Model Curriculum

Machine Operator – CNC Milling

SECTOR: Rubber
SUB-SECTOR: Manufacturing / Plastics Processing
OCCUPATION: CNC MILLING
REF ID: RSC/Q4301 (CPC/Q7103), V1.0
NSQF LEVEL: 3

Skill India
कौशल भारत-कुशल भारत

RSDC
RUBBER SKILL DEVELOPMENT COUNCIL

N·S·D·C National Skill Development Corporation

Certificate

CURRICULUM COMPLIANCE TO
QUALIFICATION PACK - NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

RUBBER SKILL DEVELOPMENT COUNCIL

for the

MODEL CURRICULUM

Complying to National Occupational Standards of
Job Role/ Qualification Pack: **'Machine Operator-CNC Milling'**
QP No. **'RSC/Q4301 (CPC/Q7103) NSQF Level 3'**

Date of Issuance: December 23, 2018

Valid up to: December 22, 2023

**Valid up to the next review date of the Qualification Pack*

Authorised Signatory
(Rubber Skill Development Council)

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Machine Operator – CNC Milling

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a "Machine Operator – CNC Milling", in the "Rubber" Sector/Industry and aims at building the following key competencies amongst the learner.

Program Name	**Machine Operator – CNC Milling**		
Qualification Pack Name & Reference ID	RSC/Q4301 (CPC/Q7103), v1.0		
Version No.	1.0	**Version Update Date**	29/05/2019
Pre-requisites to Training	X^{th} Standard		
Training Outcomes	**After completing this programme, participants will be able to:** • Perform machining operations on metal or plastic material using conventional milling machine. • Perform machining operations on metal or plastic work pieces using Computer Numerically Controlled (CNC) milling machines. • Use housekeeping techniques for maintaining cleanliness at workplace. • Comply with the health, safety and security procedures stated by the organisation. • Perform reporting and documentation for production related job. • Use organisation's procedure for working effectively. • Perform basic computer operations in MS office and other open source softwares. • Use appropriate communication techniques at work place. • Escalate the problem to appropriate authority.		

This course encompasses 6 out of 6 NOS (National Occupational Standards) of "Machine Operator – CNC Milling" Qualification Pack issued by "Rubber Skill Development Council".

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	**Introduction** **Theory Duration** (hh:mm) 8:00 **Practical Duration** (hh:mm) 8:00 **Corresponding NOS Code** Bridge Module	• Discuss development history of milling machine. • Describe current industrial scenario of machining and its future prospects. • Identify different types of the milling machines. • Recognise major industrial associations. • Identify tools used during milling operations. • Describe roles and responsibilities for a Machine Operator – CNC Milling.	White board, marker, duster, laptop/PC, projector, flipcharts, power hacksaw or bench vice + hacksaw, cutting tools HSS and carbide, ring spanner, samples –parts produced by milling machine
2	**Conventional milling machine operation** **Theory Duration** (hh:mm) 24:00 **Practical Duration** (hh:mm) 72:00 **Corresponding NOS Code** RSC/N4301 (CPC/N7111)	• Interpret simple engineering drawing. • Determine the job requirement from the drawing. • Create sequence plan of different milling operations in order to achieve the final shape and dimensions of the part. • Determine the raw material required by the drawing or job specifications. • Demonstrate work piece set up on the conventional milling machines. • Identify different tool bits used for milling operations. • Select appropriate tool bits based on the requirement of the job. • Perform the activity of the tool bit set up on the conventional milling machines. • Demonstrate the milling machine parameter set up as per job drawing and specification. • Perform various milling operations using different tools to produce components with various features. • Demonstrate troubleshooting during operations of the conventional milling machines. • Perform inspection of the part produced by the conventional milling machines. • Perform cleaning of the conventional milling machines during and after work completion.	White board, marker, duster, laptop/PC, projector, flipcharts, power hacksaw or bench vice + hacksaw, cutting tools HSS and carbide, ring spanner, conventional milling machine, work holding device, product drawing, vernier caliper, micrometer, height gauge, thread gauge, material handling equipment, cleaning equipment

Sr. No.	Module	Key Learning Outcomes	Equipment Required
3	**CNC milling machine operation** **Theory Duration** (hh:mm) 24:00 **Practical Duration** (hh:mm) 72:00 **Corresponding NOS Code** RSC/N4302 (CPC/N7112)	• Determine the job requirement from the job specification or the product drawing. • Create basic program of CNC milling machine in order to achieve the final shape and dimensions of the product. • Determine the raw material required by the drawing or job specifications. • Identify different tool bits used for CNC milling machine operations. • Select appropriate tool bits based on the requirement of the job. • Perform the activity of the tool bit set up on the CNC milling machines. • Demonstrate the work piece set up on the CNC milling machine. • Select correct program for producing the job in CNC milling machine as per the job card. • Perform dry run on CNC milling machine before working on material. • Perform operations of the CNC milling machine. • Demonstrate troubleshooting during operations of the CNC milling machine. • Perform inspection of the part produced by the CNC milling machine. • Perform cleaning of the CNC milling machine during and after work completion.	White board, marker, duster, laptop/PC, projector, flipcharts, power hacksaw or bench vice + hacksaw, cutting tools HSS and carbide, ring spanner, CNC milling machine, different CNC controller like: HASS, FANUC, Heidenhain, CNC HASS Simulators, product drawing, vernier caliper, micrometer, height gauge, thread gauge, material handling equipment, cleaning equipment
4	**Health and safety** **Theory Duration** (hh:mm) 16:00 **Practical Duration** (hh:mm) 56:00 **Corresponding NOS Code** RSC/N4101 (CPC/N0411)	• Identify various hazards in a machine shop. • Identify different types of Personal Protective Equipment (PPE) used in a machine shop. • Demonstrate the use of different Personal Protective Equipment (PPE). • Describe various emergency situations in a machine shop. • Describe common injuries in the industry. • Describe first aid box and its constituents. • Demonstrate how to use a multi-purpose Fire Extinguisher. • Select suitable fire extinguisher as per fire type and class. • Describe what is housekeeping? • Explain the importance & purpose of housekeeping. • Describe what is '5S.'	White board, marker, duster, Laptop/PC, projector, flipcharts, cleaning equipment, safety goggles, rubber gloves, heat protecting gloves, fire extinguisher, apron, helmet, first aid box

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		• Identify housekeeping equipment. • Perform the process of cleaning of the machines. • Demonstrate the housekeeping of work area with specified equipment and material.	
5	**Working effectively** **Theory Duration** (hh:mm) 24:00 **Practical Duration** (hh:mm) 32:00 **Corresponding NOS Code** RSC/N4203 (CPC/N7014)	• Create the reports for operations related issues. • Explain the importance of reporting. • Discuss of organization policies and guidelines. • Describe the purpose of procedures in an organization. • Use work instructions for working in an organization. • Apply the best practices for good writing skill. • Apply process of resolving conflict with a team member. • Determine priority of work from pending work list. • Use consultation with superiors to maximize the efficiency in tasks to be performed.	White board, marker, duster, Laptop/PC, projector, flipcharts
6	**Computer data entry** **Theory Duration** (hh:mm) 24:00 **Practical Duration** (hh:mm) 72:00 **Corresponding NOS Code** RSC/N4506 (CPC/N0219)	• Identify different parts of a computer. • Use computer for different simple operations. • Use different data storage device for data transfer to/ from a computer. • Use internet to gather required information. • Select appropriate software from MS office suite as per work requirement. • Perform work on different MS office softwares, such as: Word, Excel, etc. • Perform activity of data feeding in to a computer application. • Demonstrate source documents scanning activity. • Demonstrate the process of storing data files.	White board, marker, duster, Laptop/PC, projector, flipcharts, MS office suite
7	**Communication skills** **Theory Duration** (hh:mm) 24:00 **Practical Duration** (hh:mm) 24:00	• Describe types of communication used at work place. • Use appropriate communication practices at work place as per the demand of the situation. • Demonstrate the process of overcoming problems in communication.	White board, marker, duster, Laptop/PC, projector, flipcharts

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	Corresponding NOS Code RSC/N4108 (CPC/N0418)	• Apply active listening skills while interacting with others at work. • Use appropriate tone, pitch and language to convey message. • Demonstrate the process of escalating grievances and problems to appropriate authority.	
	Total Duration: **Theory Duration 144:00** **Practical Duration 336:00**	**Unique Equipment Required:** White board, marker, duster, laptop/PC, projector, flipcharts, power hacksaw or bench vice + hacksaw, cutting tools HSS and carbide, ring spanner, conventional milling machine, work holding device, CNC milling machine, different CNC controller like: HASS, FANUC, Heidenhain, CNC HASS Simulators, product drawing, vernier caliper, micrometer, height gauge, thread gauge, material handling equipment, cleaning equipment safety goggles, rubber gloves, heat protecting gloves, fire extinguisher, apron, helmet, first aid box.	

Grand Total Course Duration: 480 Hours, 0 Minutes.

*(This syllabus/ curriculum has been approved by **Rubber Skill Development Council)***

Trainer Prerequisites for Job role: "Machine Operator – CNC Milling" mapped to Qualification Pack: "RSC/Q4301 (CPC/Q7103), v1.0"

Sr. No.	Area	Details
1	**Description**	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack "RSC/Q4301 (CPC/Q7103) Version 1.0".
2	**Personal Attributes**	Aptitude for conducting training, and pre/ post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well- organised and focused, eager to learn and keep oneself updated with the latest in the mentioned field.
3	**Minimum Educational Qualifications**	Any Graduate preferably in plastic technology.
4a	**Domain Certification**	Certified for Job Role: "Machine Operator – CNC Milling" mapped to QP: "RSC/Q4301 (CPC/Q7103)". Minimum accepted score as per SSC guidelines is 80%.
4b	**Platform Certification**	Recommended that the Trainer is certified for the Job Role: "Trainer", mapped to the Qualification Pack: "MEP/ Q2601". Minimum accepted score as per SSC guidelines is 80%.
5	**Experience**	5+ years of relevant work-experience, above supervisor level.

Annexure: Assessment Criteria

Assessment Criteria	
Job Role:	**Machine Operator – CNC Milling**
Qualification Pack Code:	**RSC/Q4301 (CPC/Q7103)**
Sector Skill Council:	**Rubber Skill Development Council**

S. No.	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 criterion.
5	To pass the Qualification Pack, every trainee should score a minimum of 70% of aggregate marks to successfully clear the assessment.
6	In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Assessable Outcome	Assessment Criteria	Total Mark (400)	Out Of	Marks Allocation	
				Theory	Skills Practical
RSC/N4301 (CPC/N7111) Perform machining operations on metal or plastic material using conventional milling machine	PC1. Understand and comply with safety, environmental and other relevant regulations and guidelines.	144	5	1	4
	PC2. Wear personal protective equipment (PPE) like safety glasses, apron, no loose cloths/ hair, safety shoes while performing milling operations regulations while performing CNC turning operations.		5	1	4
	PC3. Ensure work area is clean and safe.		5	1	4
	PC4. Ensure that machine safety guards are in place and are in correctly working condition.		5	1	4
	PC5. Ensure that all tools, equipments are in a safe and usable conditions		5	1	4
	PC6. Ensure availability of job specification i.e. approved drawings, sketches, instructions from the supervisor, job instruction sheet/ job card.		5	1	4
	PC7. Read and understand the job requirements from the job specifications and attention shall be given to the geometric tolerances		5.5	1.5	4
	PC8. Check the work piece material for the dimensions and ensure that it is free from foreign objects, dirt or other contamination and is within the required size		6	1	5
	PC9. Plan to perform the machining operations and the sequence of operations as per required job specifications on milling machine		6	1	5
	PC10. Obtain all the appropriate tools and measuring instruments/ gauges required for the job		6	1	5
	PC11. Check the milling machine for its functioning and ensure that it is ready for operation		5	0.5	4.5
	PC12. Prepare the milling machine for the operations by mounting and setting the required work holding devices, tool holding devices and cutting tools		5.5	0.5	5
	PC13. Clarify any doubt, if any and see necessary instruction /training on the operation of the machine whenever required		5.5	0.5	5
	PC14. Hold the work piece securely and correctly, without distortion		4.5	0.5	4
	PC15. Adjust the machine settings as per job requirement to maintain desired accuracy		4.5	0.5	4
	PC16. Adjust and set the speed and feed of the milling machine to achieve the job specifications		4.5	0.5	4
	PC17. Operate the machine tool controls safely and correctly, in line with operational procedures both in manual and power modes.		5	1	4

Assessable Outcome	Assessment Criteria	Total Mark (400)	Out Of	Marks Allocation	
				Theory	Skills Practical
	PC18. Stop the milling machine, both in normal and emergency situations correctly by following the right procedure and should be able to restart the machine after and emergency		5	1	4
	PC19. Should be able to use the milling machine accessories and attachments such as steady and follower rests, tail stock, taper turning attachments, profile attachments etc.		5	1	4
	PC20. Perform various milling operations using different tools to produce components with various features.		5	1	4
	PC21. Produce components as per required quality standards and free from burrs and sharp edges.		5	1	4
	PC22. Shall achieve given production targets.		4	1	3
	PC23. Shall be able to apply roughing and finishing cuts, considering the effect on tool life, surface finish and dimensional accuracy.		4	1	3
	PC24. Shall be able to use coolants/ cutting fluids for different combinations of work piece and tool as per different locations.		4	1	3
	PC25. Shall be able to observe and report any difficulties / discrepancies that may arise during the machine operation and carry out the corrective actions as per instructions.		4	1	3
	PC26. Correctly shutting down the machine on completion of the machining operations, removing and disposing of the chips / waste and critical parameters different locations.		4	1	3
	PC27. Use of measuring instruments/ gauges to check the critical parameters.		4	1	3
	PC28. Shall be able to carry out the corrective action, in the case of deviation from the required specifications.		4	1	3
	PC29. Report the problem to the supervisor, if it cannot be resolved.		4	1	3
	PC30. Seek guidance from the supervisor/ specialist of the problem is outside his/her area of competence.		4	1	3
	Total		**144**	**27.5**	**116.5**
RSC/N4302 (CPC/N7112) Perform machining operations on metal or plastic work pieces using computer	PC1. Understand and comply with safety, environmental and other relevant regulations and guidelines.	**140.5**	3.5	0.5	3
	PC2. Wear personal protective equipment (PPE) like safety glasses, apron, no loose cloths/ hair, safety shoes while performing milling operations while performing CNC turning operations.		3.5	0.5	3
	PC3. Ensure work area is clean and safe.		4	1	3
	PC4. Ensure that machine safety guards are in place and are in correctly working condition.		3.5	0.5	3

Assessable Outcome	Assessment Criteria	Total Mark (400)	Out Of	Marks Allocation	
				Theory	Skills Practical
numerically controlled milling machines	PC5. Ensure that all tools, equipments are in a safe and usable condition.		3.5	0.5	3
	PC6. Ensure availability of job specification i.e. approved drawings, sketches, instructions from supervisor, job instruction sheet/ job card.		4	1	3
	PC7. Read and understand the job requirements from job specifications and attention shall be given to geometric tolerances.		2.5	0.5	2
	PC8. Check the work piece material for the dimensions and ensure that it is free from foreign objects, dirt or other contamination and is within the required size.		3.5	0.5	3
	PC9. Plan to perform the turning or other milling operations and the sequence of operations as per required job specifications on CNC milling machine.		3.5	0.5	3
	PC10. Obtain all appropriate tools and measuring instruments / gauges required for the job.		3.5	0.5	3
	PC11. Check the CNC milling machine for its functioning and ensure that it is ready for operation.		3.5	0.5	3
	PC12. Prepare the CNC milling machine for the operations by mounting and setting the required work holding devices and cutting tools.		3.5	0.5	3
	PC13. Clarify any doubt, if any and see necessary instruction /training on the operation of the CNC milling machine whenever required.		3.5	0.5	3
	PC14. Hold the work piece securely and correctly, without distortion.		3.5	0.5	3
	PC15. Adjust the CNC milling machine settings as per job requirement to maintain desired accuracy.		3.5	0.5	3
	PC16. Perform daily maintenance of machine according to defined checklist, at the beginning of day's shifts.		3.5	0.5	3
	PC17. Use and extract information from engineering drawings, dimensioning and tolerances.		4.5	0.5	4
	PC18. Use and extract information from reference charts, tables, graphs and engineering standards.		4.5	0.5	4
	PC19. Load and unload component(s) using pre-determined fixtures or work holding devices as per work instructions.		4.5	0.5	4
	PC20. Make basic program and check correctness of program through dry run and single block check.		4.5	0.5	4
	PC21. Adjust and set the speed and feed of the CNC milling machine to achieve the job specifications.		3.5	0.5	3
	PC22. Operate the machine tool controls safely and correctly, in line with operational procedures.		3.5	0.5	3

Assessable Outcome	Assessment Criteria	Total Mark (400)	Out Of	Marks Allocation	
				Theory	Skills Practical
	PC23. Stop the CNC milling machine, both in normal and emergency situations correctly by following the right procedure and should be able to restart the machine after the emergency.		3.5	0.5	3
	PC24. Do first part cutting trial by setting tool offsets to get oversize part.		3.5	0.5	3
	PC25. Measure the critical parameters of the machined component on the machine (without removing from the machine), after the trial run.		3.5	0.5	3
	PC26. Correct the offsets based on the measurements by accessing program edit facility in order to enter tooling data		3.5	0.5	3
	PC27. Measure the component after unloading to check for accuracy in critical parameters as per job specifications.		3.5	0.5	3
	PC28. Produce machined components that combine different machining operations and have a range of features.		3.5	0.5	3
	PC29. Follow the specified machining sequence and procedure as per job specifications.		4	1	3
	PC30. Interpret in-built machine alarms and respond to the same as per operating manual or specified instructions.		4	1	3
	PC31. Observe for inconsistency in dimensions due to tool wear and correct the offsets accordingly.		4	1	3
	PC32. Ensure that machine settings are adjusted as and when required, either by self or the setter, to maintain the required accuracy.		4	1	3
	PC33. Identify when tools need replacement and replace worn tool with new tool.		4	1	3
	PC34. Produce components as per required standards.		4	1	3
	PC35. Report problems and seek appropriate assistance in a timely manner.		3.5	1	2.5
	PC36. Complete documentation during and post operations as per organizational procedures and applicable quality management system.		4	1	3
	PC37. Return the machine and all tools and equipment to the correct location on completion of activities.		3	1	2
	PC38. Leave the work area in a safe and tidy condition on completion of job activities as per 5s practices.		3	1	2
	PC39. Report the problem to the supervisor, if it cannot be resolved.		3	1	2
	PC40. Seek guidance from the supervisor / specialist of the problem is outside his / her area of competence.		2	1	1
	Total		**140.5**	**33**	**107.5**

Assessable Outcome	Assessment Criteria	Total Mark (400)	Out Of	Marks Allocation	
				Theory	Skills Practical
RSC/N4101 (CPC/N0411): Maintain basic health and safety practices at the workplace, 5S	PC1. Wear protective clothing / equipment for specific tasks and work conditions.	40	2.5	0.5	2
	PC2. Carry out safe working practices while dealing with hazards to ensure the safety of self and others.		2.5	0.5	2
	PC3. Keep good housekeeping practices at all times.		2.5	0.5	2
	PC4. Use the various appropriate fire extinguishers on different types of fires correctly.		2.5	0.5	2
	PC5. Demonstrate rescue techniques applied during fire hazard, demonstrate good housekeeping in order to prevent fire hazards, demonstrate the correct use of a fire extinguisher.		2.5	0.5	2
	PC6. Identify activities which can cause potential injury through sharp objects, burns, fall, electricity, gas leakages, radiation, poisonous fumes, chemicals, loud noise, and Identify areas in the plant which are potentially hazardous / unhygienic in nature. Conduct regular checks with support of the maintenance team on machine health to identify potential hazards due to wear and tear of machine.		2.5	0.5	2
	PC7. Inform the concerned authorities on the potential risks identified in the processes, workplace area/ layout, materials used etc. Inform the concerned authorities about machine breakdowns, damages which can potentially harm man/ machine during operations.		2.5	0.5	2
	PC8. Create awareness amongst other by sharing information on the identified risks.		2.5	0.5	2
	PC9. Follow the sorting process and check that the tools, fixtures and jigs that are lying on workstations are the ones in use and un-necessary items are not cluttering the workbenches or work surfaces.		2.5	0.5	2
	PC10. Ensure segregation of waste in hazardous / non Hazardous waste as per the sorting work instructions.		2.5	0.5	2
	PC11. Follow the technique of waste disposal and waste storage in the proper bins as per SOP.		1.5	0.5	1
	PC12. Segregate the items which are labeled as red tag items for the process area and keep them in the correct places.		1.5	0.5	1
	PC13. Sort the tools/ equipment/ fasteners/ spare parts as per specifications/ utility into proper trays, cabinets, lockers as mentioned in the 5S guidelines/ work instructions.		1.5	0.5	1

Assessable Outcome	Assessment Criteria	Total Mark (400)	Out Of	Marks Allocation	
				Theory	Skills Practical
	PC14. Ensure that areas of material storage areas are not Overflowing. PC15. Properly stack the various types of boxes and containers as per the size/ utility to avoid any fall of items/ breakage and also enable easy sorting when required.		1.5	0.5	1
	PC16. Return the extra material and tools to the designated sections and make sure that no additional material/ tool are lying near the work area.		1.5	0.5	1
	PC17.Follow the floor markings/ area markings used for demarcating the various sections in the plant as per the prescribed instructions and standards.		1.5	0.5	1
	PC18. Follow the proper labelling mechanism of instruments / boxes / containers and maintaining reference files / documents with the codes and the lists.		1.5	0.5	1
	PC19. Check that the items in the respective areas have been identified as broken or damaged.		1.5	0.5	1
	PC20. Follow the given instructions and check for levelling of fluids, oils, lubricants, solvents, chemicals etc. and proper storage of the same To avoid spillage, leakage, fire etc.		1.5	0.5	1
	PC21.Make sure that all material and tools are stored in the designated places and in the manner indicated in the 5S instructions.		1.5	0.5	1
	Total		**40**	**10**	**30**
RSC/N4203 (CPC/N7014) Effective working with others	PC1. Display appropriate communication etiquette while working.	**13.5**	2	1	1
	PC2. Display active listening skills while interacting with others at work.		2	1	1
	PC3. Demonstrate responsible and disciplined behaviours at the workplace.		2	1	1
	PC4. Accurately receive information and instructions from the supervisor and fellow workers, getting clarification where required.		1.5	0.5	1
	PC6. Display helpful behaviour by assisting others in performing tasks in a positive manner, where required and possible.		1.5	0.5	1
	PC7. Consult with and assist others to maximize effectiveness and efficiency in carrying out tasks.		1.5	0.5	1
	PC8. Escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict.		1.5	0.5	1

Assessable Outcome	Assessment Criteria	Total Mark (400)	Out Of	Marks Allocation	
				Theory	Skills Practical
	PC6. Display helpful behaviour by assisting others in performing tasks in a positive manner, where required and possible.		1.5	0.5	1
	Total		**13.5**	**5.5**	**8**
RSC/N4504 (CPC/N0219) Basics of computer and data entry in MS OFFICE / office	PC1. Fill and process mandated forms for receiving, processing, or tracking data enter data from source documents (such as trial report, process sheet etc.) in to computer application having MS OFFICE software.	**22**	4	2	2
	PC2. Verify data entered with source documents, checks for compliance and corrects all typographical errors and missing or repeated data.		4	2	2
	PC3. Maintain files of source documents or other information related to data entered.		4	3	1
	PC4. Update database information to reflect most current source information.		4	3	1
	PC5. Assist in the filing and storage of security and back up data files.		4	3	1
	PC6. Respond to requests for information and access relevant files.		2	1	1
	Total		**22**	**14**	**8**
RSC/N4108 (CPC/N0418) Basic knowledge of communication / soft skills	PC1. Accurately receive information and instructions from the supervisor / operator and fellow workers, getting clarification where required. PC2. Accurately pass on information to authorized persons who require it and within agreed timescale and confirm its receipt.	**40**	8	2	6
	PC3. Display helpful behaviour by assisting others in performing tasks in a positive manner, where required and possible.		4	1	3
	PC4. Basic Knowledge of consult with and assist others to maximize effectiveness and efficiency in carrying out tasks.		4	1	3
	PC5. Basic Study of Fundamental of Computers.		4	1	3
	PC6. Components of Computer: - Hardware and the Software.		4	1	3
	PC7. Display active listening skills while interacting with others at work.		4	1	3
	PC8. Use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism.		4	1	3
	PC9. Demonstrate responsible and disciplined behaviours at the workplace.		4	1	3

Assessable Outcome	Assessment Criteria	Total Mark (400)	Out Of	Marks Allocation	
				Theory	Skills Practical
	PC10. Escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict.		4	1	3
	Total		**40**	**10**	**30**
	Grand Total	**400**	**400**	**100**	**300**
	Percentage Weightage:			**25%**	**75%**
	Minimum Pass% to qualify (aggregate):			**70%**	