

Model Curriculum

Highway Toll Collector

SECTOR: AUTOMOTIVE
SUB-SECTOR: ROAD TRANSPORTAION
OCCUPATION: TOLL COLLECTION
REF ID: ASC/Q9730
NSQF LEVEL: 4



Certificate

CURRICULUM COMPLIANCE TO QUALIFICATION PACK - NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

AUTOMOTIVE SKILLS DEVELOPMENT COUNCIL

for

MODEL CURRICULUM

Complying to National Occupational Standards of
Job Role/Qualification Pack "**Highway Toll Collector**" QP No: "**ASC/Q9730 Level 4**"

Date of Issuance: November 24th, 2016

Valid up to: November 24th, 2018*

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



Authorised Signatory
(Automotive Skills Development Council)

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Highway Toll Collector

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “**Highway Toll Collector**”, in the “**Automotive**” Sector/Industry and aims at building the following key competencies amongst the learner.

Program Name	Highway Toll Collector		
Qualification Pack Name & Reference ID.	ASC/Q9730, v1.0		
Version No.	1.0	Version Update Date	24/11/2018
Pre-requisites to Training	12th Standard passed, preferably		
Training Outcomes	<p>After completing this programme, participants will be able to:</p> <ul style="list-style-type: none"> • Prepare for toll collection. • Carryout toll collection. • Perform post toll collection activities. • Work effectively in a team. • Maintain a healthy, safe and secure working environment. 		

This course encompasses 3 out of 3 National Occupational Standards (NOS) of “**Highway Toll Collector**” Qualification Pack issued by “**Automotive Skills Development Council**”.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<p>Introduction</p> <p>Theory Duration (hh:mm) 02:00</p> <p>Practical Duration (hh:mm) 00:00</p> <p>Corresponding NOS Code Bridge Module</p>	<ul style="list-style-type: none"> • Explain the importance of this job role • Classify roads as National Highway, State Highway, District Road and Village Road. • Summarize geographical spread of toll plaza in the country. • Name various positions available at a toll plaza as per National Highway Authority of India (NHAI) guidelines. • Identify possible career growth path for toll collectors. • List the traffic management activities that take place at the toll plaza. 	<p>Training kit (Trainer guide, PowerPoint presentation)</p>
2	<p>Road Network</p> <p>Theory Duration (hh:mm) 05:00</p> <p>Practical Duration (hh:mm) 03:00</p> <p>Corresponding NOS Code ASC/N9730</p>	<ul style="list-style-type: none"> • Explain the classification of Indian road network. • Explain the importance of good road network. • Identify key stakeholders in the road construction sector. • List responsibilities of key stakeholders. • Name various types of PPP modes of contracting used in road construction. • Distinguish between BOT (Toll), BOT (Annuity) and OMT mode of PPP contracting. 	<p>Training kit (Trainer guide, PowerPoint presentation)</p> <p>Traffic sign charts, Current exemption guidelines, computer with all accessories, NHAI notification of job roles, Personal Protective Equipment, First aid kit, Fire extinguisher, Cash bag, Shift report format, Roll call form, Toll lane controller, TFT monitor, Key board, Receipt printer, Barcode reader, Smart card reader, Manual booth controller, Lane intercom unit, Booth camera, Shift in charge report, Shift in charge report format, Shift collection summary format etc.</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
3	<p>Introduction to Toll Plaza</p> <p>Theory Duration (hh:mm) 05:00</p> <p>Practical Duration (hh:mm) 03:00</p> <p>Corresponding NOS Code ASC/N9730</p>	<ul style="list-style-type: none"> Differentiate between Open and Closed Toll System. State advantages of Open and Closed Toll System. List the various methods for toll collection. Explain the various steps involved in the method of toll collection by employing Electronic, automatic and manual techniques. Define the various terms used in tolling. 	<p>Training kit (Trainer guide, PowerPoint presentation)</p>
4	<p>Traffic Signs</p> <p>Theory Duration (hh:mm) 05:00</p> <p>Practical Duration (hh:mm) 03:00</p> <p>Corresponding NOS Code ASC/N9730</p>	<ul style="list-style-type: none"> Explain the importance of traffic signs. Explain Regulatory, Cautionary and Informative signs. Define the standard traffic related terms such as advance working zone, transition zone, working zone, carriageway traffic control, traffic control devices, detour, diversion etc. 	<p>Training kit (Trainer guide, PowerPoint presentation), Traffic sign charts, Current exemption guidelines, computer with all accessories,</p>
5	<p>Rules and Regulations of NHAI, 1997</p> <p>Theory Duration (hh:mm) 05:00</p> <p>Practical Duration (hh:mm) 03:00</p> <p>Corresponding NOS Code ASC/N9730</p>	<ul style="list-style-type: none"> Identify the class of vehicle as per NHAI guidelines. List the exemption rules and regulations. State the purpose of vehicle beacon lights. Explain code laws for beacons for Central Government and State Governments. State the significance of colour coding of beacons. 	<p>Training kit (Trainer guide, PowerPoint presentation), computer with all accessories, NHAI notification of job roles,</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
6	<p>Introduction to Computers</p> <p>Theory Duration (hh:mm) 04:00</p> <p>Practical Duration (hh:mm) 04:00</p> <p>Corresponding NOS Code ASC/N9730</p>	<ul style="list-style-type: none"> Explain the importance of computer in tolling operation. Define important terms used in computer operations like 'Hardware', 'Software' and 'Processing'. List the operations performed by a computer. List input/output devices. State the functions of input/ Output devices and the Central Processing Unit (CPU). Identify key features of a Central Processing Unit. Connect input/output devices to the CPU. Make dummy entries in the software. 	<p>Training kit (Trainer guide, PowerPoint presentation), computer with all accessories.</p>
7	<p>Money related calculations</p> <p>Theory Duration (hh:mm) 04:00</p> <p>Practical Duration (hh:mm) 04:00</p> <p>Corresponding NOS Code ASC/N9730</p>	<ul style="list-style-type: none"> Explain the importance of monetary calculations in day to day operation of a toll collector. List key arithmetic skills required for monetary calculations. Count float cash in adherence with standard techniques. Calculate the change to be provided after deducting the specified amount. Prepare summary report of the amount collected effortlessly. 	<p>Training kit (Trainer guide, PowerPoint presentation)</p>
8	<p>Toll Plaza Organisation Structure</p> <p>Theory Duration (hh:mm) 04:00</p> <p>Practical Duration (hh:mm) 20:00</p> <p>Corresponding NOS Code ASC/N9730</p>	<ul style="list-style-type: none"> Identify key job roles at the toll plaza. Illustrate toll plaza hierarchy. Explain the various policies and procedures to be implemented at the toll plaza. Prepare a sample shift report. Extract relevant information from shift In-charge and shift cashier reports. 	<p>Training kit (Trainer guide, PowerPoint presentation)</p> <p>Traffic sign charts, Current exemption guidelines, computer with all accessories, NHA notification of job roles, Personal Protective Equipment, First aid kit, Fire extinguisher, Cash bag, Shift report format, Roll call form, Toll lane controller, TFT</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
			monitor, Key board, Receipt printer, Barcode reader, Smart card reader, Manual booth controller, Lane intercom unit, Booth camera, Shift in charge report, Shift in charge report format, Shift collection summary format etc.
9	<p>Standard Operating Procedure for Toll Collection</p> <p>Theory Duration (hh:mm) 16:00</p> <p>Practical Duration (hh:mm) 46:00</p> <p>Corresponding NOS Code ASC/N9730</p>	<ul style="list-style-type: none"> • Demonstrate the procedure of reporting to work including marking of attendance, acknowledging roll call, getting briefing, depositing personal belongings, etc. • Explain the process for collecting shift report, cash bag, lock and key, etc. for toll collections. • Demonstrate the preparatory activities required before starting the toll collection such as occupying the assigned booth, checking the IT systems, reporting malfunctions, checking if the previous collector is logged out and logging into the system, etc. • Explain the procedure for logging in the lane system by providing authentic information and checking if the Over Head Lane Signal (OHLS) turns green automatically. • Demonstrate the procedure for confirming the login to the plaza controller or validator. • Explain negative consequences of malfunctions, abnormalities and damages on the toll equipment. • Demonstrate best practices used in organisations for handling, storing and safe keeping of the float cash. • List the key considerations for personal safety at the workplace. • List the emergency services available 	<p>Training kit (Trainer guide, PowerPoint presentation)</p> <p>Traffic sign charts, Current exemption guidelines, computer with all accessories, NHA1 notification of job roles, Personal Protective Equipment, First aid kit, Fire extinguisher, Cash bag, Shift report format, Roll call form, Toll lane controller, TFT monitor, Key board, Receipt printer, Barcode reader, Smart card reader, Manual booth controller, Lane intercom unit, Booth camera, Shift in charge report, Shift in charge report format, Shift collection summary format etc.</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<p>at the toll plaza.</p> <ul style="list-style-type: none"> • List the concerned authorities responsible for implementing safety at a toll plaza. • Extract relevant information about the toll collection procedure from a standard operating procedure (SOP) manual. • Demonstrate the communication process of providing instructions to the attendant/channelizers. • Identify various classes of vehicles and the fee to be collected as per the stipulated tariff. • Demonstrate the toll collection procedure including validation of receipts, collection of tariff, handover of change and receipt. • List the exemption from paying toll tax as per NHAI rules. • Describe the code laws for the use of beacons. • Demonstrate procedure/ activities for toll exemption of vehicles such as informing the plaza validator, obtaining permission from plaza controller, making an entry in the incident report etc. • Explain the procedure of seeking help from the plaza controller in case of incidents. • Prepare a sample incident report containing exemptions, incidents and other exceptions. • Demonstrate how to check the display of approved RFID Tag/FASTag, vehicle number for smart card, local concession and monthly pass users. • Demonstrate the process of storing the collected toll as per specified procedure. • Demonstrate application of safety measures in all work scenarios. • Demonstrate how to respond to surprise checks and frisking. 	

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> • Demonstrate recommended procedure to take breaks and logging out after the shift. • Communicate appropriate waiting time to the vehicle driver at the time of shift change. • Perform segregation of the revenue collected as per the denomination. • Prepare summary of the cash collected accurately and in the prescribed format. • State the importance of following organisational practices for the submission of the toll collected. • Perform reconciling of the amount with the system generated report. • Demonstrate the departure procedures which include tasks such as getting exemption reports verified, submission of shift report, handover of cash and keys, taking permissions, undergoing security checks and registering departure. 	
10	<p>Effective Communication Theory Duration (hh:mm) 02:00</p> <p>Practical Duration (hh:mm) 06:00</p> <p>Corresponding NOS Code ASC/N9730</p>	<ul style="list-style-type: none"> • Explain the importance of effective communication. • Explain the key elements of communication process • Explain types of communication. • State the importance of using right words, voice, tone and body language in communication. • State the importance of listening while communicating. • List various barriers in effective communication. • Demonstrate effective communication in various stakeholder interaction scenarios done by toll collectors. 	Training kit (Trainer guide, PowerPoint presentation)
11	<p>Problem-solving and Decision-making</p> <p>Theory Duration (hh:mm) 02:00</p> <p>Practical Duration (hh:mm) 06:00</p>	<ul style="list-style-type: none"> • Explain the importance of problem solving and decision-making skills. • List common problems that may be encountered during the shift • Demonstrate problem solving and decision making skills. 	Training kit (Trainer guide, PowerPoint presentation)

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	Corresponding NOS Code ASC/N9730		
12	Self-Defence Technique Theory Duration (hh:mm) 02:00 Practical Duration (hh:mm) 06:00 Corresponding NOS Code Bridge Module	<ul style="list-style-type: none"> • Explain the importance of self – defence. • Demonstrate important hand techniques used in karate. • Demonstrate the use of appropriate level of force according to the situation. 	Training kit (Trainer guide, PowerPoint presentation)
13	Safe Working Practices Theory Duration (hh:mm) 02:00 Practical Duration (hh:mm) 06:00 Corresponding NOS Code ASC/N0003	<ul style="list-style-type: none"> • Define the term 'Safety' and 'Hazard'. • State the importance of safe working practices at the workplace. • Classify the various types of hazards such as electrical hazards, physical hazards, chemical hazards and hazards due to heat, fire or flammable materials. • Define the term 'Accident'. • List the causes of accidents. • Explain the warning signs. • Demonstrate the safe working practices while dealing with various types of hazards that exist at a toll plaza. 	Training kit (Trainer guide, PowerPoint presentation), Personal Protective Equipment, First aid kit, Fire extinguisher
14	Fire Safety Theory Duration (hh:mm) 02:00 Practical Duration (hh:mm) 06:00 Corresponding NOS Code ASC/N0003	<ul style="list-style-type: none"> • Explain the importance of fire safety practices at the workplace • List the causes of fire. • Explain the 'triangle of fire'. • Explain the methods to detect a fire. • Explain class 'a', 'b', 'c', 'd' and 'k' fires. • List various fire control methods. • List the types of fire extinguishers. • State the applicability of each type of fire extinguisher. • Demonstrate how to use a fire extinguisher to control small fire. 	Training kit (Trainer guide, PowerPoint presentation), Personal Protective Equipment, First aid kit, Fire extinguisher
15	Electrical Safety Practices Theory Duration (hh:mm)	<ul style="list-style-type: none"> • Explain the importance of electrical safety practices. • Explain the risks associated with 	Training kit (Trainer guide, PowerPoint presentation),

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	02:00 Practical Duration (hh:mm) 02:00 Corresponding NOS Code ASC/N0003	<ul style="list-style-type: none"> electric shocks. Demonstrate electrical safety practices. Demonstrate how to rescue a person from electrocution. Demonstrate the CPR (Cardiopulmonary Resuscitation) process. 	Personal Protective Equipment, First aid kit, Fire extinguisher
16	First Aid Theory Duration (hh:mm) 02:00 Practical Duration (hh:mm) 02:00 Corresponding NOS Code ASC/N0003	<ul style="list-style-type: none"> State the importance of first aid. State the objectives of first aid. Explain the roles and responsibilities of paramedical staff at the toll plaza. List minimum contents of a first aid box and explain their use. Demonstrate the administration of first aid for minor cuts, wounds, first and second-degree burns. 	Training kit (Trainer guide, PowerPoint presentation), Personal Protective Equipment, First aid kit, Fire extinguisher
17	Emergency Evacuation Theory Duration (hh:mm) 02:00 Practical Duration (hh:mm) 02:00 Corresponding NOS Code ASC/N0003	<ul style="list-style-type: none"> State the purpose of Emergency evacuation. List various emergency situations at a workplace. Draw simple action plan in an emergency. Extract relevant information from the evacuation route map. Demonstrate the correct emergency evacuation procedure. Identify people with special needs and how to assist them during an emergency. 	Training kit (Trainer guide, PowerPoint presentation), Personal Protective Equipment, First aid kit, Fire extinguisher
18	Health and Hygiene Theory Duration (hh:mm) 02:00 Practical Duration (hh:mm) 02:00 Corresponding NOS Code ASC/N0003	<ul style="list-style-type: none"> Explain why good health is important. Explain the importance of personal hygiene practices. State the importance of hand wash. Demonstrate best practices for maintaining food and water hygiene. 	Training kit (Trainer guide, PowerPoint presentation), Personal Protective Equipment, First aid kit, Fire extinguisher
19	Teamwork Theory Duration (hh:mm) 02:00	<ul style="list-style-type: none"> Explain the need for teamwork. State the meaning of teamwork. Demonstrate how to collaborate with colleagues. Demonstrate how to communicate with 	Training kit (Trainer guide, PowerPoint presentation)

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	Practical Duration (hh:mm) 06:00 Corresponding NOS Code ASC/N0002	team members effectively. <ul style="list-style-type: none"> • Explain the key elements of teamwork. • State the importance of conflict resolution. • Describe the techniques for conflict resolution. 	
	Total Duration Theory Duration 70:00 Practical Duration 130:00	Unique Equipment Required: Traffic sign charts, Current exemption guidelines, computer with all accessories, NHAI notification of job roles, Personal Protective Equipment, First aid kit, Fire extinguisher, Cash bag, Shift report format, Roll call form, Toll lane controller, TFT monitor, Key board, Receipt printer, Barcode reader, Smart card reader, Manual booth controller, Lane intercom unit, Booth camera, Shift in charge report, Shift in charge report format, Shift collection summary format etc. Safety charts, Warning signs charts, Fire bucket, Fire safety chart Class 'A', 'B', 'C', 'D' and 'K' type of fire extinguishers First Aid kit with all necessary content	

Grand Total Course Duration: **200 Hours, 0 Minutes**

(This syllabus/ curriculum has been approved by Automotive Skills Development Council)

Trainer Prerequisites for Job role: “Highway Toll Collector” mapped to Qualification Pack: “ASC/Q9730, v1.0”

Sr. No.	Area	Details
1	Description	The Trainer trains the learners on the occupational standards, using pre-set lesson plans and training materials. They plan for and conduct sessions to impart competency-based skills and knowledge. The Trainer for ‘Highway Toll Collector’ is responsible to train the learner in performing toll collection activities at authorized toll plazas.
2	Personal Attributes	Must exhibit good customer service attributes—courteous, solution-oriented, polite, reliable, good decision-making skills, etc. Possess an alert mind and a physically active body and meticulous work habits.
3	Minimum Educational Qualifications	Graduate Degree /Diploma in any discipline
4a	Domain Certification	Certified for Job Role: “ <u>Highway Toll Collector</u> ” mapped to QP: “ <u>ASC/Q9730, v1.0</u> ”. Minimum accepted score is 80%
4b	Platform Certification	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 70%.
5	Experience	<ul style="list-style-type: none"> • 5-6 years of experience at large toll plaza as Toll Collector or Shift in charge • 1-2 years of teaching experience is preferred

Annexure: Assessment Criteria

Criteria For Assessment Of Trainees

Assessment Criteria	
Job Role	Highway Toll Collector
Qualification Pack	ASC/Q9730, V1.0
Sector Skill Council	Automotive Skills Development Council

Guidelines for Assessment

- 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.
- The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
- Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
- Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
- Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criterion.
- To pass the Qualification Pack, every trainee should score a minimum of 70% of aggregate marks to successfully clear the assessment.

Assessable Outcome	Assessment Criteria	Total Mark (300)	Out Of	Marks Allocation	
				Theory	Skills Practical
1.ASC/N9730 Collect Toll as per Standard Operating Procedure	PC1.work safely at all times, complying with health and safety legislation, regulations and other relevant guidelines	100	2	1	1
	PC2.adhere to procedures or systems in place for health and safety, personal protective equipment (PPE) and other relevant safety regulations		2	1	1
	PC3.report to duty at the scheduled shift as per the standard procedure		2	1	1
	PC4.deposit personal belongings at the designated location		2	1	1
	PC5.report to shift incharge and mark attendance in the attendance register		2	1	1
	PC6.collect shift report, cash bag, lock and key from the shift in charge		2	1	1
	PC7.collect float cash from the authorized person		2	1	1
	PC8.count float cash and sign in the exact amount provided in the acknowledgement register		3	1	2

Assessable Outcome	Assessment Criteria	Total Mark (300)	Out Of	Marks Allocation	
				Theory	Skills Practical
	PC9.keep the float cash in the cash bag and ensure that the cash bag is properly locked		3	1	2
	PC10. acknowledge roll call and get briefing from the shift in charge if any		2	1	1
	PC11.occupy the booth in the assigned lane at assigned time		2	1	1
	PC12.ensure that the toll collector of the previous shift is logged out of the system		2	1	1
	PC13.check for proper functioning of IT hardware, equipment and fixtures		2	1	1
	PC14.report malfunctions, abnormalities and damages if any to the plaza controller		2	1	1
	PC15.log in the lane system by providing authentic information and ensure that OHLS will turn green automatically		3	1	2
	PC16.confirm login to the plaza controller or validator		2	1	1
	PC17.instruct toll attendant/channelizer to allow the entry of vehicles in to the lane when ready		2	1	1
	PC18.identify the class of vehicle and collect fee as per the stipulated tariff		5	2	3
	PC19.handover receipt and change for correct amount		5	2	3
	PC20.validate the receipts of passing through vehicles to check whether the toll has been already paid		3	1	2
	PC21.inform plaza validator or plaza controller or shift in charge in case of exempt vehicle and take permission to exempt		3	1	2
	PC22.make an entry in the incident report for vehicles exempted or any other incidents or exceptions		6	3	3
	PC23.check the display of approved RFID Tag/FASTag, vehicle number for smart card, local consession and monthly pass users		3	1	2
	PC24.store the collected toll as per specified procedure, adhering to safety measures at all times				
	PC25.undergo frisking and surprise checks by authorised persons		2	1	1
	PC26.follow recommended procedure to take breaks		5	2	3
	PC27.follow recommended procedure to logout after the shift		5	1	4
	PC28.keep the cash in the bag, lock and move to the TOD room for cash handover		3	1	2

Assessable Outcome	Assessment Criteria	Total Mark (300)	Out Of	Marks Allocation	
				Theory	Skills Practical
	PC29.segregate revenue collected and make bundles as per the denomination		6	3	3
	PC30.prepare summary in the prescribed format		3	1	2
	PC31.prepare summary of the cash collected accurately and in the prescribed format		3	1	2
	PC32. handover the toll collected to the cashier and take acknowledgement		3	1	2
	PC33.reconcile the amount with the system generated report with the help of cashier		3	1	2
	PC34.get the exemption reports verified by the supervisor at the control room		2	1	1
	PC35.sign the shift report and hand it over to the shift incharge with supporting documents		2	1	1
	PC36.hand over cash bags and keys to the cashier				
	PC37.obtain shift incharge permission and register departure at TOD room		2	1	1
	PC38.undergo security check/frisking by the authorized person		2	1	1
	Total		100	42	58
2.ASC/N0003 Maintain a healthy, safe and secure working environmentt	PC1.comply with organisation's current health, safety and security policies and procedures		13	4	9
	PC2.report any identified breaches in health, safety, and security policies and procedures to the designated person		13	4	9
	PC3.coordinate with other resources at the workplace to achieve the healthy, safe and secure environment for all incorporating all government norms esp. for emergency situations like fires, earthquakes etc.		12	3	9
	PC4.identify and correct any hazards like illness, accidents, fires or any other natural calamity safely and within the limits of individual's authority		13	4	9
	PC5.report any hazards outside the individual's authority to the relevant person in line with organisational procedures and warn other people who may be affected		13	4	9
	PC6.follow organisation's emergency procedures for accidents, fires or any other natural calamity		11	3	8
	PC7.identify and recommend opportunities for improving health, safety, and security to the designated person		12	4	8
	PC8.complete all health and safety records are updates and procedures well defined		13	4	9
	Total		100	30	70

Assessable Outcome	Assessment Criteria	Total Mark (300)	Out Of	Marks Allocation	
				Theory	Skills Practical
3.ASC/N0002 Work effectively in a team	PC1.maintain clear communication with colleagues (by all means including face-to-face, telephonic as well as written)	100	13	4	9
	PC2.work with colleagues to integrate work		12	4	8
	PC3.pass on information to colleagues in line with organisational requirements both through verbal as well as non-verbal means		13	4	9
	PC4.work in ways that show respect for colleagues		12	4	8
	PC5.carry out commitments made to colleagues		12	3	9
	PC6.let colleagues know in good time if cannot carry out commitments, explaining the reasons		13	4	9
	PC7.identify problems in working with colleagues and take the initiative to solve these problems		13	4	9
	PC8.follow the organisation's policies and procedures for working with colleagues		12	3	9
	Total		100	30	70
	Grand Total	300	300	102	178
	Percentage Weightage:			34	64
	Minimum Pass% to qualify (aggregate):				70