

## Qualification Pack



# Chemical Storage & Handling Operator

QP Code: RSC/Q7301

Version: 1.0

NSQF Level: 4

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## Qualification Pack

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### RSC/Q7301: Chemical Storage & Handling Operator

#### Brief Job Description

The individual at work is responsible for receiving, labelling, storing, and chemical items safely in chemical storage area as per standards.

#### Personal Attributes

The individual at work should be hard-working, result oriented and have a positive attitude with good management skills.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [RSC/N7301: Store chemical in storage area](#)
2. [RSC/N5610: Coordinate and communicate effectively at the workplace](#)
3. [RSC/N5001: Carry out housekeeping](#)
4. [RSC/N5002: Carry out reporting and documentation](#)
5. [RSC/N5007: Carry out health and safety](#)
6. [RSC/N5614: Manage chemical hazards in the workplace](#)
7. [RSC/N5603: Follow ethical and sustainable practices at the workplace](#)
8. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Rubber
<b>Sub-Sector</b>	Chemical & Petrochemical
<b>Occupation</b>	Storage and Handling
<b>Country</b>	India
<b>NSQF Level</b>	4

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<b>Credits</b>	18
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/ NIL
<b>Minimum Educational Qualification &amp; Experience</b>	Completed 2nd year of the 3-year diploma after 10 (and pursuing regular diploma in science stream) OR 12th grade Pass (Science) OR 10th grade pass with 2 year NTC plus 1 year NAC OR 8th grade pass with 2 year NTC plus 1 year NAC plus 1 year CITS OR Certificate-NSQF (Certificate NSQF (Level 3-Chemical Plant Assistant Operator/Chemical Maintenance Plant Assistant Operator) with minimum education as 8th grade pass ) with 3 Years of experience relevant
<b>Minimum Level of Education for Training in School</b>	Not Applicable
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	NA
<b>Next Review Date</b>	29/03/2026
<b>NSQC Approval Date</b>	29/03/2023
<b>Version</b>	1.0
<b>Reference code on NQR</b>	QG-04-RI-00397-2023-V1-RCPSDC
<b>NQR Version</b>	1

## Qualification Pack

### RSC/N7301: Store chemical in storage area

#### Description

This OS unit is about receiving, storing and issuing of chemicals as per instructions.

#### Scope

The scope covers the following :

- Receive the chemicals
- Store the chemicals
- Issue the chemicals

#### Elements and Performance Criteria

##### *Receive the chemicals*

To be competent, the user/individual on the job must be able to:

- PC1.** obtain and open the chemical package received from the vendors
- PC2.** check the documents accompanying the chemical consignment, such as invoice, MSDS, chemical expiry details, road permit, etc.
- PC3.** ensure all chemical containers have original label with contents details
- PC4.** inspect the condition of chemical containers for any damages or leakages
- PC5.** confirm the quantity and quality of content as per the invoice
- PC6.** input the chemicals into the store's management inventory system

##### *Store the chemicals*

To be competent, the user/individual on the job must be able to:

- PC7.** make sure chemical storage containers are not damaged and properly secured
- PC8.** ensure chemicals storage area is well-ventilated, free of heat and direct sunlight
- PC9.** identify spillage or leakage from the chemicals stored in the store
- PC10.** clean-up spills and leaks immediately, using established spill procedures
- PC11.** ensure that all surfaces in chemical stores are cleaned regularly
- PC12.** make sure container weight does not exceed the load rating of the shelves and trays are large enough to contain spillage or leakage (if any)
- PC13.** determine primary hazards of the chemical such as flammability, reactivity (oxidizers, water-reactive, corrosivity, toxicity, etc.
- PC14.** identify safe storage locations, such as flammable storage cabinets, corrosives cabinets, refrigerators rated for flammable liquid storage
- PC15.** determine the category of the chemicals and groups them as per their compatibility with other chemical groups
- PC16.** use recommended Personal Protective Equipment (PPE) for handling chemicals at all times
- PC17.** store chemical groups separately from one another, either in separate cabinets or in appropriate tubs or secondary containers
- PC18.** place corrosive materials in safety-coated containers on shelves below eye level

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- PC19.** make sure liquid hazardous chemicals classified as acids, bases, or solvents should be stored in unbreakable or double-contained packaging below shoulder height
- PC20.** store volatile toxics and odoriferous chemicals in ventilated cabinets
- PC21.** seal containers tightly to prevent the escape of vapors
- PC22.** label storage containers with chemical name, its concentration, received date, used date, expiration date, and appropriate hazard warning signs
- PC23.** label each storage location clearly and legibly to indicate its compatibility group
- PC24.** place all chemicals inside a locked area with limited access
- PC25.** store chemical waste at the designated accumulation area, at appropriate receptacles, properly labeled and segregated by hazard class
- PC26.** make routine assessments of chemicals in storage and safely dispose the expired chemicals using established disposal procedures

### *Issue the chemicals*

To be competent, the user/individual on the job must be able to:

- PC27.** ensure all chemicals are issued based on authorized request and chemical receiving person is wearing necessary PPE
- PC28.** return chemicals to their proper storage location immediately after issuing
- PC29.** choose suitable material handling devices for movement of the chemicals
- PC30.** ensure FIFO (First In First Out) method while issuing the chemicals
- PC31.** record necessary entries in the inventory management system of issued chemicals

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** procedure to interpret documents related to chemical consignment
- KU2.** SOP to receive, store and issue chemicals
- KU3.** classification of the chemical such as corrosive, explosive, flammable, oxidizer, water-reactive, etc.
- KU4.** methods to inspect chemicals storage area
- KU5.** chemical inventory management procedures
- KU6.** appropriate methods to store chemicals as per their class such as racks, bins, bags, boxes, etc.
- KU7.** labelling techniques for different chemicals
- KU8.** type of container used for storing various types of chemicals
- KU9.** material handling devices for movement of the chemicals

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read job requirements from the job specification document
- GS2.** interact and communicate with senior or other organizational personnel as per requirement

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**GS3.** write log sheets, forms, information, and details communicated by senior



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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Receive the chemicals</i>	<b>6</b>	<b>12</b>	-	-
<b>PC1.</b> obtain and open the chemical package received from the vendors	1	2	-	-
<b>PC2.</b> check the documents accompanying the chemical consignment, such as invoice, MSDS, chemical expiry details, road permit, etc.	1	2	-	-
<b>PC3.</b> ensure all chemical containers have original label with contents details	1	2	-	-
<b>PC4.</b> inspect the condition of chemical containers for any damages or leakages	1	2	-	-
<b>PC5.</b> confirm the quantity and quality of content as per the invoice	1	2	-	-
<b>PC6.</b> input the chemicals into the store's management inventory system	1	2	-	-
<i>Store the chemicals</i>	<b>26</b>	<b>40</b>	-	-
<b>PC7.</b> make sure chemical storage containers are not damaged and properly secured	1	2	-	-
<b>PC8.</b> ensure chemicals storage area is well-ventilated, free of heat and direct sunlight	1	2	-	-
<b>PC9.</b> identify spillage or leakage from the chemicals stored in the store	1	2	-	-
<b>PC10.</b> clean-up spills and leaks immediately, using established spill procedures	1	2	-	-
<b>PC11.</b> ensure that all surfaces in chemical stores are cleaned regularly	1	2	-	-
<b>PC12.</b> make sure container weight does not exceed the load rating of the shelves and trays are large enough to contain spillage or leakage (if any)	1	2	-	-
<b>PC13.</b> determine primary hazards of the chemical such as flammability, reactivity (oxidizers, water-reactive, corrosivity, toxicity, etc.	1	2	-	-



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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC14.</b> identify safe storage locations, such as flammable storage cabinets, corrosives cabinets, refrigerators rated for flammable liquid storage	1	2	-	-
<b>PC15.</b> determine the category of the chemicals and groups them as per their compatibility with other chemical groups	1	2	-	-
<b>PC16.</b> use recommended Personal Protective Equipment (PPE) for handling chemicals at all times	1	2	-	-
<b>PC17.</b> store chemical groups separately from one another, either in separate cabinets or in appropriate tubs or secondary containers	1	2	-	-
<b>PC18.</b> place corrosive materials in safety-coated containers on shelves below eye level	1	2	-	-
<b>PC19.</b> make sure liquid hazardous chemicals classified as acids, bases, or solvents should be stored in unbreakable or double-contained packaging below shoulder height	1	2	-	-
<b>PC20.</b> store volatile toxics and odoriferous chemicals in ventilated cabinets	1	2	-	-
<b>PC21.</b> seal containers tightly to prevent the escape of vapors	2	2	-	-
<b>PC22.</b> label storage containers with chemical name, its concentration, received date, used date, expiration date, and appropriate hazard warning signs	2	2	-	-
<b>PC23.</b> label each storage location clearly and legibly to indicate its compatibility group	2	2	-	-
<b>PC24.</b> place all chemicals inside a locked area with limited access	2	2	-	-
<b>PC25.</b> store chemical waste at the designated accumulation area, at appropriate receptacles, properly labeled and segregated by hazard class	2	2	-	-
<b>PC26.</b> make routine assessments of chemicals in storage and safely dispose the expired chemicals using established disposal procedures	2	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Issue the chemicals</i>	8	8	-	-
<b>PC27.</b> ensure all chemicals are issued based on authorized request and chemical receiving person is wearing necessary PPE	2	2	-	-
<b>PC28.</b> return chemicals to their proper storage location immediately after issuing	2	2	-	-
<b>PC29.</b> choose suitable material handling devices for movement of the chemicals	2	2	-	-
<b>PC30.</b> ensure FIFO (First In First Out) method while issuing the chemicals	1	1	-	-
<b>PC31.</b> record necessary entries in the inventory management system of issued chemicals	1	1	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	RSC/N7301
<b>NOS Name</b>	Store chemical in storage area
<b>Sector</b>	Rubber
<b>Sub-Sector</b>	Chemical & Petrochemical
<b>Occupation</b>	Storage and Handling
<b>NSQF Level</b>	4
<b>Credits</b>	7
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	29/03/2026
<b>NSQC Clearance Date</b>	29/03/2023

## Qualification Pack

### RSC/N5610: Coordinate and communicate effectively at the workplace

#### Description

This OS unit is about communicating effectively with seniors, colleagues and others, coordinating with cross-functional teams at workplace as per standards.

#### Scope

The scope covers the following :

- Communicate effectively with colleagues and seniors
- Coordinate with cross-functional teams

#### Elements and Performance Criteria

##### *Communicate effectively with colleagues and seniors*

To be competent, the user/individual on the job must be able to:

- PC1.** interact with colleagues and senior in a polite and professional manner
- PC2.** listen actively to the issues or requirements of colleagues and respond timely and appropriately
- PC3.** exhibit trust, support and respect to all colleagues and seniors
- PC4.** pass on essential information to the colleagues timely
- PC5.** maintain clarity, honesty and transparency while communicating with the seniors and colleagues
- PC6.** coordinate with seniors on work-related and behavioral feedback
- PC7.** comply with organization's policies and procedures for team work
- PC8.** seek clarification on the information provided by seniors, if needed
- PC9.** respect the personal and professional space of colleagues and superiors
- PC10.** report status of work as per the schedule to seniors and inform about any deviations or anomalies
- PC11.** provide information in the desired format and frequency

##### *Coordinate with cross-functional teams*

To be competent, the user/individual on the job must be able to:

- PC12.** support colleagues of other departments for smooth work process, as required
- PC13.** coordinate with maintenance/engineering team for preventive and corrective maintenance, break down and calibration errors
- PC14.** provide inputs to the concerned stakeholders in periodic fence line review to detect non-compliance
- PC15.** coordinate with health and safety team for incident or authorized personnel, accident and emergency, if any

#### Knowledge and Understanding (KU)

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The individual on the job needs to know and understand:

- KU1.** organizational policies on behavioural etiquette and professionalism
- KU2.** organizational policies on gender sensitive service practices at workplace
- KU3.** organizational hierarchy and reporting structure
- KU4.** importance of communicating clearly with other
- KU5.** effective ways of team coordination
- KU6.** key helpline numbers

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** note down instructions received from the seniors
- GS2.** read and interpret written instructions

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Communicate effectively with colleagues and seniors</i>	<b>28</b>	<b>44</b>	-	-
<b>PC1.</b> interact with colleagues and senior in a polite and professional manner	2	4	-	-
<b>PC2.</b> listen actively to the issues or requirements of colleagues and respond timely and appropriately	2	4	-	-
<b>PC3.</b> exhibit trust, support and respect to all colleagues and seniors	2	4	-	-
<b>PC4.</b> pass on essential information to the colleagues timely	2	4	-	-
<b>PC5.</b> maintain clarity, honesty and transparency while communicating with the seniors and colleagues	2	4	-	-
<b>PC6.</b> coordinate with seniors on work-related and behavioral feedback	3	4	-	-
<b>PC7.</b> comply with organization's policies and procedures for team work	3	4	-	-
<b>PC8.</b> seek clarification on the information provided by seniors, if needed	3	4	-	-
<b>PC9.</b> respect the personal and professional space of colleagues and superiors	3	4	-	-
<b>PC10.</b> report status of work as per the schedule to seniors and inform about any deviations or anomalies	3	4	-	-
<b>PC11.</b> provide information in the desired format and frequency	3	4	-	-
<i>Coordinate with cross-functional teams</i>	<b>12</b>	<b>16</b>	-	-
<b>PC12.</b> support colleagues of other departments for smooth work process, as required	3	4	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> coordinate with maintenance/engineering team for preventive and corrective maintenance, break down and calibration errors	3	4	-	-
<b>PC14.</b> provide inputs to the concerned stakeholders in periodic fence line review to detect non-compliance	3	4	-	-
<b>PC15.</b> coordinate with health and safety team for incident or authorized personnel, accident and emergency, if any	3	4	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-



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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	RSC/N5610
<b>NOS Name</b>	Coordinate and communicate effectively at the workplace
<b>Sector</b>	Rubber
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	31/03/2022
<b>Next Review Date</b>	29/03/2026
<b>NSQC Clearance Date</b>	29/03/2023

## Qualification Pack

### RSC/N5001: Carry out housekeeping

#### Description

This NOS unit is about implementing housekeeping practices

#### Scope

The scope covers the following :

- Prepare for housekeeping practices
- Carry out housekeeping operations
- Perform post housekeeping activities

#### Elements and Performance Criteria

##### *Prepare for housekeeping activities*

To be competent, the user/individual on the job must be able to:

- PC1.** inspect the area/s to identify the different types of surfaces that require cleaning
- PC2.** determine the material requirements for cleaning the areas inspected considering risk, time, efficiency and type of stain
- PC3.** ensure that cleaning equipment is in proper working condition
- PC4.** ensure that the suitable alternatives are selected for cleaning the areas, in case the appropriate equipment and materials are not available
- PC5.** ensure that the correct sequence/steps are followed for cleaning the area to avoid re-soiling clean areas and surfaces
- PC6.** ensure the usage of appropriate signage to inform about the cleaning activity being carried out
- PC7.** ensure adequate ventilation for the work being carried out
- PC8.** wear personal protective equipment suitable for the cleaning method and cleaning materials being used

##### *Carry out housekeeping operations*

To be competent, the user/individual on the job must be able to:

- PC9.** ensure that the cleaning activity is carried out as per SOP
- PC10.** manage accidental damage, as per the workplace procedure, caused while carrying out the work
- PC11.** report to the appropriate person regarding difficulties in carrying out the work
- PC12.** identify and report to the appropriate person if any additional cleaning required that is outside one's responsibility or skill

##### *Perform post housekeeping activities*

To be competent, the user/individual on the job must be able to:

- PC13.** ensure that housekeeping equipment and supplies are stored and maintained as per company standards
- PC14.** ensure that, on completion of the work, the area is left clean and dry as per the requirements

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- PC15.** ensure that the equipment, materials and personal protective equipment that were used, are returned to their respective places in appropriate manner
- PC16.** ensure appropriate disposal of the waste garnered from the cleaning activity
- PC17.** ensure that all necessary supplies or consumables are replenished as per the requirement

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the different factors to determine what type of cleaning is required as per the surface
- KU2.** the level of hygiene required by workplace and why it is important to maintain them during your work
- KU3.** the methods and materials used for cleaning variety of surfaces
- KU4.** the types of cleansing agents that are not advisable to be mixed together
- KU5.** the importance of following manufacturer's instructions on cleaning agents
- KU6.** the most appropriate place to carry out test cleaning and why this should be done before using any new cleaning agents
- KU7.** the importance of attending trouble shooting
- KU8.** the importance of learning proper procedures and techniques
- KU9.** the correct sequence of cleaning activities for the work area
- KU10.** the implications of not following the organizational requirement of prior approval for undertaking the specific task
- KU11.** the importance of team work
- KU12.** knowledge of do's and don'ts (company's HR instructions)
- KU13.** health, safety and environment guidelines, legislation and regulations as applicable
- KU14.** the importance of Personal Protective Equipment (PPE)
- KU15.** the appropriate PPE for the work area, cleaning equipment, tools, materials and chemicals used
- KU16.** the implications of not following the defined procedures/work instructions
- KU17.** interpret coding/signage used in the organisation
- KU18.** the importance of optimal utilization of resources
- KU19.** the process of cleaning the surfaces without causing injury or damage
- KU20.** the importance of providing feedback for improvement
- KU21.** the escalation procedures for soils or stains that could not be removed
- KU22.** the rectification/solution of problems/conflicts for the smooth functioning of the organization
- KU23.** the procedures for reporting any unidentified soiling
- KU24.** the impact of poor practices on the individual's and organization's performance
- KU25.** the method to check the treated surface and equipment on completion of the cleaning process
- KU26.** the importance of completing the activities as per the schedule
- KU27.** the time taken in the cleaning activities
- KU28.** the procedures for disposing off or storing personal protective equipment

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**KU29.** the procedures for disposing off waste

**KU30.** the correct method for cleaning equipment and/or machinery used for the cleaning activities

### Generic Skills (GS)

User/individual on the job needs to know how to:

**GS1.** read and understand documentation clearly

**GS2.** apply problem-solving approach prior to resolve difficulties

**GS3.** communicate with all stakeholders in a polite and courteous manner using effective communication skills

**GS4.** write in English or any regional language

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare for housekeeping activities</i>	<b>22</b>	<b>31</b>	-	-
<b>PC1.</b> inspect the area/s to identify the different types of surfaces that require cleaning	2	4	-	-
<b>PC2.</b> determine the material requirements for cleaning the areas inspected considering risk, time, efficiency and type of stain	4	4	-	-
<b>PC3.</b> ensure that cleaning equipment is in proper working condition	2	4	-	-
<b>PC4.</b> ensure that the suitable alternatives are selected for cleaning the areas, in case the appropriate equipment and materials are not available	3	4	-	-
<b>PC5.</b> ensure that the correct sequence/steps are followed for cleaning the area to avoid re-soiling clean areas and surfaces	4	5	-	-
<b>PC6.</b> ensure the usage of appropriate signage to inform about the cleaning activity being carried out	2	3	-	-
<b>PC7.</b> ensure adequate ventilation for the work being carried out	2	3	-	-
<b>PC8.</b> wear personal protective equipment suitable for the cleaning method and cleaning materials being used	3	4	-	-
<i>Carry out housekeeping operations</i>	<b>9</b>	<b>13</b>	-	-
<b>PC9.</b> ensure that the cleaning activity is carried out as per SOP	3	4	-	-
<b>PC10.</b> manage accidental damage, as per the workplace procedure, caused while carrying out the work	2	3	-	-
<b>PC11.</b> report to the appropriate person regarding difficulties in carrying out the work	2	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> identify and report to the appropriate person if any additional cleaning required that is outside one's responsibility or skill	2	3	-	-
<i>Perform post housekeeping activities</i>	<b>9</b>	<b>16</b>	-	-
<b>PC13.</b> ensure that housekeeping equipment and supplies are stored and maintained as per company standards	2	3	-	-
<b>PC14.</b> ensure that, on completion of the work, the area is left clean and dry as per the requirements	2	4	-	-
<b>PC15.</b> ensure that the equipment, materials and personal protective equipment that were used, are returned to their respective places in appropriate manner	2	4	-	-
<b>PC16.</b> ensure appropriate disposal of the waste garnered from the cleaning activity	1	3	-	-
<b>PC17.</b> ensure that all necessary supplies or consumables are replenished as per the requirement	2	2	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	RSC/N5001
<b>NOS Name</b>	Carry out housekeeping
<b>Sector</b>	Rubber
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	31/03/2022
<b>Next Review Date</b>	29/03/2026
<b>NSQC Clearance Date</b>	29/03/2023



## Qualification Pack

### RSC/N5002: Carry out reporting and documentation

#### Description

This NOS unit is about carrying out reporting and documentation.

#### Scope

The scope covers the following :

- Maintain records and documents
- Provide reports and information

#### Elements and Performance Criteria

##### *Maintain records and documents*

To be competent, the user/individual on the job must be able to:

- PC1.** identify documentation to be completed as applicable to one's role
- PC2.** record details accurately in an appropriate format
- PC3.** complete all documentation within stipulated time as per standard operating procedure (SOP)
- PC4.** ensure documents are available for all the appropriate authorities for inspection

##### *Provide reports and information*

To be competent, the user/individual on the job must be able to:

- PC5.** report data/problems/incidents, as applicable, to the appropriate authority in a timely manner
- PC6.** follow respective reporting procedures as prescribed by the company's SOP
- PC7.** respond to requests for information in an appropriate manner as per organizational procedures
- PC8.** inform the appropriate authority regarding the requests for information received

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** various documents that need to be maintained
- KU2.** different methods of recording information
- KU3.** the company procedure for filling/ maintaining the documents
- KU4.** the procedures for recording damage, breakages etc.
- KU5.** the importance of complete and accurate documentation
- KU6.** how to maintain complete documentation accurately and within agreed time-scales
- KU7.** the importance of ensuring that the documents are correct
- KU8.** the actions to be taken if the documents are not correct
- KU9.** the importance of maintaining the security and confidentiality of recorded information
- KU10.** the procedures for reporting to the appropriate authority

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- KU11.** the process of reporting incidents where standard operating procedures are not followed
- KU12.** the procedures to maintain confidentiality of information
- KU13.** the appropriate method for responding to the requests for the information
- KU14.** the reporting procedures to be followed before disclosing the information to any outside party
- KU15.** the formats for carrying out reporting and documentation
- KU16.** the reporting time based on company's SOP
- KU17.** how to identify abnormalities in the documentation

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read and understand documentation clearly
- GS2.** suggest ways to improve work processes
- GS3.** communicate with supervisor and other team members appropriately
- GS4.** apply problem solving approach to resolve issues, if any
- GS5.** write in English or any regional language

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain records and documents</i>	<b>21</b>	<b>31</b>	-	-
<b>PC1.</b> identify documentation to be completed as applicable to one's role	5	6	-	-
<b>PC2.</b> record details accurately in an appropriate format	6	10	-	-
<b>PC3.</b> complete all documentation within stipulated time as per standard operating procedure (SOP)	6	10	-	-
<b>PC4.</b> ensure documents are available for all the appropriate authorities for inspection	4	5	-	-
<i>Provide reports and information</i>	<b>19</b>	<b>29</b>	-	-
<b>PC5.</b> report data/problems/incidents, as applicable, to the appropriate authority in a timely manner	5	9	-	-
<b>PC6.</b> follow respective reporting procedures as prescribed by the company's SOP	5	8	-	-
<b>PC7.</b> respond to requests for information in an appropriate manner as per organizational procedures	5	8	-	-
<b>PC8.</b> inform the appropriate authority regarding the requests for information received	4	4	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	RSC/N5002
<b>NOS Name</b>	Carry out reporting and documentation
<b>Sector</b>	Rubber
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	30/12/2021
<b>Next Review Date</b>	29/03/2026
<b>NSQC Clearance Date</b>	29/03/2023

## Qualification Pack

### RSC/N5007: Carry out health and safety

#### Description

This unit is about maintaining health and safety of self and others at workplace.

#### Scope

The scope covers the following :

- Maintain safe and efficient workplace
- Follow appropriate emergency procedures
- Comply with standard safety procedures
- Participate in safety awareness campaigns

#### Elements and Performance Criteria

##### *Maintain safe and efficient workplace*

To be competent, the user/individual on the job must be able to:

- PC1.** perform basic safety checks before operation of all machinery and equipment
- PC2.** report hazards identified during safety checks to the appropriate supervisor
- PC3.** use appropriate protective clothing/equipment/safety gear to carry out the related duties in accordance with the workplace policy
- PC4.** assess the risk prior to performing the jobs which involve manual handling
- PC5.** carry out work according to the recommended safe practices while ensuring minimum environmental damage
- PC6.** return the equipment and materials to the designated storage after every use
- PC7.** dispose off the waste safely as per the procedure in the designated area
- PC8.** plan and implement actions to reduce the risk to bystanders
- PC9.** monitor all the procedures and work instructions for controlling the risk

##### *Follow appropriate emergency procedures*

To be competent, the user/individual on the job must be able to:

- PC10.** report accidents, incidents or problems, if any, without delay to an appropriate person
- PC11.** perform immediate necessary action as required to reduce the damage
- PC12.** follow procedures for dealing with accidents, fires and emergencies as per the company standards and workplace requirements
- PC13.** operate emergency equipment in accordance with manufacturers' specifications and workplace requirements
- PC14.** provide appropriate treatment to the patient's injuries in accordance with approved first aid techniques
- PC15.** clean, inspect/ test, refurbish, replace and store the first aid equipment as appropriate
- PC16.** report details of first aid administered in accordance with the workplace procedures

##### *Comply with standard safety procedures*

To be competent, the user/individual on the job must be able to:

## Qualification Pack

- PC17.** comply with standard safety procedures while handling heavy/hazardous material, chemicals, machine, equipment, or sharp tool to avoid accidents
- PC18.** perform preventive actions to protect from leakages, water logging, pests, fire, pollution, etc.
- PC19.** ensure zero accidents, damages, or breach of company safety procedure
- PC20.** maintain the workplace organized, clean and hazard free

### *Participate in safety awareness campaigns*

To be competent, the user/individual on the job must be able to:

- PC21.** participate in the fire drills and other safety related workshops organized at the workplace
- PC22.** create awareness about first aid, evacuation and emergency procedures

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** which personal protective equipment and clothing should be worn and how it is maintained
- KU2.** the methods for minimizing environmental damage during work
- KU3.** how to use machines as per standard operating procedure
- KU4.** the correct and safe way to use materials and equipment required for work
- KU5.** the risks to health and safety and the measures to be taken to control those risks at workplace
- KU6.** how to contact local emergency services
- KU7.** the process of reporting accidents, incidents and problems to appropriate authorities
- KU8.** the emergency evacuation process and first aid procedures to be followed
- KU9.** the workplace procedures and requirements for the handling of workplace injuries/ illnesses
- KU10.** basic emergency first aid procedure
- KU11.** safe disposal methods for waste
- KU12.** how to handle hazardous materials, tools and equipment
- KU13.** importance of good housekeeping at the workplace
- KU14.** how to maintain work area safe and secure
- KU15.** general duties under the relevant health and safety legislation

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** communicate with all stakeholders in a polite and courteous manner
- GS2.** read and understand documentation clearly
- GS3.** adopt problem-solving approach
- GS4.** suggest solutions to improve work processes
- GS5.** write in English/regional language
- GS6.** seek clarification as and when required

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain safe and efficient workplace</i>	<b>9</b>	<b>32</b>	-	-
<b>PC1.</b> perform basic safety checks before operation of all machinery and equipment	1	4	-	-
<b>PC2.</b> report hazards identified during safety checks to the appropriate supervisor	1	4	-	-
<b>PC3.</b> use appropriate protective clothing/equipment/safety gear to carry out the related duties in accordance with the workplace policy	1	3	-	-
<b>PC4.</b> assess the risk prior to performing the jobs which involve manual handling	1	4	-	-
<b>PC5.</b> carry out work according to the recommended safe practices while ensuring minimum environmental damage	1	4	-	-
<b>PC6.</b> return the equipment and materials to the designated storage after every use	1	4	-	-
<b>PC7.</b> dispose off the waste safely as per the procedure in the designated area	1	3	-	-
<b>PC8.</b> plan and implement actions to reduce the risk to bystanders	1	3	-	-
<b>PC9.</b> monitor all the procedures and work instructions for controlling the risk	1	3	-	-
<i>Follow appropriate emergency procedures</i>	<b>12</b>	<b>22</b>	-	-
<b>PC10.</b> report accidents, incidents or problems, if any, without delay to an appropriate person	2	4	-	-
<b>PC11.</b> perform immediate necessary action as required to reduce the damage	2	4	-	-
<b>PC12.</b> follow procedures for dealing with accidents, fires and emergencies as per the company standards and workplace requirements	2	4	-	-



### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> operate emergency equipment in accordance with manufacturers' specifications and workplace requirements	2	3	-	-
<b>PC14.</b> provide appropriate treatment to the patient's injuries in accordance with approved first aid techniques	1	2	-	-
<b>PC15.</b> clean, inspect/ test, refurbish, replace and store the first aid equipment as appropriate	2	3	-	-
<b>PC16.</b> report details of first aid administered in accordance with the workplace procedures	1	2	-	-
<i>Comply with standard safety procedures</i>	<b>5</b>	<b>12</b>	-	-
<b>PC17.</b> comply with standard safety procedures while handling heavy/hazardous material, chemicals, machine, equipment, or sharp tool to avoid accidents	1	3	-	-
<b>PC18.</b> perform preventive actions to protect from leakages, water logging, pests, fire, pollution, etc.	2	3	-	-
<b>PC19.</b> ensure zero accidents, damages, or breach of company safety procedure	1	3	-	-
<b>PC20.</b> maintain the workplace organized, clean and hazard free	1	3	-	-
<i>Participate in safety awareness campaigns</i>	<b>4</b>	<b>4</b>	-	-
<b>PC21.</b> participate in the fire drills and other safety related workshops organized at the workplace	2	2	-	-
<b>PC22.</b> create awareness about first aid, evacuation and emergency procedures	2	2	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	RSC/N5007
<b>NOS Name</b>	Carry out health and safety
<b>Sector</b>	Rubber
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	31/03/2022
<b>Next Review Date</b>	29/03/2026
<b>NSQC Clearance Date</b>	29/03/2023

## Qualification Pack

### RSC/N5614: Manage chemical hazards in the workplace

#### Description

This unit is about following the correct procedures to prevent, control, minimise and deal with chemical hazards.

#### Scope

The scope covers the following :

- Follow safety measures while handling chemicals

#### Elements and Performance Criteria

##### *Follow safety measures while handling chemicals*

To be competent, the user/individual on the job must be able to:

- PC1.** identify the hazards and risks associated with chemicals with the help of safety data sheet
- PC2.** use appropriate Personal Protective Equipment (PPE) as per work requirements
- PC3.** recognise the labels on the chemical containers
- PC4.** carryout risk assessment and work according to the recommended safe practices
- PC5.** follow hierarchical control measures to mitigate risks
- PC6.** follow guidelines to handle chemicals
- PC7.** ensure workplace has well-ventilated and safe chemical storage areas with safety cabinets suited to each substance
- PC8.** isolate hazardous substances in separate storage areas
- PC9.** follow guidelines to collect, segregate and dispose chemicals waste into appropriate containers based on their toxicity or hazardous nature
- PC10.** follow organisational guidelines to protect self and others from chemical hazards
- PC11.** follow safe evacuation and emergency procedure in the event of chemical accidents/emergencies
- PC12.** identify and report any chemical hazards, risks or breaches in site safety to the appropriate authority

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisation guidelines to handle chemicals
- KU2.** safety data sheet
- KU3.** types of chemicals hazards and levels of risks
- KU4.** risk assessment procedure and principle of risk control hierarchy
- KU5.** types of PPE like overalls and aprons, gloves, chemical resistant glasses, respiratory protection, boots etc.

## Qualification Pack

- KU6.** different types of labels, like dangerous to the environment, explosive, toxic, flammable, corrosive etc.
- KU7.** importance of safe chemical storage areas
- KU8.** safe disposal of chemical wastes
- KU9.** reporting procedures in cases of breaches or hazards, accidents, and emergency situations as per guidelines
- KU10.** procedure for responding to chemical accidents and other emergencies at workplace

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read and understand documentation clearly
- GS2.** adopt problem-solving approach
- GS3.** suggest solutions to improve work processes
- GS4.** write in English/regional language
- GS5.** seek clarification as and when required

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Follow safety measures while handling chemicals</i>	<b>40</b>	<b>60</b>	-	-
<b>PC1.</b> identify the hazards and risks associated with chemicals with the help of safety data sheet	4	5	-	-
<b>PC2.</b> use appropriate Personal Protective Equipment (PPE) as per work requirements	4	5	-	-
<b>PC3.</b> recognise the labels on the chemical containers	4	5	-	-
<b>PC4.</b> carryout risk assessment and work according to the recommended safe practices	4	5	-	-
<b>PC5.</b> follow hierarchical control measures to mitigate risks	3	5	-	-
<b>PC6.</b> follow guidelines to handle chemicals	3	5	-	-
<b>PC7.</b> ensure workplace has well-ventilated and safe chemical storage areas with safety cabinets suited to each substance	3	5	-	-
<b>PC8.</b> isolate hazardous substances in separate storage areas	3	5	-	-
<b>PC9.</b> follow guidelines to collect, segregate and dispose chemicals waste into appropriate containers based on their toxicity or hazardous nature	3	5	-	-
<b>PC10.</b> follow organisational guidelines to protect self and others from chemical hazards	3	5	-	-
<b>PC11.</b> follow safe evacuation and emergency procedure in the event of chemical accidents/emergencies	3	5	-	-
<b>PC12.</b> identify and report any chemical hazards, risks or breaches in site safety to the appropriate authority	3	5	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	RSC/N5614
<b>NOS Name</b>	Manage chemical hazards in the workplace
<b>Sector</b>	Rubber
<b>Sub-Sector</b>	Chemical & Petrochemical
<b>Occupation</b>	Generic
<b>NSQF Level</b>	4
<b>Credits</b>	1
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	29/03/2026
<b>NSQC Clearance Date</b>	29/03/2023

## Qualification Pack

### RSC/N5603: Follow ethical and sustainable practices at the workplace

#### Description

This unit is about Greening of Jobs, PwD, and Behavioural Skills

#### Scope

The scope covers the following :

- Adopt resource conservation practices (Greening)
- Follow effective waste management practices
- Display behavioural Skills at workplace
- Adopt workplace practices and policies respecting gender and ability differences

#### Elements and Performance Criteria

##### *Adopt resource conservation practices (Greening)*

To be competent, the user/individual on the job must be able to:

- PC1.** follow organizational policies for usage of alternate energy source, such as solar energy, for the site
- PC2.** ensure proper usage of fuels (such as diesel) to minimise pollution and conserve energy
- PC3.** use resources in a responsible manner
- PC4.** ensure water conservation practices at the workplace
- PC5.** carry out processes to prevent soil erosion during plantation and other related activities

##### *Follow effective waste management practices*

To be competent, the user/individual on the job must be able to:

- PC6.** identify and segregate different types of waste such as recyclable, non-recyclable, and hazardous waste generated
- PC7.** store waste into different types of bins/containers or appropriate areas based on their categorisation
- PC8.** undertake disposal of non-recyclable waste appropriately as per the prescribed procedure
- PC9.** organise storage of recyclable and reusable material at identified location
- PC10.** ensure proper disposal of hazardous waste as per specified processes

##### *Display behavioural Skills at workplace*

To be competent, the user/individual on the job must be able to:

- PC11.** ensure timely execution of the assigned tasks.
- PC12.** exhibit proper etiquette and emotional behaviour at workplace and among team members

##### *Adopt workplace practices and policies respecting gender and ability differences*

To be competent, the user/individual on the job must be able to:

- PC13.** follow appropriate non verbal communications taking gender and disability of the person into consideration
- PC14.** communicate in a polite and appropriate manner irrespective of the ability and gender of the person



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- PC15.** ensure to provide work assistance/support to PwD team members and coordinate with them if needed or requested

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** alternate energy sources (such as solar and wind energy) and their advantages
- KU2.** alternate fuels (such as bio-fuel), their production and consumption for cluster sites
- KU3.** harmful effect (such as pollution) of using fuel such as diesel on the environment and ways to prevent it
- KU4.** efficient utilisation of resources
- KU5.** water harvesting techniques and common practices of conserving water
- KU6.** what is soil erosion and how to prevent it
- KU7.** different types of waste and the ways to categorize waste into dry, wet, recyclable, non-recyclable and items of single-use plastics
- KU8.** usage of different colours of dustbins for proper waste management and waste disposal methods
- KU9.** feedback from supervisor and deal in constructive manner
- KU10.** gender based and PwD concepts, issues and legislation and statutory laws, acts, and provisions defined for PwD
- KU11.** various medical conditions associated with PwD and rights and duties at the workplace with respect to PwD

### Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** make timely decisions for efficient utilization of resources
- GS2.** write in English/regional language and complete written work with attention to detail
- GS3.** communicate effectively with colleagues
- GS4.** identify cause and effect of greening of jobs
- GS5.** maintain data on waste disposal at workplace
- GS6.** ensure punctuality, proper utilization of time and management workload efficiently
- GS7.** interact with all stakeholders in a polite and courteous manner
- GS8.** provide support in dealing with stress and anxiety help colleagues to work efficiently
- GS9.** create awareness about maintaining hygiene at workplace

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Adopt resource conservation practices (Greening)</i>	<b>11</b>	<b>26</b>	-	-
<b>PC1.</b> follow organizational policies for usage of alternate energy source, such as solar energy, for the site	3	3	-	-
<b>PC2.</b> ensure proper usage of fuels (such as diesel) to minimise pollution and conserve energy	2	6	-	-
<b>PC3.</b> use resources in a responsible manner	2	6	-	-
<b>PC4.</b> ensure water conservation practices at the workplace	2	5	-	-
<b>PC5.</b> carry out processes to prevent soil erosion during plantation and other related activities	2	6	-	-
<i>Follow effective waste management practices</i>	<b>13</b>	<b>17</b>	-	-
<b>PC6.</b> identify and segregate different types of waste such as recyclable, non-recyclable, and hazardous waste generated	3	4	-	-
<b>PC7.</b> store waste into different types of bins/containers or appropriate areas based on their categorisation	3	4	-	-
<b>PC8.</b> undertake disposal of non-recyclable waste appropriately as per the prescribed procedure	3	4	-	-
<b>PC9.</b> organise storage of recyclable and reusable material at identified location	2	3	-	-
<b>PC10.</b> ensure proper disposal of hazardous waste as per specified processes	2	2	-	-
<i>Display behavioural Skills at workplace</i>	<b>5</b>	<b>5</b>	-	-
<b>PC11.</b> ensure timely execution of the assigned tasks.	4	2	-	-
<b>PC12.</b> exhibit proper etiquette and emotional behaviour at workplace and among team members	1	3	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Adopt workplace practices and policies respecting gender and ability differences</i>	<b>11</b>	<b>12</b>	-	-
<b>PC13.</b> follow appropriate non verbal communications taking gender and disability of the person into consideration	4	4	-	-
<b>PC14.</b> communicate in a polite and appropriate manner irrespective of the ability and gender of the person	3	4	-	-
<b>PC15.</b> ensure to provide work assistance/support to PwD team members and coordinate with them if needed or requested	4	4	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	RSC/N5603
<b>NOS Name</b>	Follow ethical and sustainable practices at the workplace
<b>Sector</b>	Rubber
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	31/03/2022
<b>Next Review Date</b>	29/03/2026
<b>NSQC Clearance Date</b>	29/03/2023

## Qualification Pack

### DGT/VSQ/N0102: Employability Skills (60 Hours)

#### Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

#### Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Career Development & Goal Setting
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

#### Elements and Performance Criteria

##### *Introduction to Employability Skills*

To be competent, the user/individual on the job must be able to:

- PC1.** identify employability skills required for jobs in various industries
- PC2.** identify and explore learning and employability portals

##### *Constitutional values – Citizenship*

To be competent, the user/individual on the job must be able to:

- PC3.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC4.** follow environmentally sustainable practices

##### *Becoming a Professional in the 21st Century*

To be competent, the user/individual on the job must be able to:

- PC5.** recognize the significance of 21st Century Skills for employment
- PC6.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

##### *Basic English Skills*

To be competent, the user/individual on the job must be able to:

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- PC7.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC8.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC9.** write short messages, notes, letters, e-mails etc. in English

### *Career Development & Goal Setting*

To be competent, the user/individual on the job must be able to:

- PC10.** understand the difference between job and career
- PC11.** prepare a career development plan with short- and long-term goals, based on aptitude

### *Communication Skills*

To be competent, the user/individual on the job must be able to:

- PC12.** follow verbal and non-verbal communication etiquette and active listening techniques in various settings
- PC13.** work collaboratively with others in a team

### *Diversity & Inclusion*

To be competent, the user/individual on the job must be able to:

- PC14.** communicate and behave appropriately with all genders and PwD
- PC15.** escalate any issues related to sexual harassment at workplace according to POSH Act

### *Financial and Legal Literacy*

To be competent, the user/individual on the job must be able to:

- PC16.** select financial institutions, products and services as per requirement
- PC17.** carry out offline and online financial transactions, safely and securely
- PC18.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC19.** identify relevant rights and laws and use legal aids to fight against legal exploitation

### *Essential Digital Skills*

To be competent, the user/individual on the job must be able to:

- PC20.** operate digital devices and carry out basic internet operations securely and safely
- PC21.** use e- mail and social media platforms and virtual collaboration tools to work effectively
- PC22.** use basic features of word processor, spreadsheets, and presentations

### *Entrepreneurship*

To be competent, the user/individual on the job must be able to:

- PC23.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC24.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC25.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

### *Customer Service*

To be competent, the user/individual on the job must be able to:

- PC26.** identify different types of customers
- PC27.** identify and respond to customer requests and needs in a professional manner.

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**PC28.** follow appropriate hygiene and grooming standards

*Getting ready for apprenticeship & Jobs*

To be competent, the user/individual on the job must be able to:

**PC29.** create a professional Curriculum vitae (Résumé)

**PC30.** search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

**PC31.** apply to identified job openings using offline /online methods as per requirement

**PC32.** answer questions politely, with clarity and confidence, during recruitment and selection

**PC33.** identify apprenticeship opportunities and register for it as per guidelines and requirements

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** need for employability skills and different learning and employability related portals

**KU2.** various constitutional and personal values

**KU3.** different environmentally sustainable practices and their importance

**KU4.** Twenty first (21st) century skills and their importance

**KU5.** how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

**KU6.** importance of career development and setting long- and short-term goals

**KU7.** about effective communication

**KU8.** POSH Act

**KU9.** Gender sensitivity and inclusivity

**KU10.** different types of financial institutes, products, and services

**KU11.** how to compute income and expenditure

**KU12.** importance of maintaining safety and security in offline and online financial transactions

**KU13.** different legal rights and laws

**KU14.** different types of digital devices and the procedure to operate them safely and securely

**KU15.** how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.

**KU16.** how to identify business opportunities

**KU17.** types and needs of customers

**KU18.** how to apply for a job and prepare for an interview

**KU19.** apprenticeship scheme and the process of registering on apprenticeship portal

## Generic Skills (GS)

User/individual on the job needs to know how to:

**GS1.** read and write different types of documents/instructions/correspondence

**GS2.** communicate effectively using appropriate language in formal and informal settings

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- GS3.** behave politely and appropriately with all
- GS4.** how to work in a virtual mode
- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization to avoid infection



## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	<b>1</b>	<b>1</b>	-	-
<b>PC1.</b> identify employability skills required for jobs in various industries	-	-	-	-
<b>PC2.</b> identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values – Citizenship</i>	<b>1</b>	<b>1</b>	-	-
<b>PC3.</b> recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
<b>PC4.</b> follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	<b>2</b>	<b>4</b>	-	-
<b>PC5.</b> recognize the significance of 21st Century Skills for employment	-	-	-	-
<b>PC6.</b> practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
<i>Basic English Skills</i>	<b>2</b>	<b>3</b>	-	-
<b>PC7.</b> use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
<b>PC8.</b> read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
<b>PC9.</b> write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development &amp; Goal Setting</i>	<b>1</b>	<b>2</b>	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC10.</b> understand the difference between job and career	-	-	-	-
<b>PC11.</b> prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
<i>Communication Skills</i>	<b>2</b>	<b>2</b>	-	-
<b>PC12.</b> follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
<b>PC13.</b> work collaboratively with others in a team	-	-	-	-
<i>Diversity &amp; Inclusion</i>	<b>1</b>	<b>2</b>	-	-
<b>PC14.</b> communicate and behave appropriately with all genders and PwD	-	-	-	-
<b>PC15.</b> escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	<b>2</b>	<b>3</b>	-	-
<b>PC16.</b> select financial institutions, products and services as per requirement	-	-	-	-
<b>PC17.</b> carry out offline and online financial transactions, safely and securely	-	-	-	-
<b>PC18.</b> identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
<b>PC19.</b> identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	<b>3</b>	<b>4</b>	-	-
<b>PC20.</b> operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
<b>PC21.</b> use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
<b>PC22.</b> use basic features of word processor, spreadsheets, and presentations	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Entrepreneurship</i>	<b>2</b>	<b>3</b>	-	-
<b>PC23.</b> identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
<b>PC24.</b> develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
<b>PC25.</b> identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	<b>1</b>	<b>2</b>	-	-
<b>PC26.</b> identify different types of customers	-	-	-	-
<b>PC27.</b> identify and respond to customer requests and needs in a professional manner.	-	-	-	-
<b>PC28.</b> follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship &amp; Jobs</i>	<b>2</b>	<b>3</b>	-	-
<b>PC29.</b> create a professional Curriculum vitae (Résumé)	-	-	-	-
<b>PC30.</b> search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
<b>PC31.</b> apply to identified job openings using offline /online methods as per requirement	-	-	-	-
<b>PC32.</b> answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
<b>PC33.</b> identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
<b>NOS Total</b>	<b>20</b>	<b>30</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DGT/VSQ/N0102
<b>NOS Name</b>	Employability Skills (60 Hours)
<b>Sector</b>	Cross Sectoral
<b>Sub-Sector</b>	Professional Skills
<b>Occupation</b>	Employability
<b>NSQF Level</b>	4
<b>Credits</b>	2
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	28/02/2026
<b>NSQC Clearance Date</b>	28/02/2023

## Assessment Guidelines and Assessment Weightage

### Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ 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 Element/ PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score the Recommended Pass 70% aggregate for the QP.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

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**Minimum Aggregate Passing % at QP Level : 70**

(**Please note:** Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

## Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
RSC/N7301.Store chemical in storage area	40	60	-	-	100	20
RSC/N5610.Coordinate and communicate effectively at the workplace	40	60	-	-	100	20
RSC/N5001.Carry out housekeeping	40	60	-	-	100	10
RSC/N5002.Carry out reporting and documentation	40	60	-	-	100	10
RSC/N5007.Carry out health and safety	30	70	-	-	100	10
RSC/N5614.Manage chemical hazards in the workplace	40	60	-	-	100	10
RSC/N5603.Follow ethical and sustainable practices at the workplace	40	60	-	-	100	10
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	10
<b>Total</b>	<b>290</b>	<b>460</b>	<b>-</b>	<b>-</b>	<b>750</b>	<b>100</b>

## Qualification Pack

### Acronyms

<b>NOS</b>	National Occupational Standard(s)
<b>NSQF</b>	National Skills Qualifications Framework
<b>QP</b>	Qualifications Pack
<b>TVET</b>	Technical and Vocational Education and Training

## Qualification Pack

### Glossary

<b>Sector</b>	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	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.
<b>Scope</b>	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

## Qualification Pack

<b>Knowledge and Understanding (KU)</b>	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
<b>Organisational Context</b>	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. 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.
<b>Electives</b>	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
<b>Options</b>	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.