

Annexure I

Training Delivery Plan

Training Delivery Plan			
<b>Program Name:</b>	Assistant Technician-Production (Oil & Gas)		
<b>Qualification Pack Name &amp; Ref. ID</b>	Assistant Technician-Production (Oil & Gas), HYC/Q0102		
<b>Version No.</b>	1.0	<b>Version Update Date</b>	31/03/2019
<b>Pre-requisites to Training (if any)</b>	Class XII or Class X+2 year of ITI course		
<b>Training Outcomes</b>	<b>By the end of this program, the participants will be able to:</b>		
	1. Learn to perform production activities		
	2. Comprehend to occupational health and safety		
	3. Learn to work effectively with colleagues and supervisor		
	4. Learn Soft Skills		
5. Learn Communication Skills			

Sr. No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools/Aids	Duration (hours)
1	Perform Production activities (On Shore and Off Shore)	Oil & Gas Production Processes (Session 1)	<ul style="list-style-type: none"> <li>Following organisational SOP on Production Process.</li> <li>Knowing basic Oil &amp; Gas Production Process and Operations.</li> <li>Filling up appropriate technical forms, activity logs in required format of the company.</li> <li>Remaining congenial while discussing and debating issues with co-workers.</li> <li>Following appropriate protocols for communication based on situation, hierarchy, organizational culture and practice.</li> <li>Asking for, providing and receiving required assistance where possible to ensure achievement of work related objectives.</li> </ul>	HYC/N0104  KA 1 KB 1 SA 1 SB 1, SB 2, SB 3	Classroom lecture/PPT Session	Computer, Computer Peripherals (Optional), Black/white board, marker/chalk, duster.	8 hours

			<p><b>Practical</b></p> <ul style="list-style-type: none"> <li>• Understanding Production Process in Oil &amp; Gas field operation: Oil and Gas Processing Operations (Well surveillance, monitoring &amp; maintenance, wire line operation), Oil &amp; Gas Production Processes ( onsite training), (Compressor), (Static as well as mobile Boilers), Multi-Phase Separation in separators &amp; Emulsion Treaters)</li> <li>• Understanding Oil and Gas Processing Operations (Pigging, Hot tapping, new flow line laying, replacement of existing flow lines plugging), (Gas Dehydration), (Produced Water), (Water Injection)</li> <li>• Planning operation and maintenance of various Well stimulation &amp; Servicing Units, wire line units and new well completion</li> <li>• Planning operation and maintenance of work-over well completion.</li> <li>• Carrying out operation of crude oil upliftment through bourses, monitoring and maintenance of field Indirect Heaters ,emulsion Treaters and Crude Oil Storage Tanks, oil and Gas Processing Operations (Gas Treatment)</li> </ul>	<p>HYC/N0104</p> <p>PC 1, PC 2, PC 3, PC 4, PC 5</p>	<p>Practical Sessions/Video Session</p>	<p>Laptop, projector, sound system, Internet connection</p>	<p>8 hours</p>
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			<ul style="list-style-type: none"> <li>• Risking and impacting of not following defined procedures/ work instructions</li> <li>• Knowing basic Engineering Communications.</li> <li>• Maintaining proper records as per given format Thanking co-workers for any assistance received.</li> <li>• Offering appropriate respect based on mutuality and respect for fellow workmanship and authority.</li> <li>• Thinking through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)</li> </ul>	<p>HYC/N0104</p> <p>KA 2 KB 4 SA 2 SB 4, SB 5, SB 7</p>	<p>Classroom lecture/PPT Session</p>	<p>Computer, Computer Peripherals (Optional), Black/ white board, marker/ chalk, duster.</p>	<p>8 hours</p>
		<p>Production Techniques</p>	<p><b>Practical</b></p> <ul style="list-style-type: none"> <li>• Identifying tools, equipment and material that would be required for a range of basic routine for Off Shore Oil and Gas Production tasks.</li> <li>• Preparing the tools, equipment and materials for given Production tasks.</li> <li>• Preparing the work area for given Production tasks.</li> <li>• Identifying tools, equipment and material that would be required for a range of basic routine for on Shore Oil and Gas Production tasks.</li> <li>• Preparing the tools, equipment and materials for given Production tasks.</li> <li>• Preparing the work area for given Production tasks.</li> </ul>	<p>HYC/N0104</p> <p>PC 17, PC 18, PC 19, PC 20, PC 21, PC 22, PC 23, PC 24, PC 25, PC 26, PC 27, PC 28, PC 29, PC 30, PC 31, PC 32, PC 33</p>	<p>Practical Sessions/Video Session</p>	<p>Laptop, projector, sound system, Internet connection</p>	<p>8 hours</p>

			<ul style="list-style-type: none"> <li>• Carrying out Basic routines for Oil and Gas Production Process.</li> <li>• Ensuring appropriate cleaning routines using the correct cleaning agents.</li> <li>• Carrying out routine lubrication, using the correct lubricant for the application.</li> <li>• Ensuring oil levels and add oil as required.</li> <li>• Tightening fastenings using correct Tools and equipment.</li> <li>• Checking tensions and adjusts as required.</li> <li>• Carrying out basic visual inspection for common faults.</li> <li>• Recording observed for any faults</li> <li>• Clearing work areas following Pre and Post Production tasks</li> <li>• Carrying out Basic Production Reporting Data Entry</li> <li>• Interpretation of Production Data</li> </ul>				
		Maintenance Techniques	<ul style="list-style-type: none"> <li>• Escalation matrix for reporting identified incidents, troubles and/ or emergencies e.g. system failures, fire and power failures.</li> <li>• Doing basic Measuring and Marking-out Instruments.</li> <li>• Reading and understanding manuals, work orders, health and safety instructions, memos, reports etc.</li> <li>• Identifying immediate or temporary solutions to resolve delays</li> <li>• Identifying sources of support that can be availed of for problem solving for various kind of problems.</li> </ul>	<p>HYC/N0104</p> <p>KA 3 KB 3 SA 3 SB 8, SB 9, SB 10, SB 11</p>	Classroom lecture/PPT Session	Computer, Computer Peripherals (Optional), Black/ white board, marker/ chalk, duster.	8 hours

		<ul style="list-style-type: none"> <li>Seeking appropriate assistance from other sources to resolve problems.</li> <li>Reporting problems that you cannot resolve to appropriate authority.</li> </ul>				
		<p><b>Practical</b></p> <ul style="list-style-type: none"> <li>Preparing for basic routine maintenance tasks</li> <li>Describing basic routine maintenance techniques</li> <li>Carrying out basic routine maintenance tasks</li> <li>Carrying out basic inspections</li> <li>Identifying the use of basic maintenance hand tools</li> <li>Demonstrating the use of basic hand tools for maintenance tasks and the production of an artifact</li> <li>Demonstrating the care of basic maintenance hand tools</li> </ul>	<p>HYC/N0104</p> <p>PC 34, PC 35, PC 36, PC 37, PC 38, PC 39, PC 40</p>	<p>Practical Sessions/Video Session</p>	<p>Laptop, projector, sound system, Internet connection</p>	<p>8 hours</p>
	Maintenance Hand Tools	<ul style="list-style-type: none"> <li>Recording to be maintained and implications of non-maintenance of the same.</li> <li>Identifying defects in the material and communicate it at the earliest and suggest improvements (if any) in process/material based on experience.</li> </ul>	<p>HYC/N0104</p> <p>KA 4</p> <p>SB 6</p>	<p>Classroom lecture/PPT Session</p>	<p>Computer, Computer Peripherals (Optional), Black/white board, marker/chalk, duster.</p>	<p>8 hours</p>

		<p><b>Practical</b></p> <ul style="list-style-type: none"> <li>• Describing the key features of prime movers</li> <li>• Planning the outline of typical maintenance requirements of prime movers</li> <li>• Planning the key features of transmission systems and components</li> <li>• Learning outline typical maintenance requirements of transmission systems and components</li> <li>• Describing the key features of distribution systems</li> <li>• Having knowledge of the key features of separation system</li> <li>• Understanding of the key features of tank systems</li> <li>• Knowing the key features of oil and gas transport systems</li> <li>• Identifying the key features of oil and gas well</li> <li>• Understanding of the key features of SRP systems</li> </ul>	<p>HYC/N0104</p> <p>PC 41, PC 42, PC 43, PC 44, PC 45, PC 46, PC 47, PC 48, PC 49, PC 50</p>	<p>Practical Sessions/Video Session</p>	<p>Laptop, projector, sound system, Internet connection</p>	<p>8 hours</p>
	<p>Maintenance Hand Tools</p>	<ul style="list-style-type: none"> <li>• Knowing basic Maintenance Hand Tools</li> <li>• Learning how to courteous to the customers</li> <li>• Planning and organizing their own work schedule, work area, tools, equipment and materials to maintain decorum and for improved productivity.</li> </ul>	<p>HYC/N0104</p> <p>KB 2 SA 4 SB 1</p>	<p>Classroom lecture/PPT Session</p>	<p>Computer, Computer Peripherals (Optional), Black/white board, marker/chalk, duster.</p>	<p>8 hours</p>

		<p><b>Practical</b></p> <ul style="list-style-type: none"> <li>• Describing the key features of gas lift systems</li> <li>• Planning the key features of rotating equipment and tools</li> <li>• Outlining typical maintenance requirements of rotating equipment and tools</li> <li>• Outlining typical maintenance requirements of measurement systems and equipment</li> <li>• Outlining typical maintenance requirements of control systems and equipment</li> <li>• Outlining typical maintenance requirements of protection and detection systems</li> </ul>	<p>HYC/N0104</p> <p>PC 51, PC 52, PC 53, PC 54, PC 55, PC 56</p>	<p>Practical Sessions/Video Session</p>	<p>Laptop, projector, sound system, Internet connection</p>	<p>6 hours</p>
	<p>Health and Safety in Production operations and Maintenance jobs</p>	<ul style="list-style-type: none"> <li>• Following SHE and OHS guidelines and regulations as per company's norms.</li> <li>• Liaisoning and coordination skills.</li> <li>• Applying problem-solving approaches in different situations</li> </ul>	<p>HYC/N0104</p> <p>KA 5, SA 5, SB 7</p>	<p>Classroom lecture/PPT Session</p>	<p>Computer, Computer Peripherals (Optional), Black/white board, marker/chalk, duster</p>	<p>8 hours</p>

			<p><b>Practical</b></p> <ul style="list-style-type: none"> <li>• Describing safe working practices for working in a maintenance workshop</li> <li>• Describing the operation of safety documentation and procedures</li> <li>• Identifying relevant emergency requirements for a maintenance workshop</li> <li>• Identifying potential hazards in a workshop environment</li> <li>• Describing the associated risks and implications for people, equipment and the environment.</li> </ul>	<p>HYC/N0104</p> <p>PC 6, PC 7, PC 8, PC 9, PC 10</p>	<p>Practical Sessions/Video Session</p>	<p>Laptop, projector, sound system, Internet connection</p>	<p>6 hours</p>
			<ul style="list-style-type: none"> <li>• Learning Physical Science and Basic Properties of Materials</li> <li>• Communicating with supervisor and peers.</li> <li>• Referring anomalies to the line manager.</li> </ul>	<p>HYC/N0104</p> <p>KB 6 SA 6 SB 8</p>	<p>Classroom lecture/PPT Session</p>	<p>Computer, Computer Peripherals (Optional), Black/white board, marker/chalk, duster</p>	<p>8 hours</p>
		<p>Health and Safety in Production operations and Maintenance jobs</p>	<p><b>Practical</b></p> <ul style="list-style-type: none"> <li>• Describing measures that could be taken to minimise the risks</li> <li>• Communicating and work effectively as part of a team for maintenance tasks</li> <li>• Taking part in a tool box talk</li> <li>• Using correct manual handling techniques for maintenance tasks</li> <li>• Selecting and use the correct personal protection equipment for maintenance tasks</li> <li>• Maintaining the workspace in a clean and tidy manner and dispose of waste</li> </ul>	<p>HYC/N0104</p> <p>PC 11, PC 12, PC 13, PC 14, PC 15, PC 16</p>	<p>Practical Sessions/Video Session</p>	<p>Laptop, projector, sound system, Internet connection</p>	<p>8 hours</p>



			<ul style="list-style-type: none"> <li>Following basic numerical Skills</li> <li>Communicating in the local language (preferable)</li> <li>Identifying any issues affecting the material, equipment or surroundings</li> <li>Escalating issues that cannot be solved as per the troubleshooting/ company manual.</li> </ul>	<p>HYC/N0104</p> <p>KB 5 SA 7 SB 18 SB 9</p>	Classroom lecture/PPT Session	Computer, Computer Peripherals (Optional), Black/ white board, marker/ chalk, duster	8 hours
		Oil & Gas Production Processes (onsite training)	<p><b>Practical</b></p> <ul style="list-style-type: none"> <li>Understanding Production operation and processes in Oil &amp; Gas</li> <li>Identifying oil &amp; gas equipment</li> <li>Understanding the functionality of each equipment</li> <li>Understanding standard operating procedures</li> <li>Understanding preventive maintenance requirements</li> <li>Understanding the record keeping and reporting instructions</li> <li>Understanding the HSE requirement</li> <li>Understanding the emergency response roles and responsibility</li> </ul>	<p>HYC/N0104</p> <p>PC 57, PC 58, PC 59, PC 60, PC 61, PC 62, PC 63, PC 64</p>	Practical Sessions/Video Session	Laptop, projector, sound system, Internet connection	8 hours
2	Occupational health and Safety (OHAS)	Occupational health and safety (OHAS) (Session 1)	<ul style="list-style-type: none"> <li>Knowing names (and job titles if applicable), and where to find, all the people responsible for health and safety in a workplace.</li> <li>Knowing Occupational health and safety.</li> <li>Filling up appropriate technical forms, activity logs in required format of the company.</li> </ul>	<p>HYC/N0102</p> <p>KA 1 KB 1 SA 1</p>	Classroom lecture/PPT Session	Computer, Computer Peripherals (Optional), Black/ white board, marker/ chalk, duster.	8 hours

			<p><b>Practical</b></p> <ul style="list-style-type: none"> <li>Using protective clothing/equipment for specific tasks like cutting, welding, repairing in pipeline jobs, well operations, and maintenance inside the installation and work conditions during day to day work and during emergency.</li> <li>Stating the name and location of people responsible for health and Safety for the workplace and escalation matrix.</li> </ul>	HYC/N0102 PC 1, PC 2	Practical Sessions/Video Session	Laptop, projector, sound system, Internet connection	8 hours
		Occupational health and safety (OHAS) (Session 2)	<ul style="list-style-type: none"> <li>Planning names and location of documents that refer to health and safety in the workplace.</li> <li>Being courteous to the customers</li> <li>Making decisions on a suitable course of action or response.</li> </ul>	HYC/N0102 KA 2 SA 4 SB 1	Classroom lecture/PPT Session	Computer, Computer Peripherals (Optional), Black/white board, marker/chalk, duster.	8 hours
			<p><b>Practical</b></p> <ul style="list-style-type: none"> <li>Identifying job-site hazardous work and state possible causes of risk or possible accidents in the workplace.</li> <li>Carrying 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.</li> <li>Identifying common risks and safety SOP in Oil &amp; Gas production area.</li> </ul>	HYC/N0102 PC 3, PC 4, PC 7	Practical Sessions/Video Session	Laptop, projector, sound system, Internet connection	8 hours

		Occupational health and safety (OHAS) (Session 3)	<ul style="list-style-type: none"> <li>• Planning SHE and OHS guidelines and regulations as per company's norms</li> <li>• Understanding of 5S and Housekeeping.</li> <li>• Planning and organizing their own work schedule, work area, tools, equipment and materials to maintain decorum and for improved productivity.</li> </ul>	<p>HYC/N0102</p> <p>KA 6 KA 7 SB 2</p>	Classroom lecture/PPT Session	Computer, Computer Peripherals (Optional), Black/white board, marker/chalk, duster.	8 hours
			<p><b>Practical</b></p> <ul style="list-style-type: none"> <li>• Stating location of general health and safety equipment in the workplace.</li> <li>• Inspecting for faults set up and safely use steps and ladders in general use.</li> <li>• Working safely in and around trenches, elevated places and confined areas.</li> </ul>	<p>HYC/N0102</p> <p>PC 5, PC 6, PC 8</p>	Practical Sessions/Video Session	Laptop, projector, sound system, Internet connection	8 hours
		Fire safety and emergency procedures (Session 4)	<ul style="list-style-type: none"> <li>• Knowing risk and impact of not following defined procedures/ work instructions</li> <li>• Recognising the hazards and its effects and risk assessment</li> <li>• Maintaining proper records as per given format</li> <li>• Thinking through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)</li> </ul>	<p>HYC/N0102</p> <p>KA 3 KB 2 SA 2 SB 7</p>	Classroom lecture/PPT Session	Computer, Computer Peripherals (Optional), Black/white board, marker/chalk, duster.	8 hours
			<p><b>Practical</b></p> <ul style="list-style-type: none"> <li>• Using the various appropriate fire extinguishers on different types of fires correctly</li> </ul>	<p>HYC/N0102</p> <p>PC 9</p>	Practical Sessions/Video Session	Laptop, projector, sound system, Internet connection	8 hours

		Fire safety and emergency procedures (Session 5)	<ul style="list-style-type: none"> <li>Knowing escalation matrix for reporting identified incidents, troubles and/ or emergencies e.g. system failures ,fire and power failures</li> <li>Following standard Operating Procedures in Oil and Gas Safety w.r.t. occupational health &amp; safety</li> <li>Identifying immediate or temporary solutions to resolve delays</li> </ul>	HYC/N0102 KA 4 KB 6 SB 8	Classroom lecture/PPT Session	Computer, Computer Peripherals (Optional), Black/ white board, marker/ chalk, duster.	8 hours
			<b>Practical</b> <ul style="list-style-type: none"> <li>Identifying and follow proactive and reactive fire fighting SOP in Oil &amp; Gas production facilities.</li> <li>Performing Fire Evacuation Steps.</li> </ul>	HYC/N0102 PC 10, PC 11	Practical Sessions/Video Session	Laptop, projector, sound system, Internet connection	8 hours
		Fire safety and emergency procedures (Session 6)	<ul style="list-style-type: none"> <li>Knowing safe Working Practices</li> <li>Liaisoning and coordination skills</li> <li>Identifying sources of support that can be availed of for problem solving for various kind of problems</li> <li>Applying problem-solving approaches in different situations</li> </ul>	HYC/N0102 KB 3 SA 5 SB 9 SB 13	Classroom lecture/PPT Session	Computer, Computer Peripherals (Optional), Black/ white board, marker/ chalk, duster.	8 hours
			<b>Practical</b> <ul style="list-style-type: none"> <li>Preparing incident Reports</li> </ul>	HYC/N0102 PC 12	Practical Sessions/Video Session	Laptop, projector, sound system, Internet connection	8 hours

		Emergencies, rescue and first-aid procedures (Session 7)	<ul style="list-style-type: none"> <li>Maintaining records to be maintained and implications of non-maintenance of the same.</li> <li>Comprehending various types of Fire Fighting Equipment &amp; its uses in different conditions</li> <li>Using of different types of Personal Protective Equipment (PPE)</li> <li>Reading and understanding manuals, work orders, health and safety instructions, memos, reports etc</li> <li>Communicating with supervisor and peers</li> <li>Seeking appropriate assistance from other sources to resolve problems</li> <li>Reporting problems that you cannot resolve to appropriate authority</li> <li>Identifying defects in the material and communicate it at the earliest and suggest improvements(if any) in process/material based on experience</li> </ul>	<p>HYC/N0102</p> <p>KA 5 KB 4 KB 5 SA 3 SA 6 SB 10, SB 11, SB 12</p>	Classroom lecture/PPT Session	Computer, Computer Peripherals (Optional), Black/white board, marker/chalk, duster.	8 hours
			<p><b>Practical</b></p> <ul style="list-style-type: none"> <li>Making availability of First Aid box &amp; accessories</li> <li>Demonstrating how to free a person from electrocution.</li> <li>Administering appropriate first aid to victims were required eg. in case of bleeding, burns, choking, electric shock, poisoning etc.</li> <li>Administering appropriate first aid in chemical hazard</li> </ul>	<p>HYC/N0102</p> <p>PC 13, PC 14, PC 15, PC 16</p>	Practical Sessions/Video Session	Laptop, projector, sound system, Internet connection	8 hours

		Emergencies, rescue and first-aid procedures (Session 8)	<ul style="list-style-type: none"> <li>Understanding risk Management and reporting.</li> <li>Communicating in the local language (preferable).</li> <li>Referring anomalies to the line manager.</li> <li>Identifying any issues affecting the material, equipment or surroundings</li> <li>Escalating issues that cannot be solved as per the troubleshooting/ comp manual</li> </ul>	HYC/N0102  KB 7 SA 7 SB 14 SB 15 SB 18	Classroom lecture/PPT Session	Computer, Computer Peripherals (Optional), Black/ white board, marker/ chalk, duster.	8 hours
			<b>Practical</b> <ul style="list-style-type: none"> <li>Performing and organize loss minimization or rescue activity during an accident in real or simulated environments</li> <li>Following SOP in Oil &amp; Gas Drilling Facilities</li> <li>Using/Proper utilization of breathing apparatus</li> <li>Ensuring emergency preparation and response</li> </ul>	HYC/N0102  PC 17, PC 18, PC 19, PC 20	Practical Sessions/Video Session	Laptop, projector, sound system, Internet connection	8 hours
3	Work effectively with colleagues and supervisor	Work effectively with colleagues (Session 1)	<ul style="list-style-type: none"> <li>Risking and impacting of not following defined procedures/ work instructions.</li> <li>Knowing importance of effective communication in the workplace</li> <li>Knowing the key elements of active listening</li> <li>Understanding the value and importance of active listening and assertive communication</li> <li>Filling up appropriate technical forms, activity logs in required format of the company based on the SOP</li> </ul>	HYC/N0103  KA 3 KB 3, KB 6, KB 7 SA 1 SB 1 SB 2	Classroom lecture/PPT Session	Computer, Computer Peripherals (Optional), Black/ white board, marker/ chalk, duster.	8 hours

			<ul style="list-style-type: none"> <li>Making decisions on a suitable course of action or response Planning and organizing their own work schedule, work area, tools, equipment and materials to maintain decorum and for improved productivity</li> </ul>				
			<p><b>Practical</b></p> <ul style="list-style-type: none"> <li>Receiving accurate information and instructions from the supervisor and fellow workers, getting clarification where required</li> <li>Passing on information to the authorized persons who require it and within agreed timescale and confirm its receipt.</li> </ul>	<p>HYC/N0103 PC 1, PC 2</p>	<p>Practical Sessions/Video Session</p>	<p>Laptop, projector, sound system, Internet connection</p>	<p>8 hours</p>
		<p>Work effectively with colleagues (Session 2)</p>	<ul style="list-style-type: none"> <li>Escalating matrix for reporting identified incidents, troubles and/ or emergencies e.g. system failures ,fire and power failures</li> <li>Knowing the importance of teamwork in organizational and individual success</li> <li>Knowing the barriers to effective communication</li> <li>Maintaining proper records as per given format</li> <li>Thinking through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)</li> </ul>	<p>HYC/N0103 KA 4 KB 4 KB 8 SA2 SB 4</p>	<p>Classroom lecture/PPT Session</p>	<p>Computer, Computer Peripherals (Optional),Black/ white board, marker/ chalk, duster.</p>	<p>8 hours</p>

		<ul style="list-style-type: none"> <li>• <b>Practical</b></li> <li>• Giving information to others clearly, at a pace and in a manner that helps them to understand.</li> <li>• Displaying helpful behaviour by assisting others in performing tasks in a positive manner, where required and possible.</li> </ul>	<p>HYC/N0103</p> <p>PC 3, PC 4</p>	<p>Practical Sessions/Video Session</p>	<p>Laptop, projector, sound system, Internet connection</p>	<p>8 hours</p>
	<p>Work effectively with colleagues (Session 3)</p>	<ul style="list-style-type: none"> <li>• Recordings to be maintained and implications of non-maintenance of the same</li> <li>• Knowing the importance of avoiding casual expletives and unpleasant terms while communicating professional circles.</li> <li>• Knowing what constitutes disciplined behaviour for a working professional</li> <li>• Reading and understanding manuals, work orders, health and safety instructions, memos, reports etc.</li> <li>• Identifying immediate or temporary solutions to resolve delays.</li> <li>• Identifying sources of support that can be availed of for problem solving for various kind of problems.</li> </ul>	<p>HYC/N0103</p> <p>KA 5 KB 10 KB 14 SA 3 SB 5 SB 6</p>	<p>Classroom lecture/PPT Session</p>	<p>Computer, Computer Peripherals (Optional), Black/white board, marker/chalk, duster.</p>	<p>8 hours</p>
		<ul style="list-style-type: none"> <li>• <b>Practical</b></li> <li>• Consulting with and assist others to maximize effectiveness and efficiency in carrying out tasks</li> <li>• Displaying appropriate communication etiquette while working</li> </ul>	<p>HYC/N0103</p> <p>PC 5, PC 6</p>	<p>Practical Sessions/Video Session</p>	<p>Laptop, projector, sound system, Internet connection</p>	<p>8 hours</p>



			<ul style="list-style-type: none"> <li>• Following legislation, standards, policies, and procedures followed in the company relevant to own employment and performance conditions.</li> <li>• Knowing the user/ individual on the job needs to know and understand:</li> <li>• Knowing various categories of people that one is required to communicate and coordinate with in the organization</li> <li>• Being courteous to the Peers , Juniors , Superiors and customers</li> <li>• Seeking appropriate assistance from other sources to resolve problems</li> <li>• Reporting problems that you cannot resolve to appropriate authority</li> </ul>	<p>HYC/N0103</p> <p>KA 1 KB 1, KB 2 SA 4 SB 7, SB 8</p>	<p>Classroom lecture/PPT Session</p>	<p>Computer, Computer Peripherals (Optional),Black/ white board, marker/ chalk, duster.</p>	<p>8 hours</p>
		<p>Work effectively with supervisors (Session 4)</p>	<p><b>Practical</b></p> <ul style="list-style-type: none"> <li>• Displaying active listening skills while interacting with others at work.</li> <li>• Using appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism.</li> </ul>	<p>HYC/N0103</p> <p>PC 7, PC 8</p>	<p>Practical Sessions/Video Session</p>	<p>Laptop, projector, sound system, Internet connection</p>	<p>8 hours</p>

		<p>Work effectively with supervisors (Session 5)</p> <ul style="list-style-type: none"> <li>Reporting structure, inter-dependent functions, lines and procedures in the work area</li> <li>Knowing various components of effective communication</li> <li>Understanding the importance of tone and pitch in effective communication.</li> <li>Liaisoning and coordination skills.</li> <li>Identifying defects in the material and communicate it at the earliest and suggest improvements(if any) in process/material based on experience</li> <li>Applying problem-solving approaches in different situations</li> </ul>	<p>HYC/N0103</p> <p>KA 2 KB 5, KB 9 SA 5 SB 9, SB 10</p>	<p>Classroom lecture/PPT Session</p>	<p>Computer, Computer Peripherals (Optional),Black/white board, marker/chalk, duster.</p>	<p>8 hours</p>
		<p><b>Practical</b></p> <ul style="list-style-type: none"> <li>Demonstrating responsible and disciplined behaviours at the workplace.</li> <li>Demonstrating Time Management Skills.</li> </ul>	<p>HYC/N0103</p> <p>PC 9, PC 10</p>	<p>Practical Sessions/Video Session</p>	<p>Laptop, projector, sound system, Internet connection</p>	<p>8 hours</p>
		<p>Work effectively with supervisors (Session 6)</p> <ul style="list-style-type: none"> <li>Following SHE and OHS guidelines and regulations as per company's norms.</li> <li>Learning how poor communication practices can disturb people, environment and cause problems for the employee, the employer and the customer.</li> <li>Knowing the importance of ethics for professional success.</li> <li>Knowing the importance of discipline for professional success.</li> </ul>	<p>HYC/N0103</p> <p>KA 6 KB 11, KB 12, KB 13 SB 11, SB 12</p>	<p>Classroom lecture/PPT Session</p>	<p>Computer, Computer Peripherals (Optional),Black/white board, marker/chalk, duster.</p>	<p>8 hours</p>

			<ul style="list-style-type: none"> <li>Referring anomalies to the line manager</li> <li>Identifying any issues affecting the material, equipment or surroundings</li> <li>Escalating issues that cannot be solved as per the troubleshooting/ company manual</li> </ul>				
			<p><b>Practical</b></p> <ul style="list-style-type: none"> <li>Understanding Expectation Management</li> <li>Demonstrating Commitment to work, adhering to SOPs, Honesty etc.</li> </ul>	HYC/N0103 PC 11, PC 12	Practical Sessions/Video Session	Laptop, projector, sound system, Internet connection	8 hours
4	Soft Skills	Session 1 Developing Soft skills	<ul style="list-style-type: none"> <li>Learning personal Grooming</li> <li>Learning personality development</li> </ul>	Bridge Module	Classroom Lecture/PPT Practical demonstration	White board, pen, laptop, projector	6 hours
		Session 2 Developing Soft skills	<ul style="list-style-type: none"> <li>Learning Interview handling</li> <li>Working in team</li> </ul>		Classroom Lecture/PPT Practical demonstration	White board, pen, laptop, projector	
		Session 3 Developing Soft skills	<ul style="list-style-type: none"> <li>Learning customer Handling</li> <li>Learning time management</li> </ul>		Classroom Lecture/PPT Practical demonstration	White board, pen, laptop, projector	
5	Communication Skills	Session 1 Implementation of communication skills	<ul style="list-style-type: none"> <li>Reading, Writing and Oral communication</li> <li>Learning courteous behaviour</li> </ul>	Bridge Module	Classroom Lecture/PPT Practical demonstration	White board, pen, laptop, projector	6 hours
		Session 2 Implementation of communication skills	<ul style="list-style-type: none"> <li>Knowing problem solving techniques</li> <li>Learning positive Body language</li> </ul>		Classroom Lecture/PPT Practical demonstration	White board, pen, laptop, projector	
<b>Total Duration</b>							<b>360 Hours</b>