

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR TELECOM INDUSTRY

What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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Introduction

Qualifications Pack- Network Engineer

SECTOR: TELECOM

SUB-SECTOR: Network Managed Services

OCCUPATION: Network Operation & Maintenance

REFERENCE ID: TEL/Q6209

ALIGNED TO: NCO-2004/NIL

Brief Job Description: Network Engineer is responsible for establishing network infrastructure. Carry out preventive maintenance of the network by ensuring connectivity is maintained always & is error and loop free. Person should be able to perform corrective maintenance & needs to troubleshoot during network failure.

Personal Attributes: This job requires the individual to work closely with multiple teams and third party vendors. The individual should be willing to work on-field and be able to handle high pressure situations. He should be adaptable to changing work environments and have good practical knowledge to successfully perform the assigned responsibilities.

Job Details	Qualifications Pack Code	TEL/Q6209		
	Job Role	Network Engineer		
	Credits(NSQF)	TBD	Version number	1.0
	Sector	Telecom	Drafted on	15/2/2016
	Sub-sector	Network Managed Services	Last reviewed on	10/2/2016
	Occupation	Network operations & Maintenance	Next review date	31/3/2019
	NSQC Clearance On	NA		

Job Role	Network Engineer
Role Description	Network Engineer is responsible for establishing network infrastructure. Carry out preventive maintenance of the network by ensuring connectivity is always maintained & is error and loop free. Person should be able to perform corrective maintenance & troubleshooting during network failure.
NSQF level	4
Minimum Educational Qualifications	Diploma/ITI
Maximum Educational Qualifications	NA
Training (Suggested but not mandatory)	NA
Minimum Job Entry Age	18 years
Experience	NIL
Applicable National Occupational Standards (NOS)	Compulsory: TEL/N6231 (Establishment of Network Infrastructure) TEL/N6232 (Perform Preventive Maintenance) TEL/N6233 (Perform Corrective Maintenance & Troubleshooting) TEL/N4121 (Maintain a Healthy, Safe and Secure Working Environment)
Performance Criteria	As described in the relevant OS units

Definitions

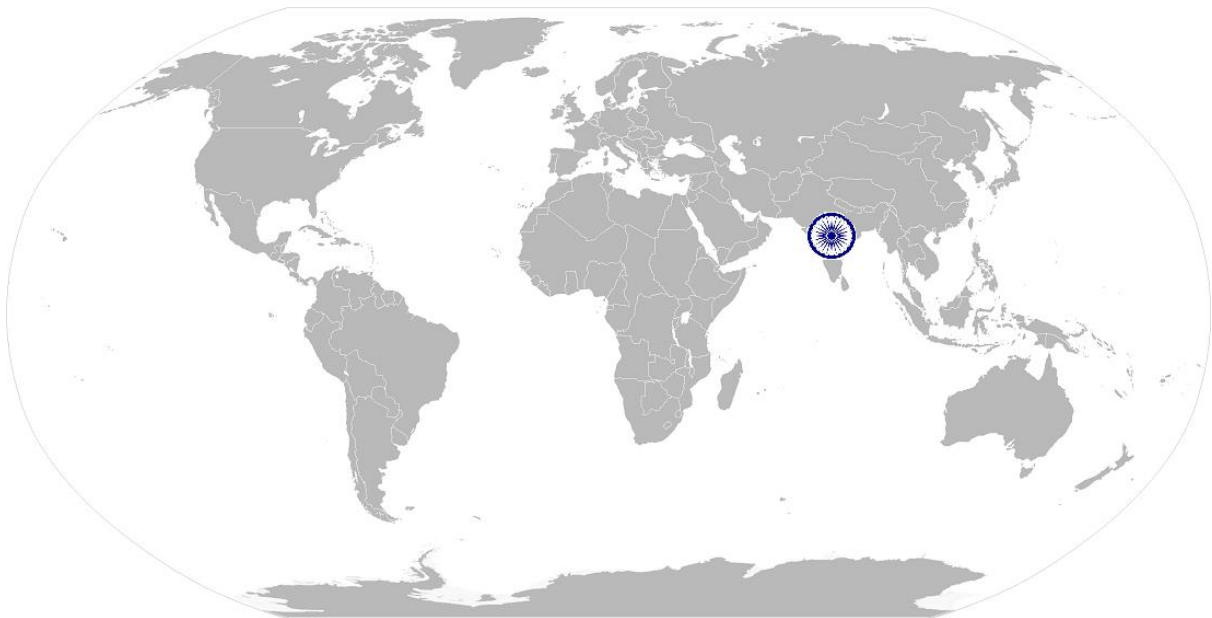
Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further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

Qualifications Pack For Network Engineer

Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills or Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.

Acronyms	Keywords /Terms	Description
	O&M	Operations and Management
	LAN	Local Area Network
	WAN	Wide Area Network
	NMT	Network Management Tools
	VLAN	Virtual Local Area Network

National Occupational Standard



Overview

This unit describes the outcomes required to understand the requirement and physically realizes the network and evaluate the performance.

TEL/N6231
Establishment of Network Infrastructure

National Occupational Standard

Unit Code	TEL/N6231
Unit Title (Task)	Establishment of Network Infrastructure
Description	This unit describes the outcomes required to understand the requirement and physically realizes the network and evaluate the performance.
Scope	This unit/task covers the following: • Network Infrastructure requirement • Network Planning • Physical Realization of Network • Network Testing & Evaluation
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Network Infrastructure requirement	To be competent, the user/individual on the job must be able to: PC1. Identifying the Network Infrastructure, service level & network support requirements.
Network Planning	PC1. Identify activities for Network installation, implementation & handover.
Physical Realization of Network	PC1. Physical realization of network Infrastructure including configuring network hardware, software, switches, routers, bridges, devices & interfaces PC2. Install & configure network software including operating systems, firewalls, monitoring & management tools.
Network Testing & Evaluation	PC1. Testing & Evaluating the performance of network. PC2. Network infrastructure implementation handover sign off by the authorized person. PC3. Support in creation of basic operating policies & procedures.
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/organization and its processes)	The user/individual on the job needs to know and understand: - KA1. Risk and impact of not following defined procedures/ work instructions. - KA2. Escalation matrix for reporting identified incidents, troubles and/or emergencies e.g. system failures, fire and power failures. - KA3. Types of documentation in organization and importance of the same - KA4. Records to be maintained and implications of non-maintenance of the same
B. Technical Knowledge	The person on the job needs to know and understand: - KB1. IP addressing both IPV4 & IPV6 - KB2. LAN, VLAN and their limitation - KB3. knowledge of different routing protocols TCP/IP, UDP, Telnet etc.. - KB4. capacity management and audit of IP addressing - KB5. remote troubleshooting and fault - KB6. basic configuration of firewalls - KB7. knowledge of configuring routing and switching equipment

TEL/N6231

Establishment of Network Infrastructure

	KB8. organizational architecture of information technology business systems
Skills (s)	
A. Core Skills/ Generic Skills	Writing Skills
	The person In this job must know and understand how to:
	SA1. Fill up appropriate technical forms, activity logs in required format of the company
	SA2. report network operational status by gathering information
	Reading Skills
	The person in this job must know and understand how to:
B. Professional Skills	SA3. Read and understand manuals, work orders, health and safety instructions, memos, reports etc.
	Oral Communication (Listening and Speaking skills)
	The person in this job must know and understand how to:
	SA4. Liaise and coordinate with third party vendors
	SA5. provide remote support of on-site engineers and end users/customers during installation
	SA6. Communicate with supervisor and peers
B. Professional Skills	Decision Making
	The person in this job must know and understand how to:
	SB1. Prioritize and execute tasks in a high-pressure environment
	SB2. Handle multiple tasks and completing them successfully within due timelines
	SB3. Use and maintain resources efficiently and effectively
	SB4. Be flexible and accept changes in job requirements, schedules, or work environments
	Plan and Organize
	The person in this job must know and understand how to:
	SB5. plan and organize service feedback files/documents
	Customer Centricity
	The person in this job must know and understand how to:
	SB6. manage relationships with customers who may be stressed, frustrated, confused, or angry
	SB7. build customer relationships and use customer centric approach
	Analytical Thinking
	NA
	Critical Thinking
	The person in this job must know and understand how to:
	SB8. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action
	Problem Solving
	The person In this job must know and understand how to :

TEL/N6231

Establishment of Network Infrastructure

	SB1. Utilize appropriate tools to rectify faults SB2. Utilize appropriate communication channels to escalate unresolved problems to relevant personnel
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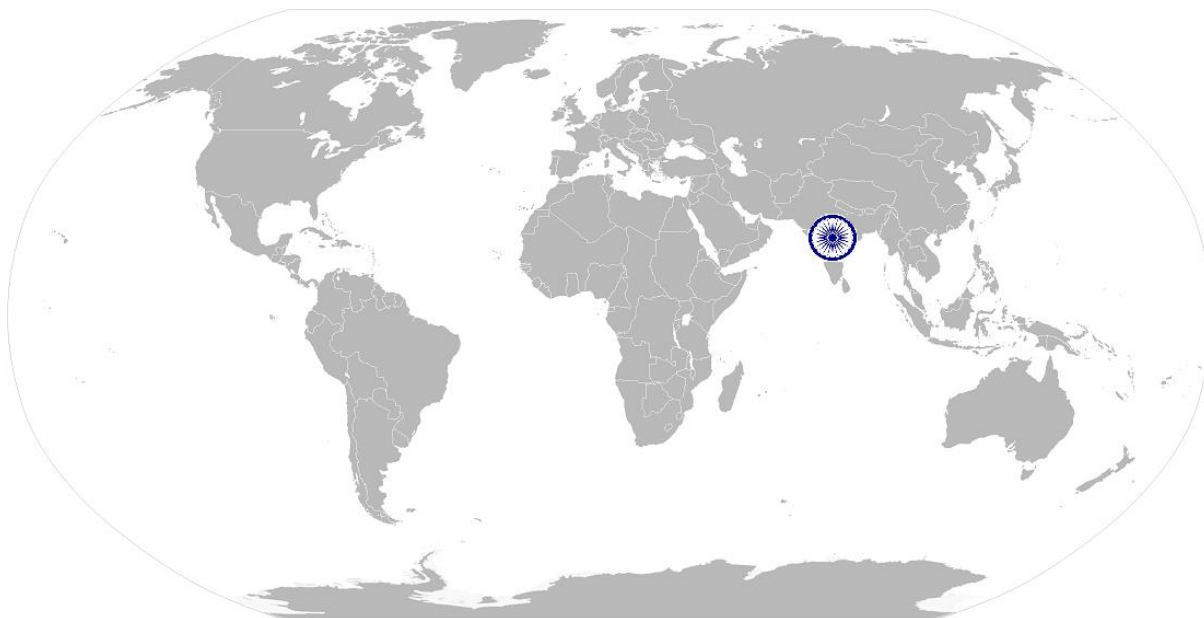


TEL/N6231

Establishment of Network Infrastructure

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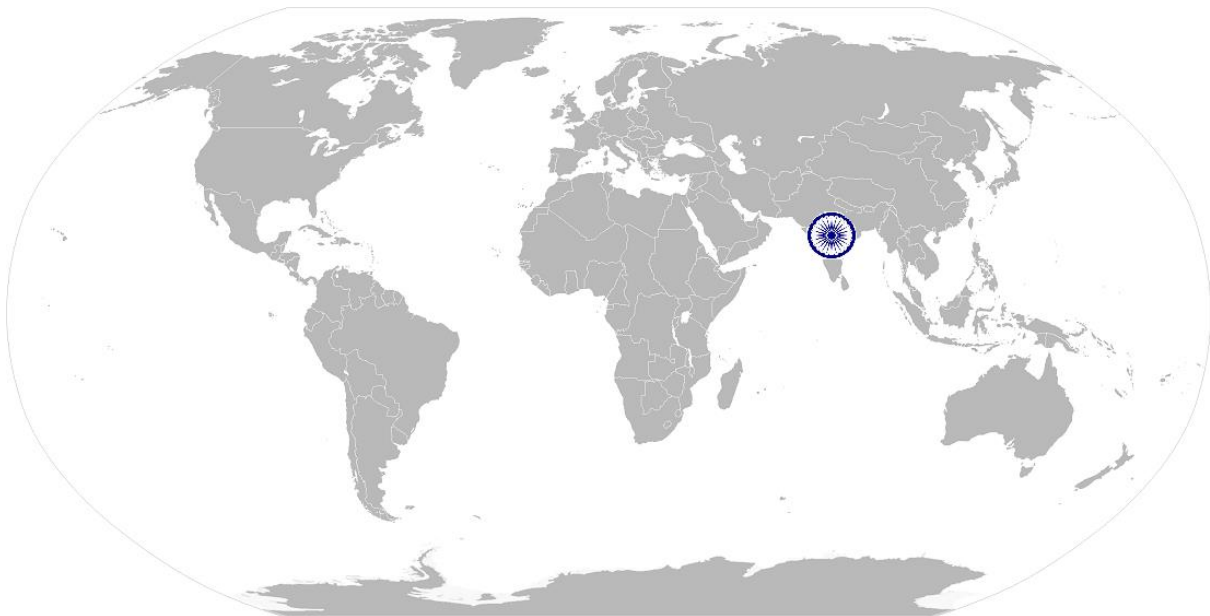
NOS Code	TEL/N6231		
Credits (NSQF)	TBD	Version number	1.0
Sector	Telecom	Drafted on	10/2/2016
Sub-sector	Network Managed Services	Last reviewed on	15/2/2016
Occupation	Network operations & Maintenance	Next review date	31/3/2019



TEL/N6232

Perform Preventive Maintenance & Monitoring

National Occupational Standard



Overview

This unit is about carrying out preventive maintenance of the Network and reduce the down-time

TEL/N6232

Perform Preventive Maintenance & Monitoring

National Occupational Standard

Unit Code	TEL/N6232
Unit Title (Task)	Perform Preventive Maintenance & Monitoring
Description	This unit is about carrying out preventive maintenance of the Network and reduce the down-time
Scope	This unit/task covers the following: - Obtain maintenance schedule & carry out inspection of Network Devices - Carry out regular maintenance of network switches ,routers & devices - Report & record
Performance Criteria(PC) w.r.t. the Scope	
Elements	Performance Criteria
Obtain maintenance schedule & carry out inspection of Network Devices	To be competent, you must be able to: PC1. Monitor network infrastructure services using network management tools PC2. Apply diagnostic tools & techniques to identify network service level issues & causes
Carry out regular maintenance of network switches ,routers & devices	PC1. Produce network reports as per customer requirement PC2. Carry out inspection of Network devices based on maintenance schedule PC3. Carry out planned hardware & software upgradations
Report & record	PC1. Obtain sign-off from the customer as per required documentation PC2. Support in creation of operating policies & procedures
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/organization and its processes)	You need to know and understand: KA1. Risk and impact of not following defined procedures / work instructions. KA2. Escalation matrix for reporting identified incidents, troubles and/or emergencies e.g. system failures, fire and power failures. KA3. Types of documentation in organization and importance of the same KA4. Records to be maintained and implications of non-maintenance of the same KA5. Knowledge of spares management and repair & return process for faulty equipments
B. Technical Knowledge	You need to know and understand: KB1. IP addressing format for IPV4 & IPV6 KB2. LAN, VLAN and their limitations.

TEL/N6232

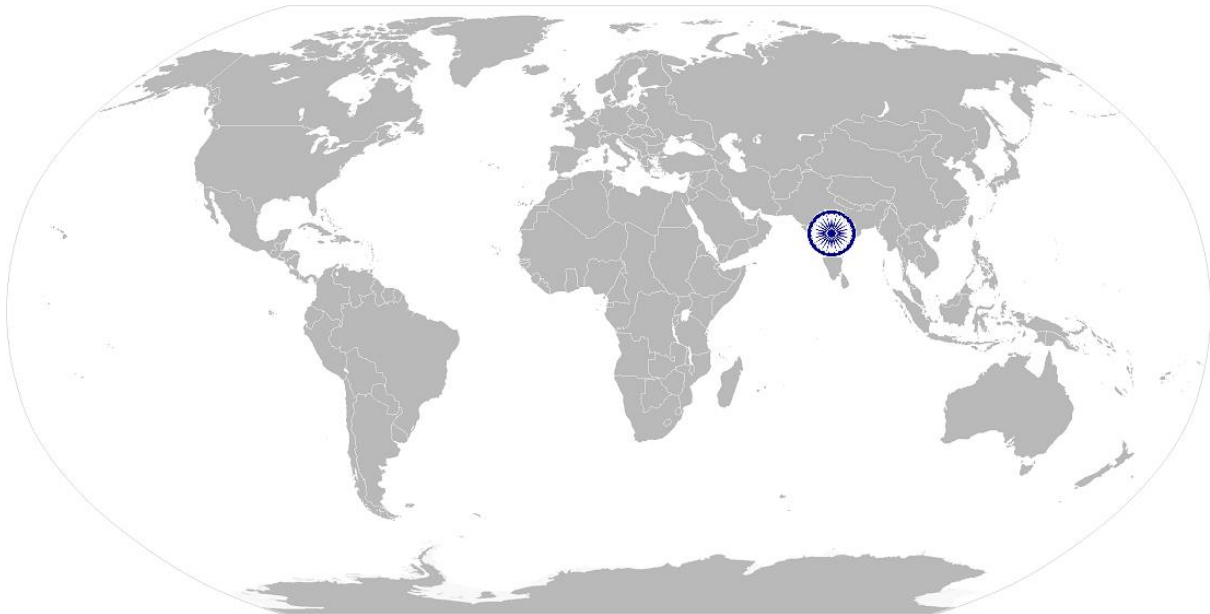
Perform Preventive Maintenance & Monitoring

	KB3. different network protocols TCP/IP,UDP,Telnet etc... KB4. different ways of configuring access-list. KB5. Business processes & data architectures utilizing network infrastructure services KB6. Tools & techniques for network management & support KB7. Organisational network topology including all wired /wireless media, devices , firewalls & industry network standards
Skills (s)	
C. Core Skills/ Generic Skills	Reading Skills
	You need to know and understand how to: SA1. Read and understand manuals, work orders, health and safety instructions, memos, reports etc.
	Writing Skills
	SA2. Fill up appropriate technical forms, activity logs in required format of the organisation SA3. Maintain proper records as per given format
	Oral Communication (Listening and Speaking skills)
	You need to know and understand how to: SA4. Liaise and coordinate with third party vendors SA5. Communicate with supervisor and peers
D. Professional Skills	Decision Making
	You need to know and understand how to: SB1. Prioritize and execute tasks in a high-pressure environment and handle high pressure situations SB2. Handle multiple tasks and completing them successfully within due timelines SB3. Use and maintain resources efficiently and effectively SB4. Be flexible and accept changes in job requirements, schedules, or work environments
	Problem Solving
	You need to know and understand how to: SB5. Utilize appropriate tools to rectify faults SB6. Utilize appropriate communication channels to escalate unresolved problems to relevant personnel
	Plan and Organize
	The person in this job must know and understand how to: SB9. plan and organize service feedback files/documents
	Customer Centricity
	The person in this job must know and understand how to: SB10. manage relationships with customers who may be stressed, frustrated, confused, or angry SB11. build customer relationships and use customer centric approach

TEL/N6232

Perform Preventive Maintenance & Monitoring

	Analytical Thinking
	NA
	Critical Thinking
	The person in this job must know and understand how to: SB12. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

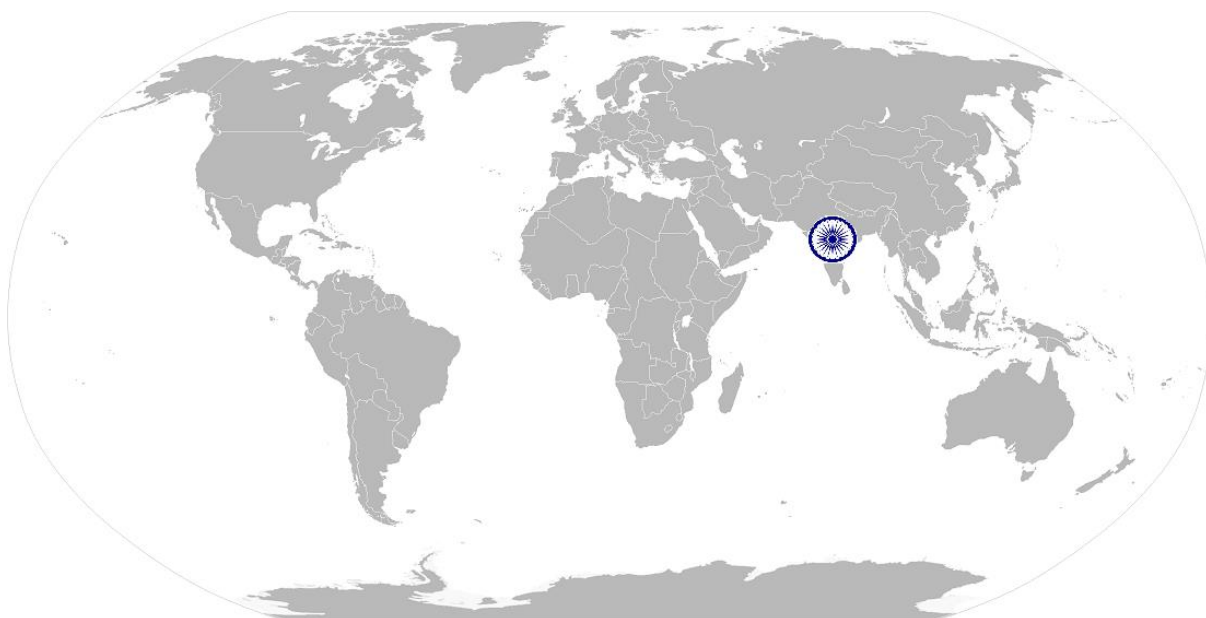


TEL/N6232

Perform Preventive Maintenance & Monitoring

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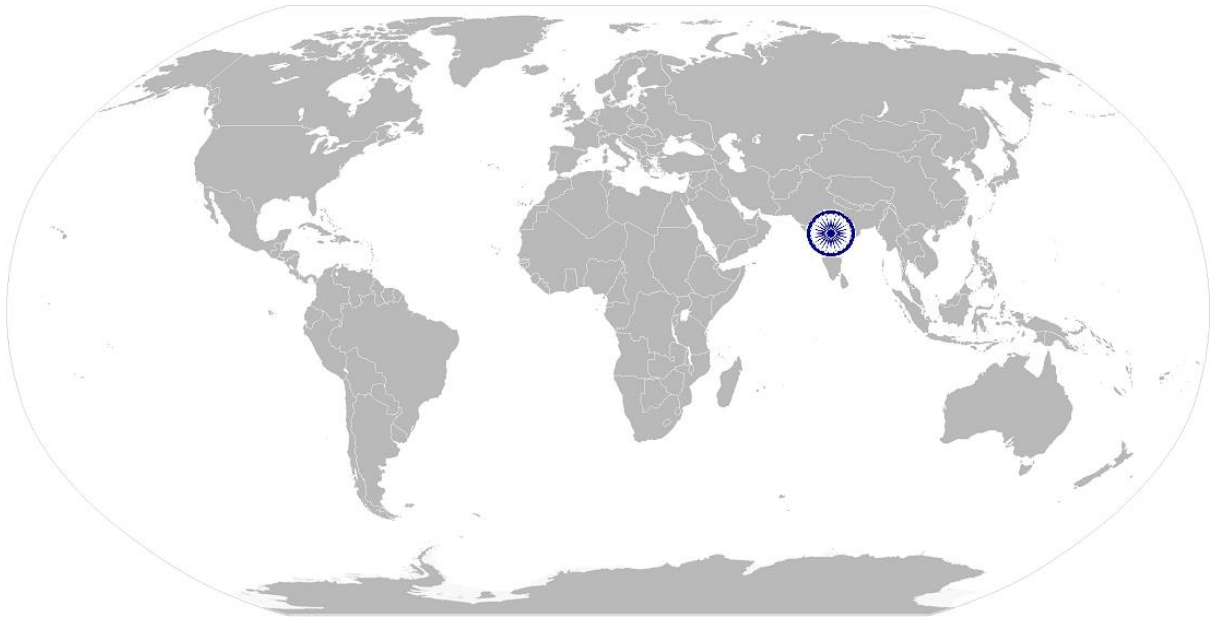
NOS Code	TEL/N6232		
Credits (NSQF)	TBD	Version number	1.0
Sector	Telecom	Drafted on	10/2/2016
Sub-sector	Network Managed Services	Last reviewed on	15/2/2016
Occupation	Network operations & Maintenance	Next review date	31/3/2019



TEL/N6233

Perform Troubleshooting & Corrective Maintenance

National Occupational Standard



Overview

This unit is about performing corrective maintenance ,troubleshooting and testing effectiveness

TEL/N6233

Perform Troubleshooting & Corrective Maintenance

National Occupational Standard

Unit Code	TEL/N6233
Unit Title (Task)	Perform Troubleshooting & Corrective Maintenance
Description	This unit is about Performing corrective maintenance ,troubleshooting and testing effectiveness
Scope	This unit/task covers the following: • Perform corrective maintenance & troubleshooting with network management tools • Handling fault notification • Rectification and testing effectiveness of troubleshooting • Maintain records
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Perform corrective maintenance & troubleshooting with network management tools	To be competent, you must be able to: PC1. monitor and administer computer network using various Network Management Systems (NMSs) PC2. ensure traffic gets diverted to backup link if primary link goes down.
Handling fault notification	PC1. Handle the fault notifications on prompt basis
Rectification and testing effectiveness of troubleshooting	PC1. Apply structured approach to Network troubleshooting PC2. Rectify and test effectiveness of the troubleshooting
Maintain records	PC1. Record all network events by maintaining a network issues log PC2. Register & file the remediation work carried out to resolve network issues
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/organization and its processes)	You need to know and understand: KA1. network structure of an organization KA2. organization's policies, procedures and guidelines for Network maintenance & troubleshooting KA3. organization's knowledge base and how to access and update this KA4. who you may need to involve to provide feedback to your execution plan KA5. the scope of work to be carried out and the importance of keeping within these boundaries KA6. standard templates and tools available and how to use these to document network issues,remediation work carried out to resolve network issues
B. Technical Knowledge	You need to know and understand: KB1. organisation's network topology,network management

TEL/N6233

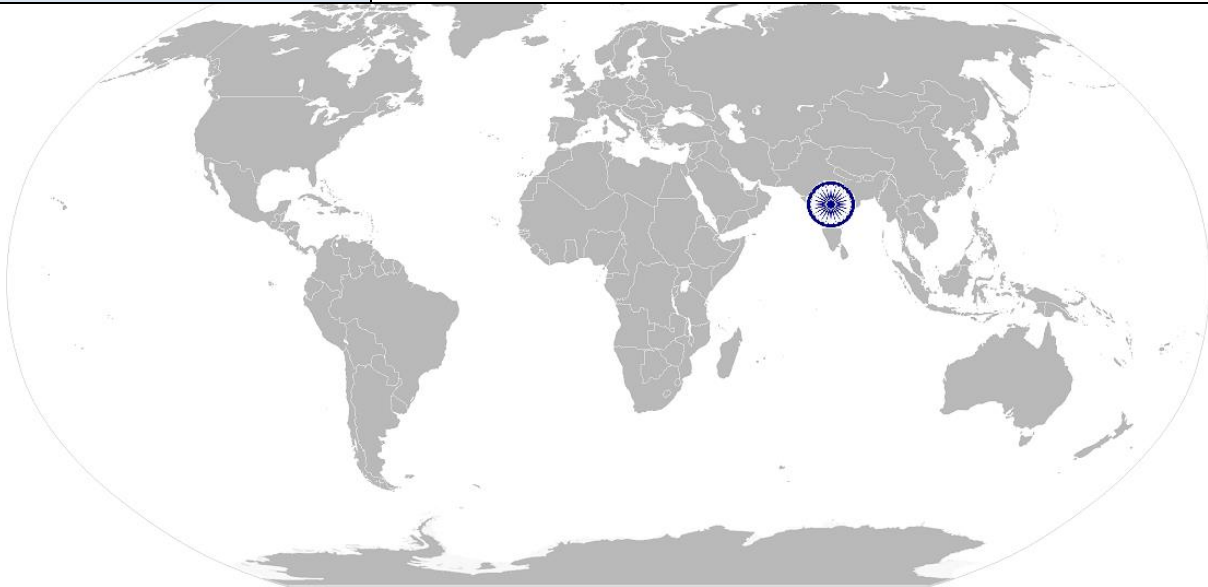
Perform Troubleshooting & Corrective Maintenance

	systems,hubs,switches,routers,bridges,firewalls,modems etc. KB2. vulnerabilities,security threats & apt response to the identified issues KB3. network protocol standards used by networked devices for communication KB4. the usability of various Network Management Systems KB5. Tools & techniques for network diagnostics KB6.how to monitor & report network issues KB7. Load balancing & storage protocols
Skills (s)	
C. Core Skills/ Generic Skills	Reading Skills
	You need to know and understand how to: SA1. Read and understand manuals, work orders, health and safety instructions, memos, reports etc.
	Writing Skills
	SA1. Fill up appropriate technical forms, activity logs in required format of the company SA2. Maintain proper records as per given format
	Oral Communication (Listening and Speaking skills)
	You need to know and understand how to: SA3. Liaise and coordinate with third party vendors SA4. Communicate with supervisor and peers SA5. Communicate in the local language.
D. Professional Skills	Decision Making
	You need to know and understand how to: SB1. Prioritize and execute tasks in a high-pressure environment and handle high pressure situations SB2. Handle multiple tasks and completing them successfully within due timelines SB3. Use and maintain resources efficiently and effectively SB4. Be flexible and accept changes in job requirements, schedules, or work environments
	Problem Solving
	You need to know and understand how to: SB2. Utilize appropriate tools to rectify faults SB3. Utilize appropriate communication channels to escalate unresolved problems to relevant personnel
	Plan and Organize
	The person in this job must know and understand how to: SB5. plan and organize service feedback files/documents

TEL/N6233

Perform Troubleshooting & Corrective Maintenance

	Customer Centricity
	The person in this job must know and understand how to: SB6. manage relationships with customers who may be stressed, frustrated, confused, or angry SB7. build customer relationships and use customer centric approach
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: NA
	Critical Thinking
	The person in this job must know and understand how to: SB1. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action



TEL/N6233

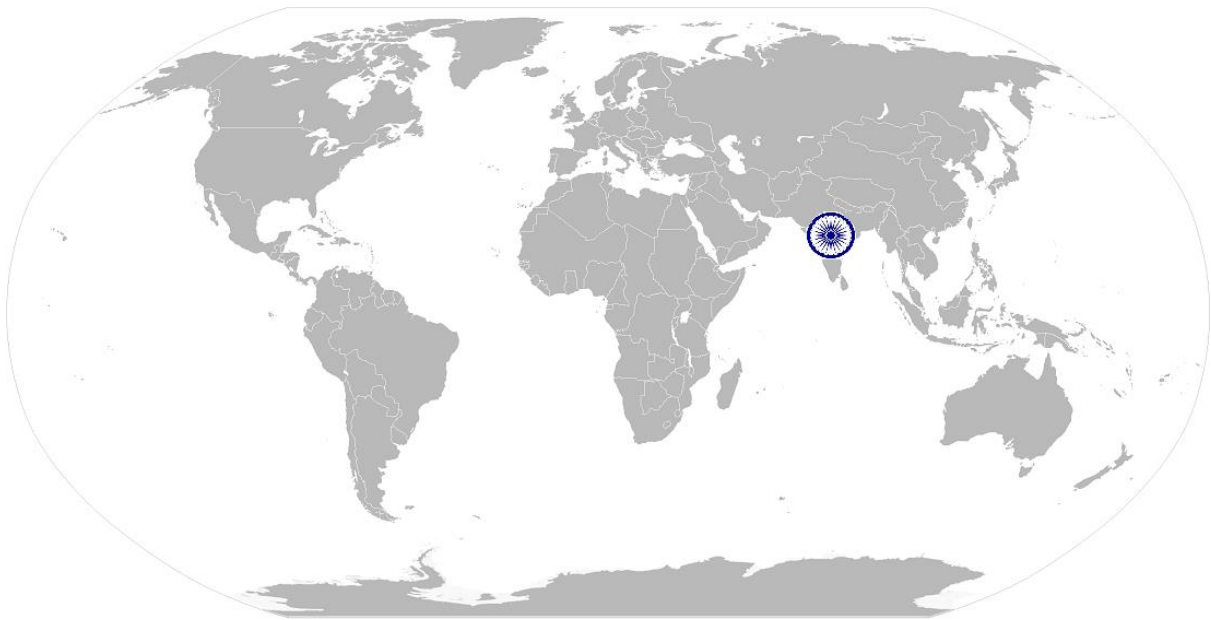
Perform Troubleshooting & Corrective Maintenance

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NOS Code	TEL/N6233		
Credits (NSQF)	TBD	Version number	1.0
Sector	Telecom	Drafted on	10/2/2016
Sub-sector	Network Managed Services	Last reviewed on	15/2/2016
Occupation	Network operations & Maintenance	Next review date	31/3/2019



National Occupational Standard



Overview

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

TEL/N4121

Maintain a Healthy, Safe and Secure Working Environment

National Occupational Standard

Unit Code	TEL/N4121
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
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Emergency procedures	To be competent, the user/individual on the job must be able to: PC1. ensure that work is carried out in accordance to the level of competence and legal requirements PC2. ensure that sites are assessed for health and safety risk as per company's guidelines prior to commencement of work PC3. ensure environmental conditions and hazards like Earth Potential Rise (EPR) are considered while carrying out the work PC4. identify and correct any hazards that you can deal with safely, competently and within the limits of your authority PC5. 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 PC6. follow your organization's emergency procedures promptly, calmly, and efficiently PC7. identify and recommend opportunities for improving health, safety, and security to the designated person PC8. complete any health and safety records legibly and accurately
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. 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

TEL/N4121

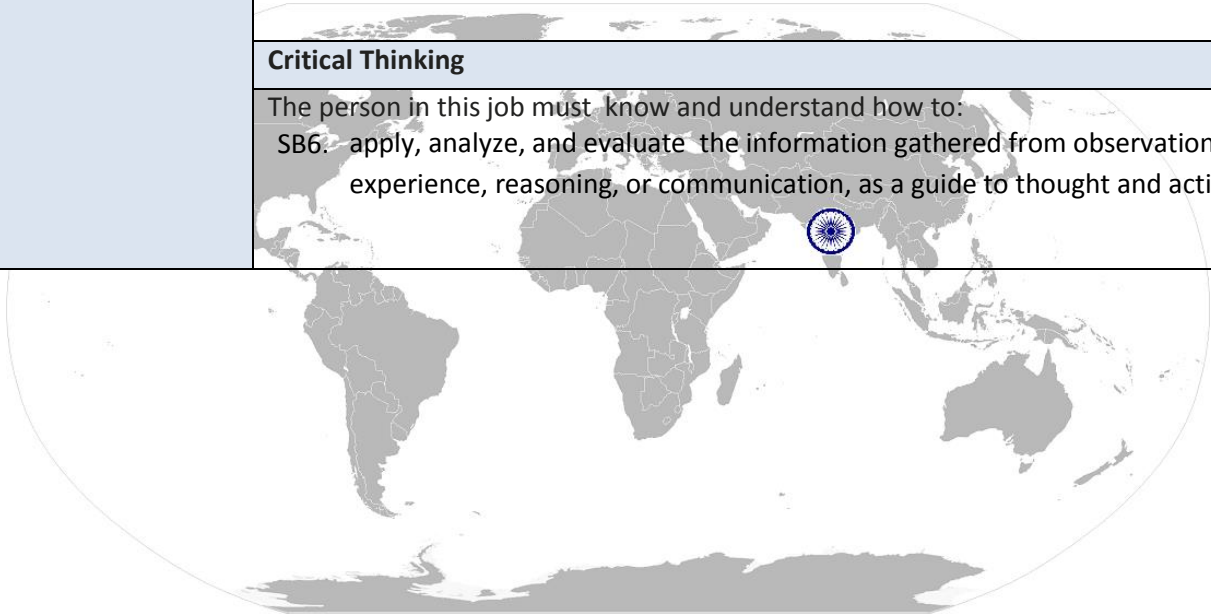
Maintain a Healthy, Safe and Secure Working Environment

	have on individuals and the organization
B. Technical Knowledge	The user/individual on the job needs 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) [Optional]	
C. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. complete accurate, well written work with attention to detail
	Reading Skills
	The user/individual on the job needs 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
D. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. make decisions on suitable course of action
	Plan and Organize
	The user/individual on the job needs to know and understand: SB2. plan and organize your work to meet health, safety and security requirements

TEL/N4121

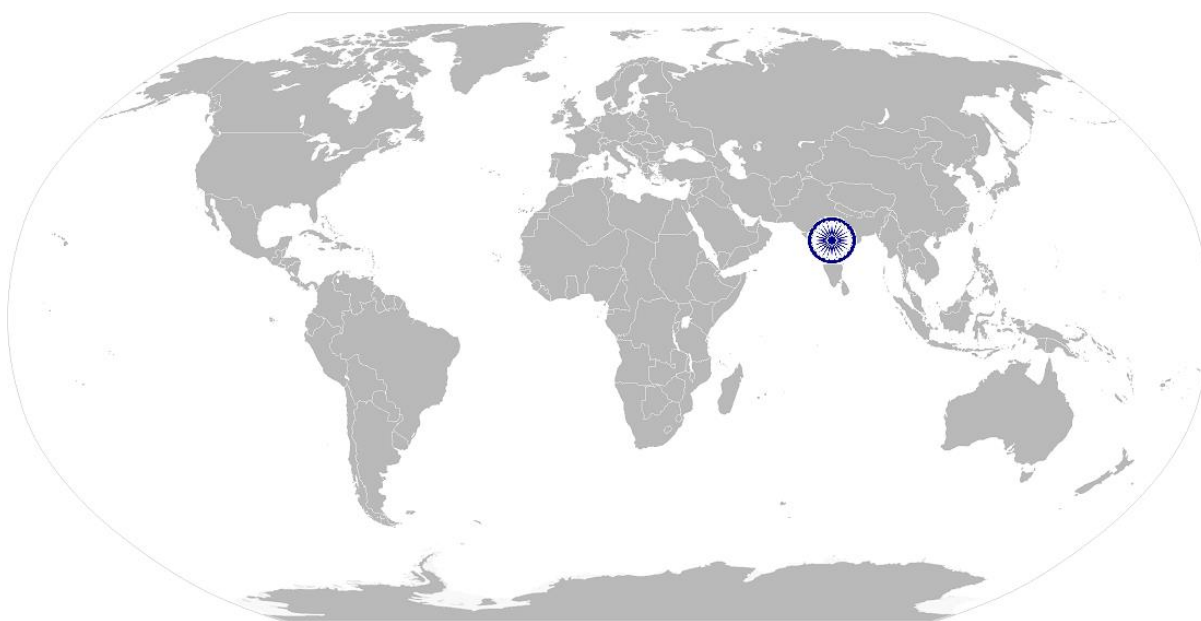
Maintain a Healthy, Safe and Secure Working Environment

	Problem Solving
	The user/individual on the job needs to know and understand how to: SB3. apply problem solving approaches in different situations
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB4. analyze data and activities
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB5. apply balanced judgments to different situations
	Customer Centricity
	NA
	Critical Thinking
	The person in this job must know and understand how to: SB6. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action



TEL/N4121 Maintain a Healthy, Safe and Secure Working Environment
NOS Version Control

NOS Code	TEL/N4121		
Credits (NSQF)	TBD	Version number	1.0
Industry	Telecom	Drafted on	08/01/15
Industry Sub-sector	Network Managed	Last reviewed on	29/04/15
Occupation	Network operations & Maintenance	Next review date	31/03/19



CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role : Network Engineer

Qualification Pack : TEL/Q6209

Sector Skill Council : Telecom

Guidelines for Assessments

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. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
- 4a. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
- 4b. 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.

Assessment outcomes	Assessment Criteria for outcomes	Total Mark	Out Of	Marks Allocation	
				Theory	Skills Practical
TEL/N6231 (Establishment of Network Infrastructure)	PC1. Identifying the Network Infrastructure, service level & network support requirements	100	10	5	5
	PC2. Identify & document activities for Network installation, implementation & handover		20	10	10
	PC3. Physical realization of network Infrastructure including configuring network hardware, software, switches, routers, bridges, devices & interfaces		20	5	15
	PC4. Install & configure network software including operating systems, firewalls, monitoring & management tools		20	10	10
	PC5. Testing & Evaluating the performance of network		10	10	0
	PC6. Network infrastructure implementation handover sign off by the authorized person		10	10	0
	PC7. Support in creation of operating policies & procedures		10	10	0
		Total	100	60	40

TEL/N6232 (Perform Preventive Maintenance)	PC1. Monitor network infrastructure services using network management tools	100	20	10	10
	PC2. Apply diagnostic tools & techniques to identify network service level issues & causes		15	10	5
	PC3. Produce network reports as per customer requirement		10	5	5
	PC4. carry out inspection of Network devices based on maintenance schedule		10	5	5
	PC5. carry out planned hardware & software upgradations		25	10	15
	PC6. Obtain sign-off from the customer as per required documentation		10	10	0
	PC7. Support in creation of operating policies & procedures		10	10	0
	Total		100	60	40
TEL/N6233 (Perform Corrective Maintenance & Troubleshooting)	PC1. monitor and administer a computer network using various Network Management Systems (NMSs)	100	15	5	10
	PC2. Handling the fault notifications		15	5	10
	PC3. Apply structured approach to Network troubleshooting		20	10	10
	PC4. Rectification and testing effectiveness of the troubleshooting		20	10	10
	PC5. Recording all network events by maintaining a network issues log		10	5	5
	PC6. Register & file the remediation work carried out to resolve network issues		10	5	5
	PC7. ensure traffic gets diverted to backup link if primary link goes down.		10	5	5
	Total		100	45	55
TEL/N4121 (Maintain a Healthy, Safe and Secure Working Environment)	PC1. ensure that work is carried out in accordance to the level of competence and legal requirements	100	10	6	4
	PC2. ensure that sites are assessed for health and safety risk as per company's guidelines prior to commencement of work		12	6	6
	PC3. ensure environmental conditions and hazards like Earth Potential Rise (EPR) are considered while carrying out the work		15	9	6
	PC4. identify and correct any hazards that you can deal with safely, competently and within the limits of your authority		15	10	5
	PC5. 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		12	7	5
	PC6. follow your organization's emergency procedures promptly, calmly, and efficiently		12	6	6
	PC7. identify and recommend opportunities for improving health, safety, and security to the designated person		14	8	6
	PC8. complete any health and safety records legibly and accurately		10	5	5
		Total	100	57	43