



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 – Embossing Artisan (Metalware)

SECTOR: HANDICRAFTS & CARPET

SUB-SECTOR: Metalware

OCCUPATION: Metal Craft Making

REFERENCE ID: HCS/Q2901

ALIGNED TO: NCO-2004/7313.75

Also known as 'Repoussing Artisan', the embossing artisan is responsible for preparing the raw materials, embossing the surface of the metal, cleaning and refining the metal and checking for defects ensuring to achieve quality standards.

Brief Job Description: The individual at work is responsible to create designs on the metal surface by raising one side of the metal using embossing tools, creating a raised design on the surface.

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/Q2901		
Job Role	Embossing Artisan (Metalware)		
Credits(NSQF)	TBD	Version number	1.0
Sector	Handicrafts & Carpet	Drafted on	09/03/15
Sub-sector	Metalware	Last reviewed on	27/05/2015
Occupation	Metal Craft Making	Next review date	27/05/2016

Job Role	Embossing Artisan (Metalware) Also known as 'Repoussing Artisan'
Role Description	Preparing the raw materials, embossing the surface of the metal, cleaning and refining the metal and checking for defects ensuring to achieve quality standards.
NSQF level	4
Minimum Educational Qualifications	Basic Literacy and Numeracy
Maximum Educational Qualifications	Not Applicable
Training (Suggested but not mandatory)	Not Applicable
Experience	Not Applicable
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> HCS/N2901 Emboss the metal surface HCS/N9901 Coordinate with colleagues and work as a team HCS/N9902 Maintain safe work environment HCS/N9903 Maintain personal health HCS/N9904 Basic business management <p>Optional: Not applicable</p>
Performance Criteria	As described in the relevant OS units



Definitions

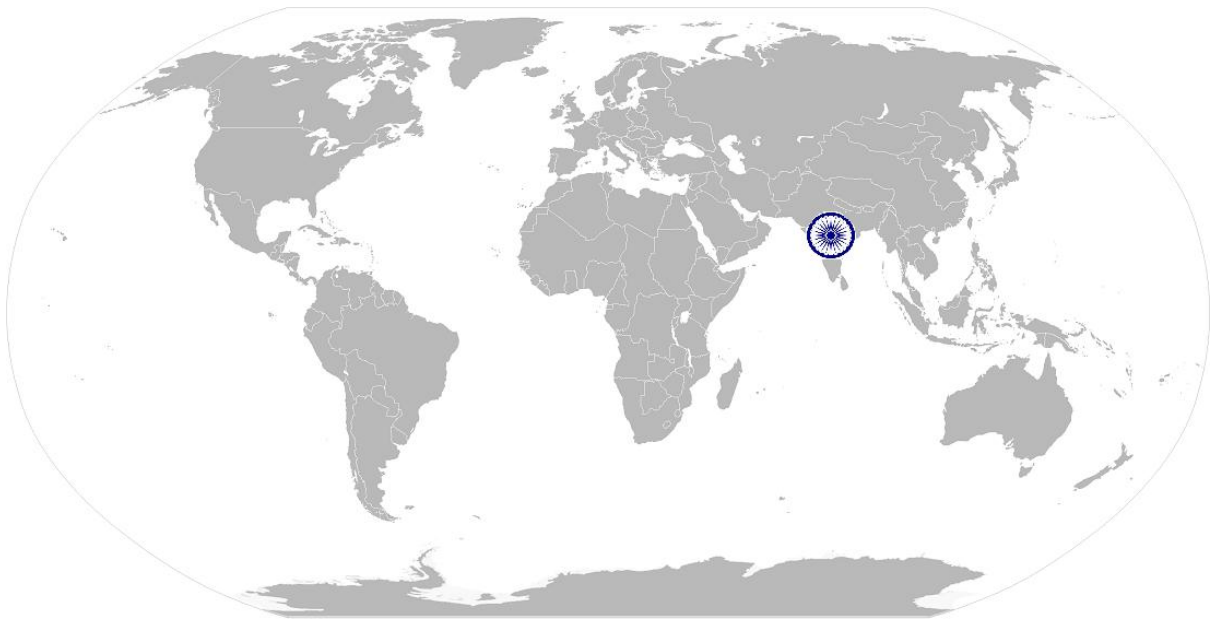
Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further 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



National Occupational Standard



Overview

This unit is about creating design on the metal by protruding it with an embossing tool raising the opposite side of the metal and creating a raised design pattern on the surface



HCS/N2901

Emboss the metal surface

National Occupational Standard

Unit Code	HCS/N2901
Unit Title (Task)	Emboss the metal surface
Description	This unit is about creating design on the metal by protruding it with an embossing tool raising the opposite side of the metal and creating a raised design pattern on the surface
Scope	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> • Understand design and work requirement • Gather and arrange the required raw materials • Emboss the metal surface • Check for defects • Achieve quality standards
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Understanding design and work requirement	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. receive instructions on work requirement from superior</p> <p>PC2. receive the design from concerned person</p> <p>PC3. understand the design requirements and determine the type of embossing required</p> <p>PC4. plan the target on number of pieces to be completed</p>
Gathering and arranging the required raw materials	<p>To be competent, the user/ individual must be able to:</p> <p>PC5. collect and arrange the appropriate materials to begin the process</p> <p>PC6. report on any shortage or defect of raw materials to the concerned person</p> <p>PC7. ensure to stock the required materials in advance</p>
Embossing the metal surface	<p>To be competent, the user/ individual must be able to:</p> <p>PC8. clean and smoothen the metal surface before embossing</p> <p>PC9. ensure embossing is done placing the metal on a soft surface such as clay or wax</p> <p>PC10. place the template design sheet on top of the metal sheet</p> <p>PC11. ensure to hold the template firm to avoid it from slipping</p> <p>PC12. place the scrap metal facing down</p> <p>PC13. trace and transfer the design template to metal sheet</p> <p>PC14. ensure not to use too much pressure</p> <p>PC15. remove the template design</p> <p>PC16. deepen the design on the metal surface using the embossing tool</p> <p>PC17. turn the metal sheet and rack harder between the design lines with embossing tool to emboss the design</p> <p>PC18. dry the piece overnight</p> <p>PC19. use different embossing tool depending on the design pattern to be created</p> <p>PC20. ensure the tools are of appropriate sizes to create the required depth</p> <p>PC21. clean the outline design pattern</p> <p>PC22. smoothen the embossed areas</p>



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Emboss the metal surface

	<p>PC23. turn the metal piece to the front side and clean the embossed portion</p> <p>PC24. refine and smoothen the embossed portion</p>
Checking for defects	<p>To be competent, the user/ individual must be able to:</p> <p>PC25. check the metal after embossing, if it matches requirement</p> <p>PC26. make necessary adjustments if any</p> <p>PC27. rectify and rework if any mistakes are found un-matching the design specifications and requirements</p>
Achieving quality standards	<p>To be competent, the user/ individual must be able to:</p> <p>PC28. ensure the appropriate heat and pressure are used for embossing on the sheet metal</p> <p>PC29. ensure to maintain the same metal thickness before and after embossing</p> <p>PC30. ensure the target number of pieces are polished</p> <p>PC31. ensure the design patterns and the finish are according to the requirements</p> <p>PC32. ensure the output delivered is defect free and on time</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The individual on the job needs understand:</p> <p>KA1. company's policies on: incentives, safety and hazards, personnel management and quality standards</p> <p>KA2. workflow involved in metal making process of the company</p> <p>KA3. importance of the individual's role in the work process</p> <p>KA4. reporting structure</p> <p>KA5. documentation policy</p> <p>KA6. customer profile</p>
B. Technical Knowledge	<p>The individual on the job needs to know and understand:</p> <p>KB1. metalcraft details</p> <p>KB2. metal making process and types of products</p> <p>KB3. various kinds of raw materials involved in the process</p> <p>KB4. creating designs and tracing the outline</p> <p>KB5. tools, consumables and equipments for embossing</p> <p>KB6. bringing the required tools and equipments to desired shape</p> <p>KB7. using the various embossing tools and equipments such as adhesives</p> <p>KB8. maintaining the tools and equipments for embossing</p> <p>KB9. creating tools and equipments for embossing</p> <p>KB10. use of hazardous acids and chemicals</p> <p>KB11. safety standards and precautions to be taken</p> <p>KB12. quality standards to be maintained</p> <p>KB13. standard operating procedure</p> <p>KB14. market trend and customer preferences</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing skills
	The individual on the job needs to know and understand:
	SA1. how to take notes or read about metal making techniques
	Reading skills



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Emboss the metal surface

	The individual on the job needs to know and understand: SA2. how to read and write the notes from design SA3. how to read company policy documents
	Communication skills
	The individual on the job needs to know and understand: SA4. interact with team members to work efficiently SA5. communicate effectively with supervisor
B. Professional Skills	Decision making
	The individual on the job needs to know and understand: SB1. how to share work load with the colleagues in the process SB2. how to multi task and deliver the final finished piece on time adhering to quality standards
	Plan and organize
	The individual on the job needs to know and understand: SB3. how to plan for daily production SB4. how to plan for budget and material requirement
	Customer centricity
	The individual on the job needs to know and understand: SB5. the customer preference, taste, etc and accordingly make crafts
	Problem solving
	The individual on the job needs to know and understand: SB6. how to solve issues relating to material, cost and labour and ensure smooth production
	Analytical thinking
	The individual on the job needs to know and understand: SB7. how to analyse the material requirement, corrective action required during craft making
Critical thinking	
The individual on the job needs to know and understand: SB8. how to spot process disruptions and delays	

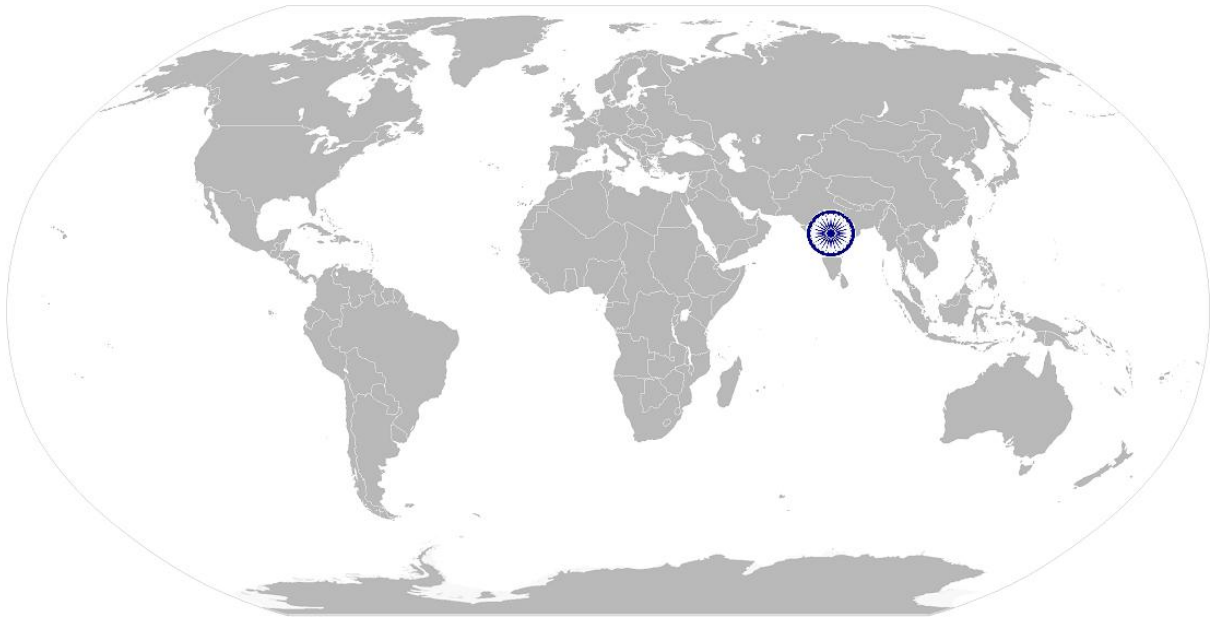


HCS/N2901

Emboss the metal surface

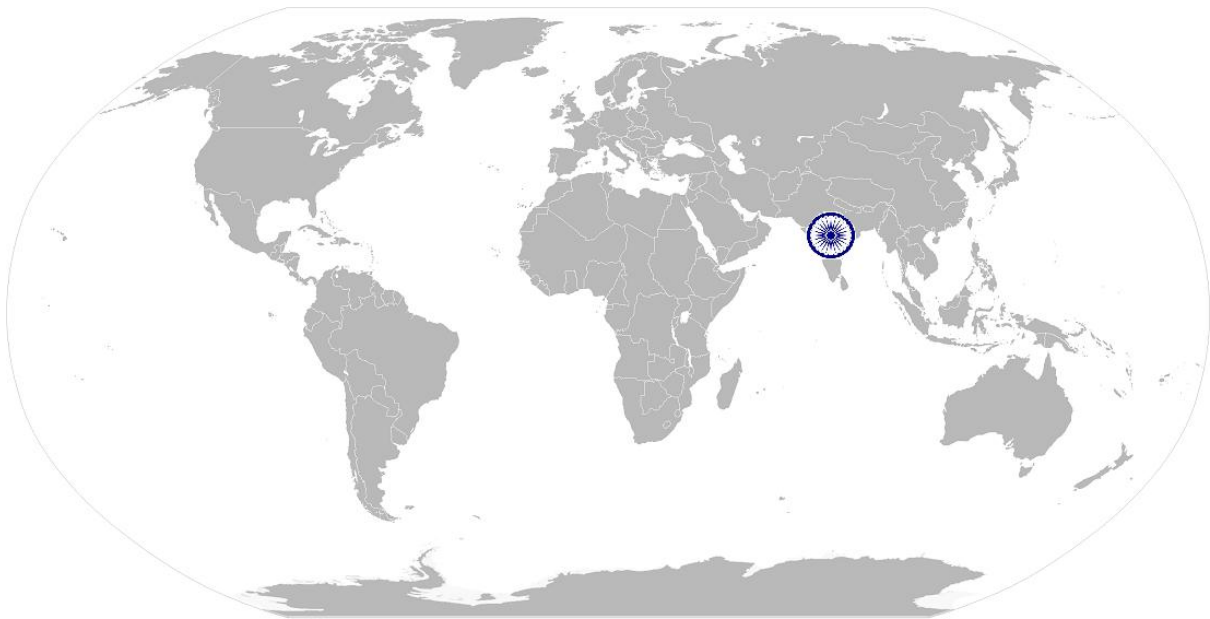
NOS Version Control

NOS Code	HCS/N2901		
Credits(NSQF)	TBD	Version number	1.0
Industry	Handicrafts and Carpet	Drafted on	09/03/2015
Industry Sub-sector	Metalware	Last reviewed on	27/05/2015
Occupation	Metal Craft Making	Next review date	27/05/2016





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	

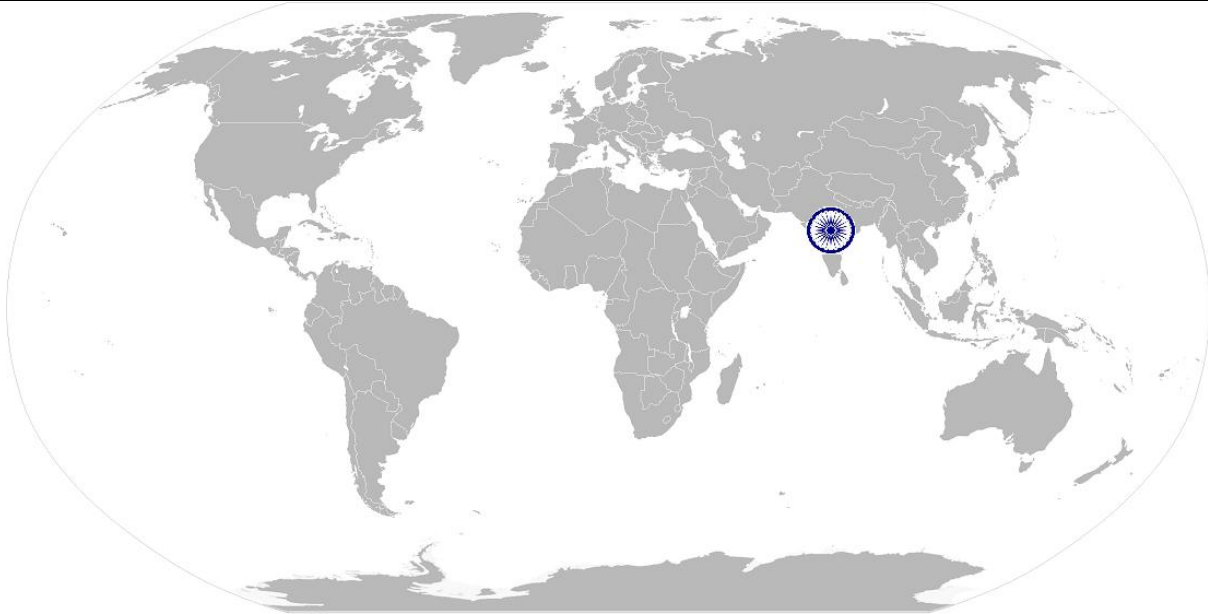


HCS/N9901

Coordinate with colleagues and work as a team

NOS Version Control

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

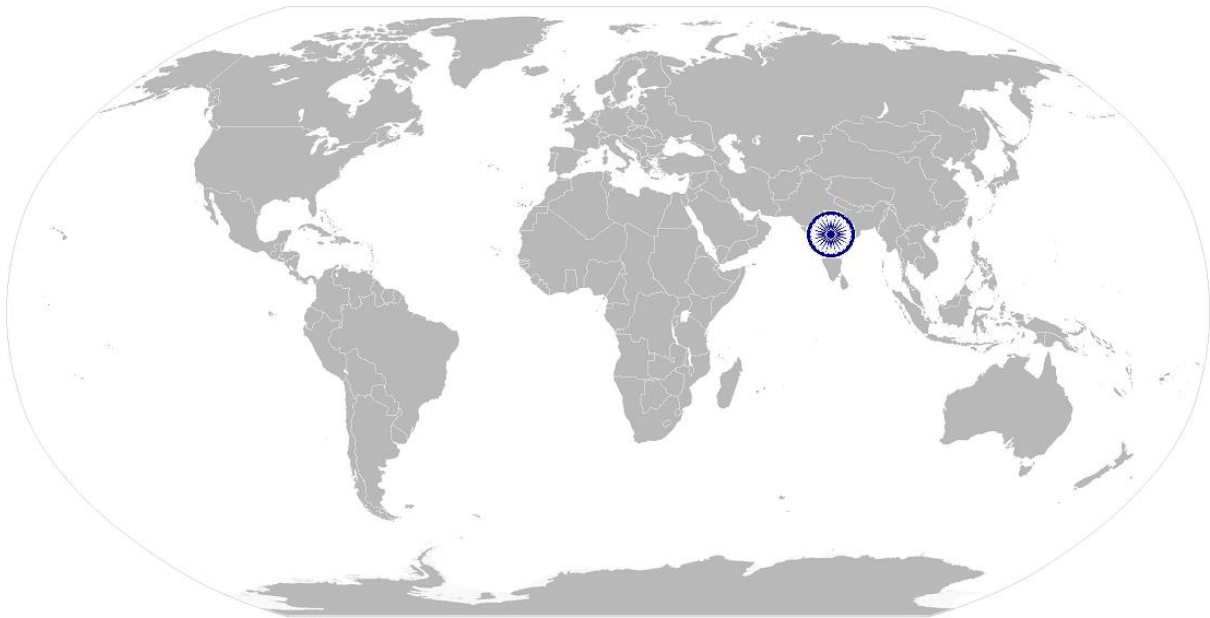
NOS
National Occupational Standards



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: <p>PC1. comply with safety procedures while on work to prevent accidents</p> <p>PC2. take adequate safety measures while handling materials, chemicals and tools</p> <p>PC3. wear appropriate personal protective gears such as gloves, protective goggles, masks etc. while working</p> <p>PC4. undertake basic safety checks before operation of all tools and electrical equipments</p> <p>PC5. wear appropriate and recommended clothing as per the work environment (eg: working in a furnace area)</p> <p>PC6. follow recommended material handling procedure to control material and personal damage</p> <p>PC7. perform all procedures as per company's work instructions for controlling operational risk</p> <p>PC8. perform the duties in a manner which minimizes environmental damage</p> <p>PC9. dispose of waste safely and correctly in a designated area as per company's SOP</p> <p>PC10. report any accidents, incidents or problems without delay to the supervisor and take necessary immediate action to reduce further danger</p>
Achieve safety standards	To be competent, the user/ individual must be able to: <p>PC11. ensure zero accident at workplace</p> <p>PC12. adhere to safety standards and ensure no material damage</p>
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: <p>KA1. company's policies on work safety and occupational hazard management</p> <p>KA2. company's HR policies</p> <p>KA3. company's reporting structure</p> <p>KA4. company emergency evacuation procedure</p>



HCS/N9902

Maintain safe work environment

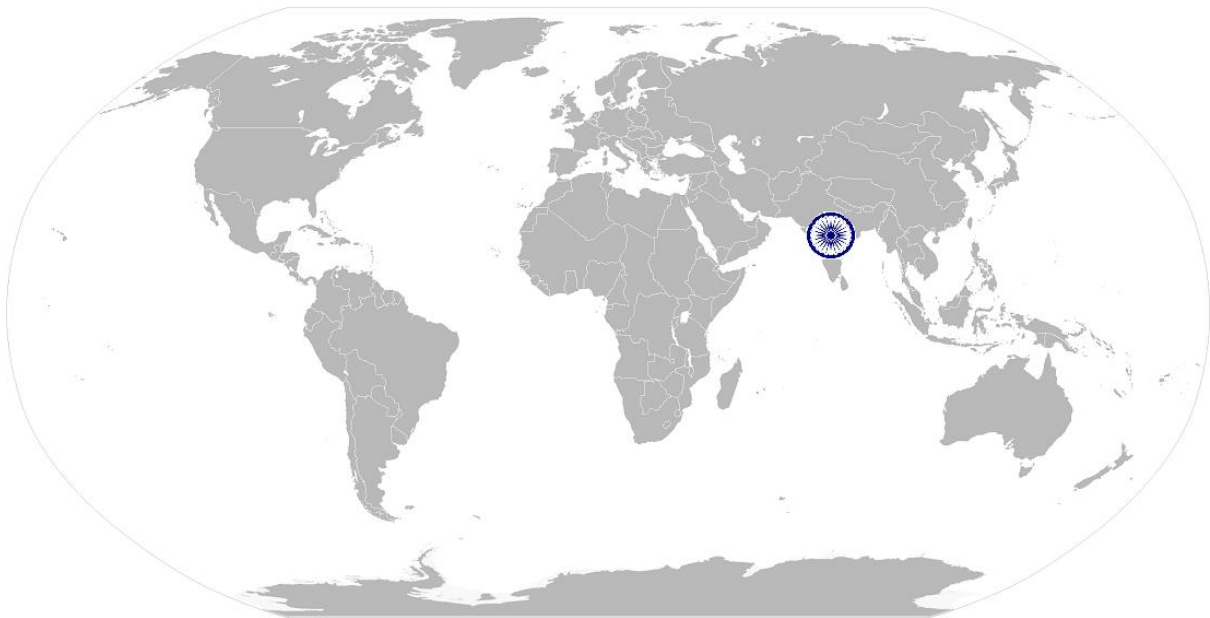
<p>B. Technical Knowledge</p>	<p>The individual on the job needs to know and understand:</p> <p>KB1. accidental risks to the worker</p> <p>KB2. how to maintain the work area safe and secure</p> <p>KB3. how to perform the duties in a way to minimize accidental risks</p> <p>KB4. how to handle chemicals</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



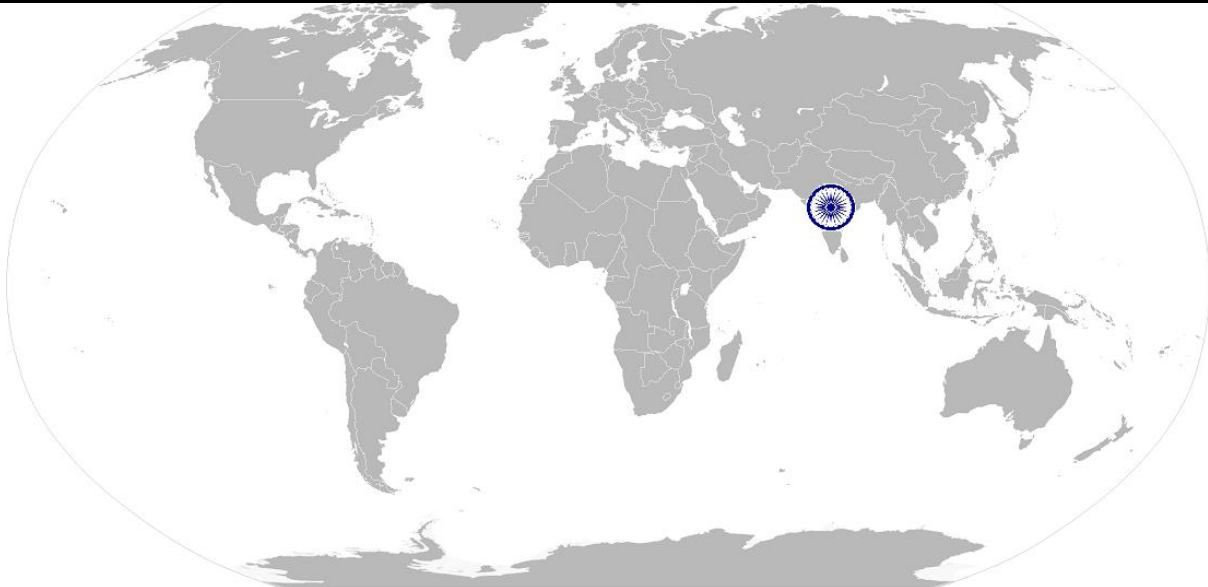
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HCS/N9902

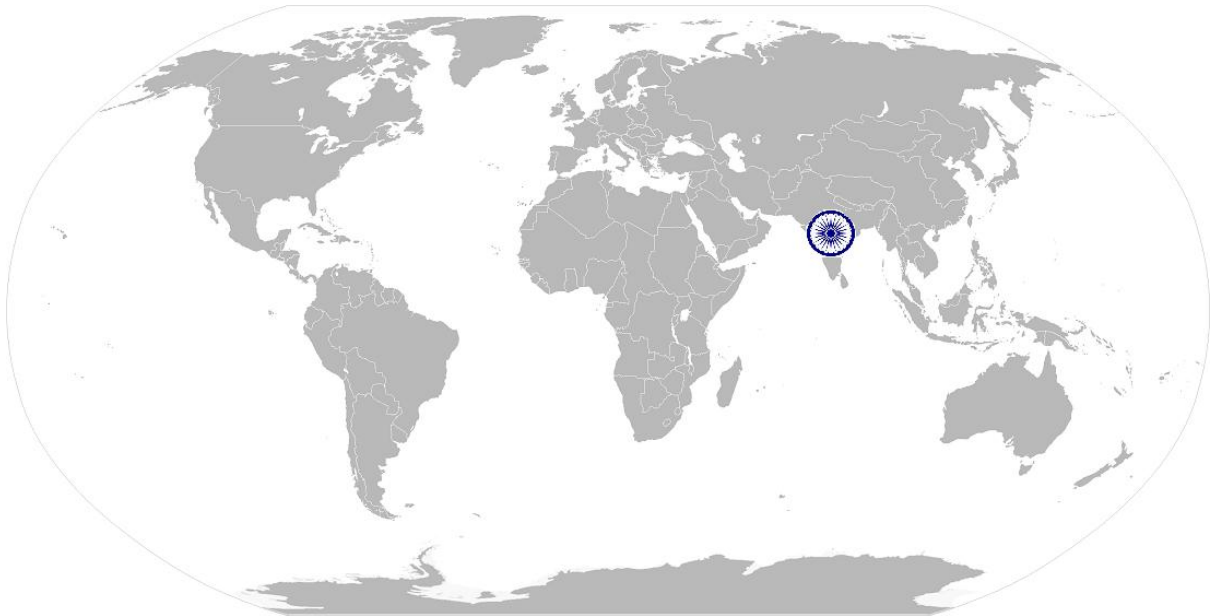
Maintain safe work environment

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	

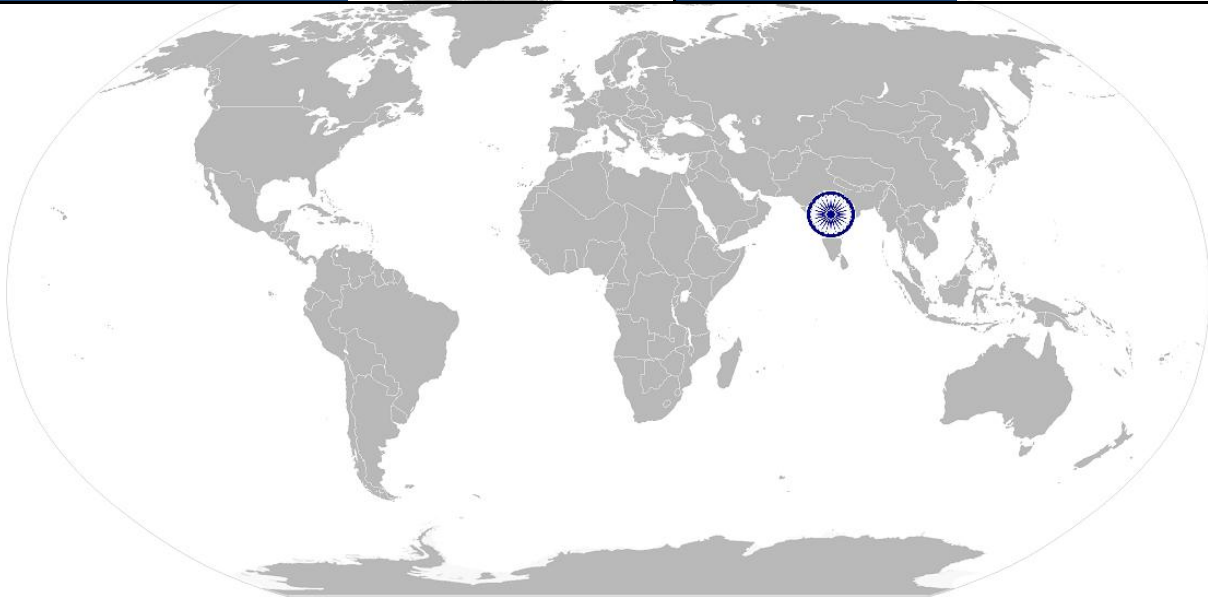


HCS/N9903

Maintain personal health

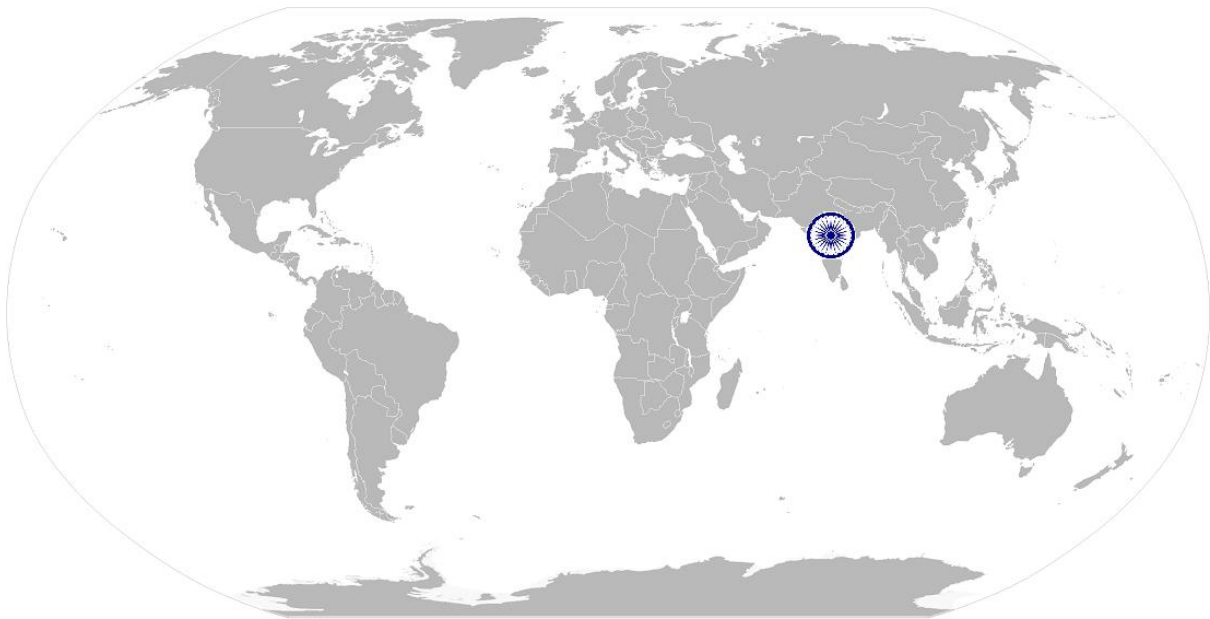
NOS Version Control

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





National Occupational Standard



Overview

This unit is about successful basic business management in handicraft units



HCS/N9904

Basic business management

Unit Code	HCS/N9904
Unit Title (Task)	Basic business management
Description	This OS unit is about basic business management in handicraft units. This OS unit is to aid in successful management of business
Scope	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> • People management • Product planning • Procurement of raw materials • Market interfacing • Financial management • Record keeping
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
People management	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. allot work to the employees of the unit according to their skill and experience</p> <p>PC2. train the employees of his/her unit with the appropriate skills required to make market relevant and quality products</p> <p>PC3. motivate the employees</p> <p>PC4. handle the grievances/issues that are raised by the employees</p> <p>PC5. manage the employee expectations</p>
Product planning	<p>To be competent, the user/ individual must be able to:</p> <p>PC6. gather and analyse the cues from the market</p> <p>PC7. ascertain the customer preference</p> <p>PC8. create product lines based on current market preference</p> <p>PC9. create product lines that are unique and able to price high</p> <p>PC10. price the products according to market trends</p> <p>PC11. decide the best way to market the product lines</p>
Procurement of raw materials	<p>To be competent, the user/ individual must be able to:</p> <p>PC12. make a list of raw materials required according to the product lines</p> <p>PC13. ascertain the quantity and right price to procure the materials</p> <p>PC14. identify the right locations/agents from where the raw materials can be procured</p> <p>PC15. negotiate to get the best price</p> <p>PC16. ensure quality materials are procured</p> <p>PC17. ensure the procured materials are stored in appropriate conditions</p> <p>PC18. maintain the bills and record the prices of procurement for future reference</p> <p>PC19. maintain healthy vendor relationships</p>
Market interfacing	<p>To be competent, the user/ individual must be able to:</p> <p>PC20. identify the nearest market</p> <p>PC21. analyze the prevalent price for product lines</p> <p>PC22. decide on the most effective means to access the market</p> <p>PC23. plan for cost effective transportation to the market</p>



HCS/N9904

Basic business management

	<p>PC24. position the product according to market requirements</p> <p>PC25. manage customer expectations</p>
Financial management	<p>To be competent, the user/ individual must be able to:</p> <p>PC26. analyze and ascertain the cost of production</p> <p>PC27. maintain the book of accounts related to the business</p> <p>PC28. own and operate a bank account</p> <p>PC29. identify cost effective means of running business</p>
Record keeping	<p>To be competent, the user/ individual must be able to:</p> <p>PC30. identify various aspects of business that require recording</p> <p>PC31. create formats for recording</p> <p>PC32. make various records pertaining to all aspects of business</p> <p>PC33. maintain these records with periodic updation</p> <p>PC34. maintain necessary documents as per local government and regulatory requirement</p> <p>PC35. analyze the records and glean various trends from the same</p>

Knowledge and Understanding (K)

A. Technical Knowledge	<p>The individual on the job needs to know and understand:</p> <p>KA1. interpersonal skills and communication with cross section of stakeholders</p> <p>KA2. basics of accounting</p> <p>KA3. basics of banking</p> <p>KA4. costing principles</p> <p>KA5. product and craft knowledge including material and tools requirement</p> <p>KA6. gathering market intelligence</p> <p>KA7. various transportation means and implication on costing</p> <p>KA8. various product lines that can be created depending on sector of operation</p> <p>KA9. basic record keeping techniques</p> <p>KA10. basic laws, rules, regulations , etc with reference to business</p> <p>KA11. vendor management and development</p> <p>KA12. pricing techniques</p> <p>KA13. business profitability assessment</p>
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Skills (S)

A. Core Skills/ Generic Skills	Reading skills
	<p>The individual on the job needs to know and understand how to:</p> <p>SA1. read about various products and keep abreast of market trends</p>
	Writing skills
	<p>The individual on the job needs to know and understand how to:</p> <p>SA2. document various aspects of business</p> <p>SA3. write descriptions and details about investment, expenditures and sale</p>
	Communication skills
	<p>The individual on the job needs to know and understand how to:</p> <p>SA4. interact with employees to work efficiently</p> <p>SA5. communicate and manage vendors</p> <p>SA6. interface with fellow entrepreneurs to exchange ideas on the business</p> <p>SA7. communicate with the customers</p> <p>SA8. comprehend information shared by various stakeholders</p>



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Basic business management

B. Professional Skills	Decision making skills
	The individual on the job needs to know and understand how to: SB1. finalize the product lines SB2. fix the appropriate price SB3. hire the employees with appropriate skill set and experience SB4. predict the profit margin to be achieved by the business SB5. decide on which market segment to target
	Plan and organize
	The individual on the job needs to know and understand how to: SB6. schedule production cycles SB7. estimate resources SB8. schedule market visits
	Customer centricity
	The individual on the job needs to know and understand how to: SB9. gather information on customer preference and taste SB10. interact with various types of customers and understand the trends
	Problem solving
	The individual on the job needs to know and understand how to: SB11. analyze and solve conflicts and problems pertaining to the business SB12. ensure that the problems do not arise repeatedly SB13. anticipate various problems/challenges that can crop up
	Analytical thinking
	The individual on the job needs to know and understand how to: SB14. analyse the market for increasing the sales
Critical thinking	
The individual on the job needs to know and understand how to: SB15. spot errors and any other disruptions and communicate with solutions	

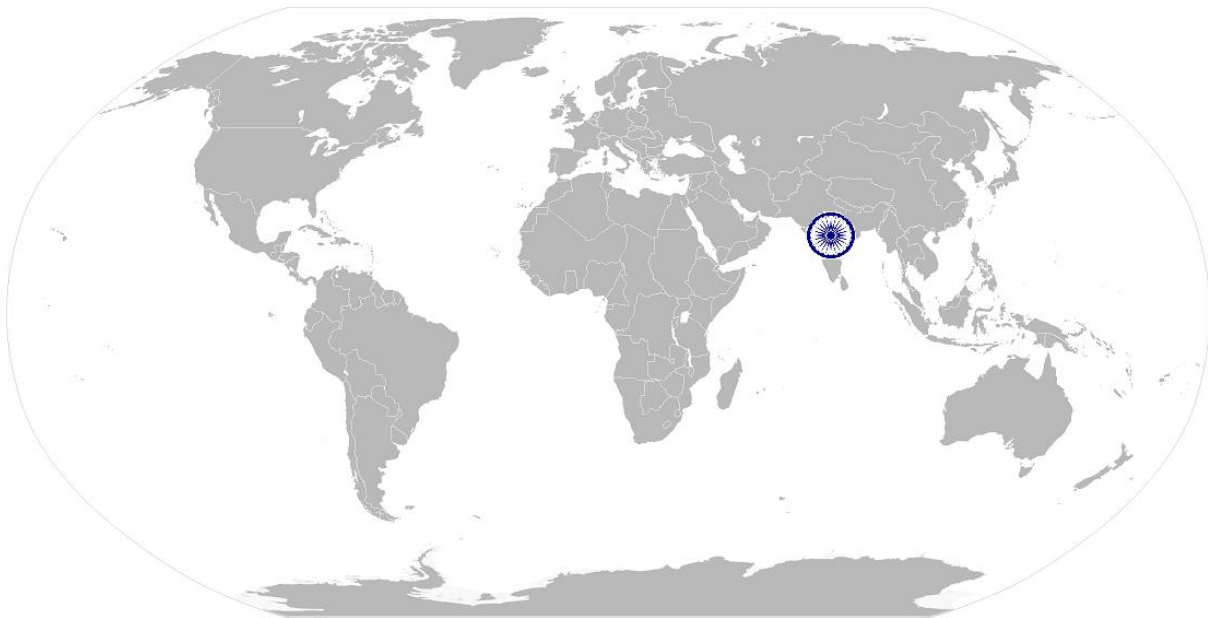


HCS/N9904

Basic business management

NOS Version Control

NOS Code	HCS/N9904		
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

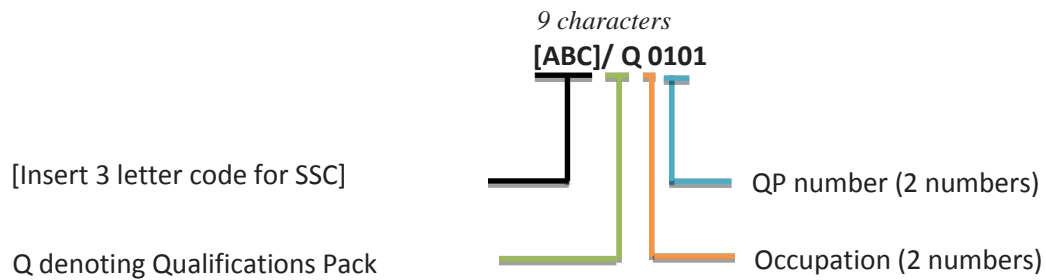




Annexure

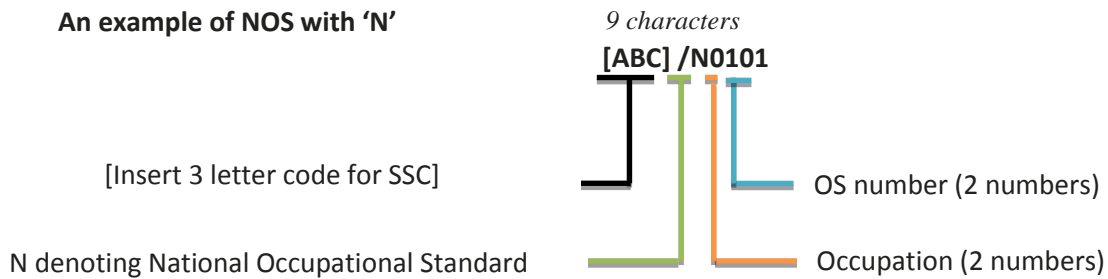
Nomenclature for QP and NOS

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 : Embossing Artisan

Qualification Pack : HCS/Q2901

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 be 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 (500)			
HCS / N2901	Emboss the metal surface				
NOS Element	Performance Criteria		Out of	Theory	Skills Practical
Understanding design and work requirement	PC1. receive instructions on work requirement from superior	100	3	1	2
	PC2. receive the design from concerned person		3	1	2
	PC3. understand the design requirements and determine the type of embossing required		3	1	2
	PC4. plan the target on number of pieces to be completed		3	1	2
Gathering and arranging the required raw materials	PC5. collect and arrange the appropriate materials to begin the process		3	1	2
	PC6. report on any shortage or defect of raw materials to the concerned person		3	1	2
	PC7. ensure to stock the required materials in advance		3	1	2
Embossing the metal surface	PC8. clean and smoothen the metal surface before embossing		3	1	2
	PC9. ensure embossing is done placing the metal on a soft surface such as clay or wax		3	1	2
	PC10. place the template design sheet on top of the metal sheet		3	1	2



	PC11. ensure to hold the template firm to avoid it from slipping	3	1	2
	PC12. place the scrap metal facing down	3	1	2
	PC13. trace and transfer the design template to metal sheet	3	1	2
	PC14. ensure not to use too much pressure	3	1	2
	PC15. remove the template design	3	1	2
	PC16. deepen the design on the metal surface using the embossing tool	4	1	3
	PC17. turn the metal sheet and rack harder between the design lines with embossing tool to emboss the design	4	1	3
	PC18. dry the piece overnight	3	1	2
	PC19. use different embossing tool depending on the design pattern to be created	4	1	3
	PC20. ensure the tools are of appropriate sizes to create the required depth	4	1	3
	PC21. clean the outline design pattern	3	1	2
	PC22. smoothen the embossed areas	3	1	2
	PC23. turn the metal piece to the front side and clean the embossed portion	3	1	2
	PC24. refine and smoothen the embossed portion	3	1	2
Checking for defects	PC25. check the metal after embossing, if it matches requirement	3	1	2
	PC26. make necessary adjustments if any	3	1	2
	PC27. rectify and rework if any mistakes are found un-matching the design specifications and requirements	3	1	2
Achieving quality standards	PC28. ensure the appropriate heat and pressure are used for embossing on the sheet metal	3	1	2
	PC29. ensure to maintain the same metal thickness before and after embossing	3	1	2
	PC30. ensure the target number of pieces are polished	3	1	2
	PC31. ensure the design patterns and the finish are according to the requirements	3	1	2
	PC32. ensure the output delivered is defect free and on time	3	1	2
TOTAL POINTS		100	32	68



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 work accordingly		4	1	3
	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 problems without delay to the supervisor and take necessary immediate action to		8	4	4



	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

HCS/N9904	Basic business management				
NOS Element	Performance Criteria		Out of	Theory	Skills Practical
People management	PC1. allot work to the employees of the unit according to their skill and experience	100	3	1	2
	PC2. train the employees of his/her unit with		3	1	2



	the appropriate skills required to make market relevant and quality products				
	PC3. motivate the employees		2	1	1
	PC4. handle the grievances/issues that are raised by the employees		2	1	1
	PC5. manage the employee expectations		2	1	1
Product planning	PC6. gather and analyse the cues from the market		2	1	1
	PC7. ascertain the customer preference		3	1	2
	PC8. create product lines based on current market preference		3	1	2
	PC9. create product lines that are unique and able to price high		3	1	2
	PC10. price the products according to market trends		3	1	2
	PC11. decide the best way to market the product lines		3	1	2
Procurement of raw materials	PC12. make a list of raw materials required according to the product lines		2	0	2
	PC13. ascertain the quantity and right price to procure the materials		3	1	2
	PC14. identify the right locations/agents from where the raw materials can be procured		3	1	2
	PC15. negotiate to get the best price		3	0	3
	PC16. ensure quality materials are procured		4	1	3
	PC17. ensure the procured materials are stored in appropriate conditions		3	1	2
	PC18. maintain the bills and record the prices of procurement for future reference		3	1	2
	PC19. maintain healthy vendor relationships		3	1	2
Market interfacing	PC20. identify the nearest market		3	1	2
	PC21. analyze the prevalent price for product lines		3	2	1
	PC22. decide on the most effective means to access the market		2	1	1
	PC23. plan for cost effective transportation to the market		3	1	2
	PC24. position the product according to market requirements		3	1	2
	PC25. manage customer expectations		2	0	2
Financial management	PC26. analyze and ascertain the cost of production		3	1	2
	PC27. maintain the book of accounts related to the business		3	1	2
	PC28. own and operate a bank account		4	2	2



	PC29. identify cost effective means of running business		3	1	2
Record keeping	PC30. identify various aspects of business that require recording		3	2	1
	PC31. create formats for recording		3	2	1
	PC32. make various records pertaining to all aspects of business		3	2	1
	PC33. maintain these records with periodic updation		3	2	1
	PC34. maintain necessary documents as per local government and regulatory requirement		3	2	1
	PC35. analyze the records and glean various trends from the same		3	2	1
	TOTAL POINTS		100	40	60