



QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR HANDICRAFTS AND CARPET 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 – Quality Checker (Fashion Jewellery)

SECTOR: HANDICRAFTS & CARPET

SUB-SECTOR: Handicrafts (Fashion Jewellery)

OCCUPATION: Quality Check

REFERENCE ID: HCS/Q1201

ALIGNED TO: NCO-2004/NIL

Quality Checker: The quality checker is responsible for collecting the jewel, checking the quality, resending the defected ones, achieving quality standards as per company policy

Brief Job Description: The individual at work is responsible to check the finished jewel to be dispatched is defect free, meets special volumes and packing requirements. The person is responsible to ensure the jewel meets the customer satisfaction level and specified requirements.

Personal Attributes: The job requires the individual to have: attention to details, good eyesight, steady hands, ability to sit in same position for longer hours and patience



Job Details

Qualifications Pack Code	HCS/Q1201		
Job Role	Quality Checker (Fashion Jewellery)		
Credits(NSQF)	TBD	Version number	1.0
Sector	Handicrafts & Carpet	Drafted on	13/03/2015
Sub-sector	Fashion Jewellery	Last reviewed on	09/07/2015
Occupation	Quality Check	Next review date	09/07/2017
NSQC Clearance on			

Job Role	Quality Checker (Fashion Jewellery)
Role Description	Collecting the jewel, checking the quality, resending the defected ones, achieving quality standards as per company policy
NSQF level	4
Minimum Educational Qualifications	Preferably 12 th pass
Maximum Educational Qualifications	Not applicable
Training (Suggested but not mandatory)	Not Applicable
Minimum Job Entry Age	18 years
Experience	Not Applicable
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> HCS/N1201 Perform quality check on the jewellery HCS/N9901 Coordinate with colleagues and work as a team HCS/N9902 Maintain safe work environment HCS/N9903 Maintain personal health <p>Optional: Not applicable</p>
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.
Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Sub-functions	Sub-functions are sub-activities essential achieving the objectives of the function.
Job role	Job role defines unique set of functions that together form a unique employment opportunity in an organization.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve consistently while carrying out a function at the workplace. Occupational Standards as set of competencies is applicable both in Indian and overreaching global contexts.
Performance Criteria	Performance Criteria defined for a task are statements that together specify the standard of performance while carrying out the task.
National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in Indian context.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack(QP)	Qualifications Pack comprises set of OS, together with the educational, training and other criteria that are required to perform a job role satisfactorily at workplace. A Qualifications Pack is assigned a unique qualification pack code for clear identification.
Knowledge and Understanding	Knowledge and Understanding are statements which together as a set specify the technical, generic, professional and organization specific knowledge that an individual needs to possess in order to perform and meet the required standards consistently.
Organizational	Organizational Context includes the way the organization is structured and how it

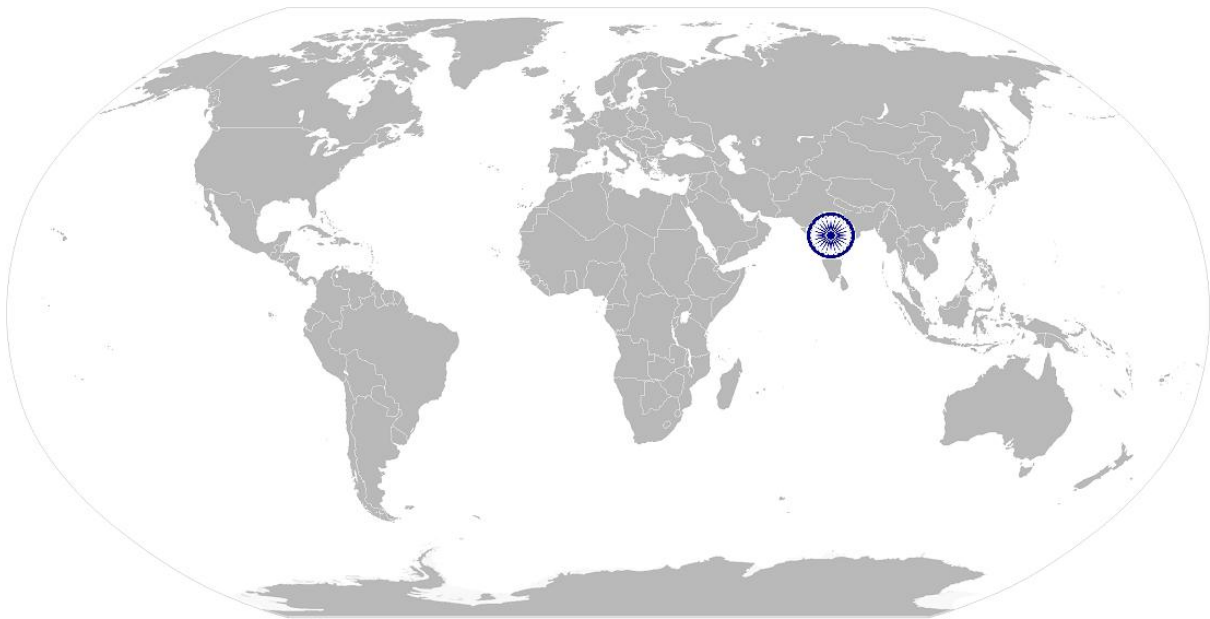


Context	operates. It includes elements of operational knowledge contents defined in relation to functioning of an organization that a skilled professional need to possess specific to its precise areas of responsibility.
Technical Knowledge	Technical Knowledge is the specific domain knowledge needed to accomplish the task in combination with other competencies. It is usually coined with specifically designated roles and responsibilities.
Core Skills/Generic Skills	Core Skills or Generic Skills as set are group of skills. It is key to working in today's world. These skills are typically needed in any work environment. In the context of the OS, these include mainly communication related skills that are applicable to most job roles.
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Keywords /Terms	Description
SSC	Sector Skill Council
OS	Occupational Standard(s)
NOS	National Occupational Standard(s)
QP	Qualifications Pack
NSQF	National Skill Qualifications Framework
NCO	National Classifications of Occupation
TBD	To Be Determined
HCS	Handicrafts and Carpet Skill Sector Council
NSDC	National Skill Development Corporation

Acronyms



National Occupational Standard



Overview

This unit is about checking on the quality aspects of the jewel and ensuring that the jewellery finished is defect free and meets the requirements



HCS/N1201

Perform quality check on the jewellery

National Occupational Standard

Unit Code	HCS/N1201
Unit Title (Task)	Perform quality check on the jewellery
Description	This OS unit is about checking on the quality aspects of the jewel and ensuring that the jewellery crafted is defect free and meets the requirements
Scope	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> • Receive the jewellery from the concerned person • Understand the job sheet, design and the customer requirement • Check for defects • Check if the jewellery matches the market requirement • Document the results periodically • Report any problems to the supervisor • Achieve productivity and quality standards
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Receive the jewellery from the concerned person	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. coordinate with the concerned department to collect the jewel</p> <p>PC2. understand the procedure of the jewel making and the raw materials used</p> <p>PC3. receive the record sheet along with the jewel to note the defects on the specific process</p>
Understand job sheet, design and the customer requirement	<p>To be competent, the user/ individual must be able to:</p> <p>PC4. receive instructions on work requirement from superior</p> <p>PC5. receive the design and the job sheet from concerned person</p> <p>PC6. understand the job sheet and the design requirement with respect to weight, type, size, etc. of the jewellery on the quality aspects based on the raw materials used</p> <p>PC7. plan the target number of pieces to be checked</p>
Check for defects	<p>To be competent, the user/ individual must be able to:</p> <p>PC8. identify design and specific process related defects with respect to mismatch of design, rough edges and surfaces, polishing standards, colouring, shaping, alignment, secure stone setting, etc.</p> <p>PC9. report to the concerned department and return the jewellery (in case of rework)</p> <p>PC10. ensure no functional checks are left out for the respective raw material based jewel</p> <p>PC11. ensure to take any safety precautions before checking on any jewel if required</p> <p>PC12. pass on the defect jewel to the concerned departments marking the errors identified</p> <p>PC13. collect the jewel from the respective department once the defects identified are rectified</p> <p>PC14. check if all the highlighted errors are rectified and the jewel is defect free</p> <p>PC15. label the jewels for which quality check is done, on ensuring it meets the</p>



HCS/N1201

Perform quality check on the jewellery

	customer requirement PC16. deliver the checked jewellery to the concerned department on time
Check if the jewellery matches the market requirement	To be competent, the user/ individual must be able to: PC17. ensure the local market requirements are satisfied based on the client location and customer requirement PC18. ensure to adapt the international design and fashion trends according to the different market segments PC19. ensure the raw materials used are in accordance to the law of the country to which the jewel is exported
Document the results periodically	To be competent, the user/ individual must be able to: PC20. record the results of the quality check PC21. identify the recurring defects or errors and document the same PC22. suggest improvements in the process to avoid the recurring defects PC23. record the number of products checked everyday
Report problems to the supervisor	To be competent, the user/ individual must be able to: PC24. report on any anticipated delays that may affect delivery PC25. escalate any unresolved problems to the supervisor PC26. report on the recurring defects if any found during the quality check, to the supervisor
Achieve quality standards	To be competent, the user/ individual must be able to: PC27. achieve the targeted number of jewels to be quality checked PC28. ensure defect free products are sent for packing PC29. use only recommended tools for checking of every jewel product
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The individual on the job needs understand: KA1. company's policies on: incentives, safety and hazards, personnel management and quality standards KA2. workflow involved in jewellery making process of the company KA3. importance of the individual's role in the work process KA4. reporting structure KA5. documentation policy KA6. customer profile
B. Technical Knowledge	The individual on the job needs to know and understand: KB1. jewellery making process and types of jewellery KB2. various kinds of raw materials involved in the process of making the jewel KB3. preparing raw materials according to the specific jewel requirement KB4. defects and errors involved in every process of jewel making KB5. use of different equipments and tools to check the quality KB6. documentation procedures of the defects to the concerned departments KB7. safety equipments and precautions to be taken KB8. market trend on latest fashion and customer preferences KB9. quality standards to be followed KB10. standard specifications and quality requirements of the jewel as per the job sheet KB11. testing methods to be carried out KB12. raw material used and its quality, usage, etc



HCS/N1201

Perform quality check on the jewellery

	KB13. recommended material usage in the jewel as per regulations, etc
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Writing skills
	The individual on the job needs to know and understand: SA1. write the notes from design SA2. document the results of quality check and the defects
	Reading skills
	The individual on the job needs to know and understand: SA3. read the notes from design SA4. read company policy documents
	Communication (Listening and speaking) skills
	The individual on the job needs to know and understand: SA5. interact with team members on the defects identified SA6. communicate effectively with supervisor to highlight the recurring defects
B. Professional Skills	Decision making
	The individual on the job needs to know and understand: SB1. identify and decide the critical tools and equipments to check the jewel
	Plan and Organize
	The user/individual on the job needs to know and understand how: SB2. to prioritize and organise to achieve the daily targets
	Customer Centricity
	The user/individual on the job needs to know and understand: SB3. the customer preference, taste, etc and accordingly make crafts
	Problem Solving
	The user/individual on the job needs to know and understand how: SB4. to solve work related problems
	Analytical thinking
	The individual on the job needs to know and understand: SB5. how to analyse the material requirement
	Critical thinking
The individual on the job needs to know and understand: SB6. spot process disruptions and delays SB7. report on any concerns to superiors without delay	

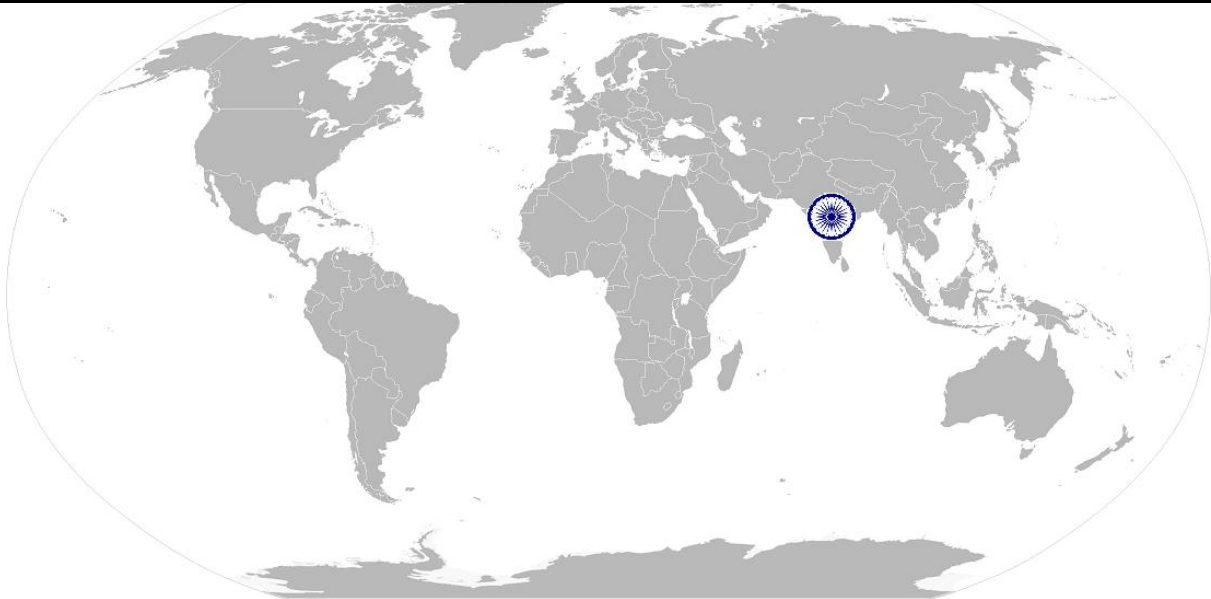


HCS/N1201

Perform quality check on the jewellery

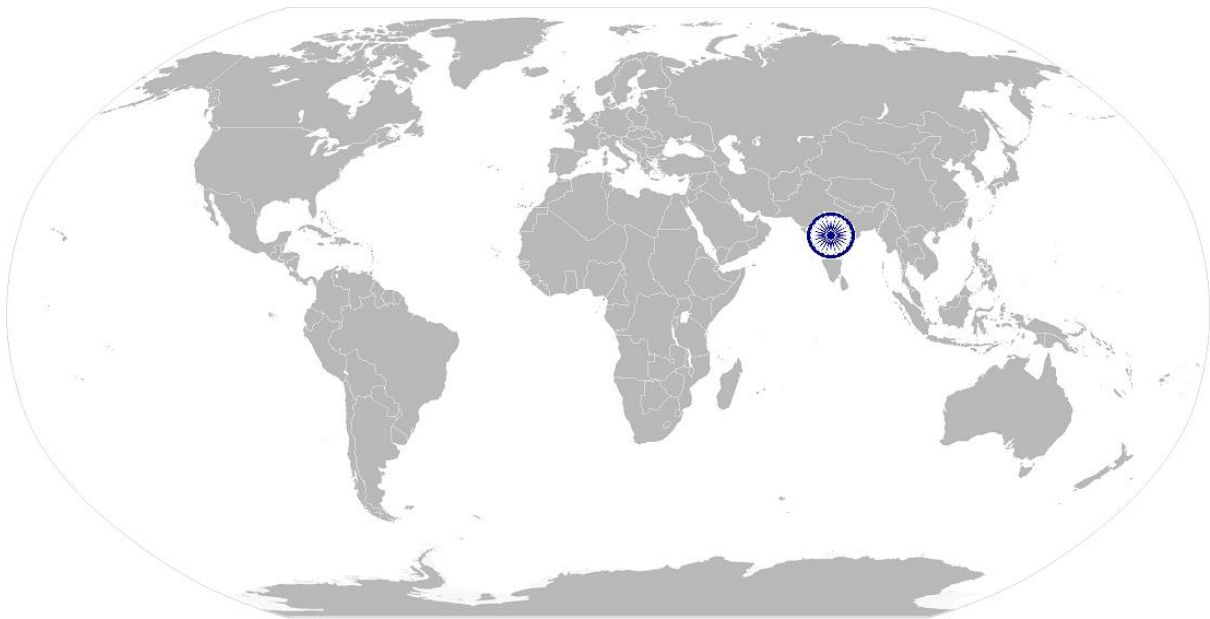
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NOS Code	HCS/N1201		
Credits(NSQF)	TBD	Version number	1.0
Industry	Handicrafts and Carpet	Drafted on	13/03/2015
Industry Sub-sector	Fashion Jewellery	Last reviewed on	09/07/2015
Occupation	Quality Check	Next review date	09/07/2016





National Occupational Standard



Overview

This unit is about individual's coordination and communication level with colleagues and superiors so as to achieve the deliverable on time through a smooth workflow.



HCS/N9901 Coordinate with colleagues and work as a team

Unit Code	ELE/N9901
Unit Title (Task)	Coordination and team work with colleagues and superior
Description	This OS unit is about communicating and coordinating with colleagues and superiors in order to achieve smooth and hazard free work flow during production. It is about the ability to work as a team member, share work and multi task to meet the deliverable schedule and quality requirements, assuring no process disruptions.
Scope	This unit/ task covers the following: <ul style="list-style-type: none"> • Interact with supervisor or superior • Work as a team by coordinating with colleagues within and outside the department • Report and Document
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Interact with supervisor or superior	To be competent, the user/ individual must be able to: <ul style="list-style-type: none"> PC1. receive job order and instructions from reporting supervisor PC2. understand the work output requirements, targets, performance indicators and incentives PC3. deliver quality work on time and report any anticipated reasons for delays PC4. report on any grievances, production defects and any potential hazards PC5. communicate on process flow improvements PC6. communicate maintenance and repair schedule proactively to the supervisor PC7. receive feedback on work standards PC8. interact and clarify doubts on design, usage of materials & tools, quality & standards compliance, etc PC9. report in time for shortage or need of raw materials PC10. handover completed work to supervisor
Work as a team by coordinating with colleagues within and outside the department	To be competent, the user/ individual must be able to: <ul style="list-style-type: none"> PC11. communicate to the colleagues from within and other departments, clearly and effectively on all aspects to carry out the work among the team PC12. maintain the etiquettes, use polite language, demonstrate responsible and disciplined behaviours to the colleagues PC13. interact with colleagues from different functions and understand the nature of their work PC14. put team over individual goals and multi task or share work where necessary supporting the colleagues PC15. resolve conflicts and ensure smooth workflow PC16. interact and understand the production requirement for the day from the previous and successive processing department and work accordingly PC17. communicate and discuss work flow related difficulties in order to find solutions with mutual agreement PC18. receive feedback from Quality Control and rework in order to complete work on time



HCS/N9901

Coordinate with colleagues and work as a team

	<p>PC19. share information with colleagues to enable efficient delivery of work PC20. highlight any errors of colleagues, help to rectify and ensure quality output PC21. work with cooperation, coordination, communication and collaboration, with shared goals and supporting each others performance</p>
<p>Report and Document</p>	<p>To be competent, the user/ individual must be able to: PC22. document all the details accurately relating to one’s role as required PC23. report on the work completed and keep it in records</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The individual on the job needs understand:</p> <p>KA1. company’s policies on preferred language of communication, incentives, quality standards, personnel management, reporting and escalation matrix policy KA2. company’s standard operating procedure (SOP) and the risk and impact of not following them KA3. procedures for working with colleagues, his/her role and responsibilities in relation to this KA4. organizational hierarchy and the line of reporting structure KA5. procedures to report employment related issues and to deal with conflicts KA6. work flow involved in the company’s production process and the sequence of operations KA7. importance of the individual’s role in the workflow and details of the individual responsibilities KA8. Work target and review mechanism KA9. common potential hazards in the work place and the procedures to deal with them KA10. tools and equipments handling procedure KA11. documentation procedures as required</p>
<p>B. Technical Knowledge</p>	<p>The individual on the job needs to know and understand:</p> <p>KB1. communicate effectively with various categories of people and the different departments in the organization KB2. build team coordination and work effectively in a team for organizational and individual success KB3. to document the job activity as required like the check sheets, history sheets, etc. KB4. help colleagues with specific issues and problems, meeting quality and time standards as a team KB5. listen actively to team members KB6. maintain the proper tone and pitch for communication, ethics and discipline for professional success KB7. develop effective working relationship with mutual trust and respect within the team KB8. express and address grievances appropriately, deal with difficult work relationships and manage the internal conflicts effectively.</p>



HCS/N9901 Coordinate with colleagues and work as a team

Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Reading skills
	The individual on the job needs to know and understand how to: SA1. read job sheets, design sheet and information displayed at the workplace SA2. read notes/comments from the supervisor SA3. read and understand manuals, health and safety instructions, memos etc
	Writing skills
	The individual on the job needs to know and understand how to: SA4. fill up documentation to one's role
	Communication skills
	The individual on the job needs to know and understand how to: SA5. interact with team members to work efficiently SA6. communicate effectively with supervisor
B. Professional Skills	Decision making skills
	The individual on the job needs to know and understand how to: SB1. report to supervisor and deal with a colleague individually, depending on the type of concern
	Plan and Organize
	The individual on the job needs to know and understand how to: SB2. communicate with superiors as required
	Customer centricity
	The individual on the job needs to know and understand how to: SB3. communicate with customers / clients and understand their preferences
	Problem solving
	The individual on the job needs to know and understand how to: SB4. resolve problems / conflicts through proper communication
	Analytical thinking
	The individual on the job needs to know and understand how to: SB5. analyse and communicate as per the requirement
Critical thinking	
The individual on the job needs to know and understand how to: SB6. spot and communicate potential areas of disruptions to work process and report the same	

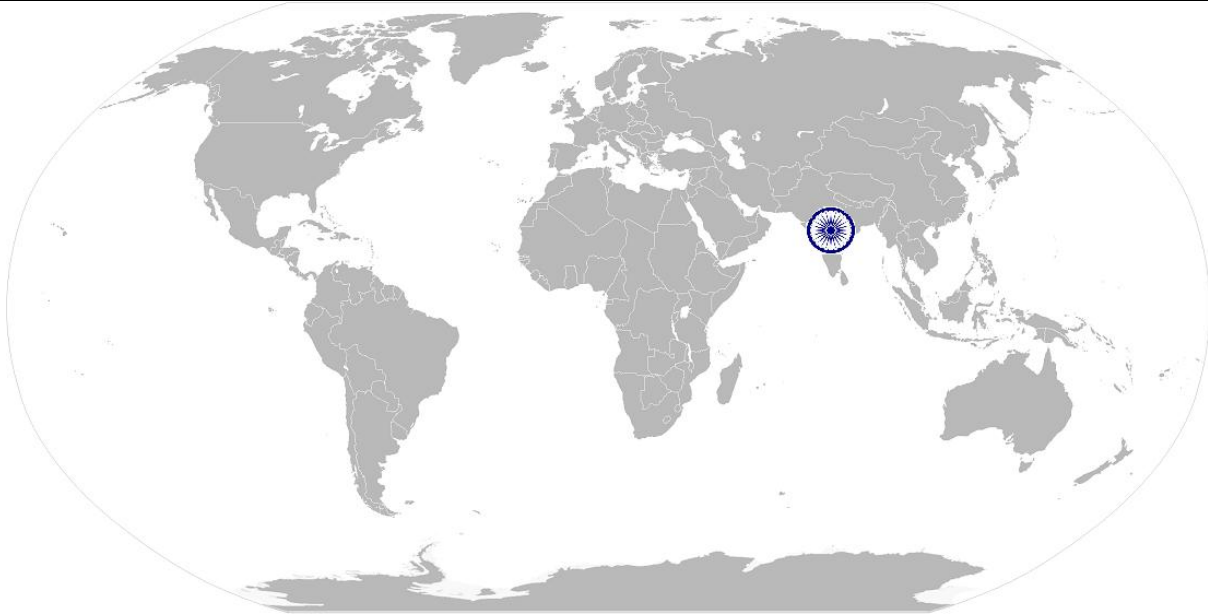


HCS/N9901

Coordinate with colleagues and work as a team

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NOS Code	HCS/N9901		
Credits(NSQF)	TBD	Version number	1.0
Industry	Handicrafts and Carpet	Drafted on	23/02/2015
Industry Sub-sector	Handicrafts	Last reviewed on	26/03/2015
Occupation	Pre-production / Craft making / Finishing	Next review date	26/03/2016





HCS/N9902

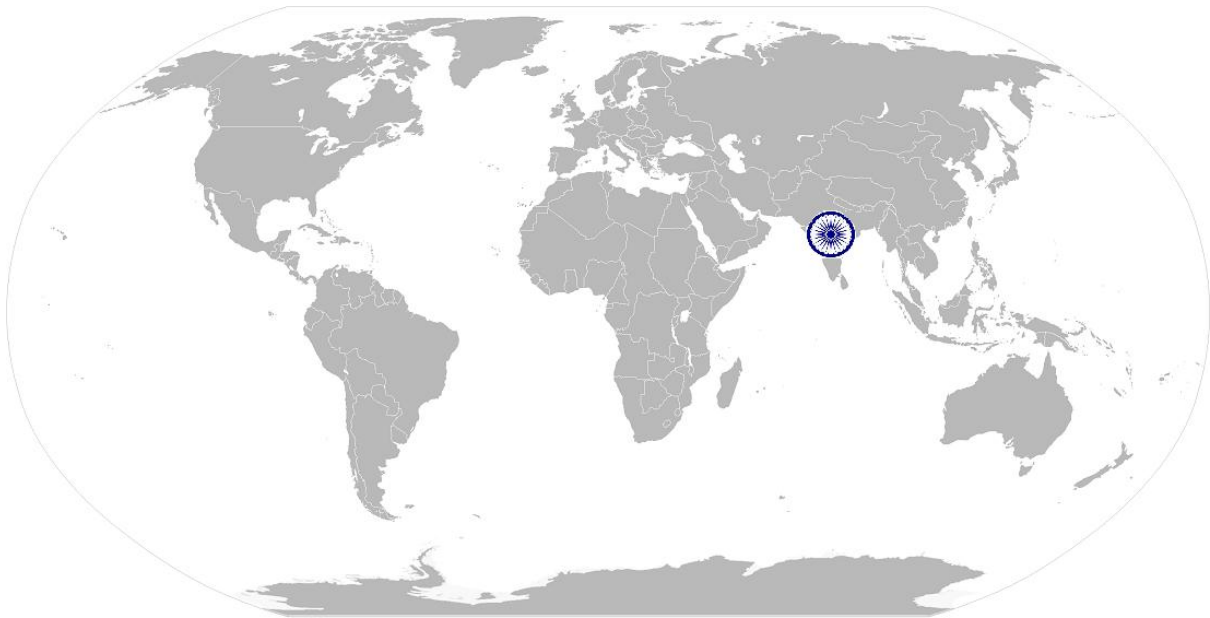
NOS
National Occupational Standards



N · S · D · C
National
Skill Development
Corporation

Maintain safe work environment

National Occupational Standard



Overview

This unit is about the individual's effort to maintain safe work environment.



HCS/N9902

Maintain safe work environment

Unit Code	HCS/N9902
Unit Title (Task)	Maintain safe work environment
Description	This OS unit is about following adequate safety procedures to make work environment safe.
Scope	This unit/ task covers the following: <ul style="list-style-type: none"> Follow safety procedure and practices Achieve safety standards
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Follow safety procedure and practices	To be competent, the user/ individual must be able to: <ul style="list-style-type: none"> PC1. comply with safety procedures while on work to prevent accidents PC2. take adequate safety measures while handling materials, chemicals and tools PC3. wear appropriate personal protective gears such as gloves, protective goggles, masks etc. while working PC4. undertake basic safety checks before operation of all tools and electrical equipments PC5. wear appropriate and recommended clothing as per the work environment (eg: working in a furnace area) PC6. follow recommended material handling procedure to control material and personal damage PC7. perform all procedures as per company's work instructions for controlling operational risk PC8. perform the duties in a manner which minimizes environmental damage PC9. dispose of waste safely and correctly in a designated area as per company's SOP PC10. report any accidents, incidents or problems without delay to the supervisor and take necessary immediate action to reduce further danger
Achieve safety standards	To be competent, the user/ individual must be able to: <ul style="list-style-type: none"> PC11. ensure zero accident at workplace PC12. adhere to safety standards and ensure no material damage
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. company's policies on work safety and occupational hazard management KA2. company's HR policies KA3. company's reporting structure KA4. company emergency evacuation procedure



HCS/N9902

Maintain safe work environment

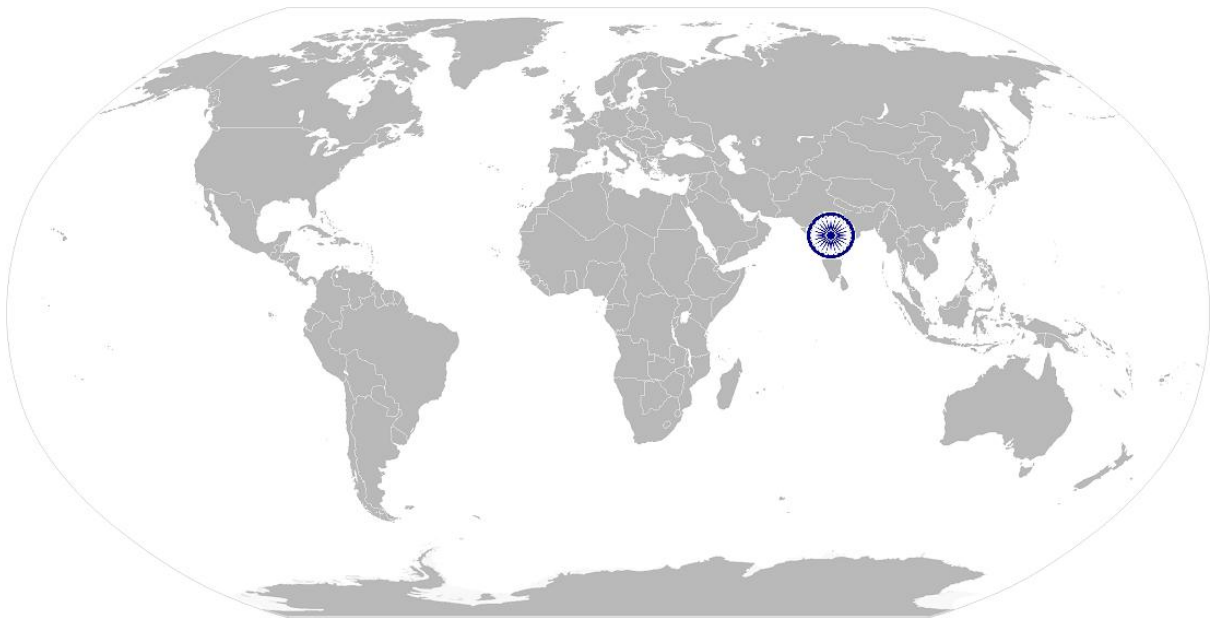
<p>B. Technical Knowledge</p>	<p>The individual on the job needs to know and understand:</p> <p>KB1. accidental risks to the worker</p> <p>KB2. how to maintain the work area safe and secure</p> <p>KB3. how to perform the duties in a way to minimize accidental risks</p> <p>KB4. how to handle chemicals</p> <p>KB5. purpose and usage of protective gears such as gloves , protective goggles, masks, etc. while working</p> <p>KB6. material handling procedure</p> <p>KB7. standard Operating Procedure (SOP) of processes</p> <p>KB8. precautionary activities to be followed in the processes</p> <p>KB9. how to operate tools and electrical equipments</p> <p>KB10. emergency procedures to be followed in case of an mishap such as fire accidents etc.</p>
<p>Skills (S) [Optional]</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Reading skills</p> <p>To be competent, the user/ individual must be able to:</p> <p>SA1. read safety instructions, safety signage and safety manuals</p> <p>SA2. read the usage of various safety tools and equipments</p> <p>Writing skills</p> <p>To be competent, the user/ individual must be able to:</p> <p>SA3. take notes on descriptions and details of various safety precautions and procedures as instructed</p> <p>Communication Skills</p> <p>To be competent, the user/ individual must be able to:</p> <p>SA4. communicate supervisor about the work safety issues</p> <p>SA5. receive instructions from supervisor on minimizing the accidental risks</p> <p>SA6. communicate co-workers about the precautions to be taken for accident free work</p>
<p>B. Professional Skills</p>	<p>Decision Making skills</p> <p>The individual on the job needs to know and understand:</p> <p>SB1. how to select appropriate safety tools and equipments</p> <p>Plan and Organize</p> <p>The individual on the job needs to know and understand:</p> <p>SB2. improve work processes by adopting best safety practices</p> <p>Customer centricity</p> <p>The individual on the job needs to know and understand:</p> <p>SB3. coordinate with different departments on briefing the safety aspects</p> <p>SB4. guide the team members on use of various safety tools and equipments</p> <p>Problem solving</p> <p>The individual on the job needs to know and understand:</p> <p>SB5. improve work processes by adopting best safety practices</p>



HCS/N9902

Maintain safe work environment

	Analytical thinking
	The individual on the job needs to know and understand: SB6. analyse the usage of appropriate tools and consumables
	Critical thinking
	The individual on the job needs to know and understand how to: SB7. spot errors and any other disruptions and communicate with solutions



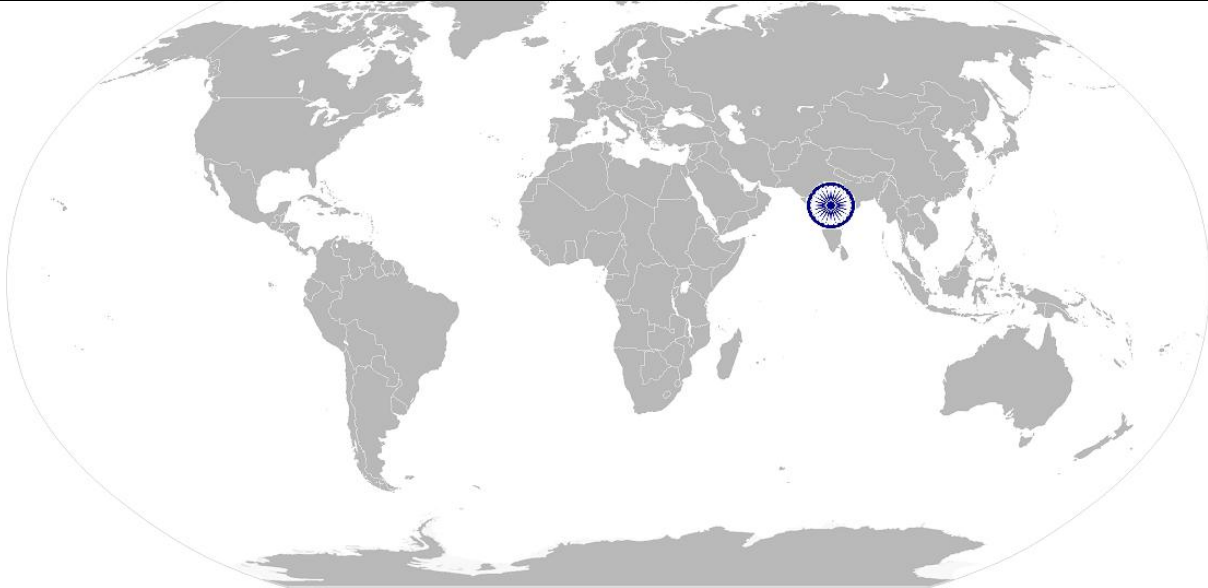


HCS/N9902

Maintain safe work environment

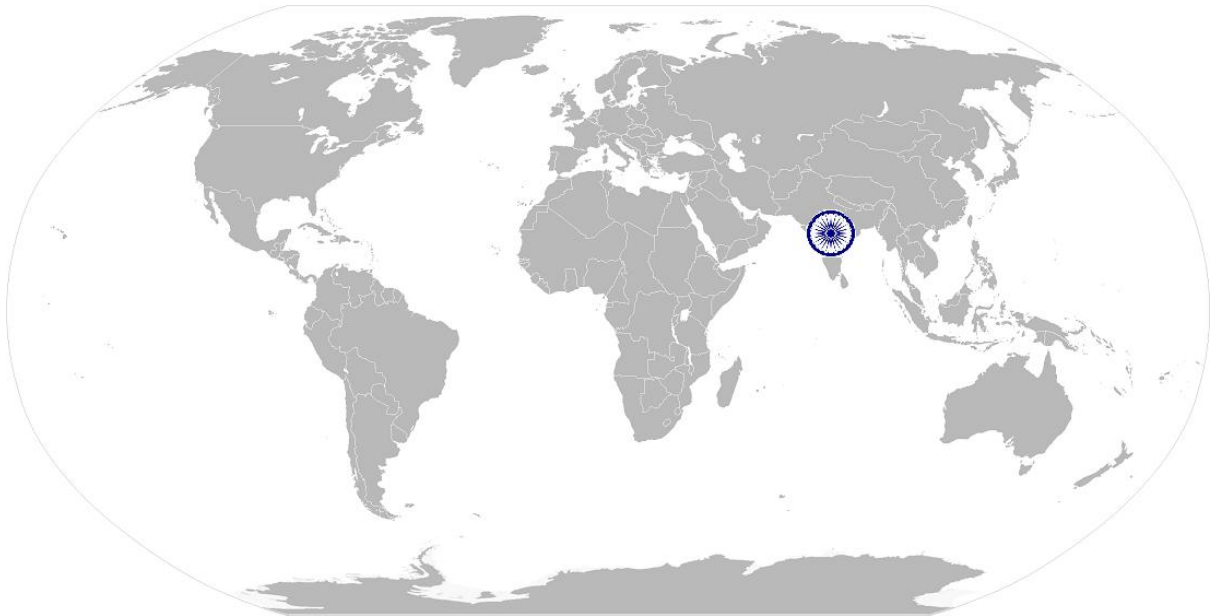
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NOS Code	HCS/N9902		
Credits(NSQF)	TBD	Version number	1.0
Industry	Handicrafts and Carpet	Drafted on	23/02/2015
Industry Sub-sector	Handicrafts	Last reviewed on	26/03/2015
Occupation	Pre-production / Craft making / Finishing	Next review date	26/03/2016





National Occupational Standard



Overview

This unit is about managing personal health at work place.



HCS/N9903

Maintain personal health

Unit Code	HCS /N9903
Unit Title (Task)	Maintain personal health
Description	This OS unit is about managing personal health at work place.
Scope	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> • Adopt healthy work practices • Achieve work productivity while maintaining health
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Adopt healthy work practices	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. always cover the mouth and nose with a dust mask while working and keep on changing when it gets blocked with dust</p> <p>PC2. follow work instructions strictly to reduce the amount of pollution at the work place e.g. wet the rock / craft material before working on it</p> <p>PC3. wear protective goggles over eyes and replace them when scratches on it obscure the vision</p> <p>PC4. wear gloves as per the materials used for making handicraft to avoid blisters; scratches and cuts</p> <p>PC5. undergo preventive health checkups at regular intervals</p> <p>PC6. take prompt treatment from the doctor in case of illness</p> <p>PC7. follow SOPs for dealing with blisters; scratches; accidental fires or any other type of emergencies at work</p>
Achieve work productivity while maintaining health	<p>To be competent, the user/ individual must be able to:</p> <p>PC8. ensure no productivity loss or absenteeism from work due to illness</p> <p>PC9. ensure no long term ill effect on the personal health</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The individual on the job needs to know and understand:</p> <p>KA1. company's policies on: personal health and occupational hazard management</p> <p>KA2. company's HR policies</p> <p>KA3. company's reporting structure</p> <p>KA4. company's emergency evacuation procedure</p>
B. Technical Knowledge	<p>The individual on the job needs to know and understand:</p> <p>KB1. health risks to the worker at the work place</p> <p>KB2. healthy work practices</p> <p>KB3. how to perform the duties in a way to minimize pollution at the work place</p> <p>KB4. what personal protective equipments should be worn and how it is cared for</p> <p>KB5. safe disposal methods for waste</p> <p>KB6. how to provide the first aid treatment at workplace</p> <p>KB7. emergency procedures to be followed in case of an mishap such as fire accidents etc.</p>



HCS/N9903

Maintain personal health

Skills (S)	
A. Core Skills/ Generic Skills	Reading skills
	To be competent, the user/ individual must be able to: SA1. read personal health instructions and manual SA2. read the usage of various hand tools and personal protection equipments
	Writing skills
	To be competent, the user/ individual must be able to: SA3. take notes on descriptions and details of various personal health maintenance procedures
	Communication Skills
	To be competent, the user/ individual must be able to: SA4. communicate supervisor about the physical symptoms SA5. receive instructions from doctor and supervisor on medical care
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand: SB1. how to select appropriate hand tools and personal protection equipments SB2. when to change personal protection equipments during the work SB3. how to identify first aid needs in case and of an injury
	Plan and organize
	The user/individual on the job needs to know and understand: SB4. how to select appropriate hand tools and personal protection equipments SB5. when to change personal protection equipments during the work
	Customer centricity
	The user/individual on the job needs to know and understand: SB6. how to use materials that does not affect customer health / make injury
	Problem solving
	The individual on the job needs to know and understand: SB7. improve work processes by adopting best safety practices
	Analytical thinking
	The individual on the job needs to know and understand: SB8. analyse the usage of appropriate tools and consumables
Critical thinking	
The individual on the job needs to know and understand how to: SB9. spot errors and any other disruptions and communicate with solutions	

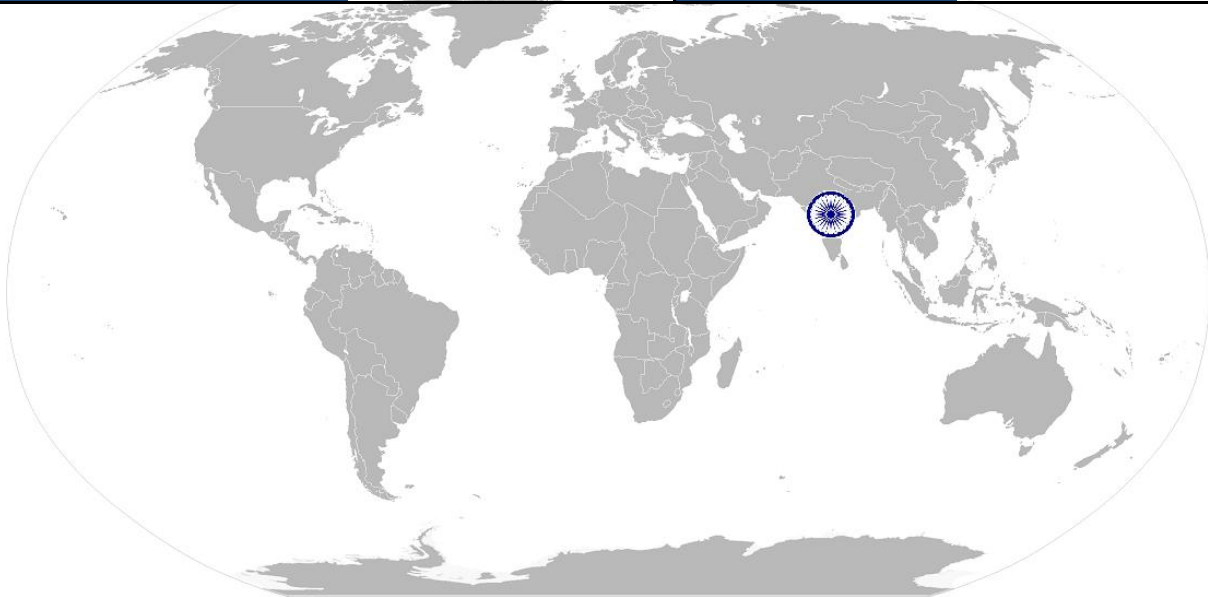


HCS/N9903

Maintain personal health

NOS Version Control

NOS Code	HCS/N9903		
Credits(NSQF)	TBD	Version number	1.0
Industry	Handicrafts and Carpet	Drafted on	23/02/2015
Industry Sub-sector	Handicrafts	Last reviewed on	26/03/2015
Occupation	Pre-production / Craft making / Finishing	Next review date	26/03/2016

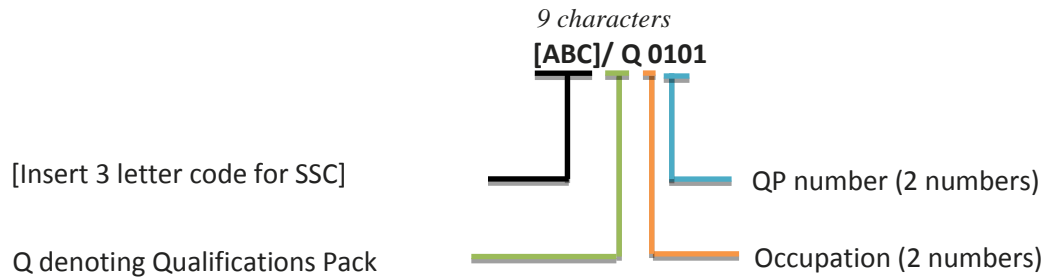




Annexure

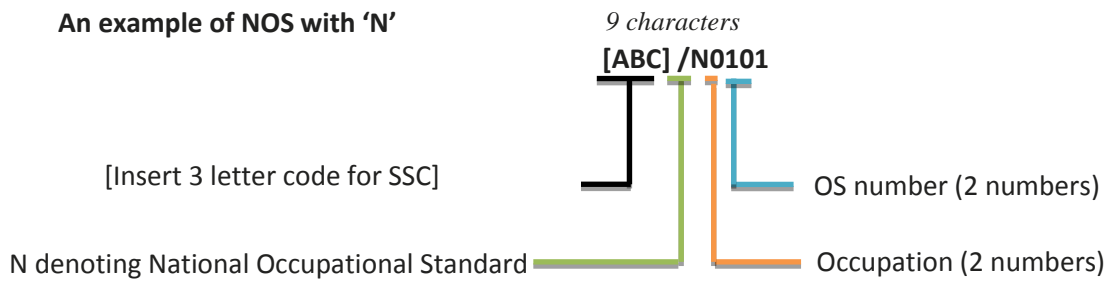
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'





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

Sub-sector	Range of Occupation numbers
Ceramics	01 – 10
Fashion Jewellery	11 - 13
Stoneware	14 - 19
Glassware	20 - 27
Metalware crafts	28 - 37
Leather crafts	38 - 43
Paper Mache	44 - 49
Carpets & rugs	50 – 59
Horn bone & shell craft	60 – 65
Wood ware, dolls & toys	66 – 71
Hand printed, Embroidered / knitted & crocheted textiles	72 – 77
Agarbatti	78 – 82
Paper crafts	83 – 86
NER crafts	87 – 92
Miscellaneous crafts	93 - 95
Generic Occupation	96 – 99

Sequence	Description	Example
Three letters	Handicrafts and Carpet Sector Skill Council	HCS
Slash	/	/
Next letter	Whether QP or NOS	Q
Next two numbers	Occupation code	01
Next two numbers	OS number	01



CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role : Quality Checker (Fashion Jewellery)

Qualification Pack : HCS/Q1201

Sector Skill Council : Handicrafts & Carpet

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 each PC.
2. Each NOS will assessed both for theoretical knowledge and practical
3. The assessment will be based on knowledge bank of questions created by the SSC.
4. Individual assessment agencies will create unique question papers for theory and skill practical part for each candidate at each examination/training center
5. To pass the Qualification Pack, every trainee should score a minimum of 60% in every NOS
6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack

		Total Marks (400)			
HCS/N1201	Perform quality check on the jewellery				
NOS Element	Performance Criteria		Out of	Theory	Skills Practical
Receive the jewellery from concerned person	PC1. coordinate with the concerned department to collect the jewel	100	3	1	2
	PC2. understand the procedure of the jewel making and the raw materials used		3	1	2
	PC3. receive the record sheet along with the jewel to note the defects on the specific process		3	1	2
Understand job sheet, design and the customer requirement	PC4. receive instructions on work requirement from superior		3	1	2
	PC5. receive the design and the job sheet from concerned person		3	1	2
	PC6. understand the job sheet and the design requirement with respect to weight, type, size, etc. of the jewellery on the quality aspects based on the raw materials used		3	1	2
	PC7. plan the target number of pieces to be checked		3	1	2
Check for defects	PC8. identify design and specific process related defects with respect to mismatch of design, rough edges and surfaces, polishing standards, colouring, shaping, alignment, secure stone			4	2



	setting, etc.				
	PC9. report to the concerned department and return the jewellery		4	2	2
	PC10. ensure no functional checks are left out for the respective raw material based jewel		4	2	2
	PC11. ensure to take any safety precautions before checking on any jewel if required		4	2	2
	PC12. pass on the defect jewel to the concerned departments marking the errors identified		4	2	2
	PC13. collect the jewel from the respective department once the defects identified are rectified		4	2	2
	PC14. check if all the highlighted errors are rectified and the jewel is defect free		4	2	2
	PC15. label the jewels for which quality check is done, on ensuring it meets the customer requirement		4	2	2
	PC16. deliver the checked jewellery to the concerned department on time		4	2	2
Check if the jewellery matches the market requirement	PC17. ensure the local market requirements are satisfied based on the client location and customer requirement		4	2	2
	PC18. ensure to adapt the international design and fashion trends according to the different market segments		4	2	2
	PC19. ensure the raw materials used are in accordance to the law of the country to which the jewel is exported		4	2	2
Document the results periodically	PC20. record the results of the quality check		4	2	2
	PC21. identify the recurring defects or errors and document the same		3	1	2
	PC22. suggest improvements in the process to avoid the recurring defects		3	1	2
	PC23. record the number of products checked everyday		2	1	1
Report problems to the supervisor	PC24. report on any anticipated delays that may affect delivery		2	1	1
	PC25. escalate any unresolved problems to the supervisor		2	1	1
	PC26. report on the recurring defects if any found during the quality check, to the supervisor		3	1	2
Achieve quality standards	PC27. achieve the targeted number of jewels to be quality checked		4	2	2
	PC28. ensure defect free products are sent for		4	2	2



	packing				
	PC29. use only recommended tools for checking of every jewel product		4	2	2
	TOTAL POINTS		100	45	55

HCS/N9901	Coordinate with colleagues and work as a team				
NOS Element	Performance Criteria		Out of	Theory	Skills Practical
Interact with supervisor	PC1. receive job order and instructions from reporting supervisor	100	4	3	1
	PC2. understand the work output requirements, targets, performance indicators and incentives		5	4	1
	PC3. deliver quality work on time and report any anticipated reasons for delays		5	1	4
	PC4. report on any grievances, production defects and any potential hazards		4	2	2
	PC5. communicate on process flow improvements		4	2	2
	PC6. communicate maintenance and repair schedule proactively to the supervisor		4	1	3
	PC7. receive feedback on work standards		4	2	2
	PC8. interact and clarify doubts on design, usage of materials & tools, quality & standards compliance, etc		5	2	3
	PC9. report in time for shortage or need of raw materials		4	1	3
	PC10. handover completed work to supervisor		4	2	2
Work as a team by coordinating with colleagues within and outside the department	PC11. communicate to the colleagues from within and other departments, clearly and effectively on all aspects to carry out the work among the team	100	5	2	3
	PC12. maintain the etiquettes, use polite language, demonstrate responsible and disciplined behaviours to the colleagues		5	2	3
	PC13. interact with colleagues from different functions and understand the nature of their work		4	2	2
	PC14. put team over individual goals and multi task or share work where necessary supporting the colleagues		4	2	2
	PC15. resolve conflicts and ensure smooth workflow		4	1	3
	PC16. interact and understand the production requirement for the day from the previous and successive processing department and		4	1	3



	work accordingly				
	PC17. communicate and discuss work flow related difficulties in order to find solutions with mutual agreement		4	1	3
	PC18. receive feedback from Quality Control and rework in order to complete work on time		5	1	4
	PC19. share information with colleagues to enable efficient delivery of work		6	3	3
	PC20. highlight any errors of colleagues, help to rectify and ensure quality output		4	2	2
	PC21. work with cooperation, coordination, communication and collaboration, with shared goals and supporting each others performance		4	1	3
Report and Document	PC22. document all the details accurately relating to one's role as required		4	1	3
	PC23. report on the work completed and keep it in records		4	1	3
	TOTAL POINTS		100	40	60

HCS/N9902	Maintain safe work environment				
NOS Element	Performance Criteria		Out of	Theory	Skills Practical
Follow safety procedure and practices	PC1. comply with safety procedures while on work to prevent accidents	100	8	2	6
	PC2. take adequate safety measures while handling materials, chemicals and tools		8	2	6
	PC3. wear appropriate personal protective gears such as gloves, protective goggles, masks etc. while working		8	2	6
	PC4. undertake basic safety checks before operation of all tools and electrical equipments		9	2	7
	PC5. wear appropriate and recommended clothing as per the work environment (eg: working in a furnace area)		9	2	7
	PC6. follow recommended material handling procedure to control material and personal damage		8	2	6
	PC7. perform all procedures as per company's work instructions for controlling operational risk		8	4	4
	PC8. perform the duties in a manner which minimizes environmental damage		6	2	4
	PC9. dispose of waste safely and correctly in a designated area as per company's SOP		8	2	6
	PC10. report any accidents, incidents or		8	4	4



	problems without delay to the supervisor and take necessary immediate action to reduce further danger				
Achieve safety standards	PC11. ensure zero accident at workplace		10	2	8
	PC12. adhere to safety standards and ensure no material damage		10	2	8
	TOTAL POINTS		100	28	72

HCS/N9903	Maintain personal health				
NOS Element	Performance Criteria		Out of	Theory	Skills Practical
Adopt healthy work practices	PC1. always cover the mouth and nose with a dust mask while working and keep on changing when it gets blocked with dust	100	12	4	8
	PC2. follow work instructions strictly to reduce the amount of pollution at the work place e.g. wet the rock / craft material before working on it		10	2	8
	PC3. wear protective goggles over eyes and replace them when scratches on it obscure the vision		10	2	8
	PC4. wear gloves as per the materials used for making handicraft to avoid blisters; scratches and cuts		10	2	8
	PC5. undergo preventive health checkups at regular intervals		10	2	8
	PC6. take prompt treatment from the doctor in case of illness		11	3	8
	PC7. follow SOPs for dealing with blisters; scratches; accidental fires or any other type of emergencies at work		11	4	7
Achieve work productivity while maintaining health	PC8. ensure no productivity loss or absenteeism from work due to illness		13	3	10
	PC9. ensure no long term ill effect on the personal health		13	3	10
	TOTAL POINTS		100	25	75