

# Model Curriculum

## Fire-fighter

**SECTOR: MANAGEMENT, ENTREPRENEURSHIP &  
PROFESSIONAL SKILLS**

**SUB-SECTOR: Security**

**OCCUPATION: Fire-fighting**

**REF ID: MEP/Q7301, v1.0**

**NSQF LEVEL: 5**



## Certificate

### CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

**MANAGEMENT, ENTREPRENEURSHIP & PROFESSIONAL SKILLS COUNCIL**

for the

### MODEL CURRICULUM

Complying to National Occupational Standards of  
Job Role/Qualification Pack: **'Fire-fighter'** QP No. **'MEP/Q7301 NSQF Level 5'**

Date of Issuance: **February 16<sup>th</sup>, 2018**

Valid up to\*: **February 16<sup>th</sup>, 2020**

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



Authorised Signatory  
(Management, Entrepreneurship & Professional  
Skills Council)

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# Fire-fighter

## CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “Fire-fighter”, in the “Management, Entrepreneurship and Professional Skills” Sector/Industry and aims at building the following key competencies amongst the learner

<b>Program Name</b>	<b>Fire-fighter</b>		
<b>Qualification Pack Name &amp; Reference ID. ID</b>	MEP/Q7301, v1.0		
<b>Version No.</b>	1.0	<b>Version Update Date</b>	06/04/2019
<b>Pre-requisites to Training</b>	<ul style="list-style-type: none"> <li>• 10th standard passed, 18 years old</li> <li>• For Male (Minimum) - Height: 165 cm (Relaxable by 5 cms in the case of Garhwalis, Assamese Gorkha and member of the Schedule tribes); Chest: 81 cm Unexpanded and 86 cm Expanded (Fully expanded with minimum of 5 cm Expansion); Weight: min. 50 kgs.</li> <li>• For Female (Minimum) - Height: 157 cm (Relaxable by 2.5 cm in the case of Garhwalis, Assamese Gorkha and member of the Scheduled tribes); Weight: 46 kgs.</li> <li>• Medical Standard - a) Visual: Better eye - 6/6 (Eligible vision - 6/6 only ) Worse eye- 6/12; b) Colour Vision :- No colour blindness.; c) The candidate must not have knock-nee, flat feet, squint eyes and stammering. d) Must be in good mental and bodily health and free from any physical defect. (Source: National Fire Service College, Nagpur)</li> </ul>		
<b>Training Outcomes</b>	<p><b>After completing this programme, participants will be able to:</b></p> <ul style="list-style-type: none"> <li>• Identify type of fire and response required.</li> <li>• Use portable extinguisher to put out small fires.</li> <li>• Keep big fires under control till arrival of help and equipment.</li> <li>• Identify types and construction of firefighting systems.</li> <li>• Respond to fires, hazards and other emergencies.</li> <li>• Operate various firefighting systems.</li> <li>• Respond to the fire incidents using fire-fighting systems.</li> <li>• Carry out rescue operation at an incident site.</li> <li>• Administer medical first-aid to victims.</li> <li>• Inspect installed fire safety equipment and systems for operational readiness.</li> <li>• Maintain health and safety of self and others as a fire-fighter.</li> <li>• Work effectively in a team as a fire-fighter.</li> </ul>		

This course encompasses 7 out of 7 National Occupational Standards (NOS) of “Fire-fighter” Qualification Pack issued by “Management, Entrepreneurship and Professional Skills Council”.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<p><b>Introduction</b></p> <p><b>Theory Duration</b> (hh:mm) 03:00</p> <p><b>Practical Duration</b> (hh:mm) 00:00</p> <p><b>Corresponding NOS Code</b> Bridge Module</p>	<ul style="list-style-type: none"> <li>Describe various types of organisations that employ fire-fighters.</li> <li>Describe the organisational structure and key responsibilities fulfilled by the roles in the organisation</li> <li>State the roles and responsibilities of a fire-fighter.</li> <li>List career progression options for a fire-fighter.</li> <li>List common training and development opportunities available to a fire-fighter.</li> </ul>	Training kit (Trainer guide, Presentations, LCD Projector, whiteboard, etc).
2	<p><b>Intimation and assessment of on-site fire and hazards</b></p> <p><b>Theory Duration</b> (hh:mm) 20:00</p> <p><b>Practical Duration</b> (hh:mm) 25:00</p> <p><b>Corresponding NOS Code</b> MEP/N7301</p>	<ul style="list-style-type: none"> <li>Describe fire procedures at the workplace of different kinds of organisations that hire fire-fighters. Fire procedures: watch room procedures, fire-prevention procedures, fire-fighting procedures, fire-drill procedures, writing of occurrence book, maintenance of documents (duty register, fire reports, logbooks, hose book, stock registers), etc.</li> <li>Identify layout of premises, critical assets, areas and hazards in the assigned premises, in discussion with stakeholders and superiors.</li> <li>Identify fire points, fire alarms, location of hydrants, etc. in the assigned premises.</li> <li>Describe various types of automatic fire detection cum alarm systems. Automatic fire detection cum alarm system: smoke detector, heat detector, light/ flame detector, gas detectors, quartzoid bulb type and fusible type sprinkler head detector.</li> <li>Describe the operation of fire alarm panel board and area annunciation panel board.</li> <li>Monitor fire alarm systems by interpreting alarm indicators.</li> <li>Recognize fire intimation indication from various sources with alertness. Sources: Fire alarm system indicator, control room, any person who has information of the location and extent of fire, own observation</li> <li>Follow communication sequence and procedures as per protocol for fire intimation.</li> </ul>	Training Kit, Fire alarm system, Hydrants, Security control room kit, Automatic Fire Detection cum Alarm System (Smoke detector, Heat detector, Light/ Flame detector, Gas Detectors, Quartzoid bulb type and fusible type sprinkler head detector).











Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> <li>• Use cutting, lifting and other rescue equipment/tools as per standard operating procedure.</li> <li>• Use body and respiratory protection gears (PPEs &amp; SCBA) as per standard operating procedure.</li> <li>• Identify relevant characteristics of the overall premises and area.</li> <li>• Analyse floor plan at each floor to identify important rescue and evacuation related information.</li> <li>• Identify locations of assembly/muster points, escape exits, escape routes, etc.</li> <li>• Interpret codes of various emergency alarms and signals.</li> <li>• Apply rescue techniques as per standard operating procedures and organisational policies.</li> <li>• Lower and lift self, equipment and casualties using ropes, lines and extension ladders.</li> <li>• Deal with or avoid hazards and risks as per standard operating procedures and organisational policies.</li> <li>• Assess situation to determine need for self evacuation or external assistance.</li> <li>• Minimise risk of further injury to injured person, according to organisational policies and procedures.</li> <li>• Carry out rescue on land, at heights and in water.</li> <li>• Carry out rescue using fall protection equipment.</li> </ul>	
8	<p><b>Administration of medical first aid</b></p> <p><b>Theory Duration</b> (hh:mm) 15:00</p> <p><b>Practical Duration</b> (hh:mm) 30:00</p> <p><b>Corresponding NOS Code</b> MEP/N7304</p>	<ul style="list-style-type: none"> <li>• Describe different types of medical situations and related medical first-aid. Medical first-aid: Shock-sign and symptoms, asphyxia-sign and symptoms, wounds and haemorrhage, scalds and frost bites, heart attack, sprain; fractures and dislocation, snake bites, resuscitation.</li> <li>• Evaluate surroundings and emergency situation correctly.</li> <li>• Assess the condition of the casualty in order to identify medical emergencies and trauma conditions.</li> <li>• Summarize contents usage of first aid box.</li> <li>• Follow established process for clearing air way, breathing and circulation in the casualty with cardiac arrest.</li> <li>• Give CPR and resuscitation (artificial respiration) as per established process.</li> <li>• Administer first-aid as per medical standards.</li> </ul>	Training kit, First aid kit with all contents.



Sr. No.	Module	Key Learning Outcomes	Equipment Required
			<p>Breeching(Hand control); Hydrant Key &amp; Bar (with hydrant Spindle); Adapter for Air Store Pressure; Hydraulic Pressure Testing Machine; Sprinklers head; a water supply and distribution system; Fire alarm system; Security control room kit; Emergency rescue equipment; Body and respiratory protection gears (PPEs &amp; SCBA); First aid kit with all contents; Pump and primers(Portable Fire Pump/TFP, Control Panel-Model-pump, centrifugal pumps, reciprocating primer and gas ejector primers); Manual, semi-automatic and automatic fire fighting systems; Standpipe; Deluge; Auto, semi-auto protection systems; Fire detection and alarm systems(Smoke detector, Heat detector, Light/ Flame detector, Gas Detectors, Quartzoid bulb type and fusible type sprinkler head detector); Self-contained breathing apparatus (SCBA), Fire breathers, resuscitation apparatus; Exercise and lifting equipment; Flux Meter, Dosi Meter; Cut model of fire Extinguisher/Fire Pump, Fire Suit, Fire tender(One for the institute); Rescue Van (One for the Institute); Foam Making equipment(Foam Making Branches, Inline inductor,MFG-5,MFG-10,Medium/High Ex.</p>





Sr. No.	Module	Key Learning Outcomes	Equipment Required
	<p><b>Corresponding NOS Code</b> MEP/N7307</p>	<ul style="list-style-type: none"> <li>• State the factors which can affect work performance.</li> <li>• State potential effects of not meeting commitments.</li> <li>• State information about licensing and certification requirements for driving vehicles and providing emergency care.</li> <li>• State the implications of change in the workplace on own job such as introduction of new processes; introduction of new personnel; introduction of new technology including new communication systems; implementation of new work practices and services; building restructure, etc.</li> <li>• State the implications of external change on the organisation such as at an international, national or state/territory level changes in society, changes to legislation, changes to organisational policies and procedures; community expectations; political changes.</li> <li>• State various communication modes for diverse situations.</li> <li>• Describe non-operational and operational communication processes.</li> <li>• Describe effective non-verbal communication techniques.</li> <li>• Describe effective verbal communication techniques.</li> <li>• Describe group communication techniques.</li> <li>• State the basic principles of participating in meetings.</li> <li>• Apply written communication skills in writing work related reports, emails and notes.</li> <li>• Use communications system correctly to facilitate transmission and reception. Communications equipment and techniques: Verbal communications and voice procedures, are selected to best meet the task, context and needs of the situation, etc.</li> <li>• Operate equipment safely to support communications as per organisational policies and procedures.</li> <li>• Inspect communications equipment to ensure operational readiness.</li> <li>• Transmit and receive communications concisely and clearly to facilitate accurate reception of the message as per organisational policies and procedures.</li> <li>• Ensure instructions received are clearly understood, acknowledged and implemented.</li> </ul>	

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> <li>• Relay instructions clearly, concisely and accurately to co-workers and obtain confirmation of understanding.</li> <li>• Give and receive instructions concisely and clearly.</li> <li>• Seek responses from other team members in a constructive way.</li> <li>• Deliver responses to other team members in a constructive way.</li> <li>• Follow organisational procedures and standards relating to conduct and dress code at the workplace.</li> <li>• Raise alarm/ make announcement/ speak over phone/ radio clearly, coherently and calmly.</li> <li>• Receive fire/ emergency calls with alertness and promptness.</li> <li>• Give clear, coherent instructions to people in a calm manner.</li> <li>• Instruct occupants of premises as per the plan.</li> <li>• Guide municipal fire and emergency service personnel.</li> <li>• Implement crowd control procedures as per organisational protocol.</li> <li>• Identify organisational priorities and key assets that have to be kept in mind during an emergency situation by discussing with stakeholders and seniors.</li> <li>• Take measures to reduce confusion, lower emotional stress and organise people as per instructions.</li> <li>• Recognize signs of stress in self and others and take action to manage it.</li> <li>• Describe conflict resolution strategies.</li> <li>• Deal with conflict in a calm manner as per established protocol.</li> <li>• Identify need for additional support as per work load and communicate it clearly to appropriate person.</li> </ul>	
	<p><b>Total Duration</b></p> <p><b>Theory Duration</b> <b>240:00</b></p> <p><b>Practical Duration</b> <b>560:00</b></p>	<p><b>Unique Equipment Required:</b> Training kit (Trainer guide, Presentations, LCD Projector, whiteboard, etc.); Fire Extinguishers (Stored pressure Type Fire Extinguisher, Mechanical Foam type Fire Extinguisher, CO2 Type Extinguisher, BC Type Fire Extinguisher, ABC Type Fire Extinguisher); All types of Branches Or Nozzles; Fire Hose, Hose reel system, Nitrogen Cylinder, Hose Box, Suction Hose; Fire fighting Point complete set; Suction Wrench, Metal Strainer, Basket Strainer; All Types of small gears.; BA Set (Negative &amp; Positive Pressure); Gas Cylinder; Steel Back plates; All types of Couplings; Hydrant-Stand Pipe Type; Fire Trays; Manual call point; Entry suit/Proximity Suit; Extension Ladder; Ropes 100 ft Long, Lines 100 ft Long; Personal Protective Equipment(Helmet(Type A,B,C), Laser Welding Safety Goggles, Face Shield, Face mask, Welding Shield, Ear Muff, Ear plug, Canal Caps, Safety Shoes, Asbestos Gloves, Hand</p>	



Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<p>Gloves(Rubber), Dust Mask); Personal Protective Clothing (Safety Shirt, Safety Trousers, Safety Jacket, Cooling Vest, Gum Boots, Safety Belt); Personal Fall Arrest System(PFAS); Tripod, Pulley, Suspended Scaffold; Plastic Tunnel(Sewer Rescue Drill); Body Harness, Collecting Breeching, Dividing Breeching(Hand control); Hydrant Key &amp; Bar (with hydrant Spindle); Adapter for Air Store Pressure; Hydraulic Pressure Testing Machine; Sprinklers head; a water supply and distribution system; Fire alarm system; Security control room kit; Emergency rescue equipment; Body and respiratory protection gears (PPEs &amp; SCBA); First aid kit with all contents; Pump and primers(Portable Fire Pump/TFP, Control Panel-Model-pump, centrifugal pumps, reciprocating primer and gas ejector primers); Manual, semi-automatic and automatic fire fighting systems; Standpipe; Deluge; Auto, semi-auto protection systems; Fire detection and alarm systems(Smoke detector, Heat detector, Light/ Flame detector, Gas Detectors, Quartzoid bulb type and fusible type sprinkler head detector); Self-contained breathing apparatus (SCBA), Fire breathers, resuscitation apparatus; Exercise and lifting equipment; Cut model of fire Extinguisher/Fire Pump, Fire Suit, Fire tender(One for the institute); Rescue Van (One for the Institute); Foam Making equipment(Foam Making Branches, Inline inductor,MFG-5,MFG-10,Medium/High Ex. Generator), fixed foam; Salvage Equipment; Various communication systems (Telephone, Radio communication set, Public address system, loudspeaker and microphone, etc.); Computers with internet facility; Drill tower for conducting search rescue and medical first responders drills; Hydraulic rescue tools like cutters, spreaders and rams; Mannequins for medical first responders; Land required for PT, parade, and Fire drill.</p>	

Grand Total Course Duration: **800 Hours, 0 Minutes**

(This syllabus/ curriculum has been approved by Management, Entrepreneurship and Professional Skills Council)

## Trainer Prerequisites for Job role: “Fire-fighter” mapped to Qualification Pack: “MEP/Q7301 v1.0”

Sr. No.	Area	Details
1	<b>Description</b>	The Fire-fighter, also known as fireman, rescues and mitigates emergency and fire situations, by using appropriate fire-fighting equipments and safety devices. The Fire-fighter extinguishes fire, rescues trapped personnel and responds to various manmade and natural disasters.
2	<b>Personal Attributes</b>	The Fire-fighter should display courage, resilience and have healthy habits as well as have technical aptitude, commitment and proficiency in his duties. The role also requires effective communication skills. The Fire-fighter should also fulfil the following criteria: For Male (Minimum) - Height: 165 cm (Relaxable by 5 cms in the case of Garhwalis, Assamese Gorkha and member of the Schedule tribes); Chest: 81 cm Unexpanded and 86 cm Expanded (Fully expanded with minimum of 5 cm Expansion); Weight: min. 50 kgs. For Female (Minimum) - Height: 157 cm (Relaxable by 2.5 cm in the case of Garhwalis, Assamese Gorkha and member of the Scheduled tribes); Weight: 46 kgs. Medical Standard - a) Visual: Better eye - 6/6 (Eligible vision - 6/6 only) Worse eye- 6/12; b) Colour Vision:- No colour blindness.; c) The candidate must not have knock-nee, flat feet, squint eyes and stammering. d) Must be in good mental and bodily health and free from any physical defect.
3	<b>Minimum Educational Qualifications</b>	Graduate
4a	<b>Domain Certification</b>	Certified for Job Role: “ <u>Fire-fighter</u> ” mapped to QP: “ <u>MEP/ Q7301, v1.0</u> ”. Minimum accepted score is 80%
4b	<b>Platform Certification</b>	Recommended that the Trainer is certified for the Job Role: “ <u>Trainer</u> ”, mapped to the Qualification Pack: “ <u>MEP/ Q2601</u> ”. Minimum accepted as per respective SSC guidelines is 80%.
5	<b>Experience</b>	NA

## Assessment Criteria

### Criteria For Assessment Of Trainees

**Job Role:** Fire-fighter

**Qualification Pack:** MEP/Q7301

**Sector Skill Council:** Management & Entrepreneurship and Professional Skills Council

#### Guidelines for Assessment:

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

Total Marks: 1000		Compulsory NOS		Marks Allocation		
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Practical	
<b>MEP/N7301</b> <b>Identify type of fire and response required</b>	PC1. identify layout of premises, critical assets, areas and hazards in the assigned area in discussion with stakeholders and superiors	<b>150</b>				
			10	4	6	
	PC2. identify fire points, fire alarms, location of hydrants, etc. in the assigned area		10	4	6	
	PC3. monitor fire alarm systems and interpret alarm indicators		10	4	6	
	PC4. recognize fire intimation indication from various sources with alertness		10	4	6	
	PC5. follow communication sequence and procedures as per protocol for fire intimation		11	4	7	
	PC6. assess and decide level of fire and hazardous situation		12	5	7	
	PC7. identify the type of fire		12	5	7	
PC8. identify fire associated hazards in the assigned area	11	4	7			







<b>MEP/N7305</b> <b>Inspect installed fire safety equipment and systems for operational readiness</b>	PC1. identify the parts and components of the first-aid fire-fighting equipment available and their parts and components	<b>130</b>			
	PC2. identify different types of hose, hose appliances, hose tools, connectors, breechings, nozzles and adapters		7	2	5
	PC3. identify different types of ladders and their use		8	3	5
	PC4. identify different tools and special gears used by Fire-fighter		7	2	5
	PC5. interpret working of fire and foam tenders		8	3	5
	PC6. Identify location of water supply, distribution system, hydraulics and pumps & primers		7	3	4
	PC7. identify fixed fire-fighting systems, foam making equipment and monitors		7	2	5
	PC8. identify automatic fire detection and alarm systems		8	3	5
	PC9. obtain list of and access to fire safety equipment and systems allocated to assigned area		7	2	5
	PC10. identify parameters to be inspected to ensure operational readiness of fire safety equipment and systems		7	3	4
	PC11. conduct an inventory of fire safety equipment and systems in assigned area and tally with records		7	4	3
	PC12. inspect the condition of all fire safety equipment and systems		7	2	5
	PC13. ensure proper functioning of fire safety equipment and systems by coordinating with maintenance team and procurement team		8	3	5
	PC14. store safety equipment and systems at station level as per manufacturer's guidelines		7	2	5
	PC15. complete documentation for inventory, inspection and maintenance of fire safety equipment and systems in assigned area		7	2	5
	PC16. report tools and equipment deterioration and damages to superiors		7	3	4
	PC17. discard tools and equipment at or before their service life		7	2	5
	PC18. prepare testing schedule and testing report		7	3	4
	<b>Total</b>	<b>130</b>	<b>46</b>	<b>84</b>	
<b>MEP/N7306</b> <b>Maintain health and safety of self and others as a fire-fighter</b>	PC1. identify and report risks and hazards at the workplace	<b>100</b>			
	PC2. carry out tasks to ensure safety of workplace in line with organisational procedures and within limits of authority		5	2	3
	PC3. keep emergency and escape routes free from obstructions		6	2	4
	PC4. report violation to appropriate authority in a timely manner where violation is not addressable within limits of own authority,		5	2	3
			6	2	4

	PC5. wear personal safety gear and clothing as per organisational procedure		4	1	3
	PC6. check violators of defined safety and security instructions and report violations		6	2	4
	PC7. report to superiors and emergency service organisations for assistance in the event of emergencies		4	1	3
	PC8. assess and respond for life safety of self and others		6	2	4
	PC9. practice safety steps in an emergency		6	2	4
	PC10. use body protection and respiratory protection gear		6	2	4
	PC11. ensure self and other's safety keeping in view basic industrial safety management		6	2	4
	PC12. perform physical exercises and activities (commensurate with age) regularly		5	1	4
	PC13. maintain good personal hygiene and habits as per organisational and professional standards		6	2	4
	PC14. maintain own professional standards at work by avoiding alcohol, tobacco, drugs and other intoxicants		6	2	4
	PC15. follow good and safe practices of personal behaviour to guard against sexually transmitted diseases and HIV, etc.		6	2	4
	PC16. maintain dietary control		6	2	4
	PC17. undergo regular medical and physical check-up		6	2	4
	PC18. practice proper lifting techniques		5	1	4
		<b>Total</b>	<b>100</b>	<b>32</b>	<b>68</b>
<b>MEP/N7307 Work effectively as a fire-fighter</b>	PC1. ensure instructions received are clearly understood, acknowledged and implemented	<b>70</b>	3	1	2
	PC2. relay instructions clearly, concisely and accurately to co-workers and obtain confirmation of understanding		3	1	2
	PC3. identify organisational priorities and key assets that have to be kept in mind during an emergency situation by discussing with stakeholders and seniors		3	1	2
	PC4. identify need for additional support as per work load and communicate it clearly to appropriate person		3	1	2
	PC5. participate with team members in mock fire and emergency drills		4	1	3
	PC6. follow established protocol for working in a team during emergency situations		4	1	3
	PC7. identify signs of stress in self and team members and take action to manage it		3	1	2
	PC8. give and receive instructions concisely and clearly		3	1	2
	PC9. seek and provide responses from and to, other team members in a constructive way		3	1	2
	PC10. follow organisational procedures and standards relating to conduct and dress code at the workplace		3	1	2



PC11. raise alarm/ make announcement/ speak over phone/ radio clearly, coherently and calmly	4	1	3
PC12. receive fire/ emergency calls with alertness and promptness	3	1	2
PC13. give clear, coherent instructions to people in a calm manner	3	1	2
PC14. instruct and guide occupants of premises as per the plan	3	1	2
PC15. guide municipal fire and emergency service personnel	3	1	2
PC16. implement crowd control procedures as per organisational protocol	3	1	2
PC17. take measures to reduce confusion, lower emotional stress and organise people as per instructions	3	1	2
PC18. deal with conflict in a calm manner as per established protocol	3	1	2
PC19. use communications system correctly to facilitate transmission and reception	3	1	2
PC20. operate equipments safely to support communications as per organisational policies and procedures	4	2	2
PC21. inspect communications equipment to ensure operational readiness	3	1	2
PC22. transmit and receive communications concisely and clearly to facilitate accurate reception of the message as per organisational policies and procedures	3	1	2
<b>Total</b>	<b>70</b>	<b>23</b>	<b>47</b>