every trainee should score a minimum of 70% in every NOS
6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack

Assessment Strategy			Marks Allocation		
NOS	Element	Performance Criteria No.	Total	Theory	Practical
RSC/N 6125 Sheet Rubber Processing	Materials and Utilities	PC1. Assess the quality of field latex including rough estimation of DRC	8	6	2
		PC2. Perform sieving, weighing, sampling, bulking, dilution and coagulation.	8	6	2
		PC3. Properly handle chemicals like formic acid and sodium bisulphite.	6	4	2
		PC4. Ensure appropriate use and minimum wastage of materials and utilities	6	4	2
	Processing Operation	PC5. Carry out the different processing operations either alone or with minimum assistance.	8	4	4
		PC6. Undertake operation of sheeting roller/battery.	10	6	4
		PC7. Ensure proper washing, dripping and smokehouse loading	8	6	2
		PC8. Smoke house operations including, firewood loading and temperature control and fire prevention.	10	4	6

		PC9. Perform sorting, grading and bailing.	6	4	2
		PC10. Handle Effluent management and hygiene.	6	4	2
		PC11. Assist Biogas plant operation	6	4	2
		PC12.Ensure cleanliness in the workplace by carrying out periodic housekeeping work	6	2	4
	Efficiency and Safety	PC13. Achieve the targeted volume as per the schedule	8	4	4
		PC14.Undertake operations using personal safety measures (gloves, masks etc) and other safety devices.	4	2	2
			100	60	40
RSC / N 5001 To carry out housekeeping	Pre housekeeping activities	PC 17 Inspect the area while taking into account various surfaces	6	2	4
		PC 18 Identify the material requirements for cleaning the areas inspected, by considering risk, time, efficiency and type of stain	4	2	2
		PC 19 Ensure that the cleaning equipment is in proper working condition	5	2	3
		PC 20 Select the suitable alternatives for cleaning the areas in case the appropriate equipment and materials are not available and inform the appropriate person	4	0	4
		PC 21 Plan the sequence for cleaning the area to avoid re-soiling clean areas and surfaces	6	2	4
		PC 22 Inform the affected people about the cleaning activity	4	0	4
		PC 23 Display the appropriate signage for the work being conducted	5	2	3
		PC 24 Ensure that there is adequate ventilation for the work being carried out	4	2	2
		PC 25 Wear the personal protective equipment required for the cleaning method and materials being used	5	2	3
	Operations	PC 26 Use the correct cleaning method for the work area, type of soiling and surface	4	2	2

		PC 27 Carry out cleaning activity without disturbing others	5	1	4
		PC 28 Deal with accidental damage, if any, caused while carrying out the work	2	0	2
		PC 29 Report to the appropriate person any difficulties in carrying out the work	4	1	3
		PC 30 Identify and report to the appropriate person any additional cleaning required that is outside one's responsibility or skill	4	1	3
	Post housekeeping activities	PC 31 Ensure that there is no oily substance on the floor to avoid slippage	6	2	4
		PC 32 Ensure that no scrap material is lying around	4	0	4
		PC 33 Maintain and store housekeeping equipment and supplies	4	2	2
		PC 34 Follow workplace procedures to deal with any accidental damage caused during the cleaning process	2	0	2
		PC 35 Ensure that, on completion of the work, the area is left clean and dry and meets requirements	3	1	2
		PC 36 Return the equipment, materials and personal protective equipment that were used to the right places making sure they are clean, safe and securely stored	5	2	3
		PC 37 Dispose off the waste generated from the activity in an appropriate manner	4	0	4
		PC 38 Dispose of used and un-used solutions according to manufacturer's instructions, and clean the equipment thoroughly	4	2	2
		PC 39 Maintain schedules and records for housekeeping duty	4	2	2
		PC 40 Replenish any necessary supplies or consumables	2	0	2
			100	30	70
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 designated storage when not in use	4	0	4
	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

emergency procedures	15. Recover (if practical), clean, inspect/test, refurbish, replace and store the first aid equipment as appropriate	0	0	0
	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 awareness campaigns	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 procedures	4	4	0
	25. Be alert of any events and do not be negligent to any safety procedures to be followed	0	0	0
Understand potential sources of accidents	26. Avoid accidents while using hazardous chemicals, machines, sharp tools and equipment	0	0	0
Use safety gears to avoid accidents	27. Use safety materials such as protective gear, goggles, caps, shoes, etc. (as applicable with workplace)	8	4	4
	28. Handle heavy and hazardous materials with care and using appropriate tools and handling equipment such as trolleys, ladders	4	0	4

RSC/N50 02 To carry out reportin g and docume ntation	Reporti ng	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
	Recordi ng and Docume ntation	PC4. Identify documentation to be completed relating to one's role	5	5	0
		PC5. Record details accurately an 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
	Informa tion 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/N50 03 To carry out quality checks	Inspecti on	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
	Reporti ng	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