



## 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

#### Contact Us:

HCSSC, New Delhi  
Handicrafts & Carpet  
Sector Skill Council,  
EPCH House,  
Pocket 6 & 7, Sector C,  
Vasant Kunj,  
New Delhi-110070

E-mail:  
hcsc@hcsc.in



### Contents

1. Introduction and Contacts.....P1
2. Qualifications Pack.....P2
3. Glossary of Key Terms.....P3
4. OS Units.....P5
5. Nomenclature for QP & OS.....P29

## Introduction

### Qualifications Pack – Inlay Artisan (Metalware)

**SECTOR:** HANDICRAFTS & CARPET

**SUB-SECTOR:** Metalware

**OCCUPATION:** Metal Craft Making

**REFERENCE ID:** HCS/Q2903

**ALIGNED TO:** NCO-2004/7313.78

The inlay artisan is responsible for achieving the specified design through inlay process

**Brief Job Description:** The individual at work is responsible to inlay the silver / gold wire into the metal grooves by hammering and chiselling. He / she is also responsible for creating a design through the inlay process.

**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, patience and creativity.



Job Details

<b>Qualifications Pack Code</b>	<b>HCS/Q2903</b>		
<b>Job Role</b>	<b>Inlay Artisan (Metalware)</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Sector</b>	<b>Handicrafts &amp; Carpet</b>	<b>Drafted on</b>	<b>13/03/2015</b>
<b>Sub-sector</b>	<b>Metal ware</b>	<b>Last reviewed on</b>	<b>27/05/2015</b>
<b>Occupation</b>	<b>Metal Craft Making</b>	<b>Next review date</b>	<b>27/05/2016</b>

<b>Job Role</b>	<b>Inlay Artisan (Metalware)</b>
<b>Role Description</b>	achieving a design through the inlay process
<b>NSQF level</b>	4
<b>Minimum Educational Qualifications</b>	5 <sup>th</sup> pass (Primary Education)
<b>Maximum Educational Qualifications</b>	Not Applicable
<b>Training</b> (Suggested but not mandatory)	Not Applicable
<b>Experience</b>	Not Applicable
<b>Applicable National Occupational Standards (NOS)</b>	<p><b>Compulsory:</b></p> <ol style="list-style-type: none"> <li><a href="#">HCS/N2904 Set silver / gold wire in the metal craft</a></li> <li><a href="#">HCS/N9901 Coordinate with colleagues and work as a team</a></li> <li><a href="#">HCS/N9902 Maintain safe work environment</a></li> <li><a href="#">HCS/N9903 Maintain personal health</a></li> <li><a href="#">HCS/N9904 Basic business management</a></li> </ol> <p><b>Optional:</b> Not applicable</p>
<b>Performance Criteria</b>	As described in the relevant OS units



Definitions

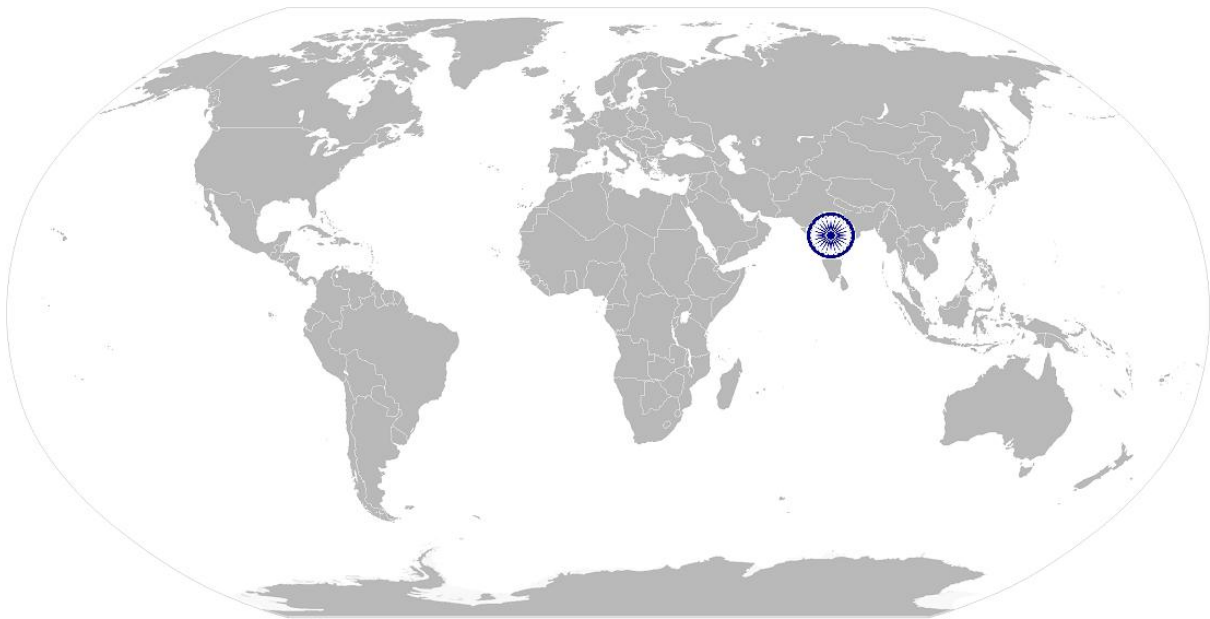
Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further 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.
<b>Keywords /Terms</b>	<b>Description</b>
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 preparing the pre engraving requirements to engrave design on the metal surface.



HCS/N2904

Set silver / gold wire in the metal craft

<b>Unit Code</b>	HCS/N2904
<b>Unit Title (Task)</b>	Set silver / gold wire in the metal craft
<b>Description</b>	This OS unit is about preparing the pre engraving requirements to engrave design on the metal surface
<b>Scope</b>	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> <li>• Understand work requirement</li> <li>• Assemble the required raw materials</li> <li>• Prepare the metal surface for inlaying</li> <li>• Inlay the metal strips / wire into the craft</li> <li>• Achieve quality and design standards</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Understanding work requirement</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. make note of the inlay requirement on aspects such as shape, style, materials, etc.</p> <p>PC2. interpret the design requirement</p> <p>PC3. make note of the areas to be engraved and inlayed</p> <p>PC4. plan the target on number of pieces to be completed for the day</p>
<b>Assembling the required raw materials</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC5. select the appropriate tool such as hammer, chisel, knife, etc. to set the metal</p> <p>PC6. collect appropriate inlaying material such as gold / silver(usually softer metals)</p> <p>PC7. sharpen the tools periodically</p> <p>PC8. collect and arrange the materials to begin the process</p> <p>PC9. check the metals and ensure they are appropriate for the design requirement (the edge of chisel, hammer size, width of inlay metal string)</p> <p>PC10. report on any shortage or defect of raw materials to the concerned person</p> <p>PC11. ensure to stock the required materials in advance</p>
<b>Preparing the metal surface for inlaying</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC12. receive the metal product from engraver to be inlayed (usually the product is made of harder metal)</p> <p>PC13. inspect the metal craft and ensure the grooves are as per standards to hold the metal string / wire / strip for inlay process</p> <p>PC14. work on the grooves to ensure appropriate setting width / depth by chiselling in them (if required)</p> <p>PC15. clean the surface of the metal before inlaying process</p>
<b>Inlaying the metal strips / wire into the craft</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC16. select the metal to be inlayed in the form of wire / strip / sheet</p> <p>PC17. ensure the width of the metal is uniform, as per requirement and sets into the grooves</p>



**HCS/N2904**

**Set silver / gold wire in the metal craft**

	<p>PC18. ensure the metal strip / sheet meets the design requirement (including colour)</p> <p>PC19. apply glue or bonding agent in the grooves (if applicable)</p> <p>PC20. place the metal wire / strip over the metal craft and hammer them in a way that it sets into grooves</p> <p>PC21. hammer them using appropriate pressure that it sets into the groove and it does not damage the craft / wire</p> <p>PC22. ensure it sets into the groove firmly</p> <p>PC23. use different type of metal strips as per design requirement at appropriate place</p> <p>PC24. hammer the grooves at edges to close the setting (if applicable)</p> <p>PC25. check the setting once it is complete and its conformity with design specification</p>
<p><b>Achieving quality and design standards</b></p>	<p>To be competent, the user/ individual must be able to:</p> <p>PC26. achieve the finish as per design parameters and specification</p> <p>PC27. set the metal strips / wire and ensure it does not come out of the craft</p> <p>PC28. complete the craft within the agreed time and quality and meet the targets</p>
<p><b>Knowledge and Understanding (K)</b></p>	
<p><b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)</p>	<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>
<p><b>B. Technical Knowledge</b></p>	<p>The individual on the job needs to know and understand:</p> <p>KB1. metal craft details</p> <p>KB2. metal making process and types of products</p> <p>KB3. interpreting design requirement</p> <p>KB4. various kinds of raw materials involved in the process</p> <p>KB5. different kinds of engraving methods to be used based on the requirement</p> <p>KB6. inlaying and setting process in the metal craft</p> <p>KB7. preparation of the metal surface</p> <p>KB8. creating designs and tracing the outline</p> <p>KB9. tools, consumables and equipment for engraving and inlaying</p> <p>KB10. shaping the required tools and equipments as per requirement</p> <p>SC1. using hammer, chisel and other tools used in engraving and inlaying process</p> <p>SC2. maintaining the tools and take periodical maintenance activity such as sharpening them</p> <p>KB11. altering the existing tools as per design requirement</p> <p>KB12. softer and harder metals</p> <p>KB13. hammering process of wire / strip / sheet</p> <p>KB14. analysing the groove, metal wire for inlaying requirement</p> <p>KB15. safety standards and precautions to be taken</p> <p>KB16. quality standards to be maintained</p> <p>KB17. standard operating procedure</p>



HCS/N2904

**Set silver / gold wire in the metal craft**

	KB18. market trend and customer preferences
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing skills</b>
	The individual on the job needs to know and understand: SA1. how to take notes or read about metal making techniques
	<b>Reading skills</b>
	The individual on the job needs to know and understand: SA2. how to read and write the notes from design
<b>B. Professional Skills</b>	<b>Communication skills</b>
	The individual on the job needs to know and understand: SA3. how to interact with team members to work efficiently SA4. how to communicate effectively with supervisor
	<b>Decision making</b>
	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
	<b>Plan and organize</b>
	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
	<b>Customer centricity</b>
	The individual on the job needs to know and understand: SB5. the customer preference, taste, etc and accordingly make crafts
	<b>Problem solving</b>
	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
<b>Analytical thinking</b>	
The individual on the job needs to know and understand: SB7. how to analyse the material requirement, corrective action required during craft making	
<b>Critical thinking</b>	
The individual on the job needs to know and understand: SB8. how to spot process disruptions and delays	



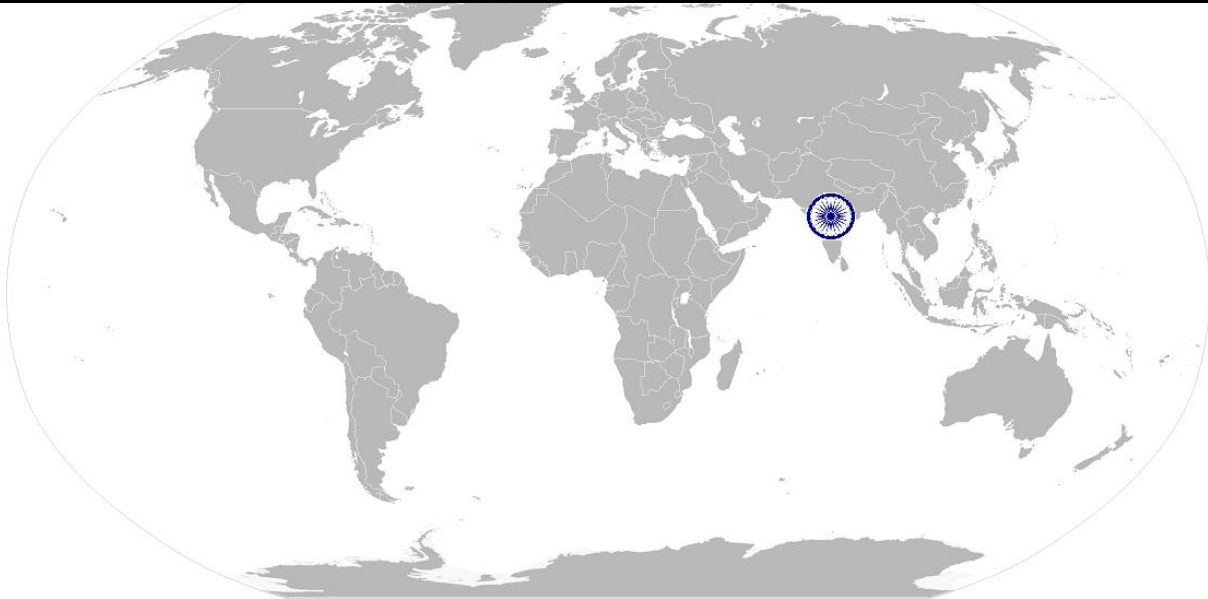


HCS/N2904

Set silver / gold wire in the metal craft

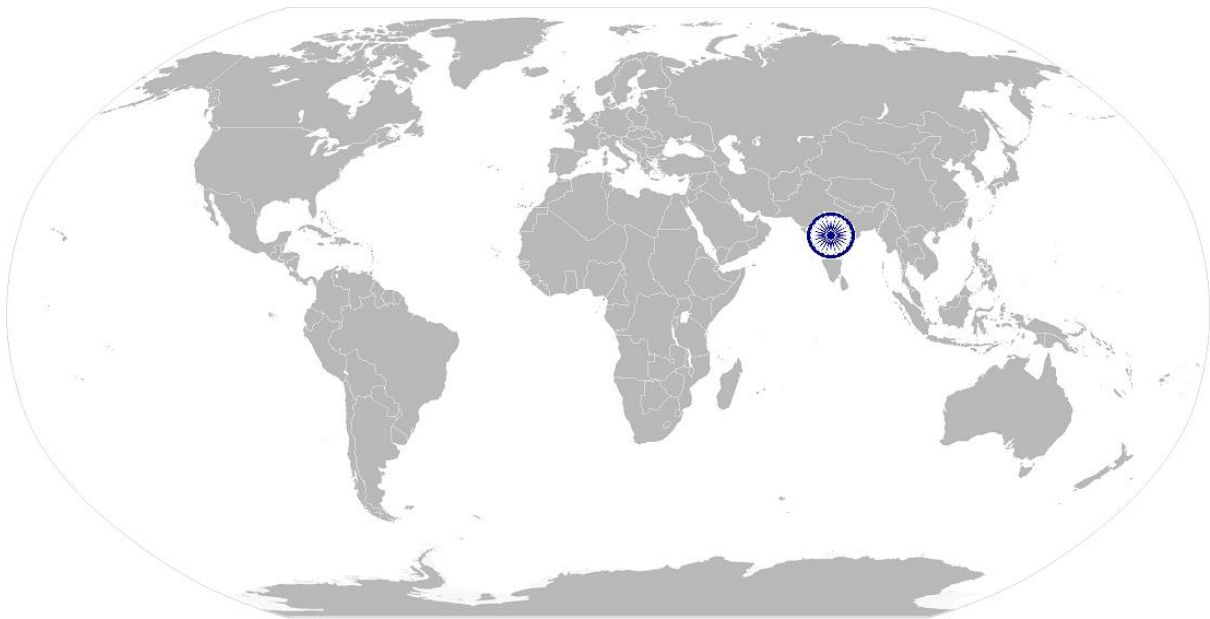
## NOS Version Control

<b>NOS Code</b>	<b>HCS/N2902</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Handicrafts and Carpet</b>	<b>Drafted on</b>	<b>13/03/2015</b>
<b>Industry Sub-sector</b>	<b>Metal ware</b>	<b>Last reviewed on</b>	<b>27/05/2015</b>
<b>Occupation</b>	<b>Metal Craft Making</b>	<b>Next review date</b>	<b>27/05/2016</b>





# 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.



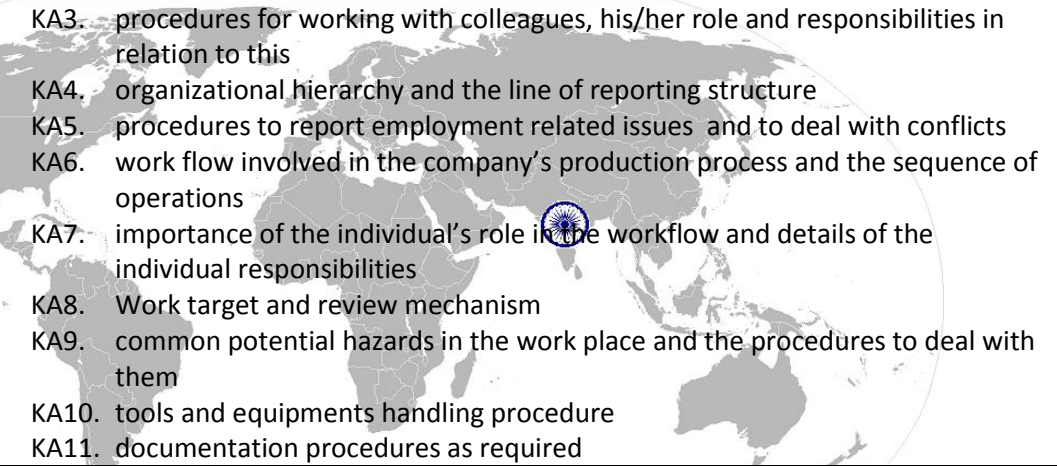
**HCS/N9901      Coordinate with colleagues and work as a team**

<b>Unit Code</b>	<b>ELE/N9901</b>
<b>Unit Title (Task)</b>	<b>Coordination and team work with colleagues and superior</b>
<b>Description</b>	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.
<b>Scope</b>	This unit/ task covers the following: <ul style="list-style-type: none"> <li>• Interact with supervisor or superior</li> <li>• Work as a team by coordinating with colleagues within and outside the department</li> <li>• Report and Document</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Interact with supervisor or superior</b>	To be competent, the user/ individual must be able to: <ul style="list-style-type: none"> <li>PC1. receive job order and instructions from reporting supervisor</li> <li>PC2. understand the work output requirements, targets, performance indicators and incentives</li> <li>PC3. deliver quality work on time and report any anticipated reasons for delays</li> <li>PC4. report on any grievances, production defects and any potential hazards</li> <li>PC5. communicate on process flow improvements</li> <li>PC6. communicate maintenance and repair schedule proactively to the supervisor</li> <li>PC7. receive feedback on work standards</li> <li>PC8. interact and clarify doubts on design, usage of materials &amp; tools, quality &amp; standards compliance, etc</li> <li>PC9. report in time for shortage or need of raw materials</li> <li>PC10. handover completed work to supervisor</li> </ul>
<b>Work as a team by coordinating with colleagues within and outside the department</b>	To be competent, the user/ individual must be able to: <ul style="list-style-type: none"> <li>PC11. communicate to the colleagues from within and other departments, clearly and effectively on all aspects to carry out the work among the team</li> <li>PC12. maintain the etiquettes, use polite language, demonstrate responsible and disciplined behaviours to the colleagues</li> <li>PC13. interact with colleagues from different functions and understand the nature of their work</li> <li>PC14. put team over individual goals and multi task or share work where necessary supporting the colleagues</li> <li>PC15. resolve conflicts and ensure smooth workflow</li> <li>PC16. interact and understand the production requirement for the day from the previous and successive processing department and work accordingly</li> <li>PC17. communicate and discuss work flow related difficulties in order to find solutions with mutual agreement</li> <li>PC18. receive feedback from Quality Control and rework in order to complete work on time</li> </ul>



**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><b>Report and Document</b></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><b>Knowledge and Understanding (K)</b></p>	
<p><b>A. Organizational Context</b> (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>B. Technical Knowledge</b></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]	
<b>A. Core Skills/ Generic Skills</b>	<b>Reading skills</b>
	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
	<b>Writing skills</b>
	The individual on the job needs to know and understand how to: SA4. fill up documentation to one's role
	<b>Communication skills</b>
	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>B. Professional Skills</b>	<b>Decision making skills</b>
	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
	<b>Plan and Organize</b>
	The individual on the job needs to know and understand how to: SB2. communicate with superiors as required
	<b>Customer centricity</b>
	The individual on the job needs to know and understand how to: SB3. communicate with customers / clients and understand their preferences
	<b>Problem solving</b>
	The individual on the job needs to know and understand how to: SB4. resolve problems / conflicts through proper communication
	<b>Analytical thinking</b>
	The individual on the job needs to know and understand how to: SB5. analyse and communicate as per the requirement
<b>Critical thinking</b>	
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	

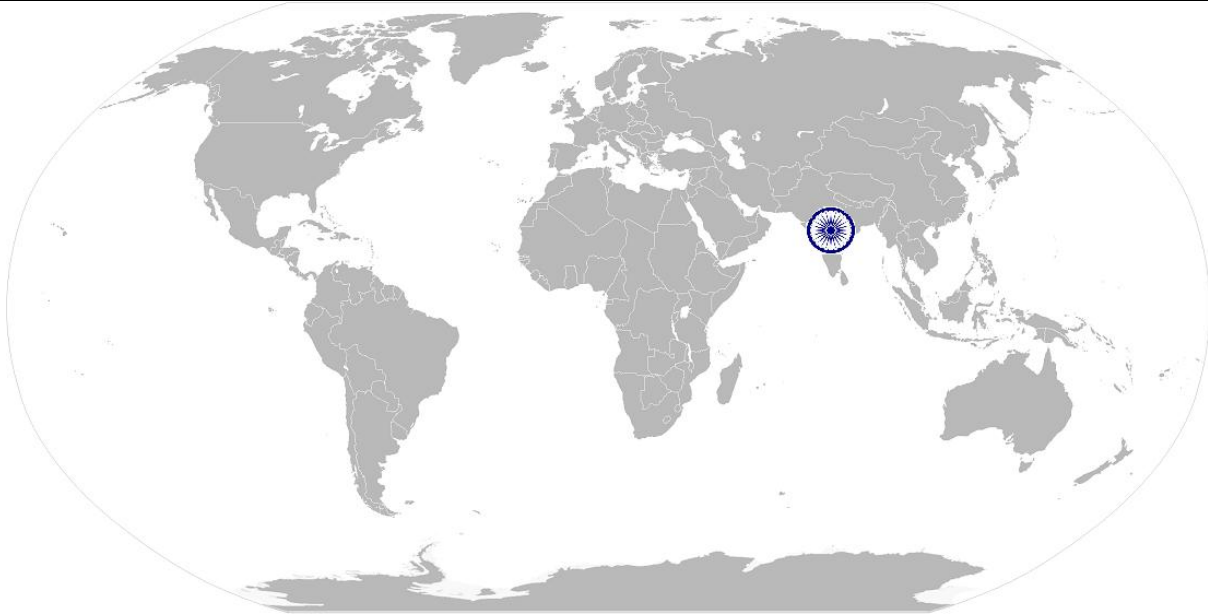


HCS/N9901

Coordinate with colleagues and work as a team

## NOS Version Control

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





HCS/N9902

NOS  
National Occupational Standards

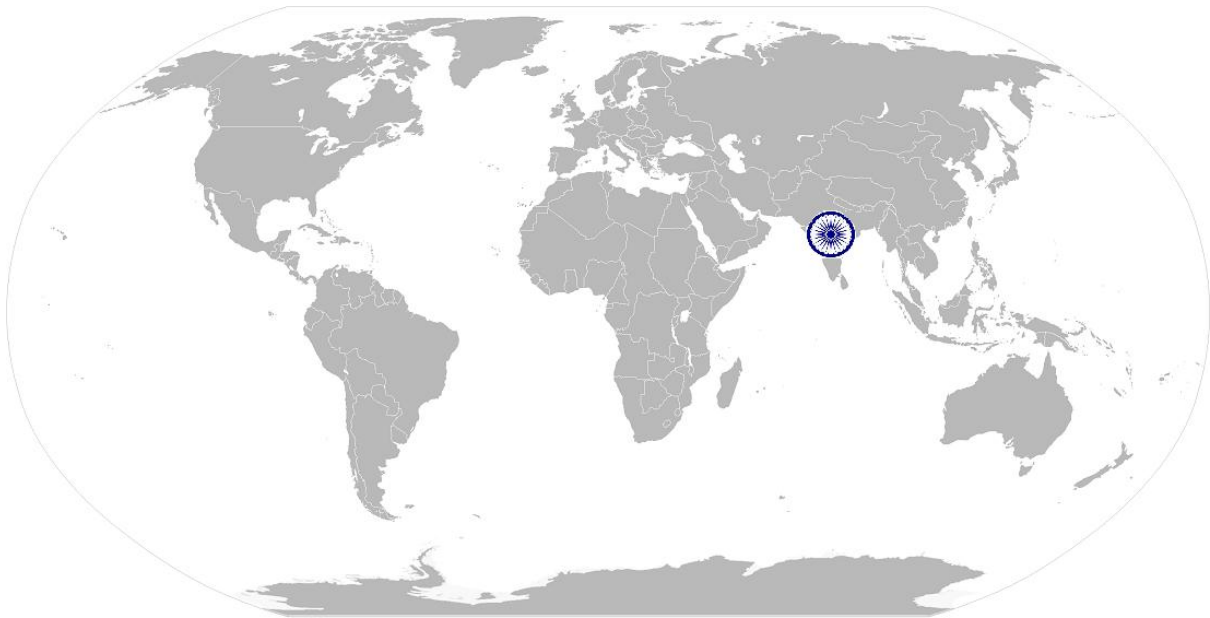


N · S · D · C  
National  
Skill Development  
Corporation

Maintain safe work environment

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# National Occupational Standard



## Overview

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



HCS/N9902

Maintain safe work environment

<b>Unit Code</b>	HCS/N9902
<b>Unit Title (Task)</b>	Maintain safe work environment
<b>Description</b>	This OS unit is about following adequate safety procedures to make work environment safe.
<b>Scope</b>	This unit/ task covers the following: <ul style="list-style-type: none"> <li>Follow safety procedure and practices</li> <li>Achieve safety standards</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Follow safety procedure and practices</b>	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>
<b>Achieve safety standards</b>	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>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (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**

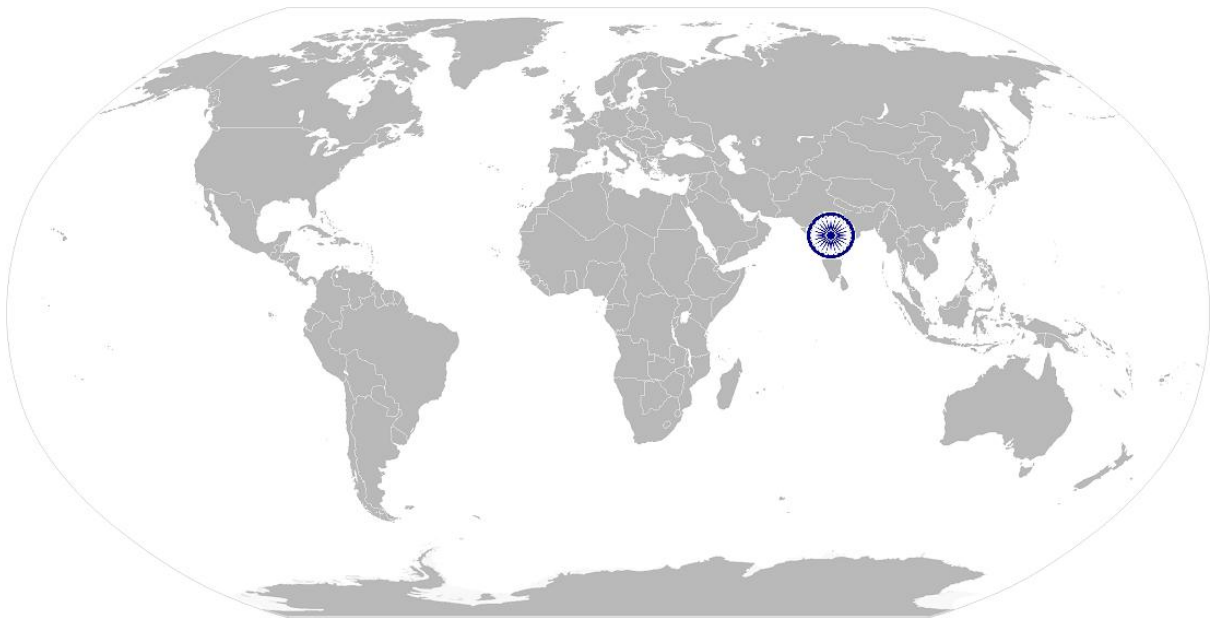
<p><b>B. Technical Knowledge</b></p>	<p>The individual on the job needs to know and understand:</p> <p>KB1. accidental risks to the worker</p> <p>KB2. how to maintain the work area safe and secure</p> <p>KB3. how to perform the duties in a way to minimize accidental risks</p> <p>KB4. how to handle chemicals</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><b>Skills (S) [Optional]</b></p>	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Reading skills</b></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><b>Writing skills</b></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><b>Communication Skills</b></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>B. Professional Skills</b></p>	<p><b>Decision Making skills</b></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><b>Plan and Organize</b></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><b>Customer centricity</b></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><b>Problem solving</b></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**

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



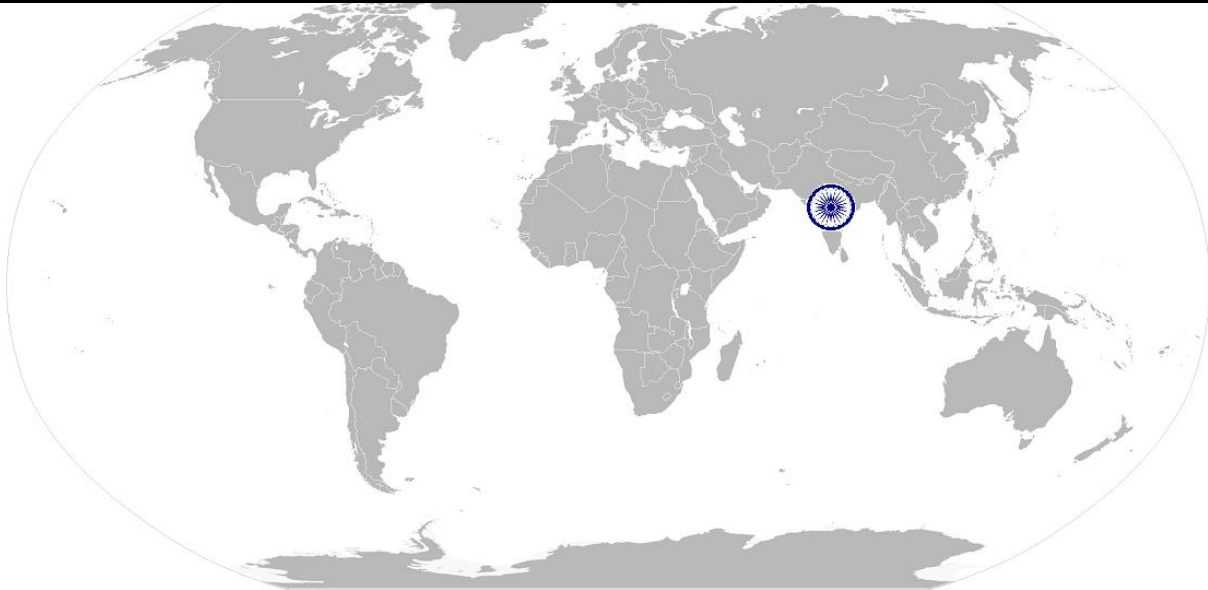


HCS/N9902

Maintain safe work environment

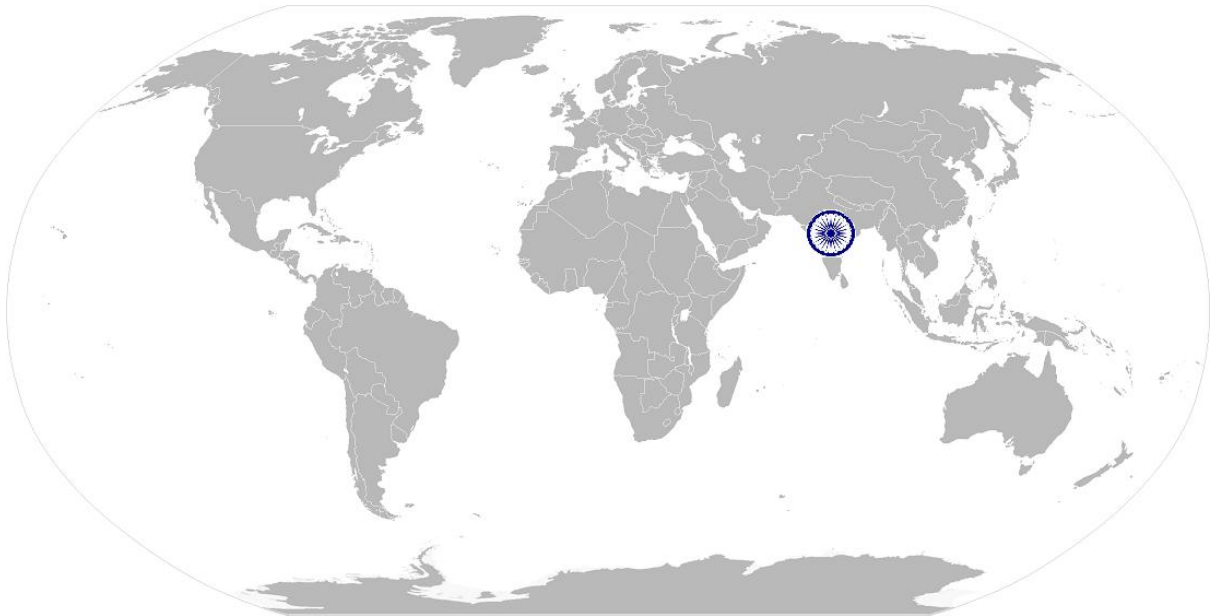
## NOS Version Control

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





# National Occupational Standard



## Overview

This unit is about managing personal health at work place.



**HCS/N9903**

**Maintain personal health**

<b>Unit Code</b>	<b>HCS /N9903</b>
<b>Unit Title (Task)</b>	<b>Maintain personal health</b>
<b>Description</b>	<b>This OS unit is about managing personal health at work place.</b>
<b>Scope</b>	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> <li>• Adopt healthy work practices</li> <li>• Achieve work productivity while maintaining health</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Adopt healthy work practices</b>	<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>
<b>Achieve work productivity while maintaining health</b>	<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>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (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>B. Technical Knowledge</b>	<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)	
<b>A. Core Skills/ Generic Skills</b>	<b>Reading skills</b>
	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
	<b>Writing skills</b>
	To be competent, the user/ individual must be able to: SA3. take notes on descriptions and details of various personal health maintenance procedures
	<b>Communication Skills</b>
<b>B. Professional Skills</b>	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>Decision Making</b>
	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
	<b>Plan and organize</b>
	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
	<b>Customer centricity</b>
	The user/individual on the job needs to know and understand: SB6. how to use materials that does not affect customer health / make injury
	<b>Problem solving</b>
	The individual on the job needs to know and understand: SB7. improve work processes by adopting best safety practices
	<b>Analytical thinking</b>
	The individual on the job needs to know and understand: SB8. analyse the usage of appropriate tools and consumables
<b>Critical thinking</b>	
The individual on the job needs to know and understand how to: SB9. spot errors and any other disruptions and communicate with solutions	

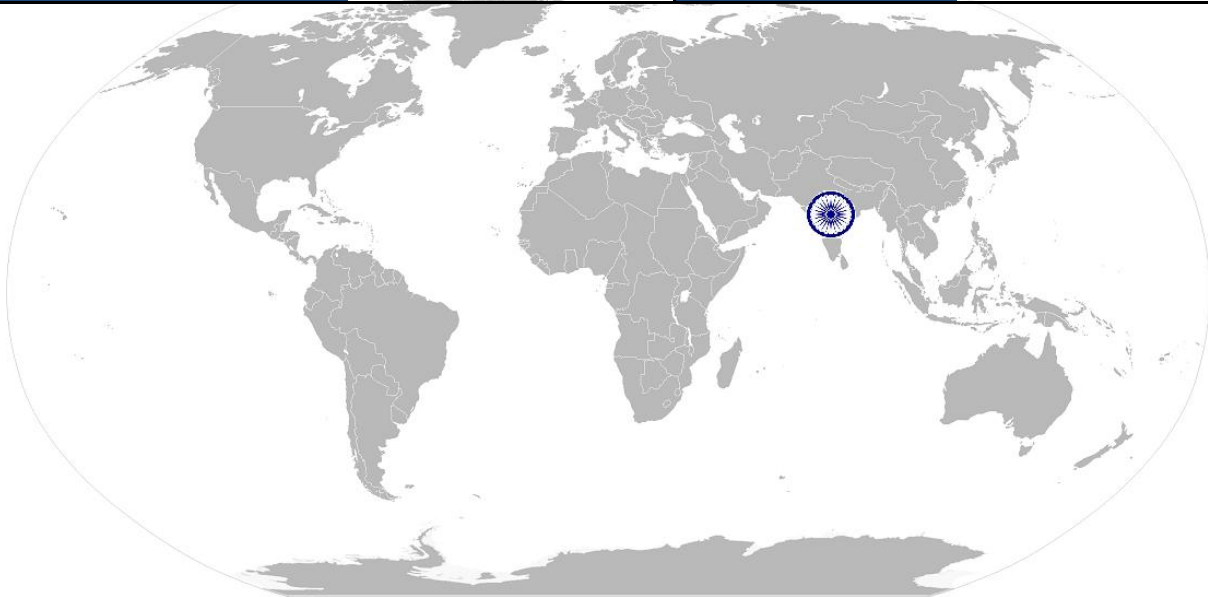


HCS/N9903

Maintain personal health

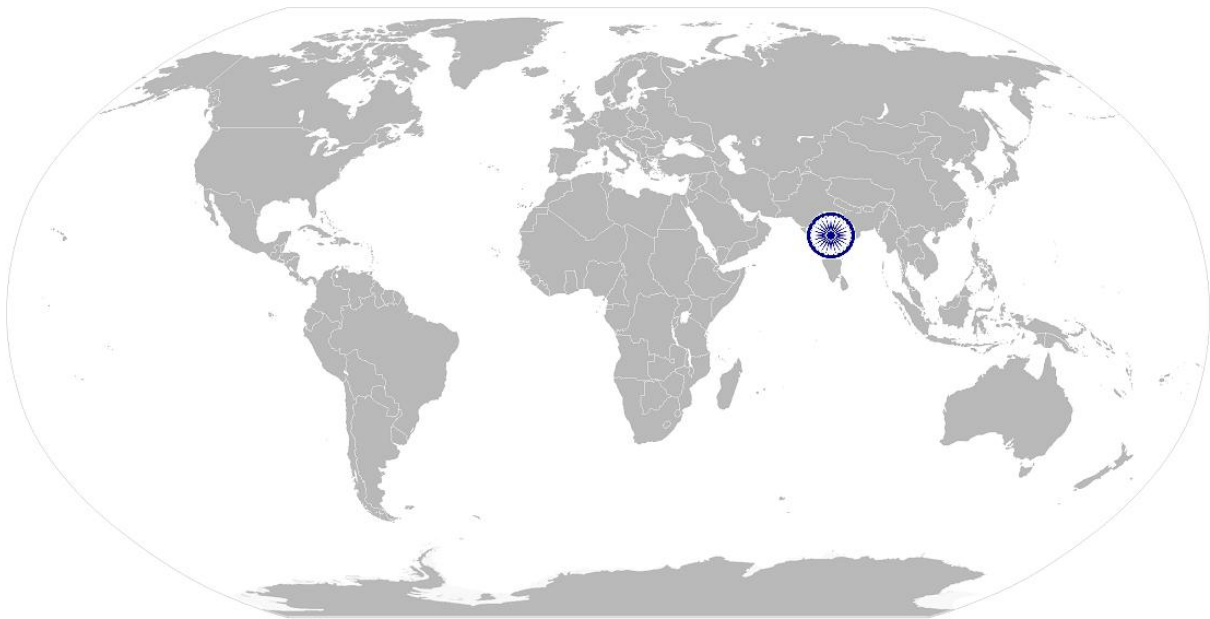
## NOS Version Control

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





# National Occupational Standard



## Overview

This unit is about successful basic business management in handicraft units





HCS/N9904

Basic business management

<b>Unit Code</b>	HCS/N9904
<b>Unit Title (Task)</b>	Basic business management
<b>Description</b>	This OS unit is about basic business management in handicraft units. This OS unit is to aid in successful management of business
<b>Scope</b>	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> <li>• People management</li> <li>• Product planning</li> <li>• Procurement of raw materials</li> <li>• Market interfacing</li> <li>• Financial management</li> <li>• Record keeping</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>People management</b>	<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>
<b>Product planning</b>	<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>
<b>Procurement of raw materials</b>	<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>
<b>Market interfacing</b>	<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>
<b>Financial management</b>	<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>
<b>Record keeping</b>	<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>
<b>Knowledge and Understanding (K)</b>	
<b>A. Technical Knowledge</b>	<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>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Reading skills</b>
	<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>
	<b>Writing skills</b>
	<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>
<b>A. Core Skills/ Generic Skills</b>	<b>Communication skills</b>
	<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>



HCS/N9904

Basic business management

<b>B. Professional Skills</b>	<b>Decision making skills</b>
	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
	<b>Plan and organize</b>
	The individual on the job needs to know and understand how to: SB6. schedule production cycles SB7. estimate resources SB8. schedule market visits
	<b>Customer centricity</b>
	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
	<b>Problem solving</b>
	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
	<b>Analytical thinking</b>
	The individual on the job needs to know and understand how to: SB14. analyse the market for increasing the sales
<b>Critical thinking</b>	
The individual on the job needs to know and understand how to: SB15. spot errors and any other disruptions and communicate with solutions	

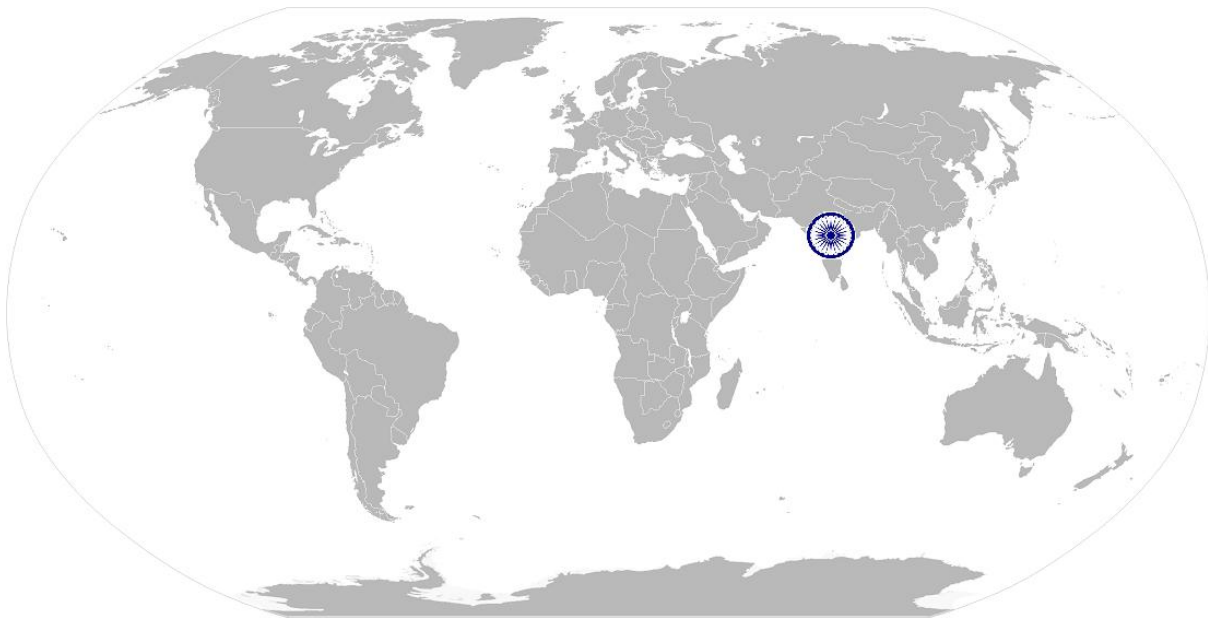


HCS/N9904

Basic business management

## NOS Version Control

<b>NOS Code</b>	<b>HCS/N9904</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Handicrafts and Carpet</b>	<b>Drafted on</b>	<b>23/02/2015</b>
<b>Industry Sub-sector</b>	<b>Handicrafts</b>	<b>Last reviewed on</b>	<b>26/03/2015</b>
<b>Occupation</b>	<b>Pre-production / Craft making / Finishing</b>	<b>Next review date</b>	<b>26/03/2016</b>

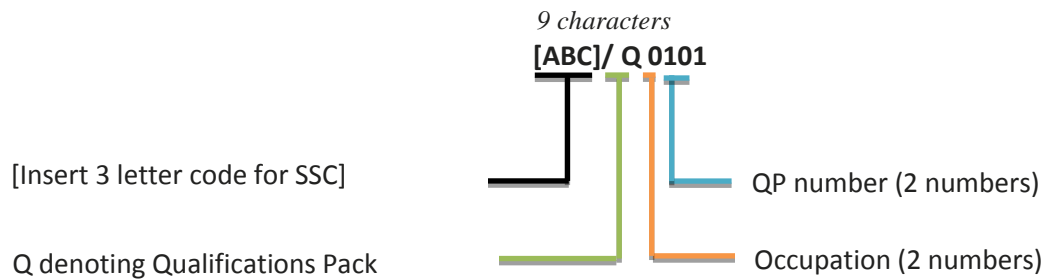




## Annexure

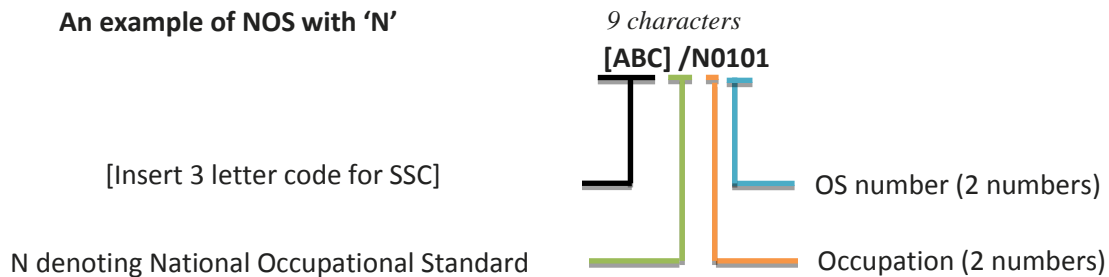
### Nomenclature for QP and NOS

#### 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
<b>Three letters</b>	Handicrafts and Carpet Sector Skill Council	HCS
<b>Slash</b>	/	/
<b>Next letter</b>	Whether <b>QP</b> or <b>NOS</b>	Q
<b>Next two numbers</b>	Occupation code	01
<b>Next two numbers</b>	OS number	01



### CRITERIA FOR ASSESSMENT OF TRAINEES

**Job Role :** Inlay Artisan (Metalware)

**Qualification Pack :** HCS/Q2903

**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 Mark (500)			
<b>HCS / N 2904</b>	<b>Set silver / gold wire in the metal craft</b>				
<b>NOS Element</b>	Performance Criteria		<b>Out of</b>	<b>Theo ry</b>	<b>Skills Practical</b>
<b>Understanding work requirement</b>	PC1. make note of the inlay requirement on aspects such as shape, style, materials, etc.	100	3	1	2
	PC2. interpret the design requirement		4	2	2
	PC3. make note of the areas to be engraved and inlayed		4	2	2
	PC4. plan the target on number of pieces to be completed for the day		5	2	3
<b>Assembling the required raw materials</b>	PC5. select the appropriate tool such as hammer, chisel, knife, etc. to set the metal		3	1	2
	PC6. collect appropriate inlaying material such as gold / silver(usually softer metals)		4	2	2
	PC7. sharpen the tools periodically		4	1	3
	PC8. collect and arrange the materials to begin the process		3	1	2
	PC9. check the metals and ensure they are appropriate for the design requirement (the edge of chisel, hammer size, width of inlay metal string)		3	1	2
	PC10. report on any shortage or defect of raw materials to the concerned person		4	1	3
	PC11. ensure to stock the required materials in		4	2	2



	advance				
<b>Preparing the metal surface for inlaying</b>	PC12. receive the metal product from engraver to be inlayed (usually the product is made of harder metal)		3	1	2
	PC13. inspect the metal craft and ensure the grooves are as per standards to hold the metal string / wire / strip for inlay process		3	1	2
	PC14. work on the grooves to ensure appropriate setting width / depth by chiselling in them (if required)		3	1	2
	PC15. clean the surface of the metal before inlaying process		4	1	3
<b>Inlaying the metal strips / wire into the craft</b>	PC16. select the metal to be inlayed in the form of wire / strip / sheet		4	2	2
	PC17. ensure the width of the metal is uniform, as per requirement and sets into the grooves		4	2	2
	PC18. ensure the metal strip / sheet meets the design requirement (including colour)		3	1	2
	PC19. apply glue or bonding agent in the grooves (if applicable)		2	0	2
	PC20. place the metal wire / strip over the metal craft and hammer them in a way that it sets into grooves		3	0	3
	PC21. hammer them using appropriate pressure that it sets into the groove and it does not damage the craft / wire		3	1	2
	PC22. ensure it sets into the groove firmly		4	1	3
	PC23. use different type of metal strips as per design requirement at appropriate place		3	1	2
	PC24. hammer the grooves at edges to close the setting (if applicable)		4	2	2
	PC25. check the setting once it is complete and its conformity with design specification		4	2	2
<b>Achieving quality and design standards</b>	PC26. achieve the finish as per design parameters and specification		4	1	3
	PC27. set the metal strips / wire and ensure it does not come out of the craft		4	1	3
	PC28. complete the craft within the agreed time and quality and meet the targets		4	1	3
	<b>TOTAL POINTS</b>		100	35	65

<b>HCS/N9901</b>	<b>Coordinate with colleagues and work as a team</b>				
<b>NOS</b>	Performance Criteria		<b>Out</b>	<b>Theo</b>	<b>Skills</b>





Element			of	ry	Practical
<b>Interact with supervisor</b>	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
<b>Work as a team by coordinating with colleagues within and outside the department</b>	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
<b>Report and Document</b>	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
	<b>TOTAL POINTS</b>		100	40	60

HCS/N9902	Maintain safe work environment				
NOS Element	Performance Criteria		Out of	Theory	Skills Practical
<b>Follow safety procedure and practices</b>	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 reduce further danger		8	4	4
<b>Achieve</b>	PC11. ensure zero accident at workplace		10	2	8



<b>safety standards</b>	PC12. adhere to safety standards and ensure no material damage		10	2	8
	<b>TOTAL POINTS</b>		100	<b>28</b>	<b>72</b>

HCS/N9903	Maintain personal health				
NOS Element	Performance Criteria		Out of	Theory	Skills Practical
<b>Adopt healthy work practices</b>	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
<b>Achieve work productivity while maintaining health</b>	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
	<b>TOTAL POINTS</b>		100	25	75

HCS/N9904	Basic business management				
NOS Element	Performance Criteria		Out of	Theory	Skills Practical
<b>People management</b>	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 the appropriate skills required to make market relevant and quality products		3	1	2



	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
<b>Product planning</b>	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
<b>Procurement of raw materials</b>	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
<b>Market interfacing</b>	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
<b>Financial management</b>	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



<b>Record keeping</b>	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
<b>TOTAL POINTS</b>			100	40	60