



QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR HANDICRAFTS AND CARPET INDUSTRY



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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: Etching Artisan - Metalware

SECTOR: HANDICRAFTS AND CARPET

SUB-SECTOR: Metalware

OCCUPATION: Metal Craft Making

REFERENCE ID: HCS/Q2909

ALIGNED TO: NCO-2004/NIL

This job holder in the handicrafts & carpets sector are employed contractually to etch traditional designs finished surface of brassware and other metalware.

Brief Job Description: An etching artisan uses appropriate tools and techniques to manually etch traditional designs on brass ware/metal ware from a given range of existing traditional designs or based on client's specifications. To meet given production target the individual must comply with service level agreement.

Personal Attributes: Needs to be precise and possess an eye for details. Must be alert and possess a physically active body. Should also have good eye-sight. Should have commendable dexterity and a strong hand-arm coordination. The candidate is also expected to be capable of working for long hours in sitting position. Must be creative, team player and open to learning.



Job Details	Qualifications Pack Code	HCS/Q2909		
	Job Role	Etching Artisan—Metalware		
	Credits	TBD	Version number	1.0
	Sector	Handicrafts and Carpet	Drafted on	22/02/15
	Sub-sector	Metalware	Last reviewed on	22/02/15
	Occupation	Metal Craft Making	Next review date	22/02/17
	NSQC Clearance on	NA		

Job Role	Etching Artisan - Metalware
Role Description	The job holder should be able to manually etch traditional designs on brass & other metal wares using appropriate tools and techniques and as per given instructions.
NSQF level	4
Minimum Educational Qualifications	Basic Literacy and Numeracy
Maximum Educational Qualifications	Not Applicable
Training (Suggested but not mandatory)	6 months apprenticeship
Minimum Job Entry Age	18 Years
Experience	NA
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> HCS/N2909 Etch intricate traditional designs on decorative metal wares HCS/N9905 Use basic health and safety practices while working with metalware crafts CSC/N1336 Work effectively with others <p>Optional: NA</p>
Performance Criteria	As described in the relevant OS units



Definitions

Keywords /Terms	Description
Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the NOS, these include communication related skills that are applicable to most job roles.
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 NOS.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in the Indian context
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Organisational Context	Organisational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
Qualifications Pack(QP)	Qualifications Pack comprises the set of NOS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Scope	Scope is the set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on the quality of performance required.
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.
Sub-functions	Sub-functions are sub-activities essential to fulfil the achieving the objectives of the function.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Unit Code	Unit Code is a unique identifier for a NOS unit, which can be denoted with an 'N'
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.



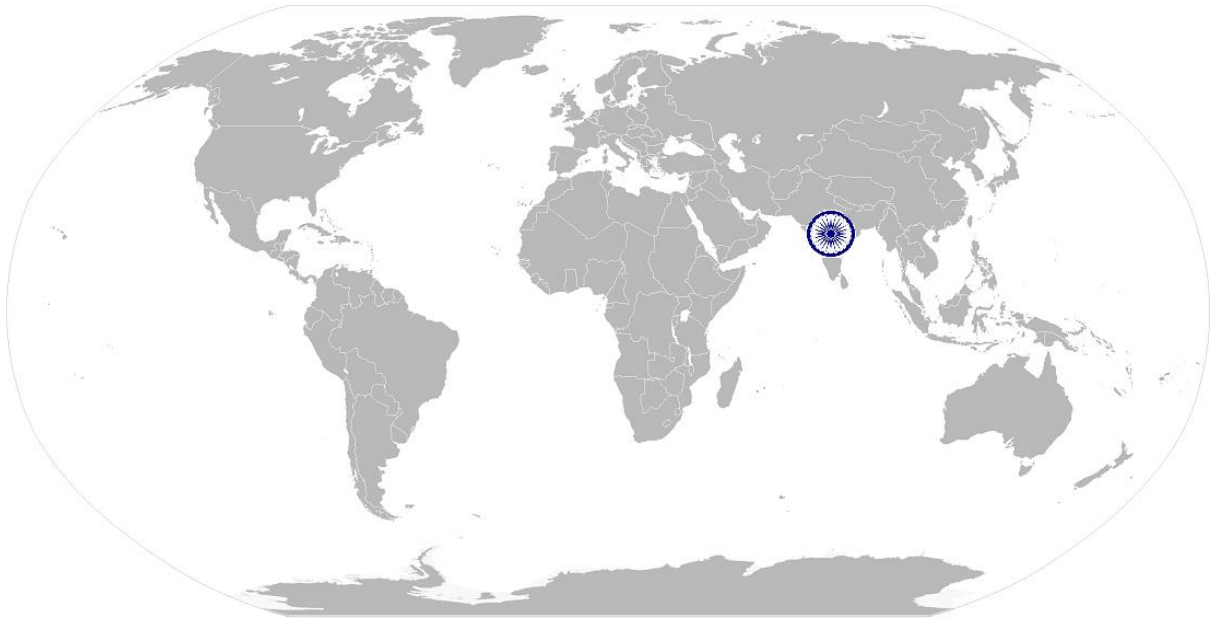
Acronyms	Keywords /Terms	Description
	NSQF	National Skill Qualification Framework
	OS	Occupational Standard
	NSQC	National Skills Qualifications Committee





HCS/N2909 Etch intricate traditional designs on decorative metal wares

National Occupational Standard




Overview

This unit refers to the key skills and knowledge required for an artisan to etch intricate traditional designs on different types of metal ware and brass wares using approved techniques and tools.



HCS/N2909 Etch intricate traditional designs on decorative metal wares

National Occupational Standard	Unit Code	HCS/N2909
	Unit Title (Task)	Etch intricate traditional designs on decorative metal wares
	Description	An etching artisan is responsible for independently producing intricate traditional designs on different kinds of brass wares within agreed timelines. The individual is expected to be competent of working with range of designs, tools and techniques.
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Work safely Prepare work place for manual etching Carry out etching Undertake post etching activities <p>The candidate should be competent to work on any one of following work categories:</p> <ul style="list-style-type: none"> Japani work Double steel paint work Chikan jharwa work Bidri work Chuniya jali work Yellow chuniya jali work Darmiyani work National work Mirach, etc. 
Performance Criteria(PC) w.r.t. the Scope		
Element	Performance Criteria	
Work safely	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. work safely at all times, complying with health and safety legislation, regulations and other relevant guidelines</p> <p>PC2. maintain correct body posture while seating in a confined work area for long hours</p> <p>PC3. select and use appropriate personal protective equipment compatible to work and compliant to relevant occupational health and safety guidelines Personal protective equipment: apron, masks, safety glasses, head protection, ear muffs, knee pads, gloves, warning signs and tapes, first aid kit, etc.</p> <p>PC4. lift, carry or move heavy objects from one place to another safely using approved working practices</p> <p>PC5. ensure that the work area is free of clutters and the environment favorable to carry out etching work Favorable environment: Proper ventilation, lighting, spacious, clear of wastes, etc.</p>	



HCS/N2909 Etch intricate traditional designs on decorative metal wares

Prepare work place for manual etching	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC6. obtain job specification document from responsible personnel Job specifications: Design, quantity, delivery timeline, type of materials, metalware weight, etc.</p> <p>PC7. establish a service level agreement with responsible personnel stating the terms and cost of work in line with standard determining factors Factors: Type of design, volume of work, existing service market value, delivery timelines, relevant regulations, etc.</p> <p>PC8. confirm that information given in the job specification are complete and correct</p> <p>PC9. interpret job requirements accurately in order to plan out the work sequence in accordance with the type of design specified Type of etching designs: e.g. japani, double steel paint, chikan jharwa, bidri, chuniya jali, yellow chuniya jali, darmiyani, national, mirach, etc.</p> <p>PC10. obtain appropriate tools, materials and accessories needed to carry out the assigned metalware etching work Tools & accessories: Different types of pens, tipai, thapi, etc. Materials: Brass metalware</p> <p>PC11. confirm that the selected tools and accessories are in safe working condition and ready for use</p> <p>PC12. ensure that the metalwares are handed-over undamaged and they conform to the given job specification</p> <p>PC13. use approved procedures to inspect metalware for defects against set quality parameters prior to work Defects: Thickness, impurities, diecasting holes, surface polish, colour, texture, etc.</p> <p>PC14. verify material quality using defined preliminary checks Checks: Visual, sensory, weighing, tapping using stick, etc.</p> <p>PC15. confirm that the metalware has undergone surface finish polishing prior to etching</p>
Carry out etching	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC16. use appropriate techniques, tools and equipment to engrave required <i>sut</i> on the metal surface Tools & equipment: <i>Charak</i> and <i>kalams</i></p> <p>PC17. apply approved methods to mark layout of the given design on the polished metal ware surface using correct etching pens</p> <p>PC18. ensure that the correct etching layout of a specified design are followed as per required quality standard Etching patterns: e.g. darmiyani design: sut, peacock or animals, birds, flowers, firki, bhara; mirach design: sut, kolte, mirach, firki, leafs (soya & mina); chikan jharra design: sut, kolte, mirach, firki, leafs (chikan); bidari design: sut, flower, firki, bhara; japani design: sut, flower, leaf, mina, etc. Quality standard: Dimensional accuracy, surface to design size ratio, symmetry of design, consistency, etching depth, etc.</p> <p>PC19. carry out manual etching using approved tools & techniques</p> <p>PC20. report to appropriate personnel/ client on detection of any defects and seek</p>



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	<p>advice on the appropriate action to rectify them</p> <p>PC21. use approved procedures to rectify any etching defects that are within one's competency level and ensure that the finished work meets the required standard</p> <p>PC22. ensure appropriate cleaning agent is used to polish the finished work Cleaning agent: e.g. dara polishing agent</p>
<p>Undertake post etching activities</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC23. safely collect and store metal remnants or shavings in designated storage location in accordance with organization's procedures & policies</p> <p>PC24. return used tools and materials safely to appropriate storage area as per given instructions</p> <p>PC25. segregate and dispose wastes toxic and non-toxic materials in line with environmental health & safety</p> <p>PC26. document the work fully and accurately in appropriate service log book/ record book detailing the required information Information: Number of pieces, number of defects, final weight, metal remnants weight, etc.</p> <p>PC27. ensure organization's procedures & guidelines are adhered while handing over the completed work to appropriate personnel</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. relevant legislation, standards, policies, and procedures followed in the company</p> <p>KA2. relevant health and safety requirements applicable in the work place</p> <p>KA3. own job role and responsibilities and sources for information pertaining to employment terms, entitlements, job role and responsibilities</p> <p>KA4. reporting structure, inter-dependent functions, lines and procedures in the work area</p> <p>KA5. who to approach for support in order to obtain work related instructions, clarifications and support</p> <p>KA6. importance of following health, hygiene, safety and quality standards and the impact of not following the standards on consumers and the business</p> <p>KA7. relevant people and their responsibilities within the work area</p> <p>KA8. documentation and related procedures applicable in the context of employment and work</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. importance of using appropriate personal protective equipment while performing manual etching on brass wares</p> <p>KB2. hazards and risks associated with manual etching on metal ware and relevant health and safety control measures</p> <p>KB3. importance of maintaining healthy work environment</p> <p>KB4. different types of tools and accessories and their uses</p> <p>KB5. how to make, harden, temper and sharpen tools</p> <p>KB6. how to mark design layout and ornamental patterns</p> <p>KB7. how to create <i>sut</i> using approved tools & techniques on metal surface</p>



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	<p>KB8. application of line, shape and shade on brassware</p> <p>KB9. interpreting and importing basic drawing concept to work</p> <p>KB10. how to increase and reduce designs according to surface area</p> <p>KB11. basic knowledge of metallurgy</p> <p>KB12. terminology, pictorial representation, symbols, etc. used in manual etching work</p> <p>KB13. range of materials used in etching work Range of materials: Brass, copper, aluminium, steel, etc.</p> <p>KB14. range of brass surface finishing on which manual etching work are carried out Range of surface finishing: Golden firki, steel work and powder coating</p> <p>KB15. approved etching techniques and grooving methods</p> <p>KB16. methods of holding and centering work</p> <p>KB17. types of traditional etching designs</p> <p>KB18. use of wood, bone, mother pearl and silver in metal wares</p> <p>KB19. types of surface on which manual etching work are done Types of metal surfaces: Flat, concave, convex</p> <p>KB20. parts of an etching design and processes involved Parts of designs: Animals, birds, flowers, leaves, jaali, bharai, mina, etc.</p> <p>KB21. methods used to identify defects</p> <p>KB22. approved techniques used to rectify defects</p> <p>KB23. polishing of finished work using appropriate cleaning agents</p> <p>KB24. meeting organizational quality standards</p> <p>KB25. significance of weighing metalware before and after work</p> <p>KB26. importance of storing metal remnants or shavings in secure location after work</p> <p>KB27. safe disposal of wastes materials</p> <p>KB28. importance of documenting completed work in relevant service logbooks, data book, register</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. fill logs, forms and register in local language or Hindi for recording quantity and quality of work figures, defects identified or rectified, weight of metal pre and post work and other related information, etc. whenever needed.</p> <p>SA2. take notes/instructions related to work in local language or Hindi from supervisor/client</p> <p>SA3. document ratio of surface area to design pattern and any relevant measurement whenever required</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. interpret pictorial representations and written signs or instructions work specification document</p> <p>SA5. read and interpret numbers written in Hindi or local language</p> <p>SA6. understand safety symbols and basic warning signs wherever needed</p>



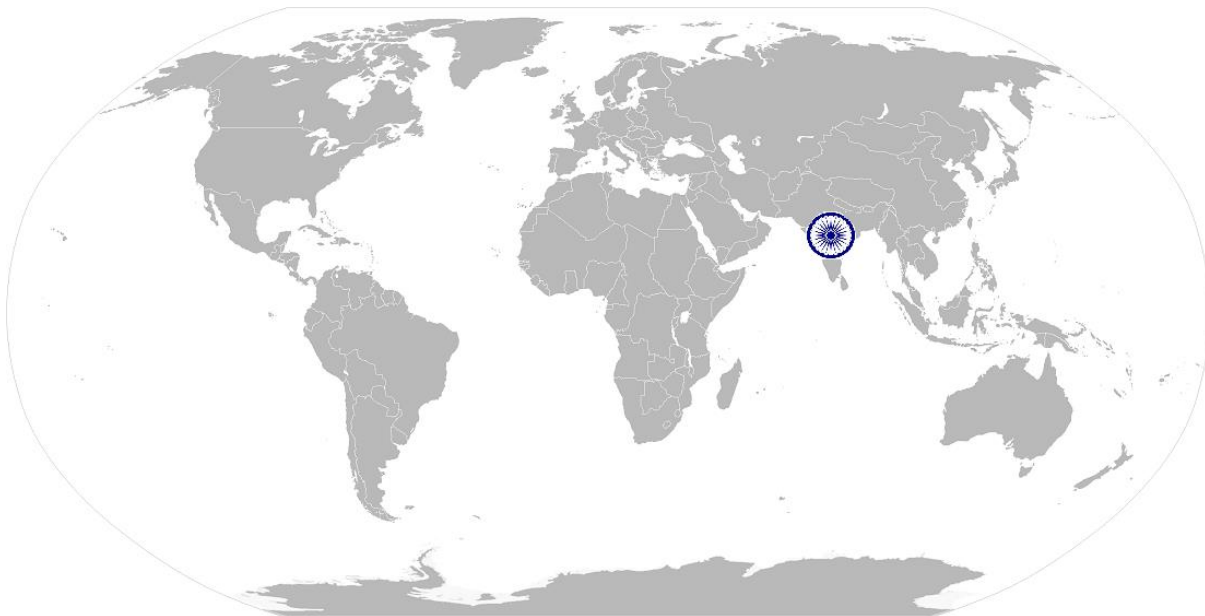
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	SA7. read the job specification provided in local language or Hindi SA8. read instructions from supervisor provided in local language or Hindi
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA9. inform supervisor or co-workers of work related problems in any locally understood language SA10. take instructions completely so that no instruction is missed or misunderstood SA11. seek clarification on any unclear instructions in locally understood language
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. use the quality parameters to take decisions to reject or accept metalware provided for etching work SB2. when faced with difficult decisions seek clarification from the supervisor and understand the parameters used by the supervisor to arrive at the decision
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB3. plan and organize own work in a way that all activities are completed in time and as per specifications SB4. basic concepts of working effectively including waste reduction, recycle use of metal remnants or shavings, efficient material usage, and optimization of time
	Customer Centricity
	The user/ individual on the job needs to know and understand how to: SB5. ensure customer satisfaction by clarifying quality requirements and other etching specifications correctly SB6. provide client with all relevant etching work information including delivery timelines, feasibility of designs and available support SB7. adhere to commitments related to work and maintain long term business relationship with clients
	Problem Solving
	The user/ individual on the job needs to know and understand how to: SB8. determine timely correction of errors to minimize rejection of pieces SB9. identify potential problems and escalate matter timely to concern personnel
	Analytical Thinking
	The user/ individual on the job needs to know and understand how to: SB10. apply logical reasoning to solve problems or any potential problems related to work by analyzing previous experiences
	Critical Thinking
The user/ individual on the job needs to know and understand how to: SB11. determine the impact of inappropriate selection of work procedures and inputs to overall work outcome	



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NOS Version Control

NOS Code	HCS/N2909		
Credits (NSQF)	TBD	Version number	1.0
Industry	Handicrafts and Carpet	Drafted on	06/10/16
Industry Sub-sector	Metalware	Last reviewed on	06/10/16
Occupation	Metal Craft Making	Next review date	06/10/18





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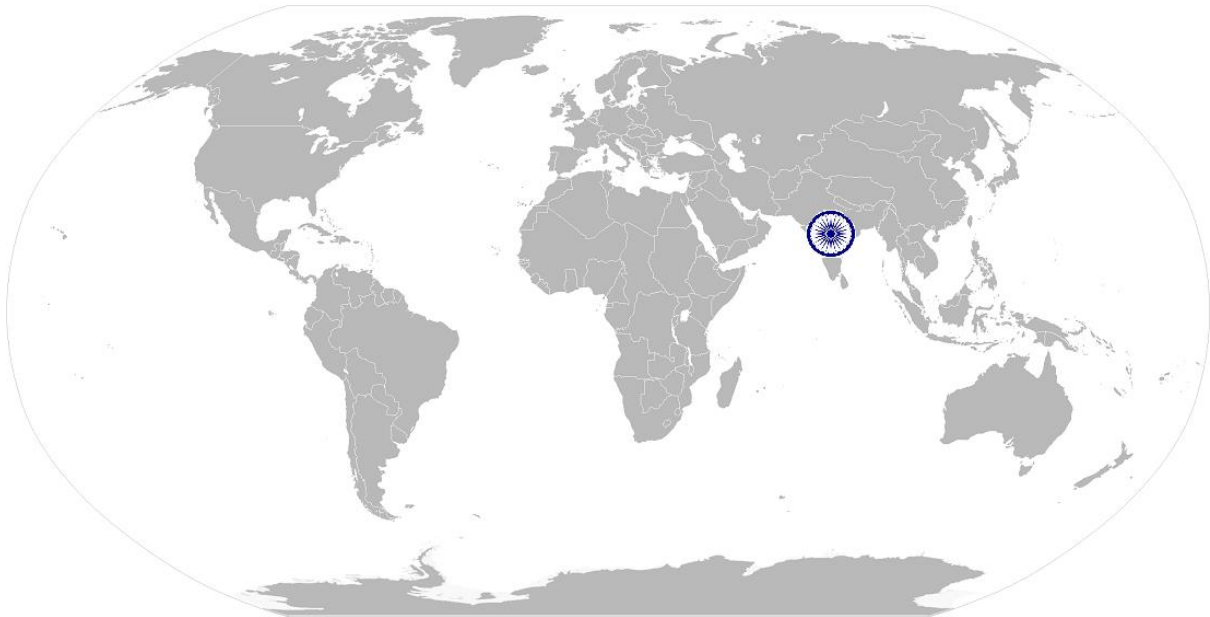
National Occupational Standards



HCS/N9905

Use basic health and safety practices while working with metalware crafts

National Occupational Standard



Overview

This unit covers health, safety and security at the workplace. This includes procedures and practices that candidates need to follow to help maintain a healthy, safe and secure work environment.



HCS/N9905

Use basic health and safety practices while working with metalware crafts

National Occupational Standard

Unit Code	HCS/N9905
Unit Title (Task)	Use basic health and safety practices while working with metalware crafts
Description	This OS unit is about knowledge and practices relating to health, safety and security that candidates need to use in the workplace. It covers responsibilities towards self, others, assets and the environment. It includes understanding of risks and hazards in the workplace, along with common techniques to minimize risk, deal with accidents, emergencies, etc.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Health and safety • Fire safety • Emergencies, rescue and first-aid procedures
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Health and safety	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. use protective clothing/equipment for specific tasks and work conditions Protective clothing: e.g. aprons; eye and facial protection; cover head; appropriate footwear; masks; etc.</p> <p>PC2. state the name and location of people responsible for health and safety in the workplace</p> <p>PC3. identify job-site hazardous work and state possible causes of risk or accident in the workplace Hazards: sharp edged tools; hazardous surfaces(sharp, slippery, uneven, chipped, broken, etc.); physical hazards(manual handling, sharp equipment, sharp and piercing objects, excessive noise, confined spaces, improper lightings, fumes release during metal dipping, metal dust, metal scraps, extremely hot molten materials, poor ventilation, over stacked shelves and packages, etc.) electrical hazards (power supply and points, loose and naked cables and wires, equipment malfunctions, etc.) Possible causes of risk and accident: physical actions; not listening to given instructions; inattention; improper disposal of toxic and non toxic wastes; sickness and incapacity (such as drunkenness); health hazards (such as untreated injuries and contagious illness)</p> <p>PC4. carry out safe working practices while dealing with hazards to ensure the safety of self and others Safe working practices: putting up and reading safety signs; handle</p>



HCS/N9905

Use basic health and safety practices while working with metalware crafts

	<p>tools in the correct manner and store and maintain them properly; keep work area clear of clutter, spillage and unsafe object lying casually; while working with electricity take all electrical precautions like insulated clothing, adequate equipment insulation, use of control equipment, dry work area, switch off the power supply when not required, etc.; safe lifting and carrying practices; use equipment that is working properly and is well maintained; etc.</p> <p>PC5. state methods of accident prevention in the work environment of the job role Methods of accident prevention: training in health and safety procedures; using health and safety procedures; use of equipment and working practices (such as safe carrying procedures); safety notices, advice; instruction from colleagues and supervisors</p> <p>PC6. state location of general health and safety equipment in the workplace General health and safety equipment: fire extinguishers; first aid equipment; safety instruments and clothing; safety installations(e.g. fire exits, exhaust fans)</p> <p>PC7. apply good housekeeping practices at all times Good housekeeping practices: clean/ tidy work areas, removal/disposal of waste products, protect surfaces</p> <p>PC8. identify common hazard signs displayed in various areas Various areas: on chemical containers; equipment; packages; inside buildings; in open areas and public spaces, etc.</p> <p>PC9. adhere to relevant occupational safety policies while handling sharp handicrafts tools</p> <p>PC10. comply with restrictions imposed on harmful chemicals inside work area during working hours</p> <p>PC11. lift, carry or move objects from one place to another using appropriate safe working practices</p> <p>PC12. maintain correct body posture while sitting for long hours in the work area</p>
Fire safety	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC13. use the various appropriate fire extinguishers on different types of fires correctly</p> <p>PC14. demonstrate rescue techniques applied during fire hazard</p> <p>PC15. demonstrate good housekeeping in order to prevent fire hazards</p> <p>PC16. demonstrate the correct use of a fire extinguisher</p>
Emergencies, rescue and first-aid procedures	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC17. demonstrate how to free a person from electrocution</p> <p>PC18. administer appropriate first aid to victims where required e.g. in case of bleeding, burns, choking, electric shock, poisoning, etc.</p> <p>PC19. demonstrate basic techniques of bandaging</p> <p>PC20. respond promptly and appropriately to an accident situation or</p>



HCS/N9905

Use basic health and safety practices while working with metalware crafts

	<p>medical emergency in real or simulated environments</p> <p>PC21. perform and organize loss minimization or rescue activity during an accident in real or simulated environments</p> <p>PC22. administer first aid to victims in case of a heart attack or cardiac arrest due to electric shock, before the arrival of emergency services in real or simulated cases</p> <p>PC23. demonstrate the artificial respiration and the CPR Process</p> <p>PC24. participate in emergency procedures Emergency procedures: raising alarm, safe/efficient, evacuation, correct means of escape, correct assembly point, roll call, correct return to work</p> <p>PC25. complete a written accident/incident report or dictate a report to another person, and send report to person responsible Incident Report includes details of: name, date/time of incident, date/time of report, location, environment conditions, persons involved, sequence of events, injuries sustained, damage sustained, actions taken, witnesses, supervisor/manager notified</p> <p>PC26. demonstrate correct method to move injured people and others during an emergency</p>
<p>Knowledge and Understanding (K)</p>	
<p>B. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. names (and job titles if applicable), and where to find, all the people responsible for health and safety in a workplace</p> <p>KA2. names and location of documents that refer to health and safety in the workplace</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. meaning of “hazards” and “risks”</p> <p>KB2. health and safety hazards commonly present in the work environment and related precautions</p> <p>KB3. possible causes of risk, hazard or accident in the workplace and why risk and/or accidents are possible</p> <p>KB4. possible causes of risk and accident</p> <p>KB5. methods of accident prevention Methods of accident prevention: training in health and safety procedures; using health and safety procedures; use of equipment and working practices (such as safe carrying procedures); safety notices, advice; instruction from colleagues and supervisors</p> <p>KB6. safe working practices when working with tools and equipment</p> <p>KB7. safe working practices while working at various hazardous sites</p> <p>KB8. where to find all the general health and safety equipment in the workplace</p>



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Use basic health and safety practices while working with metalware crafts

	<p>KB9. various dangers associated with the use of electrical equipment</p> <p>KB10. preventative and remedial actions to be taken in the case of exposure to toxic materials Exposure: ingested, contact with skin, inhaled Preventative action: ventilation, masks, protective clothing/equipment); Remedial action: immediate first aid, report to supervisor Toxic materials: solvents, flux, lead</p> <p>KB11. importance of using protective clothing/equipment while working</p> <p>KB12. adherence to environmental management policies</p> <p>KB13. safe disposal of metal scraps in appropriate locations</p> <p>KB14. precautionary activities to prevent the fire accident</p> <p>KB15. various causes of fire Causes of fires: heating of metal; spontaneous ignition; sparking; electrical heating; loose fires (smoking, welding, etc.); chemical fires; etc.</p> <p>KB16. techniques of using the different fire extinguishers</p> <p>KB17. different methods of extinguishing fire</p> <p>KB18. different materials used for extinguishing fire Materials: sand, water, foam, CO2, dry powder</p> <p>KB19. rescue techniques applied during a fire hazard</p> <p>KB20. various types of safety signs and what they mean</p> <p>KB21. appropriate basic first aid treatment relevant to the condition eg. shock, electrical shock, bleeding, breaks to bones, minor burns, resuscitation, poisoning, eye injuries, etc.</p> <p>KB22. content of written accident report</p> <p>KB23. potential injuries and ill health associated with incorrect manual handling</p> <p>KB24. safe lifting and carrying practices</p> <p>KB25. personal safety, health and dignity issues relating to the movement of a person by others</p> <p>KB26. potential impact to a person who is moved incorrectly</p>
Skills (S)	
C. Core Skills/ Generic Skills	Writing Skills
	The user/individual on the job needs to know and understand how to: SA1. read and write basic accident/incident report in local language or Hindi
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA2. read and comprehend basic content to read labels, charts, signages, warning instructions, etc. displayed in work environment
	Oral Communication (Listening and Speaking Skills)



HCS/N9905

Use basic health and safety practices while working with metalware crafts

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA1. question coworkers appropriately in order to clarify instructions and other issues</p> <p>SA2. give clear instructions to coworkers, subordinates and others</p>
D. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. make appropriate decisions pertaining to the concerned area of work with respect to intended work objective, span of authority, responsibility, laid down procedure and guidelines</p>
	Plan and Organize
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. plan and organize their own work schedule, work area, tools, equipment and materials to maintain decorum and for improved productivity</p>
	Customer Centricity
	NA
	Problem Solving
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)</p> <p>SB4. identify immediate or temporary solutions to resolve delays</p> <p>SB5. identify sources of support that can be availed of for problem solving for various kind of problems</p> <p>SB6. seek appropriate assistance from other sources to resolve problems</p> <p>SB7. report problems that you cannot resolve to appropriate authority</p>
	Analytical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. identify cause and effect relations in their area of work</p> <p>SB9. use cause and effect relations to anticipate potential problems and their solution</p>
Critical Thinking	
NA	



NOS

National Occupational Standards

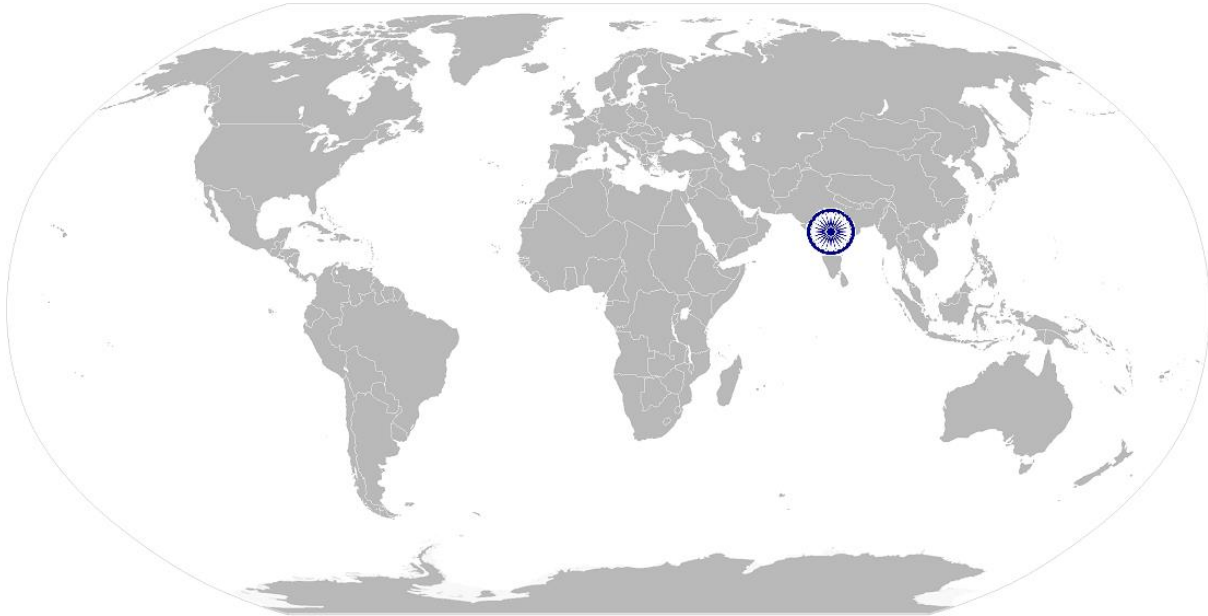


N·S·D·C
National
Skill Development
Corporation

HCS/N9905 Use basic health and safety practices while working with metalware crafts

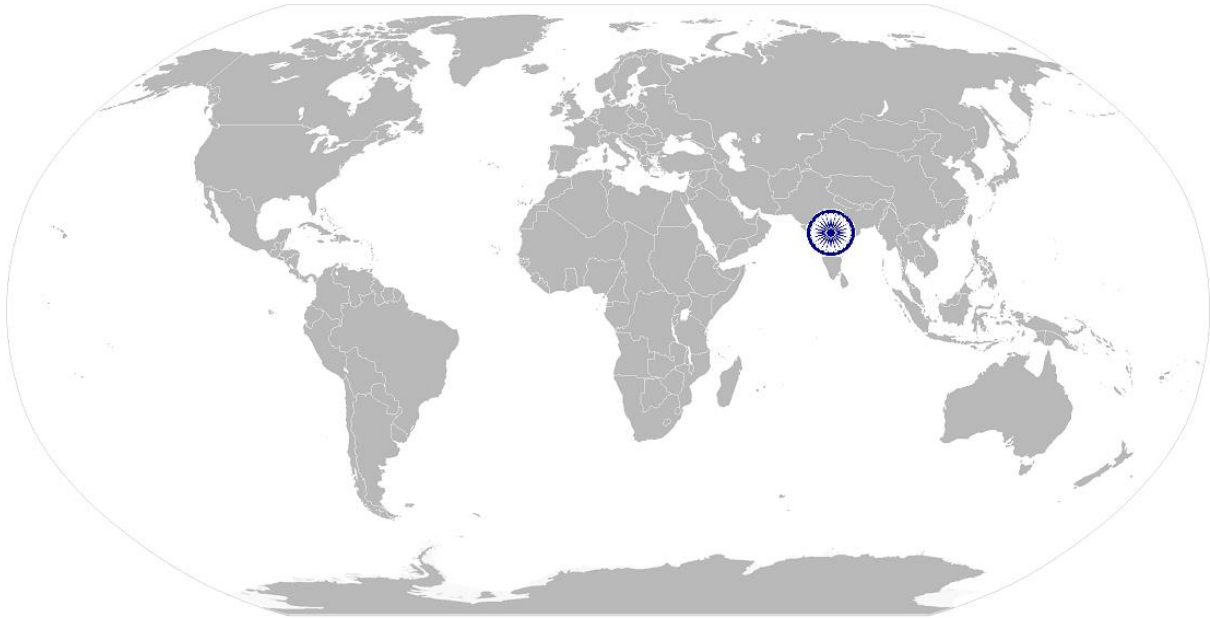
NOS Version Control

NOS Code	HCS/N9905		
Credits (NSQF)	TBD	Version number	1.0
Industry	Handicrafts and Carpet	Drafted on	06/10/16
Industry Sub-sector	Metalware	Last reviewed on	06/10/16
Occupation	All Occupations	Next review date	06/10/18





National Occupational Standard



Overview

This unit covers basic practices that improve effectiveness of working with others in an organizational set-up.



CSC/N1336

Work effectively with others

National Occupational Standard	Unit Code	CSC/N1336
	Unit Title (Task)	Work effectively with others
	Description	<p>This unit covers basic etiquette and competencies that a candidate is required to possess and demonstrate in their behavior and interactions with others at the workplace.</p> <p>These cover areas such as communication etiquette, discipline, listening, handling conflict and grievances.</p>
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Working with others
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Working with others	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. accurately receive information and instructions from the supervisor and fellow workers, getting clarification where required</p> <p>PC2. accurately pass on information to authorized persons who require it and within agreed timescale and confirm its receipt</p> <p>PC3. give information to others clearly, at a pace and in a manner that helps them to understand</p> <p>PC4. display helpful behavior by assisting others in performing tasks in a positive manner, where required and possible</p> <p>PC5. consult with and assist others to maximize effectiveness and efficiency in carrying out tasks</p> <p>PC6. display appropriate communication etiquette while working Communication etiquette: do not use abusive language; use appropriate titles and terms of respect; do not eat or chew while talking (vice versa) etc.</p> <p>PC7. display active listening skills while interacting with others at work</p> <p>PC8. use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism</p> <p>PC9. demonstrate responsible and disciplined behaviors at the workplace Disciplined behaviors: e.g. punctuality; completing tasks as per given time and standards; not gossiping and idling time; eliminating waste, honesty, etc.</p> <p>PC10. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict</p>
	Knowledge and Understanding (K)	



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C. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. legislation, standards, policies, and procedures followed in the company relevant to own employment and performance conditions KA2. reporting structure, inter-dependent functions, lines and procedures in the work area KA3. relevant people and their responsibilities within the work area KA4. escalation matrix and procedures for reporting work and employment related issues
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. various categories of people that one is required to communicate and coordinate with in the organization KB2. importance of effective communication in the workplace KB3. importance of teamwork in organizational and individual success KB4. various components of effective communication KB5. key elements of active listening KB6. value and importance of active listening and assertive communication KB7. barriers to effective communication KB8. importance of tone and pitch in effective communication KB9. importance of avoiding casual expletives and unpleasant terms while communicating professional circles KB10. how poor communication practices can disturb people, environment and cause problems for the employee, the employer and the customer KB11. importance of ethics for professional success KB12. importance of discipline for professional success KB13. what constitutes disciplined behavior for a working professional KB14. common reasons for interpersonal conflict KB15. importance of developing effective working relationships for professional success KB16. expressing and addressing grievances appropriately and effectively KB17. importance and ways of managing interpersonal conflict effectively
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	NA
	Reading Skills
	NA
B. Professional Skills	Oral Communication (Listening and Speaking Skills)
	NA
	Decision Making
	NA
	Plan and Organize



NOS

National Occupational Standards



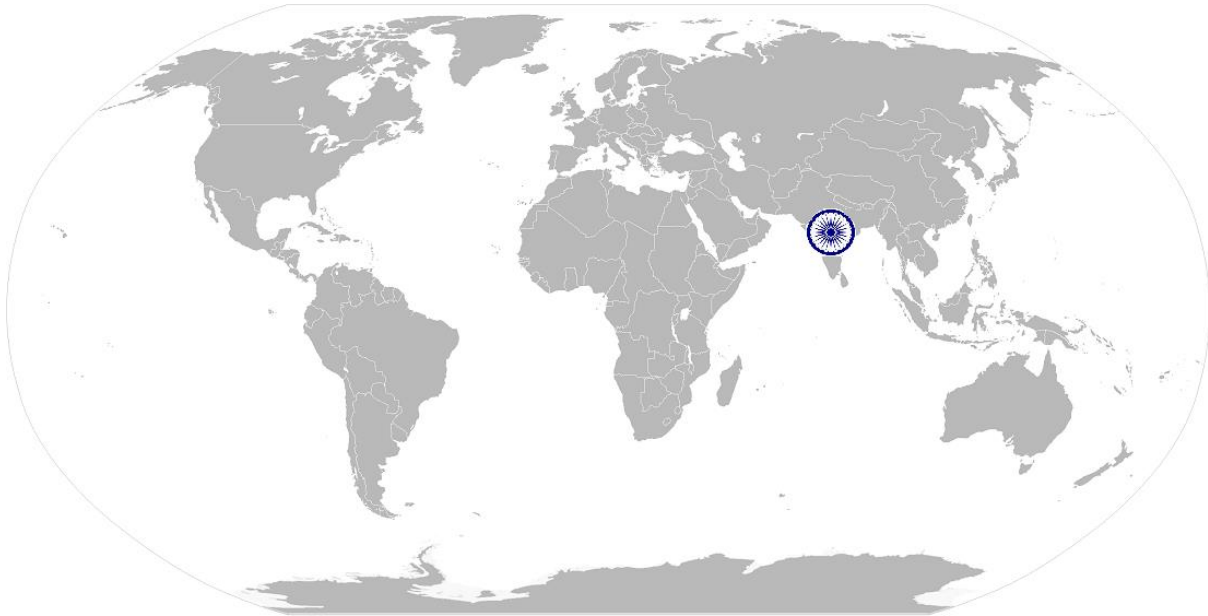
N · S · D · C

National
Skill Development
Corporation

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	NA
	Customer Centricity
	NA
	Problem Solving
	NA
	Analytical Thinking
	NA
	Critical Thinking
	NA





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NOS Version Control

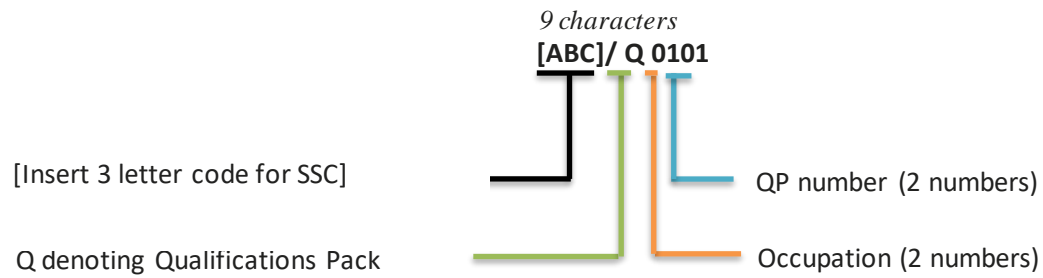
NOS Code	CSC/N1336		
Credits (NSQF)	TBD	Version number	1.0
Industry	Handicrafts and Carpet	Drafted on	06/10/16
Industry Sub-sector	Ceramics, Fashion Jewellery, Stoneware, Glassware, Metalware crafts, Leather crafts, Paper Mache, Carpets & rugs, Horn bone & shell craft, Wood ware, dolls & toys, Hand printed, Embroidered / knitted & crocheted textiles, Agarbatti, Paper crafts, NER crafts, Miscellaneous crafts, Generic Occupation ,	Last reviewed on	06/10/16
Occupation	All Occupations	Next review date	06/10/18



Annexure

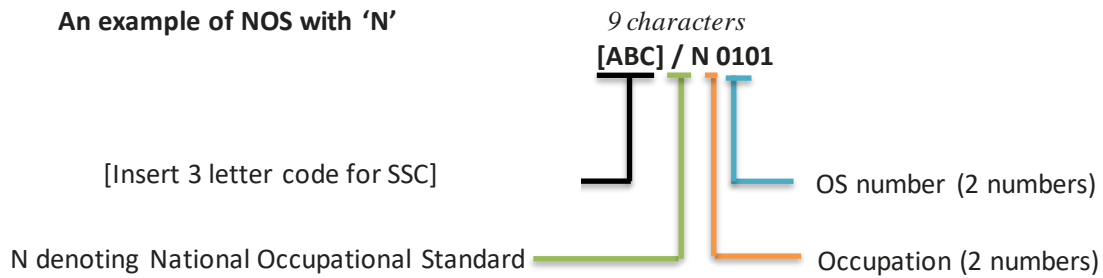
Nomenclature for QP and NOS

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	HCS
Slash	/	/
Next letter	Whether QP or NOS	N
Next two numbers	Occupation code	01
Next two numbers	OS number	01



CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role: Etching Artisan - Metalware

Qualification Pack: HCS/Q2909

Sector Skill Council: Handicrafts and Carpet

Guidelines for Assessment:

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

Assessable Outcomes	Assessment Criteria	Total Marks	Out of	Theory	Practical Skills
HCS/N2909 Etch intricate traditional designs on decorative metal wares	PC1. work safely at all times, complying with health and safety legislation, regulations and other relevant guidelines	100	6	2	4
	PC2. maintain correct body posture while seating in a confined work area for long hours		3	0	3
	PC3. select and use appropriate personal protective equipment compatible to work and compliant to relevant occupational health and safety guidelines		4	1	3
	PC4. lift, carry or move heavy objects from one place to another safely using approved working practices		3	0	3
	PC5. ensure that the work area is free of clutters and the environment favourable to carry out etching work		3	0	3
	PC6. obtain job specification document from responsible personnel		2	0	2
	PC7. establish a service level agreement with responsible personnel stating the terms and cost of work in line with standard determining factors		3	0	3



PC8. confirm that information given in the job specification are complete and correct	2	0	2
PC9. interpret job requirements accurately in order to plan out the work sequence in accordance with the type of design specified	2	0	2
PC10. obtain appropriate tools, materials and accessories needed to carry out the assigned metalware etching work	3	0	3
PC11. confirm that the selected tools and accessories are in safe working condition and ready for use	3	0	3
PC12. ensure that the metalwares are handed-over undamaged and they conform to the given job specification	3	0	3
PC13. use approved procedures to inspect metalware for defects against set quality parameters prior to work	6	2	4
PC14. verify material quality using defined preliminary checks	4	1	3
PC15. confirm that the metalware has undergone surface finish polishing prior to etching	3	0	3
PC16. use appropriate techniques, tools and equipment to engrave required <i>sut</i> on the metal surface	6	2	4
PC17. apply approved methods to mark layout of the given design on the polished metal ware surface using correct etching pens	6	2	4
PC18. ensure that the correct etching layout of a specified design are followed as per required quality standard	5	2	3
PC19. carry out manual etching using approved tools & techniques	5	2	3
PC20. report to appropriate personnel/ client on detection of any defects and seek advice on the appropriate action to rectify them	4	0	4
PC21. use approved procedures to rectify any etching defects that are within one's competency level and ensure that the finished work meets the required standard	5	2	3
PC22. ensure appropriate cleaning agent is used to polish the finished work	2	0	2



	PC23. safely collect and store metal remnants or shavings in designated storage location in accordance with organization's procedures & policies		5	2	3
	PC24. return used tools and materials safely to appropriate storage area as per given instructions		2	0	2
	PC25. segregate and dispose wastes toxic and non-toxic materials in line with environmental health & safety		3	0	3
	PC26. document the work fully and accurately in appropriate service log book/ record book detailing the required information		3	0	3
	PC27. ensure organization's procedures & guidelines are adhered while handing over the completed work to appropriate personnel		4	2	2
		Total	100	20	80
HCS/N9905 Use basic health and safety practices while working with metalware crafts	PC1. use protective clothing/equipment for specific tasks and work conditions	100	4	1	3
	PC2. state the name and location of people responsible for health and safety in the workplace		3	1	2
	PC3. identify job-site hazardous work and state possible causes of risk or accident in the workplace		4	1	3
	PC4. carry out safe working practices while dealing with hazards to ensure the safety of self and others		5	2	3
	PC5. state methods of accident prevention in the work environment of the job role		3	0	3
	PC6. state location of general health and safety equipment in the workplace		3	0	3
	PC7. apply good housekeeping practices at all times		2	0	2
	PC8. identify common hazard signs displayed in various areas		3	1	2
	PC9. adhere to relevant occupational safety policies while handling sharp handicrafts tools		5	2	3
	PC10. comply with restrictions imposed on harmful chemicals inside work area during working hours		5	2	3



PC11. lift, carry or move objects from one place to another using appropriate safe working practices	4	0	4
PC12. maintain correct body posture while working in designated location for long hours	3	0	3
PC13. use the various appropriate fire extinguishers on different types of fires correctly	3	1	2
PC14. demonstrate rescue techniques applied during fire hazard	5	2	3
PC15. demonstrate good housekeeping in order to prevent fire hazards	4	1	3
PC16. demonstrate the correct use of a fire extinguisher	5	2	3
PC17. demonstrate how to free a person from electrocution	4	1	3
PC18. administer appropriate first aid to victims where required e.g. in case of bleeding, burns, choking, electric shock, poisoning, etc.	4	1	3
PC19. demonstrate basic techniques of bandaging	5	2	3
PC20. respond promptly and appropriately to an accident situation or medical emergency in real or simulated environments	3	0	3
PC21. perform and organize loss minimization or rescue activity during an accident in real or simulated environments	4	0	4
PC22. administer first aid to victims in case of a heart attack or cardiac arrest due to electric shock, before the arrival of emergency services in real or simulated cases	5	2	3
PC23. demonstrate the artificial respiration and the CPR Process	3	1	2
PC24. participate in emergency procedures	3	1	2
PC25. complete a written accident/incident report or dictate a report to another person, and send report to person responsible	5	1	4
PC26. demonstrate correct method to move injured people and others during an emergency	3	1	2
Total	100	26	74



CSC/N1336 Work effectively with others	PC1. accurately receive information and instructions from the supervisor and fellow workers, getting clarification where required	100	10	3	7
	PC2. accurately pass on information to authorized persons who require it and within agreed timescale and confirm its receipt		10	3	7
	PC3. give information to others clearly, at a pace and in a manner that helps them to understand		10	3	7
	PC4. display helpful behavior by assisting others in performing tasks in a positive manner, where required and possible		10	3	7
	PC5. consult with and assist others to maximize effectiveness and efficiency in carrying out tasks		10	3	7
	PC6. display appropriate communication etiquette while working		10	3	7
	PC7. display active listening skills while interacting with others at work		10	3	7
	PC8. use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism		10	3	7
	PC9. demonstrate responsible and disciplined behaviors at the workplace		10	3	7
	PC10. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict		10	3	7
	Total	100	30	70	