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What are National Occupational Standards (NOS)?

➢ NOS describe what individuals need to do, know and understand in order to carry out a particular job role or function

➢ NOS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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Contents

Introduction

Qualifications Pack-Domestic IT Helpdesk Attendant

SECTOR: IT-ITES

SUB-SECTOR: IT Services

OCCUPATION: IT Support Services/Helpdesk

REFERENCE ID: SSC/Q0110

ALIGNED TO: NCO-2015/ 3512.0101

Domestic IT Helpdesk Attendant in the IT-ITeS Industry is also known as a Helpdesk Executive, Service Desk Executive, Technology Support Executive, IT Support Executive , Helpdesk Coordinator.

Brief Job Description: Individuals at this job are mainly responsible for the smooth running of computer systems and ensuring users get maximum benefits from them. Individual tasks vary depending on the size and structure of the organization, but may include installing and configuring computer hardware operating systems and applications; monitoring and maintaining computer systems and networks; talking staff/clients through a series of actions, either face to face or over the telephone to help set up systems or resolve issues; troubleshooting system and network problems and diagnosing and solving hardware/software faults etc.

Personal Attributes: This job requires the individual to have thorough knowledge of various technology trends and processes as well as have updated knowledge about IT initiatives. He/she should be highly motivated and energetic with the ability to self-direct daily activities.

Qualifications Pack Code	**SSC/Q0110**
Job Role	**Domestic IT Helpdesk Attendant**

Credits (NSQF)	TBD	**Version number**	**1.0**
Sector	IT-ITeS	**Drafted on**	**30/04/2013**
Sub-sector	IT Services	**Last reviewed on**	**31/01/2015**
Occupation	IT Support Services/ Helpdesk	**Next review date**	**31/03/2016**
NSQC Clearance on	**19/05/2015**		

Job Role	**Domestic IT Helpdesk Attendant** (Customer Service Associate, Customer Service Representative, Customer Care Executive, Technical Support, Helpdesk Coordinator, Process Associate- Voice)
Role Description	Managing and resolving client queries / issues primarily through telephonic calls.
NSQF level **Minimum Educational Qualifications** **Maximum Educational Qualifications**	4
	12th preferable Master's Degree in any discipline
Training (Suggested but not mandatory)	Training programs in customer orientation, dealing with difficult customers, Telephone etiquettes etc.
Minimum Job Entry Age	18 years
Experience	0-1 year of work experience/internship in a related area
Applicable National Occupational Standards (NOS)	**Compulsory:** 1. SSC/N0202 (Deal directly with IT service requests/incidents) 2. SSC/N9001 (Manage your work to meet requirements) 3. SSC/N9003 (Maintain a healthy, safe and secure working environment) **Optional:** Not Applicable
Performance Criteria	As described in the relevant OS units

Glossary of Key Terms

Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Sub-functions	Sub-functions are sub-activities essential to fulfill the achieving the objectives of the function.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in the Indian context.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack(QP)	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Unit Code	Unit Code is a unique identifier for an OS unit, which can be denoted with either an 'O' or an 'N'.
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be

Definitions

|		
		helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
	Scope	Scope is the 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 the quality of performance required.
	Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
	Organizational Context	Organizational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
	Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
	Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
	Helpdesk	Helpdesk is an entity to which the customers will report their IT problems. IT Service Helpdesk Attendant is responsible for managing the helpdesk.

	Keywords /Terms	Description
Acronyms	IT-ITeS	Information Technology - Information Technology enabled Services
	BPM	Business Process Management
	BPO	Business Process Outsourcing
	KPO	Knowledge Process Outsourcing
	LPO	Legal Process Outsourcing
	IPO	Information Process Outsourcing
	BCA	Bachelor of Computer Applications
	B.Sc.	Bachelor of Science
	OS	Occupational Standard(s)
	NOS	National Occupational Standard(s)
	QP	Qualifications Pack
	UGC	University Grants Commission
	MHRD	Ministry of Human Resource Development
	MoLE	Ministry of Labour and Employment
	NVEQF	National Vocational Education Qualifications Framework
	NVQF	National Vocational Qualifications Framework
	NSQF	National Skill Qualification Framework

National Occupational Standard
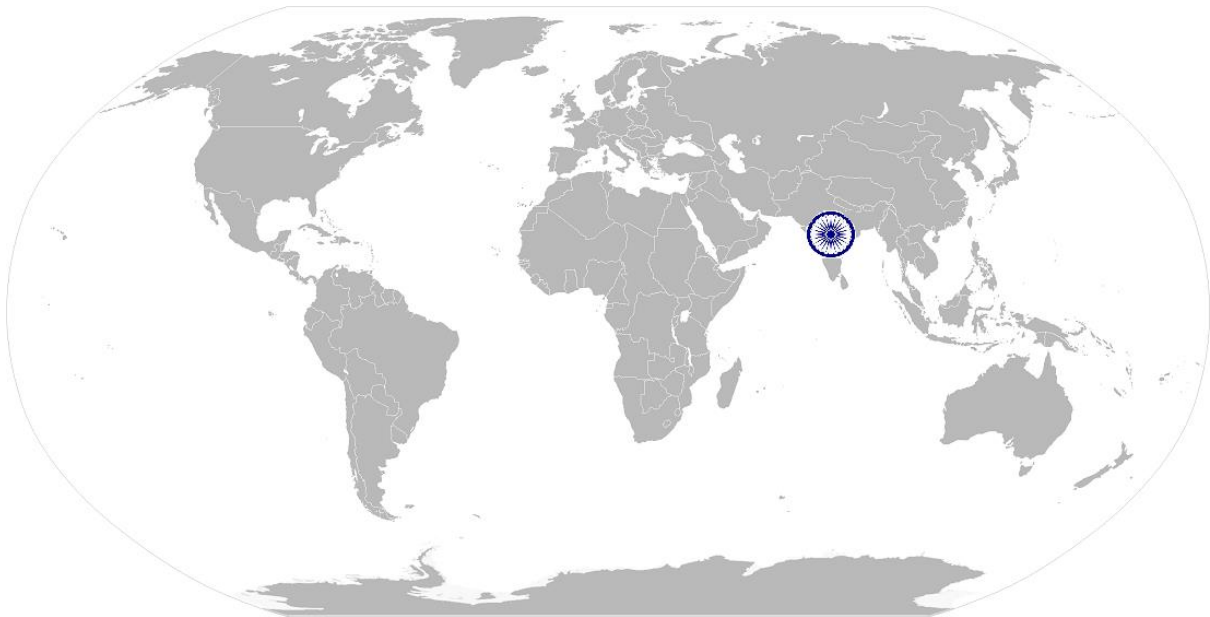
<u>**Overview**</u>

This unit is about making telephone calls to customers and prospective customers in order to sell products/services to them.

SSC/N0202   **Deal directly with IT services requests/incidents.**

Unit Code	SSC/N0202
Unit Title (Task)	Deal directly with IT service requests/incidents
Description	This unit is about dealing directly with IT service requests and incidents within your level of competence and authority.
Scope	This unit/task covers the following: **Customers**: - internal - external **Incidents** may involve: - servers - storage - network - databases - applications - security - batch jobs **Service requests** may include: - access management - application installation - peripheral installation - anti-virus installation - security hardening **Appropriate people**: - line manager - colleagues - subject matter experts
Performance Criteria (PC) w.r.t. the Scope	
	To be competent, you must be able to: PC1. monitor systems to identify promptly automated alerts and **customer service requests** PC2. validate automated alerts to ensure they are genuine **incidents** PC3. record and acknowledge **service requests/incidents** using your organization's tools and procedures PC4. obtain sufficient information from **customers** to accurately identify the nature of **service requests** PC5. analyze automated alerts to accurately identify the nature of **incidents** PC6. access your organization's knowledge base to identify solutions/workarounds for **service requests/incidents** PC7. evaluate the suitability of solutions/workarounds, where available PC8. use your organization's guidelines and standard scripts to resolve **service requests/incidents** within your level of competence and authority PC9. refer **service requests/incidents** outside your level of competence and authority to **appropriate people**

Applicable OS Unit

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NOS
National Occupational Standards

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& ENTREPRENEURSHIP

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SSC/N0202   **Deal directly with IT services requests/incidents.**

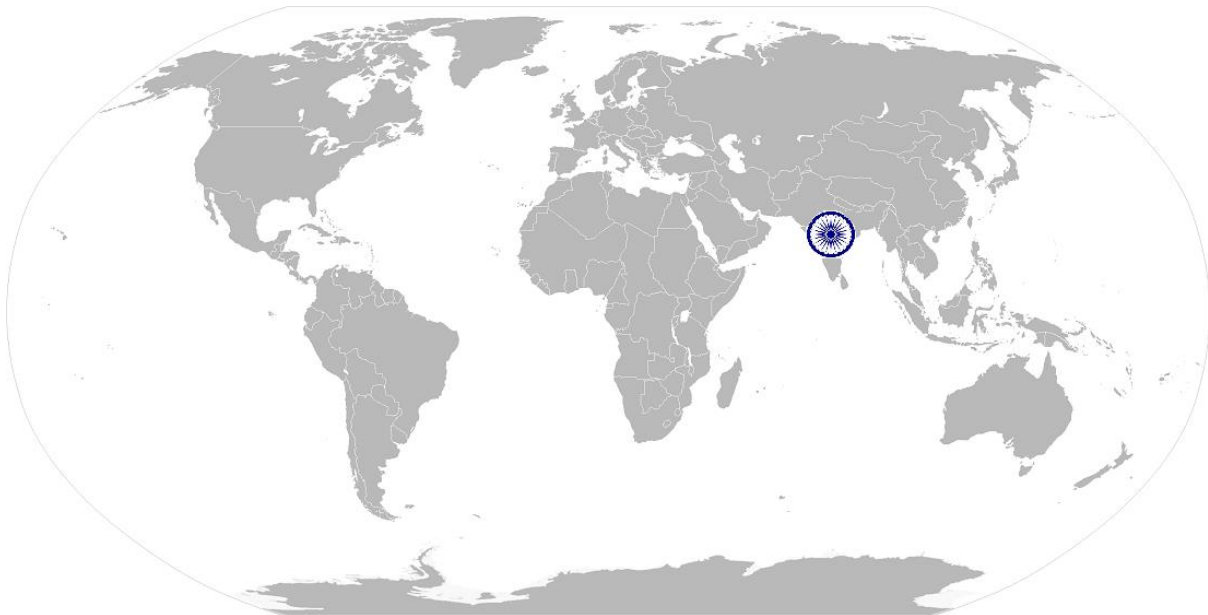|	
	PC10. obtain help or advice from **appropriate people**, where necessary
	PC11. obtain confirmation from **customers** that **service requests/incidents** have been resolved
	PC12. record the resolution of **service requests/incidents** accurately using your organization's tools and procedures
	PC13. comply with relevant standards, policies, procedures, guidelines and service level agreements (SLAs) when dealing directly with IT service requests/incidents.
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/ organization and its processes)	You need to know and understand: KA1. your organization's policies, procedures, guidelines, service level agreements (SLAs) and coding standards for dealing with IT service requests or incidents KA2. different IT applications and the environments in which they are used KA3. the importance of using specific client agreements, SLAs and management plans KA4. the range of methods and techniques, including types of questioning, used when working with customers KA5. the limits of your role and responsibilities in relation to IT service requests/incidents KA6. who to refer problems to when they are outside the limit of your authority KA7. your organization's tools, templates and processes for recording and monitoring service requests and incidents and how to use these KA8. your organization's guidelines and standard scripts for resolving service requests/incidents and how to use these KA9. your organization's knowledge base and how to use and update this
B. Technical Knowledge	You need to know and understand: KB1. how to access, monitor and validate automated alerts and customer service requests KB2. types of requests or incidents that may occur and how to resolve them KB3. methods and techniques used to identify and evaluate workarounds or new solutions KB4. configuration management and version control techniques for software maintenance/changes KB5. procedures, practices and tools for developing, testing and applying changes to software
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	You need to know and understand how to: SA1. complete accurate well written work with attention to detail SA2. communicate with others in writing
	Reading Skills
	You need to know and understand how to: SA3. follow guidelines/procedures/rules and service level agreements
	Oral Communication (Listening and Speaking skills)
	You need to know and understand how to:

	SA4.	listen effectively and orally communicate information accurately
	SA5.	ask for clarification and advice from others
B. Professional Skills	**Decision Making**	
	You need to know and understand how to:	
	SB1.	follow rule-based decision-making processes
	SB2.	identify anomalies in data
	SB3.	make a decision on a suitable course of action or response
	Plan and Organize	
	You need to know and understand how to:	
	SB4.	plan and organize your work to achieve targets and deadlines
	Customer Centricity	
	You need to know and understand how to:	
	SB5.	work effectively in a customer facing environment
	SB6.	carry out rule-based transactions in line with customer-specific guidelines/procedures/rules and service level agreements
	SB7.	check that your own and/or your peers work meets customer requirements
	Problem Solving	
	You need to know and understand how to:	
	SB8.	apply problem-solving approaches in different situations
	SB9.	refer anomalies to the supervisor
	SB10.	seek clarification on problems from others
	Analytical Thinking	
	You need to know and understand how to:	
	SB11.	analyze data and activities
	SB12.	configure data and disseminate relevant information to others
	SB13.	pass on relevant information to others
	Critical Thinking	
	You need to know and understand how to:	
	SB14.	provide opinions on work in a detailed and constructive way
	SB15.	apply balance judgments to different situations
	Attention to Detail	
	You need to know and understand how to:	
	SB16.	apply good attention to detail
	SB17.	check your work is complete and free from errors
	SB18.	get your work checked by others
	Team Working	
	You need to know and understand how to:	
	SB19.	contribute to the quality of team working
	SB20.	work independently in a team environment
	SB21.	work independently and collaboratively
C. Technical Skills	You need to know and understand how to:	
	SC1.	source and use coding standards, ticketing tools and utilities/tools
	SC2.	use information technology effectively to input and/or extract data accurately
	SC3.	identify and refer anomalies in data
	SC4.	store and retrieve information

SSC/N0202   **Deal directly with IT services requests/incidents.**

| | SC5. agree objectives and work requirements |
| | SC6. keep up to date with changes, procedures and practices in your field of expertise |

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NOS
National Occupational Standards

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SSC/N0202   **Deal directly with IT services requests/incidents.**

NOS Version Control

NOS Code	SSC/N0202		
Credits (NSQF)	TBD	**Version number**	1.0
Industry	IT-ITeS	**Drafted on**	30/04/2013
Industry Sub-sector	IT Services	**Last reviewed on**	31/01/2015
		Next review date	31/03/2016
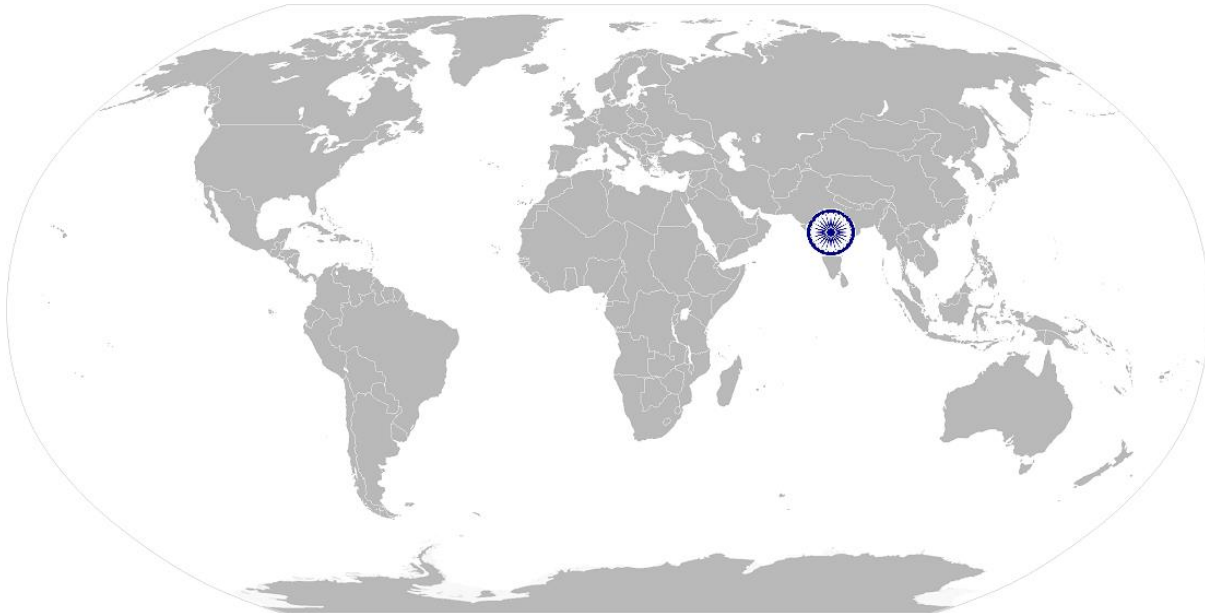
National Occupational Standard
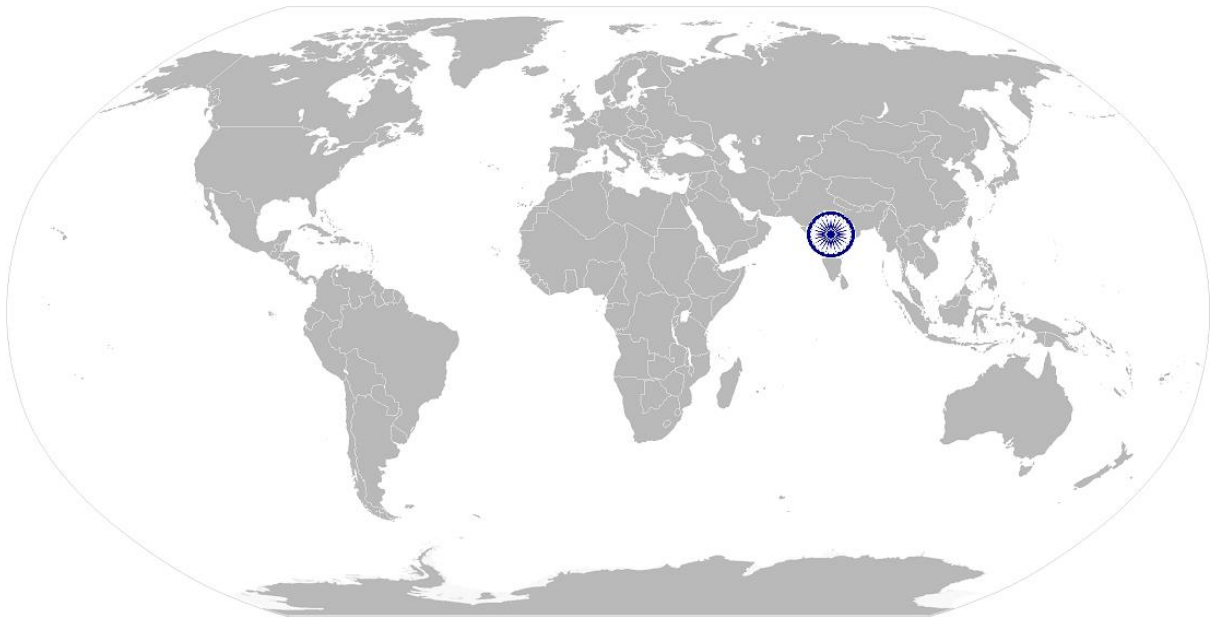
Overview

This unit is about planning and organizing your work in order to complete it to the required standards on time

SSC/N9001   **Manage your work to meet requirements**

Unit Code	SSC/N9001
Unit Title (Task)	**Manage your work to meet requirements**
Description	This unit is about planning and organizing your work in order to complete it to the required standards on time.
Scope	This unit/task covers the following: **Work requirements**: • activities (what you are required to do) • deliverables (the outputs of your work) • quantity (the volume of work you are expected to complete) • standards (what is acceptable performance, including compliance with Service Level Agreements) • timing (when your work needs to be completed) **Appropriate people**: • line manager • the person requesting the work • members of the team/department • members from other teams/departments **Resources**: • equipment • materials • information

Applicable NOS Unit *(vertical side label)*

Performance Criteria (PC) w.r.t. the Scope	
	To be competent on the job, you must be able to: PC1. establish and agree your **work requirements** with **appropriate people** PC2. keep your immediate work area clean and tidy PC3. utilize your time effectively PC4. use **resources** correctly and efficiently PC5. treat confidential information correctly PC6. work in line with your organization's policies and procedures PC7. work within the limits of your job role PC8. obtain guidance from **appropriate people**, where necessary PC9. ensure your work meets the agreed **requirements**

| Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/ organization and its processes)	You need to know and understand: KA1. your organization's policies, procedures and priorities for your area of work and your role and responsibilities in carrying out your work KA2. limits of your responsibilities and when to involve others KA3. your specific work requirements and who these must be agreed with KA4. the importance of having a tidy work area and how to do this KA5. how to prioritize your workload according to urgency and importance and the benefits of this

	KA6. your organization's policies and procedures for dealing with confidential information and the importance of complying with these
	KA7. the purpose of keeping others updated with the progress of your work
	KA8. who to obtain guidance from and the typical circumstances when this may be required
	KA9. the purpose and value of being flexible and adapting work plans to reflect change
B. Technical Knowledge	You need to know and understand:
	KB1. the importance of completing work accurately and how to do this
	KB2. appropriate timescales for completing your work and the implications of not meeting these for you and the organization
	KB3. resources needed for your work and how to obtain and use these

Skills (S)

A. Core Skills/ Generic Skills	**Writing Skills**	
	You need to know and understand how to:	
	SA1. complete accurate work with attention to detail	
	Reading Skills	
	You need to know and understand how to:	
	SA2. read instructions, guidelines, procedures, rules and service level agreements	
	Oral Communication (Listening and Speaking skills)	
	You need to know and understand how to:	
	SA3. ask for clarification and advice from line managers	
	SA4. communicate orally with colleagues	
B. Professional Skills	**Decision Making**	
	You need to know and understand how to:	
	SB1. make a decision on a suitable course of action	
	Plan and Organize	
	You need to know and understand how to:	
	SB2. plan and organize your work to achieve targets and deadlines	
	SB3. agree objectives and work requirements	
	Customer Centricity	
	You need to know and understand how to:	
	SB4. deliver consistent and reliable service to customers	
	SB5. check that your own work meets customer requirements	
	Problem Solving	
	You need to know and understand how to:	
	SB6. refer anomalies to the line manager	
	SB7. seek clarification on problems from others	
	Analytical Thinking	

|	You need to know and understand how to:
	SB8. provide relevant information to others
	SB9. analyze needs, requirements and dependencies in order to meet your work requirements
	Critical Thinking
	You need to know and understand how to:
	SB10. apply judgments to different situations
	Attention to Detail
	You need to know and understand how to:
	SB11. check your work is complete and free from errors
	SB12. get your work checked by peers
	Team Working
	You need to know and understand how to:
	SB13. work effectively in a team environment
C. Technical Skills	You need to know and understand how to:
	SC1. use information technology effectively, to input and/or extract data accurately
	SC2. identify and refer anomalies in data
	SC3. store and retrieve information
	SC4. keep up to date with changes, procedures and practices in your role
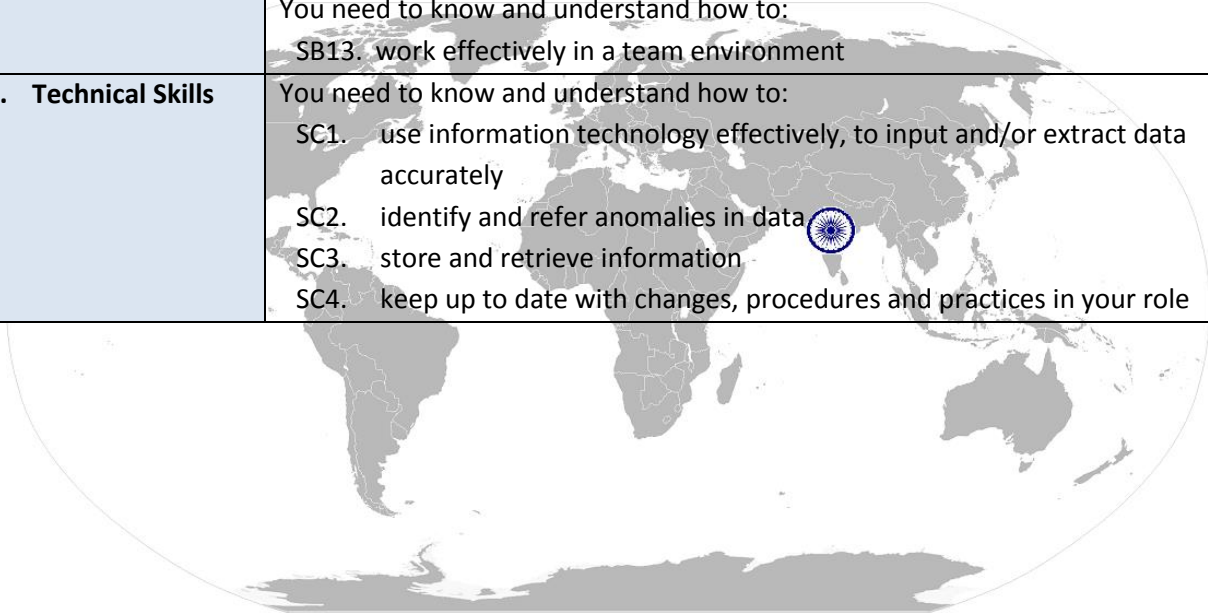
NOS Code	SSC/N9001		
Credits(NVEQF/NVQF/NSQF)	TBD	Version number	1.0
Industry	IT-ITeS	Drafted on	30/04/2013
Industry Sub-sector	Business Process Management	Last reviewed on	31/01/2015
		Next review date	31/03/2016
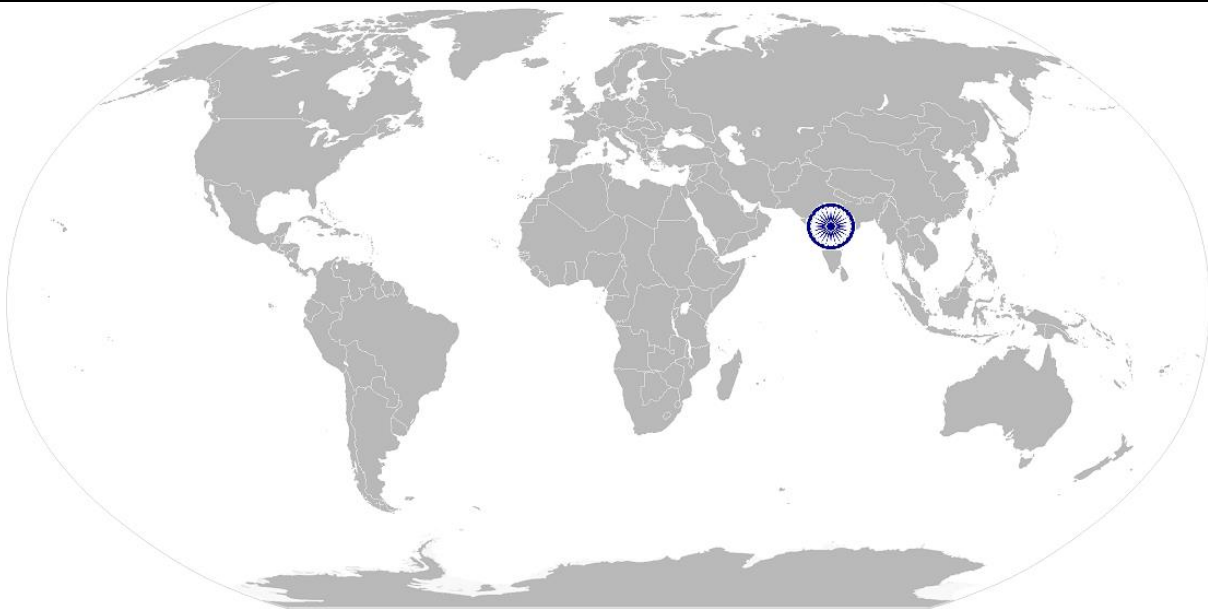
National Occupational Standard
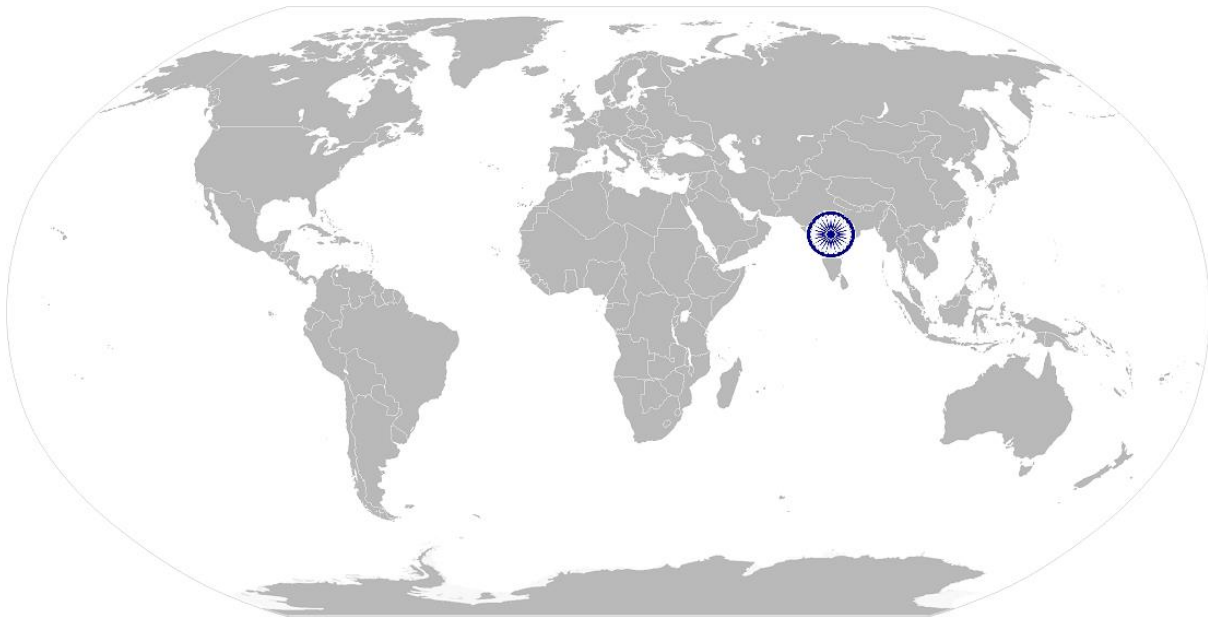
Overview

This unit is about monitoring the working environment and making sure it meets requirements for health, safety and security.

SSC/N9003   Maintain a healthy, safe and secure working environment.

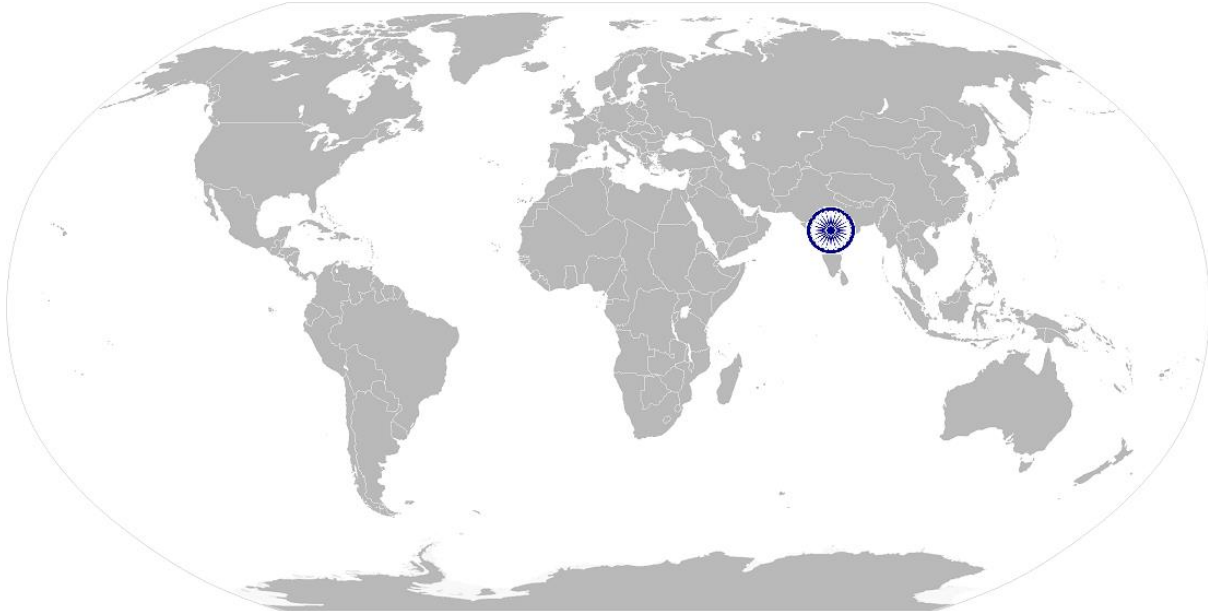| Unit Code	SSC/N9003
Unit Title (Task)	Maintain a healthy, safe and secure working environment
Description	This unit is about monitoring your working environment and making sure it meets requirements for health, safety and security.
Scope	This unit/task covers the following: **Emergency procedures**: • illness • accidents • fires • other reasons to evacuate the premises • breaches of security
Performance Criteria (PC) w.r.t. the Scope	
	To be competent, you must be able to: PC1. comply with your organization's current health, safety and security policies and procedures PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person PC3. identify and correct any hazards that you can deal with safely, competently and within the limits of your authority PC4. report any hazards that you are not competent to deal with to the relevant person in line with organizational procedures and warn other people who may be affected PC5. follow your organization's **emergency procedures** promptly, calmly, and efficiently PC6. identify and recommend opportunities for improving health, safety, and security to the designated person PC1. complete any health and safety records legibly and accurately
Knowledge and Understanding (K)	
A. **Organizational Context** (Knowledge of the company/ organization and its processes)	You need to know and understand: KA1. legislative requirements and organization's procedures for health, safety and security and your role and responsibilities in relation to this KA2. what is meant by a hazard, including the different types of health and safety hazards that can be found in the workplace KA3. how and when to report hazards KA4. limits of your responsibility for dealing with hazards KA5. your organization's **emergency procedures** for different emergency situations and the importance of following these KA6. the importance of maintaining high standards of health, safety and security KA7. implications that any non-compliance with health, safety and security may

Applicable NOS Unit

	have on individuals and the organization
B. Technical Knowledge	You need to know and understand: KB1. different types of breaches in health, safety and security and how and when to report these KB2. evacuation procedures for workers and visitors KB3. how to summon medical assistance and the emergency services, where necessary KB4. how to use the health, safety and accident reporting procedures and the importance of these KB5. government agencies in the areas of safety, health and security and their norms and services
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills** You need to know and understand how to: SA1. complete accurate, well written work with attention to detail **Reading Skills** You need to know and understand how to: SA2. read instructions, guidelines, procedures, rules and service level agreements **Oral Communication (Listening and Speaking skills)** You need to know and understand how to: SA3. listen effectively and orally communicate information accurately
B. Professional Skills	**Decision Making** You need to know and understand how to: SB1. make a decision on a suitable course of action **Plan and Organize** You need to know and understand how to: SB2. plan and organize your work to meet health, safety and security requirements **Customer Centricity** You need to know and understand how to: SB3. build and maintain positive and effective relationships with colleagues and customers **Problem Solving** You need to know and understand how to: SB4. apply problem solving approaches in different situations **Analytical Thinking** You need to know and understand how to: SB5. analyze data and activities **Critical Thinking** You need to know and understand how to:

	SB6. apply balanced judgments to different situations
	Attention to Detail
	You need to know and understand how to:
	SB7. check your work is complete and free from errors
	SB8. get your work checked by peers
	Team Working
	You need to know and understand how to:
	SB9. work effectively in a team environment
C. Technical Skills	You need to know and understand how to:
	SC1. identify and refer anomalies
	SC2. help reach agreements with colleagues
	SC3. keep up to date with changes, procedures and practices in your role

SSC/N9003   Maintain a healthy, safe and secure working environment.

<u>NOS Version Control</u>

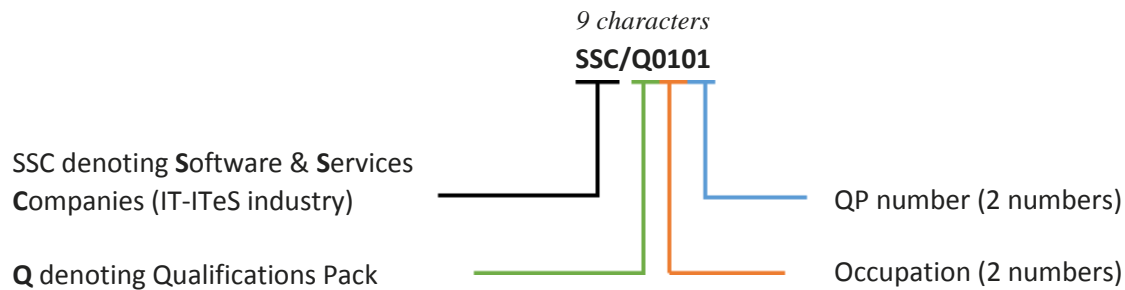| NOS Code	SSC/N9003		
Credits(NVEQF/NVQF/NSQF)	TBD	Version number	1.0
Industry	IT-ITeS	Drafted on	30/04/2013
Industry Sub-sector	Business Process Management	Last reviewed on	31/01/2015
		Next review date	31/03/2016

Qualifications Pack

9 characters

SSC/Q0101

SSC denoting **S**oftware & **S**ervices **C**ompanies (IT-ITeS industry)

QP number (2 numbers)

Q denoting Qualifications Pack

Occupation (2 numbers)

National Occupational Standard

9 characters

SSC/N0101

SSC denoting **S**oftware & **S**ervices **C**ompanies (IT-ITeS industry)

NOS number (2 numbers)

N denoting National Occupational Standard

Occupation (2 numbers)

Occupational Standard

9 characters

SSC/N0101

SSC denoting **S**oftware & **S**ervices **C**ompanies (IT-ITeS industry)

OS number (2 numbers)

O denoting Occupational Standard

Occupation (2 numbers)
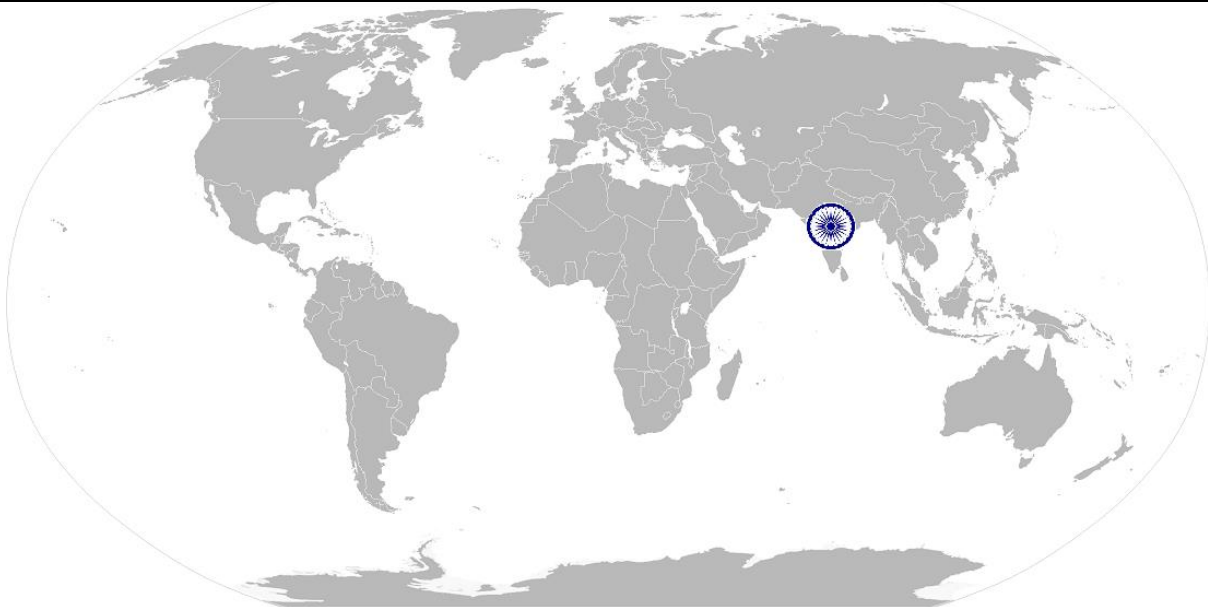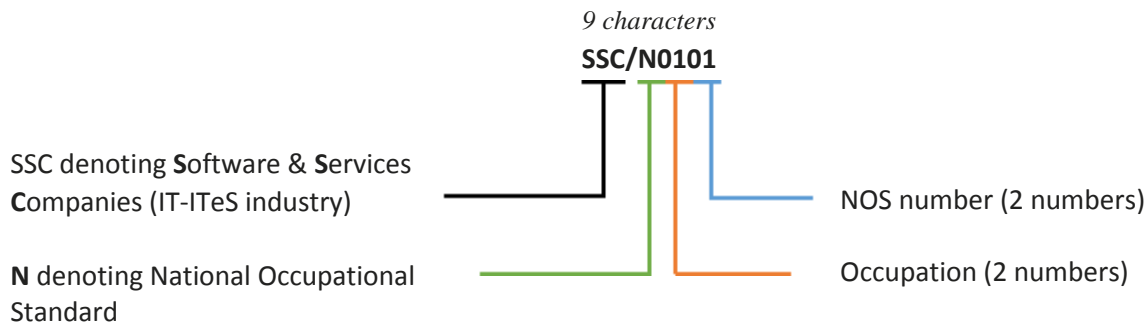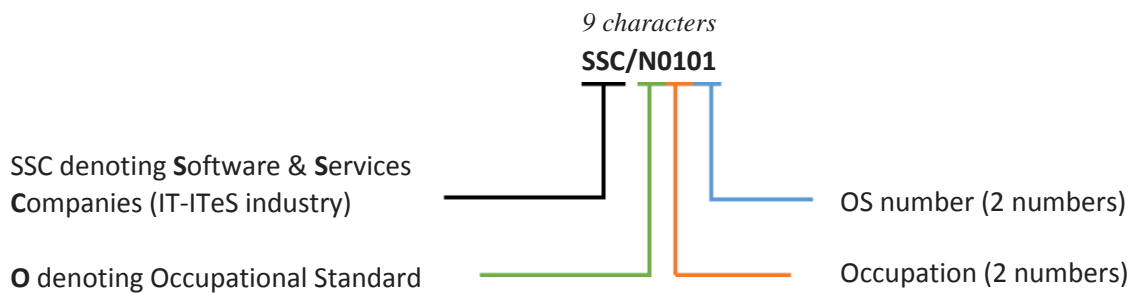
It is important to note that an OS unit can be denoted with either an '**O**' or an '**N**'.
- If an OS unit denotes 'O', it is an OS unit that is an international standard. An example of OS unit denoting 'O' is SSC/**O**0101.
- If an OS unit denotes '**N**', it is an OS unit that is a national standard and is applicable only for the Indian IT-ITeS industry. An example of OS unit denoting '**N**' is SSC/N0101

The following acronyms/codes have been used in the nomenclature above:

Sub-Sector	Range of Occupation numbers
IT Service (ITS)	01-20
Business Process Management (BPM)	21-40
Engg. and R&D (ERD)	41-60
Software Products (SPD)	61-80

Sequence	Description	Example
Three letters	Industry name (Software & Service Companies)	SSC
Slash	/	/
Next letter	Whether **Q**P or **N**OS	N
Next two numbers	Occupation Code	01
Next two numbers	OS number	01

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NOS
National Occupational Standards

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Criteria for Assessment of Trainees

Job Role	Domestic IT Helpdesk Attendant
Qualification Pack	SSC/Q0110
Sector Skill Council	IT-ITeS

Guidelines for Assessment:
1. Criteria for assessment for each Qualification Pack (QP) will be created by the Sector Skill Council (SSC). Each performance criteria (PC) will be assigned Theory and Skill/Practical marks proportional to its importance in NOS.
2. The assessment will be conducted online through assessment providers authorised by SSC.
3. Format of questions will include a variety of styles suitable to the PC being tested such as multiple choice questions, fill in the blanks, situational judgment test, simulation and programming test.
4. To pass a QP, a trainee should pass each individual NOS. Standard passing criteria for each NOS is 70%.
5. For latest details on the assessment criteria, please visit www.sscnasscom.com.

				Marks Allocation	
Assessment Outcomes	**Assessment Criteria for Outcomes**	**Total Mark**	**Out of**	**Theory**	**Skills Practical**
1. SSC/N0202 (Deal directly with IT service requests/incidents)	PC1. monitor systems to identify promptly automated alerts and customer service requests		5	0	5
	PC2. validate automated alerts to ensure they are genuine incidents		5	0	5
	PC3. record and acknowledge service requests/incidents using your organization's tools and procedures		5	0	5
	PC4. obtain sufficient information from customers to accurately identify the nature of service requests		7.5	2.5	5
	PC5. analyze automated alerts to accurately identify the nature of incidents	**120**	10	0	10
	PC6. access your organization's knowledge base to identify solutions/workarounds for service requests/incidents		10	0	10
	PC7. evaluate the suitability of solutions/workarounds, where available		5	0	5
	PC8. use your organization's guidelines and standard scripts to resolve service requests/incidents within your level of competence and authority		5	0	5
	PC9. refer service requests/incidents outside your level of competence and authority		5	0	5

	to appropriate people			
	PC10. obtain help or advice from appropriate people, where necessary		5	0	5
	PC11. obtain confirmation from customers that service requests/incidents have been resolved		7.5	2.5	5
	PC12. record the resolution of service requests/incidents accurately using your organization's tools and procedures		35	15	20
	PC13. comply with relevant standards, policies, procedures, guidelines and service level agreements (SLAs) when dealing directly with IT service requests/incidents.		15	0	15
		Total	120	20	100
2.SSC/N9001 (Manage your work to meet requirements)	PC1. establish and agree your work requirements with appropriate people		10	5	5
	PC2. keep your immediate work area clean and tidy		5	0	5
	PC3. utilize your time effectively		5	5	0
	PC4. use resources correctly and efficiently		5	2.5	2.5
	PC5. treat confidential information correctly	**40**	5	0	5
	PC6. work in line with your organization's policies and procedures		2.5	0	2.5
	PC7. work within the limits of your job role		2.5	0	2.5
	PC8. obtain guidance from appropriate people, where necessary		2.5	0	2.5
	PC9. ensure your work meets the agreed requirements		2.5	0	2.5
		Total	40	12.5	27.5
4.SSC/N9003 (Maintain a healthy, safe and secure working environment)	PC1. comply with your organization's current health, safety and security policies and procedures		10	5	5
	PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person		5	0	5
	PC3. identify and correct any hazards that you can deal with safely, competently and within the limits of your authority	**40**	10	5	5
	PC4. report any hazards that you are not competent to deal with to the relevant person in line with organizational procedures and warn other people who may be affected		5	0	5
	PC5. follow your organization's emergency procedures promptly, calmly, and efficiently		5	0	5
	PC6. identify and recommend opportunities for improving health, safety, and security to the		2.5	0	2.5

	designated person				
	PC7. complete any health and safety records legibly and accurately		2.5	0	2.5
		Total	40	10	30