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QUALIFICATION FILE – CONTACT DETAILS OF SUBMITTING BODY

Name and address of submitting body:

Indian Iron and Steel Sector Skill Council

Address:- Royal Exchange, 6 N.S. Road, Kolkata- 700 001

Tel: 09831052652

Name and contact details of individual dealing with the submission

Name: Parimal Biswas

Position in the organisation: Chairman of NOS Committee & Director IISSSC

Address if different from above

Same as above

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List of documents submitted in support of the Qualifications File

1. Qualification Pack
2. RFP for development of Occupational Standards
3. IISSSC Protocol for Accreditation of Assessment Agencies and Assessment Framework.
4. Sample of assessors guide
5. Occupational Map & Progression matrix
6. List of companies and Industry associations participated in the development of this qualification.
7. List of QP/NOS validating companies.

8. QUALIFICATION FILE SUMMARY

Qualification Title	Control Room Operator		
Body/bodies which will assess candidates	Affiliated Assessment Agencies		
Body/bodies which will award the certificate for the qualification.	Indian Iron & Steel Sector Skill Council		
Body which will accredit providers to offer the qualification.	Indian Iron & Steel Sector Skill Council		
Occupation(s) to which the qualification gives access	Control Room Operator		
Proposed level of the qualification in the NSQF.	5		
Anticipated volume of training/learning required to complete the qualification.	500 hrs		
Entry requirements / recommendations.	ITI Pass/ Diploma in Engineering, B.E. / B. Tech Pass and 18 years of age		
Progression from the qualification.	Shift in charge		
Planned arrangements for RPL.	RPL arrangements and policies are under development. The guidelines should be ready in 2-3 months.		
International Comparability	While writing the NOSs the European, Australian and Canadian NOSs were also referred to and an effort was taken to maintain comparability in the technical part of the NOSs. However Numeracy, literacy and basic science levels are lower in order to match with the existing Indian conditions.		
Formal structure of the qualification			
Title of unit or other component (include any identification code used)	Mandatory/ Optional	Estimated size (learning hours)	Level
ISC/N0430: Control the processes by monitoring the parameters on computer screen	Mandatory	500	5
ISC/N0008: Use basic health and safety practices at workplace	Mandatory		
ISC/N0096 : Work effectively with others and manage team members	Mandatory		

Please attach any document giving further detail about the structure of the qualification – eg a Curriculum or Qualification Pack.

Give details of the document here: Qualification pack is sent with the Qualification file

SECTION 1

ASSESSMENT

Name of assessment body:

Prima Competencies Pvt. Ltd.

Will the assessment body be responsible for RPL assessment?

YES

Selection and due diligence of applicants are done as per IISSSC Protocol for Assessment Bodies and Assessment Framework.

Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, consistent and fair and show that these are in line with the requirements of the NSQF:

The emphasis is on 'learning-by-doing' and practical demonstration of skills and knowledge based on the performance criteria. The assessment papers are developed by Subject Matter Experts (SME) available with the Assessment Agency as per the performance and assessment criteria mentioned in the Qualification Pack. The assessments papers are also checked for the various outcome based parameters such as quality, time taken, precision, tools & equipment requirement etc. The assessment sets are then reviewed by IISSSC official for consistency. The assessments are designed so as to assess maximum parts during the practical hands on work. Duties and responsibility of a welder are also assessed. The technical limitations at the training centres are taken care in theory and viva. Criteria such as use of lift to pick heavy objects or selection of fire extinguisher during a fire, first aid are also assessed under theory/viva.

Different NDT as well as Destructive Testing carried out on the job as per welding standard.

The assessment agencies are instructed to hire assessors with integrity, reliability and fairness. Each assessor shall sign a document with its assessment agency by which they commit themselves to comply with the rules of confidentiality and conflict of interest, independence from commercial and other interests that would compromise impartiality of the assessments. The assessment agencies are instructed to Ideally have assessor with minimum 15 years industry experience as an ITI graduate / minimum 10 years' industry experience as diploma engineer and minimum 5 years' industry experience as Graduate Engineer / Master Degree holder.

The assessors selected by Assessment Agencies are scrutinized and made to undergo training and introduction to IISSSC Assessment Framework, competency based assessments, assessors guide etc.

The assessors are provided with assessors guide developed by the Subject Matter Expert of the assessment agency as per the assessment framework. The assessment guides are developed to ensure the maximum possible consistency / transparency in the assessment by different assessors and elaborate on the following

- 1 Qualification Pack Structure
- 2 Guidance for the assessor to conduct theory, practical and viva assessments
- 3 Guidance for trainees to be given by assessor before the start of the assessments.
- 4 Guidance on assessments process, practical brief with steps of operations practical observation checklist Attendance Sheet and mark sheet
- 5 Viva guidance for uniformity and consistency across the batch
- 6 Guidance on assessment evidence collection

A sample format of Assessment Guide for Fitter-Fabrication is attached. Similar Assessor Guides are developed and shared with the assessors before the start of the assessments as standard practices for all assessments by IISSSC. The Sample of Assessor Guide is attached as Annexure.

The assessment results are backed by evidences collected by assessors.

- 1 The assessor needs to collect a copy of the attendance for the training done under the scheme.

The attendance sheets are signed and stamped by the In charge /Head of the Training Centre.

2 The assessor needs to verify the authenticity of the candidate by checking the photo ID card issued by the institute as well as any one Photo ID card issued by the Central/Government. The same needs to be mentioned in the attendance sheet. In case of suspicion, the assessor should authenticate and cross verify trainee's credentials in the enrolment form.

3 The assessor needs to punch the trainee's roll number on all the test pieces. Different sections can have alpha numbering. For example a student roll number is ABC then the three pieces can be numbered and punched as ABC1, ABC2 and ABC3.

4 The assessor needs to take a photograph of all the students along with the centre name/banner at the back as evidence.

5 The assessor needs to carry a camera to click photograph of the trainees working on the job and giving theory exam as evidence.

6 The assessor also needs to carry a photo ID card.

7 The assessor also needs to take the photographs as evidence from appropriate angles/sides of the final work piece/job submitted by the trainee.

8 The assessor needs to indicate the parts for different Destructive testing as per standards mentioned in the assessment guide.

The details on assessment framework are elaborated in IISSSC Protocol for Accreditation of Assessment Agencies and Assessment Framework.

All IISSSC accredited Assessment Agency follow the "IISSSC Protocol for Accreditation of Assessment Agencies and Assessment Framework". The assessment by assessment agency will be completely based on the assessment criteria as mentioned in the Qualification Pack. Each NOS in the Qualification Pack (QP) will be assigned a relative weightage for assessment based on the criticality of the NOS. Therein each Performance Criteria in the NOS will be assigned marks for or practical based on relative importance, criticality of function and training infrastructure.

The following tools are proposed to be used for final assessment:

1 Practical Assessment: This will comprise of a test hands on job to be prepared as per figure/engineering drawing by following appropriate working steps, using necessary tools, equipment and instruments.

Candidate's aptitude, safety consciousness, quality consciousness etc. will be ascertained by observation and will be marked in observation checklist.

The end product will be measured against the specified dimensions and standards (like tolerance, finish, accuracy, time etc.) to gauge the level of his skill achievements

2 Viva/Structured Interview: This tool will be used to assess the conceptual understanding and the behavioural aspects as regards the job role and the specific task at hand. It will also include questions on safety, quality, environment, tools and equipment's etc.

3 Written Test: Under this test few key items which cannot be assessed practically will be assessed. The written assessment will comprise of

- i. True / False Statements
- ii Multiple Choice Questions
- iii Matching Type Questions.

Optical Mark Recognition (OMR)/ Online System for this will be preferred on place of written test subject to available required infrastructure.

Please attach any documents giving further information about assessment and/or RPL.

Give details of the document(s) here:

ASSESSMENT EVIDENCE

Complete the following grid for each grouping of NOS, assessment unit or other component as per the assessment criteria. Insert the required number of rows.

CRITERIA FOR ASSESSMENT OF TRAINEES

Control Room Operator

ISC/Q0409

Indian Iron & Steel Sector Council

Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5. To pass the Qualification Pack, every trainee should score a minimum of 70% in every NOS further each trainee must also score a minimum of 40% in each element assessed within every NOS
6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack

Assessable Outcome	Assessment Criteria	Marks Allocated			
		Total Marks 1000	Out Of	Theory	Practical
ISC/N0430: Control the processes by monitoring the parameters on computer screen	PC1. Read the previous shift log book and understand the various operating parameters of the last shift operation process	750	15	10	5
	PC2. Understand the production requirement from the supervisor		20	10	10
	PC3. Understand the process and the control room screen		50	10	40
	PC4. Ensure sufficient availability of machinery, consumables and tools required for smooth running of the operation to achieve production schedule		30	10	20
	PC5. Ensure that the process parameters set up on the operator work station are in accordance with the process sheets or instructions from the supervisor		50	10	40

PC6. Ensure to inform supervisor in case of any abnormalities observed during execution of work and seek guidance	30	10	20
PC7. Ensure that the bins & hopper have the required quantity of materials required to carry out smooth operation	40	10	30
PC8. Start up and shut down the production system in cases of emergency or as required by schedule and take necessary countermeasures by informing the supervisor	40	10	30
PC9. Monitor and analyse the trends and alarms that appear on the HMI	40	10	30
PC10. Constantly communicate to the concerned control room to ensure smooth processing within the respective shops	40	10	30
PC11. Inform the appropriate authority in case of an emergency or fire	40	10	30
PC12. Ensure that all safety measures, interlocks, alarms are working and in conformance with the safe running of the equipment	40	10	30
PC13. Observe computer printouts, video monitors and gauges to verify specified processing conditions and to make necessary adjustments	40	10	30
PC14. Operate multi-function central process control machinery to grind, separate, filter, melt, roast, treat, refine or otherwise as per process requirement	30	10	20
PC15. Ensure that work area is clean and free of any obstacle or encumbrance	30	10	20
PC16. Note observations/deviations in the on-going process	30	10	20

	PC17. Control/set/vary the operating parameters according to SOP/SPI/ Control Plan and take corrective/preventive measures		30	10	20
	PC18. Keep in constant touch with the Operations & Maintenance department & inform them of any change in parameters/system requirements.		30	10	20
	PC19. Ensure the effective implementation of operational policies covering all areas of the steel plant so that all relevant procedural / legislative requirements are fulfilled		30	10	20
	PC20. Take right steps according to the Emergency Preparedness procedure in an emergency situation		30	10	20
	PC21. Maintain shift log of production and other data and prepare production and other reports		20	10	10
	PC22. Record all instructions received during the operation process in the instruction book and all incidents in the occurrence book		30	20	10
	PC23. Inform supervisor and maintenance team in case abnormalities of data/process parameters are being noticed/recorded		15	5	10
		Total	750	235	515
ISC/N0008: Use basic health and safety practices at the workplace	PC1. Use protective clothing/equipment for specific tasks and work conditions	150	10	5	5
	PC2. State the name and location of people responsible for health and safety in the workplace		5	0	5
	PC3. State the names and location of documents that refer to health and safety in the workplace		1	0	1

PC4. Identify job-site hazardous work and state possible causes of risk or accident in the workplace	9	5	4
PC5. Carry out safe working practices while dealing with hazards to ensure the safety of self and others state methods of accident prevention in the work environment of the job role	10	5	5
PC6. State location of general health and safety equipment in the workplace	5	0	5
PC7. Inspect for faults, set up and safely use steps and ladders in general use	5	0	5
PC8. Work safely in and around trenches, elevated places and confined areas	5	0	5
PC9. Lift heavy objects safely using correct procedures	5	0	5
PC10. Apply good housekeeping practices at all times	1	0	1
PC11. Identify common hazard signs displayed in various areas	6	5	1
PC12. Retrieve and/or point out documents that refer to health and safety in the workplace	4	0	4
PC13. Use the various appropriate fire extinguishers on different types of fires correctly	9	5	4
PC14. Demonstrate rescue techniques applied during fire hazard	10	5	5
PC15. Demonstrate good housekeeping in order to prevent fire hazards	1	0	1
PC16. Demonstrate the correct use of a fire extinguisher	4	0	4
PC17. Demonstrate how to free a person from electrocution	5	0	5

	PC18. Administer appropriate first aid to victims as required e.g. in case of bleeding, burns, choking, electric shock, poisoning etc.		10	5	5
	PC19. Demonstrate basic techniques of bandaging		5	0	5
	PC20. Respond promptly and appropriately to an accident situation or medical emergency in real or simulated environments		10	5	5
	PC21. Perform and organize loss minimization or rescue activity during an accident in real or simulated environments		5	0	5
	PC22. Administer first aid to victims in case of a heart attack or cardiac arrest due to electric shock, before the arrival of emergency services in real or simulated cases		5	0	5
	PC23. Demonstrate the artificial respiration and the CPR Process		5	0	5
	PC24. Participate in emergency procedures		5	0	5
	PC25. Complete a written accident/incident report or dictate a report to another person, and send report to person responsible		9	5	4
	PC26. Demonstrate correct method to move injured people and others during an emergency		1	0	1
		Total	150	45	105
ISC/N0096: Work effectively with others and manage team	PC1. Accurately receive, absorb and share information and instructions from the supervisor and fellow workers, getting clarification where required	100	5	0	5
	PC2. Display appropriate communication etiquette while working		10	0	10

members	PC3. Display active listening skills while interacting with others at work		10	0	10	
	PC4. Use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism		5	0	5	
	PC5. Display helpful behaviour by assisting others in performing tasks in effective manner		10	0	10	
	PC6. Consult with and assist others to maximize effectiveness and efficiency in carrying out tasks		10	0	10	
	PC7. Demonstrate responsible and disciplined behaviours at the workplace		5	0	5	
	PC8. Escalate grievances and problems to superiors		5	0	5	
	PC9. Communicate day-to-day objectives, instructions etc. to team members		15	5	10	
	PC10. Guide the team members to manage day-to-day issues at work		5	0	5	
	PC11. Gather concerns, feedback from team members and convey them to appropriate authorities		15	5	10	
	PC12. Escalate grievances and problems to superiors		5	0	5	
		Total		100	10	90

SECTION 2

EVIDENCE OF NEED

What evidence is there that the qualification is needed?

While collecting data from the companies for the occupational map, we also took feedback from industry, which was collected with respect to roles for which qualification packs development, was to be prioritized. This was largely based on volume of people required, quantitative and qualitative shortfall which the Industry feels they face. Governing council of IISSC gave final

approval and endorsement for the same.

What is the estimated uptake of this qualification and what is the basis of this estimate?

Skills Gap analysis Reports for industry demand and secondary research data, though these do not lend to accurate demand projection. The link to NSDC Human Resource & Skills Requirement in IISSC

- Feedback from industry for demand though again sample size may not lend to accurate figures
- Training duration, and current and potential training capacity envisaged
- An LMIS development initiative is being put in place to be more precise regarding the demand and supply

What steps were taken to ensure that the qualification(s) does/do not duplicate already existing or planned qualifications in the NSQF?

NSDC list of Approved and Under-Development QPs was checked prior to commissioning the work
NSDC QRC team also confirmed the same

What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated?

Agencies have been appointed by the SSC to interact with training providers to gather feedback in implementation.

Employer feedback will be sought post- placement.

A formal review is scheduled after two year time.

Please attach any documents giving further information about any of the topics above.

Give details of the document(s) here:

SECTION 3

SUMMARY EVIDENCE OF LEVEL

Summary of Direct Evidence:

- Prepare for the control room operation
- Monitor the process parameters on the screen
- Control the parameters as per SOP/SPI/Control Plan
- Record observations/deviations in the process in log books/control charts
- Use Health and safety procedures, Fire safety procedures & Emergencies, rescue and first-aid procedures at workplace
- Communicate effectively with co-workers and supervisors
- Demonstrate effective behaviours for team work

- Ensure engagement of team members through on-the job handholding & support

Justify the NSQF level allocated to the QP by building upon the five descriptors of NSQF. Explain the reasons for allocating the level to the QP.

Generic NOS is/are linked to the overall authority attached to the job role.

Control Room Operator (ISC/Q0409)					
Process required	Professional Knowledge	Professional Skills	Core Skills	Responsibility	Level
This job deals with coordinating and monitoring the operation of various functions of steel plant (blast furnace, sinter plant, coke making, steel making, finishing etc.) for steel making through control panels, computer terminals or other control systems, usually from a central control room. The activities involved are preparing for the control room operation, monitoring the process parameters on the screen, controlling the	The job holder should be aware of the basic process under control & the effect of different parameters, function of the main equipment involved in the process, equipment/safety manuals and process documents provided by the equipment supplier, Systems Analysis - determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes, determining causes of operating errors and deciding	The job holder should be able to read the previous shift log book and understand the various operating parameters, start up and shut down the production system in cases of emergency or as required by schedule, monitor and analyze the trends and alarms that appear on the HMI and take necessary countermeasures, operate multi-function central process control machinery, diagnose common problems in the equipment based on analysing the	The job holder should be able to construct simple sentences and express ideas clearly through written communication, fill up appropriate technical forms, process charts, activity logs, read & interpret basic engineering drawings & circuit diagrams, read and understand SPI, SOP, control plans, manuals, health and safety instructions, memos, reports, job cards, etc.	The job holder is responsible for preparing for the control room operation, monitoring the process parameters on the screen, controlling the parameters as per SOP/SPI/Control Plan, Record observations /deviations in the process in log books/control charts. The job holder is expected to be responsible for own work	5

parameters as per SOP/SPI/Control Plan, recording observations/deviations in the process in log books/control charts. The job holder is expected to have well developed skill with clear choice of procedures in familiar context.	necessary steps for rectification/correction The job holder is expected to have knowledge of facts, principles, processes and general concepts in the field of work.	readings and displayed parameters & suggest improvements in operational processes based on experience. The job holder is expected to have a range of cognitive and practical skills to accomplish task & solve problems by applying basic methods & tools.	The job holder is expected to possess desired mathematical skill & have skill in collecting and organising information.	& learning and have some responsibility for other's work and learning	
Level 5	Level 5	Level 5	Level 5	Level 5	

OTHER EVIDENCE OF LEVEL [This need only be filled in where evidence other than primary outcomes was used to allocate a level] (Optional)

Summary of other evidence (if used):

Accepted by QRC and validated by industry

SECTION 4

EVIDENCE OF RECOGNITION OR PROGRESSION

What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?

Horizontal and vertical mobility options have been articulated

Please attach any documents giving further information about any of the topics above.
Give details of the document(s) here: