



## 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:  
hcssc@hcssc.in



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## Introduction

### Qualifications Pack – Polisher (Metalware)

**SECTOR:** HANDICRAFTS & CARPET

**SUB-SECTOR:** Metalware

**OCCUPATION:** Cleaning/Polishing/Buffing

**REFERENCE ID:** HCS/Q3002

**ALIGNED TO:** NCO-2004/7224.55

Also known as 'Polishing Artisan', the polisher is responsible for preparing the raw materials, polishing the surface of the metal, cleaning the work place and checking for defects ensuring to achieve quality standards.

**Brief Job Description:** The individual at work is responsible to polish and provide finishing to the metal surface as per requirements with appropriate abrasives. The polisher is also responsible to clean the workplace subsequently.

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



Job Details

<b>Qualifications Pack Code</b>	<b>HCS/Q3002</b>		
<b>Job Role</b>	<b>Polisher (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>08/03/2015</b>
<b>Sub-sector</b>	<b>Metalware</b>	<b>Last reviewed on</b>	<b>27/05/2015</b>
<b>Occupation</b>	<b>Cleaning/Polishing /Buffing</b>	<b>Next review date</b>	<b>27/05/2016</b>

<b>Job Role</b>	<b>Polisher (Metalware)</b> <b>Also known as 'Polishing Artisan'</b>
<b>Role Description</b>	Preparing the raw materials, polishing the surface of the metal, cleaning the work place and checking for defects ensuring to achieve quality standards.
<b>NSQF level</b>	4
<b>Minimum Educational Qualifications</b>	Basic Literacy and Numeracy
<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/N3003 Perform pre polishing requirements</a></li> <li><a href="#">HCS/N3004 Polish and Clean the metal surface</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> </ol> <p><b>Optional:</b> Not applicable</p>
<b>Performance Criteria</b>	As described in the relevant OS units



Definitions

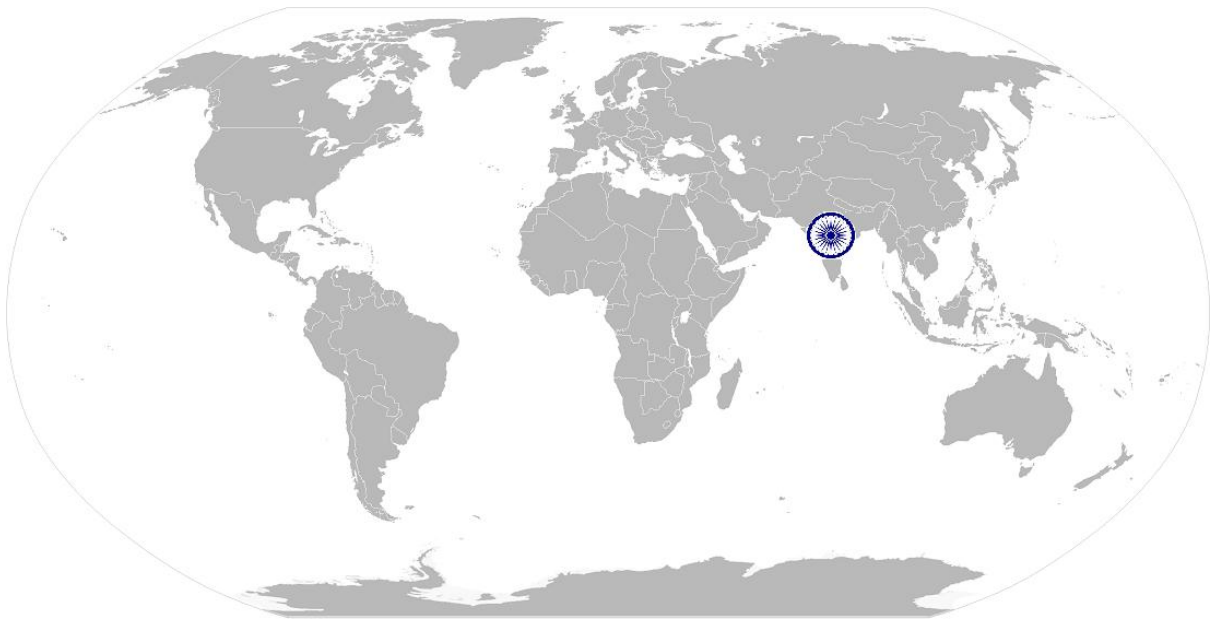
Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further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



HCS/N3003

Perform pre polishing requirements

<b>Unit Code</b>	HCS/N3003
<b>Unit Title (Task)</b>	Perform pre polishing requirements
<b>Description</b>	This OS unit is about preparing the pre polishing requirements to perform polishing of the metal surface as per requirement.
<b>Scope</b>	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> <li>• Understand design and work requirement</li> <li>• Gather and arrange the required raw materials</li> <li>• Prepare the materials to begin polishing</li> <li>• Set the polishing and buffing machine</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Understanding design and work requirement</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. receive instructions on work requirement from superior</p> <p>PC2. receive the design from concerned person</p> <p>PC3. understand the design requirements on the raw materials to be used</p> <p>PC4. understand the design requirements for portions to be polished and the finish to be achieved such as matt, shiny, smooth</p> <p>PC5. plan the target on number of pieces to be completed</p>
<b>Gathering and arranging the required raw materials</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC6. collect and arrange the appropriate materials to begin the process such as polishing wheels, buffing wheels, brush, etc.</p> <p>PC7. report on any shortage or defect of raw materials to the concerned person</p> <p>PC8. ensure to stock the required materials in advance</p>
<b>Preparing the materials to begin polishing</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC9. select the appropriate type of abrasive to be applied depending on the surface of the metal to be polished</p> <p>PC10. clean the surface of the metal before polishing</p>
<b>Setting the polishing and buffing machine</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC11. check for the working condition of the polishing and buffing machine in case if using the machine</p> <p>PC12. understand the operation of the machine for do's and dont's</p> <p>PC13. set the machine to begin the process</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 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>





**HCS/N3003**

**Perform pre polishing requirements**

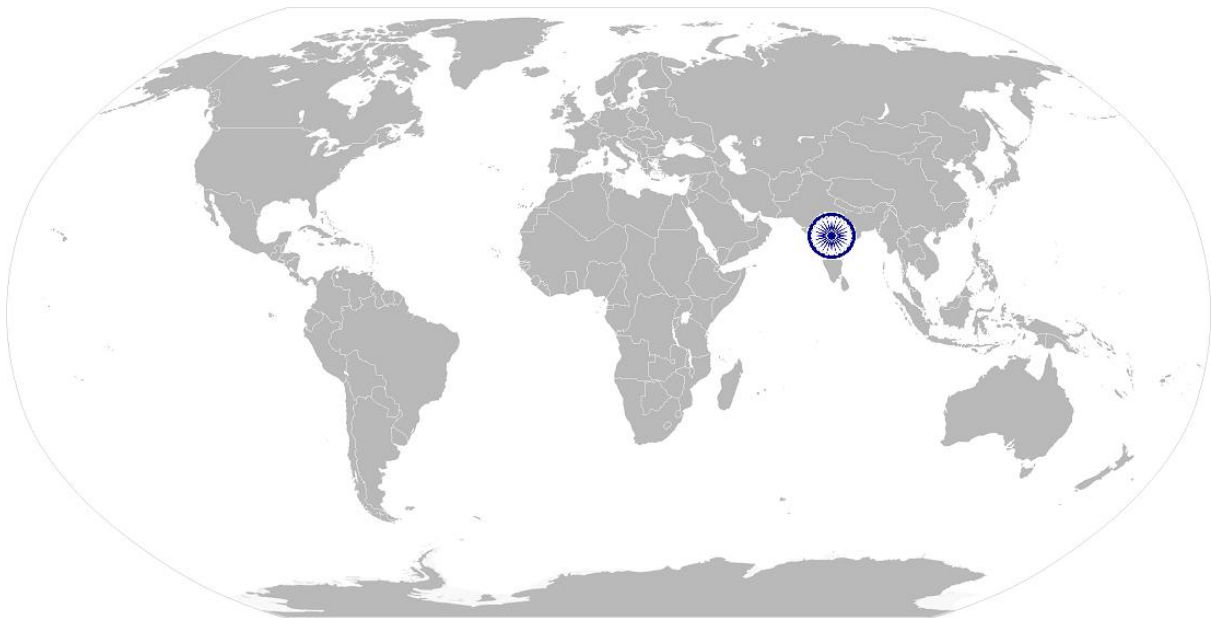
<p><b>B. Technical Knowledge</b></p>	<p>The individual on the job needs to know and understand:</p> <p>KB1. metalcraft details</p> <p>KB2. metal making process and types of products</p> <p>KB3. various kinds of raw materials involved in the process</p> <p>KB4. polishing and buffing machine use and maintenance</p> <p>KB5. tools, consumables and equipments for various kinds of polishing</p> <p>KB6. bringing the required tools and equipments to desired shape</p> <p>KB7. use of appropriate tools and lubricants for polishing</p> <p>KB8. creating tools and equipments for casting</p> <p>KB9. using the tools and lubricants for the polishing process such as polishing wheels, buffing wheels, brush, etc.</p> <p>KB10. use of hazardous acids and chemicals</p> <p>KB11. safety standards and precautions to be taken</p> <p>KB12. quality standards to be maintained</p> <p>KB13. standard operating procedure</p> <p>KB14. market trend and customer preferences</p>
<p><b>Skills (S) [Optional]</b></p>	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Reading and writing skills</b></p> <p>The individual on the job needs to know and understand:</p> <p>SA1. how to take notes or read about the process requirements</p> <p><b>Reading skills</b></p> <p>The individual on the job needs to know and understand:</p> <p>SA2. how to read and write the job requirement</p> <p>SA3. how to read company policy documents</p> <p><b>Oral communication (Listening and Speaking skills)</b></p> <p>The individual on the job needs to know and understand:</p> <p>SA4. interact with team members to work efficiently</p> <p>SA5. communicate effectively with supervisor</p>
<p><b>B. Professional Skills</b></p>	<p><b>Decision making</b></p> <p>The individual on the job needs to know and understand:</p> <p>SB1. how to share work load with the colleagues in the process</p> <p>SB2. how to multi task and deliver the final finished piece on time adhering to quality standards</p> <p><b>Plan and organize</b></p> <p>The individual on the job needs to know and understand:</p> <p>SB3. how to plan for daily production</p> <p>SB4. how to plan for budget and material requirement</p> <p><b>Customer centricity</b></p> <p>The individual on the job needs to know and understand:</p> <p>SB5. the customer preference, taste, etc and accordingly make crafts</p> <p><b>Problem solving</b></p> <p>The individual on the job needs to know and understand:</p> <p>SB6. how to solve issues relating to material, cost and labour and ensure smooth production</p> <p><b>Analytical thinking</b></p>



**HCS/N3003**

**Perform pre polishing requirements**

	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





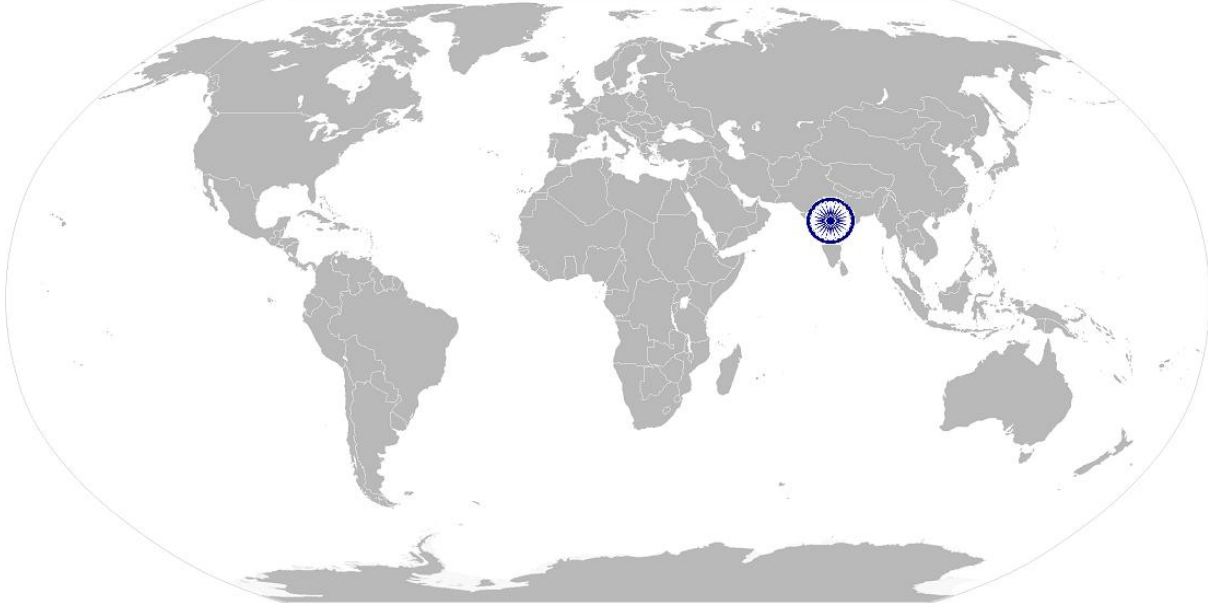


HCS/N3003

Perform pre polishing requirements

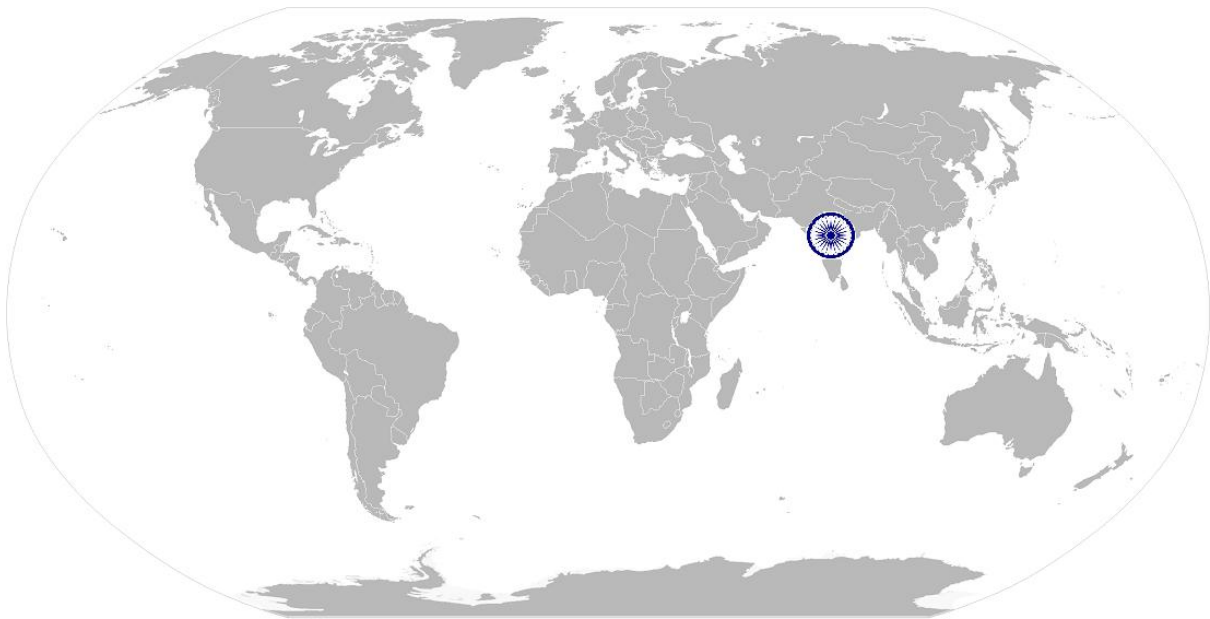
## NOS Version Control

<b>NOS Code</b>	<b>HCS/N3003</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>08/03/2015</b>
<b>Industry Sub-sector</b>	<b>Metalware</b>	<b>Last reviewed on</b>	<b>27/05/2015</b>
<b>Occupation</b>	<b>Cleaning/Polishing/Buffing</b>	<b>Next review date</b>	<b>27/05/2016</b>





# National Occupational Standard



## Overview

This unit is about polishing the metal surface to attain the final finish as per the requirement in terms of look and luster, preventing contamination, removing oxidation and ensuring defect free surface and cleaning the workplace on completion.



HCS/N3004

**Polish and Clean the metal surface**

National Occupational Standard

<b>Unit Code</b>	HCS/N3004
<b>Unit Title (Task)</b>	<b>Polish and Clean the metal surface</b>
<b>Description</b>	This unit is about polishing the metal surface to attain the final finish as per the requirement in terms of look and luster, preventing contamination, removing oxidation and ensuring defect free surface and cleaning the workplace on completion.
<b>Scope</b>	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> <li>• Operate the polishing machine and polish the metal surface</li> <li>• Clean the workplace</li> <li>• Check for defects</li> <li>• Undertake preventive maintenance of the machine</li> <li>• Achieve quality standards</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Operating the polishing machine and polishing the metal surface</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. clean the metal surface before polishing</p> <p>PC2. start with rough abrasive if the material is unfinished</p> <p>PC3. ensure to choose the right wheel and the appropriate thickness of the wheel to be polished</p> <p>PC4. use fine smooth abrasive at subsequent stages until the desired level of finish is obtained</p> <p>PC5. ensure not to use pressure in applying the abrasive to the surface</p> <p>PC6. ensure the imperfections such as lines, scratches, etc. within the metal surface are removed with the rough abrasive applied at first stage</p> <p>PC7. use appropriate lubricants and polishing tools as per the finish requirements</p> <p>PC8. ensure to use different abrasive for every metal to be polished</p> <p>PC9. repeat the process with finer polishing abrasive to every step till the visible scratches are removed and desired finish is achieved</p> <p>PC10. apply lacquer to the surface to protect it from future oxidation</p> <p>PC11. ensure to wear safe and protective gear such as goggles, face shield, dust mask, gloves, apron, etc. when polishing</p> <p>PC12. check polished piece visually in order to detect defects such as impurities, grease, marks, uneven finish and rough edges</p>
<b>Cleaning the workplace</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC13. clean the work place and material with warm soapy water once complete</p> <p>PC14. dry the work place with soft cloth</p> <p>PC15. ensure all excess abrasives or dirt are removed</p> <p>PC16. conduct regular and controlled environment cleaning for collection of metal dust</p>
<b>Checking for defects</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC17. check the metal after polishing, if it matches requirement</p> <p>PC18. make necessary adjustments if any</p>



HCS/N3004

Polish and Clean the metal surface

	PC19. rectify and rework if any mistakes are found un-matching the design specifications and requirements
<b>Undertaking preventive maintenance of the machine</b>	To be competent, the user/ individual must be able to: PC20. ensure general maintenance of the machine PC21. ensure no shut down of machines due to improper maintenance PC22. perform regular cleaning process as prescribed by manufacturer
<b>Achieving quality standards</b>	To be competent, the user/ individual must be able to: PC23. minimise metal loss below the prescribed limits PC24. ensure the scratches, dents, spots, rust, etc. are removed and the surface looks clean and shiny PC25. ensure the target number of pieces are polished PC26. ensure the finish is as per the requirements PC27. ensure the output delivered is defect free and on time
<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 understand: KA1. company's policies on: incentives, safety and hazards, personnel management and quality standards KA2. workflow involved in metal making process of the company KA3. importance of the individual's role in the work process KA4. reporting structure KA5. documentation policy KA6. customer profile
<b>B. Technical Knowledge</b>	The individual on the job needs to know and understand: KB1. metalcraft details KB2. metal making process and types of products KB3. various kinds of raw materials involved in the process KB4. preparing raw materials according to the specific metal requirement KB5. uses of different types of buffers for different purposes and end results KB6. potential work hazards while using chemicals, high speed rotating motors, lapping and ultrasonic machines KB7. use of appropriate tools and lubricants for polishing KB8. tools, consumables and equipments for various kinds of polishing KB9. bringing the required tools and equipments to desired shape KB10. use of appropriate tools and lubricants for polishing KB11. how to use the tools and lubricants for the polishing process such as polishing wheels, buffing wheels, brush, etc. KB12. maintaining the tools and equipments for polishing KB13. creating tools and equipments for polishing KB14. use of hazardous acids and chemicals KB15. safety standards and precautions to be taken KB16. quality standards to be maintained KB17. standard operating procedure KB18. market trend and customer preferences
<b>Skills (S) [Optional]</b>	
<b>A. Core Skills/</b>	<b>Reading and writing skills</b>



HCS/N3004

**Polish and Clean the metal surface**

<b>Generic Skills</b>	The individual on the job needs to know and understand: SA1. how to take notes or read about the process requirements
	<b>Reading skills</b>
	The individual on the job needs to know and understand: SA2. how to read and write the job requirement SA3. how to read company policy documents
	<b>Oral communication (Listening and Speaking skills)</b>
	The individual on the job needs to know and understand: SA4. interact with team members to work efficiently SA5. communicate effectively with supervisor
<b>B. Professional Skills</b>	<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	

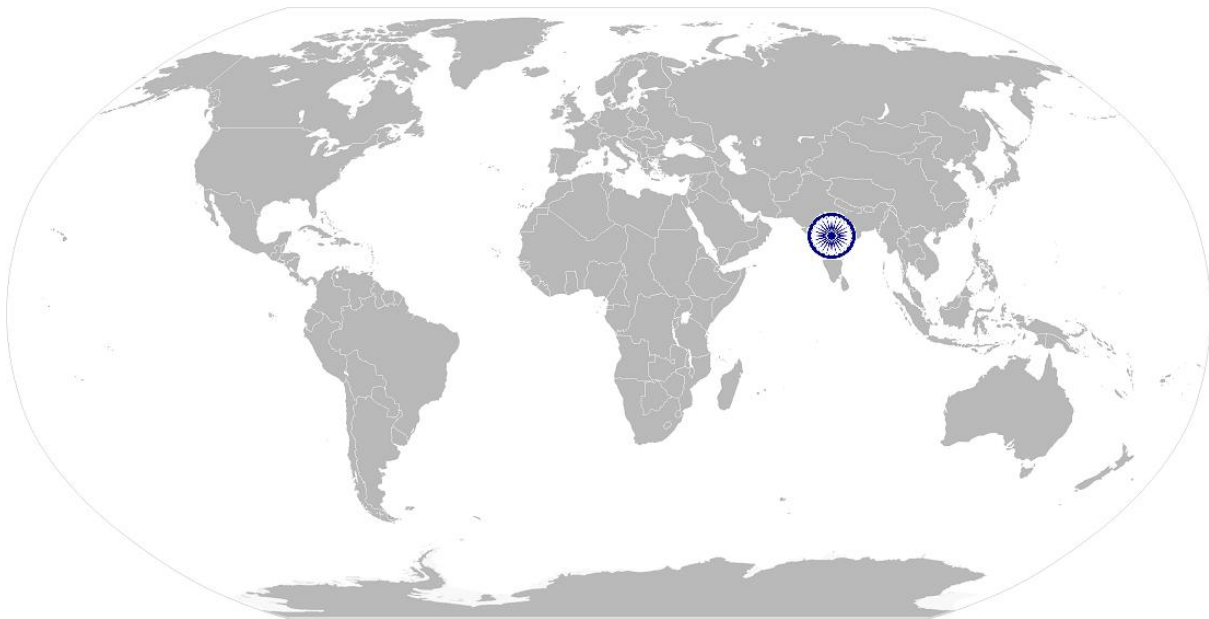


HCS/N3004

Polish and Clean the metal surface

## NOS Version Control

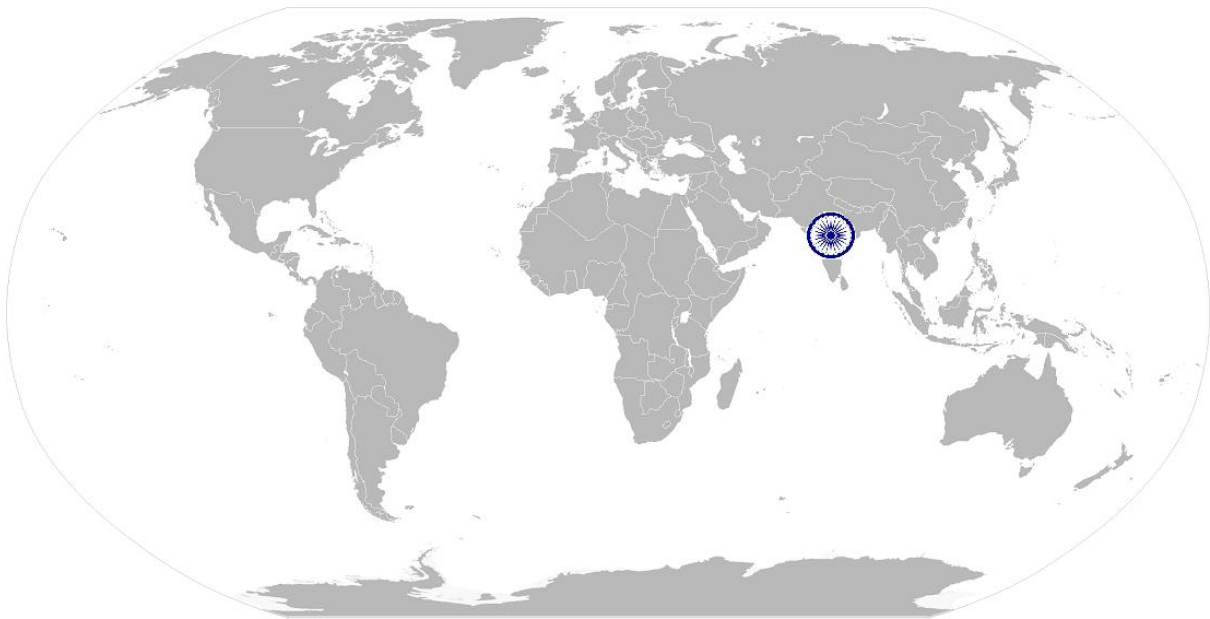
<b>NOS Code</b>	<b>HCS/N3004</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Handicrafts and Carpet</b>	<b>Drafted on</b>	<b>08/03/2015</b>
<b>Industry Sub-sector</b>	<b>Metalware</b>	<b>Last reviewed on</b>	<b>27/05/2015</b>
<b>Occupation</b>	<b>Cleaning/Polishing/Buffing</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	

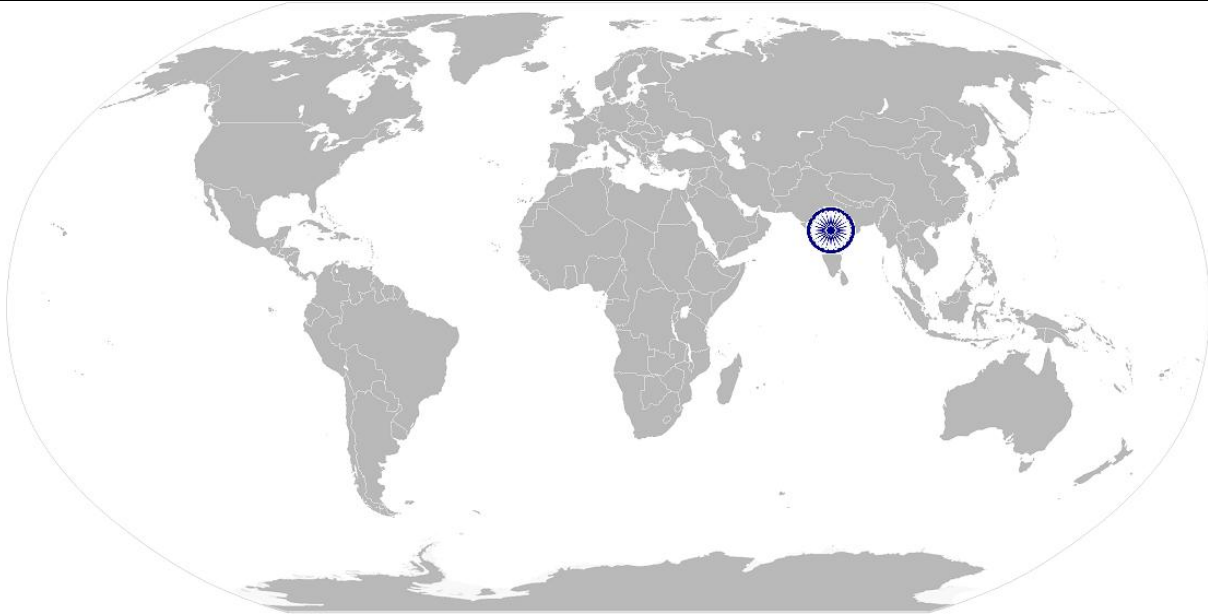


HCS/N9901

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

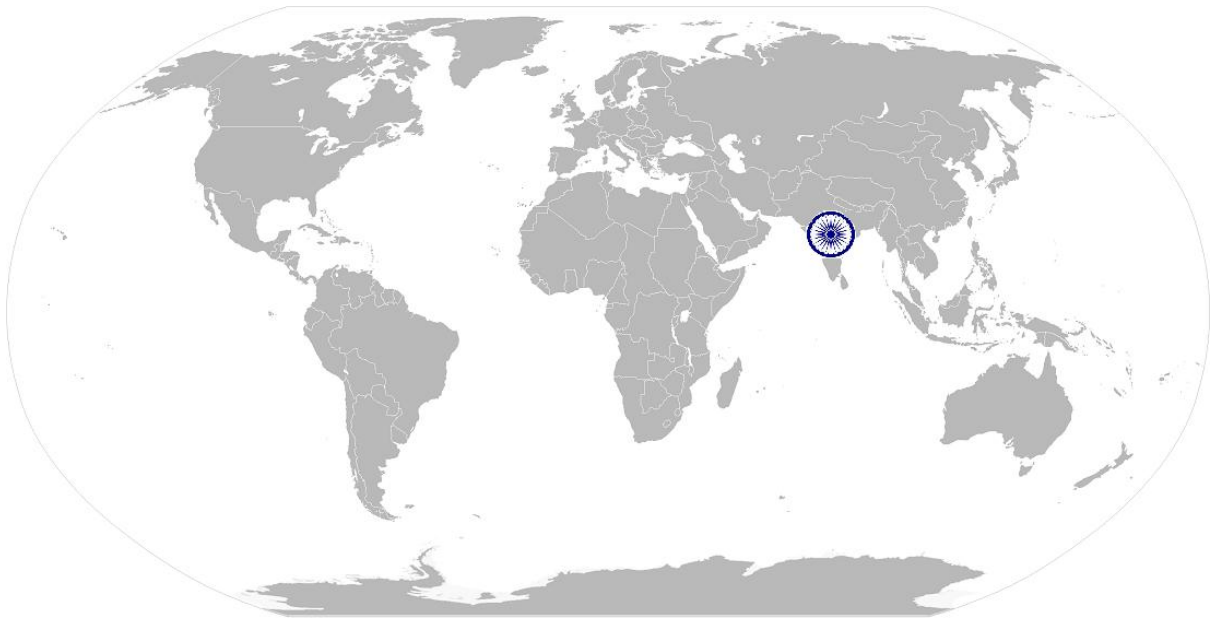
NOS  
National Occupational Standards



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>	<p>This unit/ task covers the following:</p> <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>	<p>To be competent, the user/ individual must be able to:</p> <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>	<p>To be competent, the user/ individual must be able to:</p> <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)	<p>The individual on the job needs to know and understand:</p> <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>

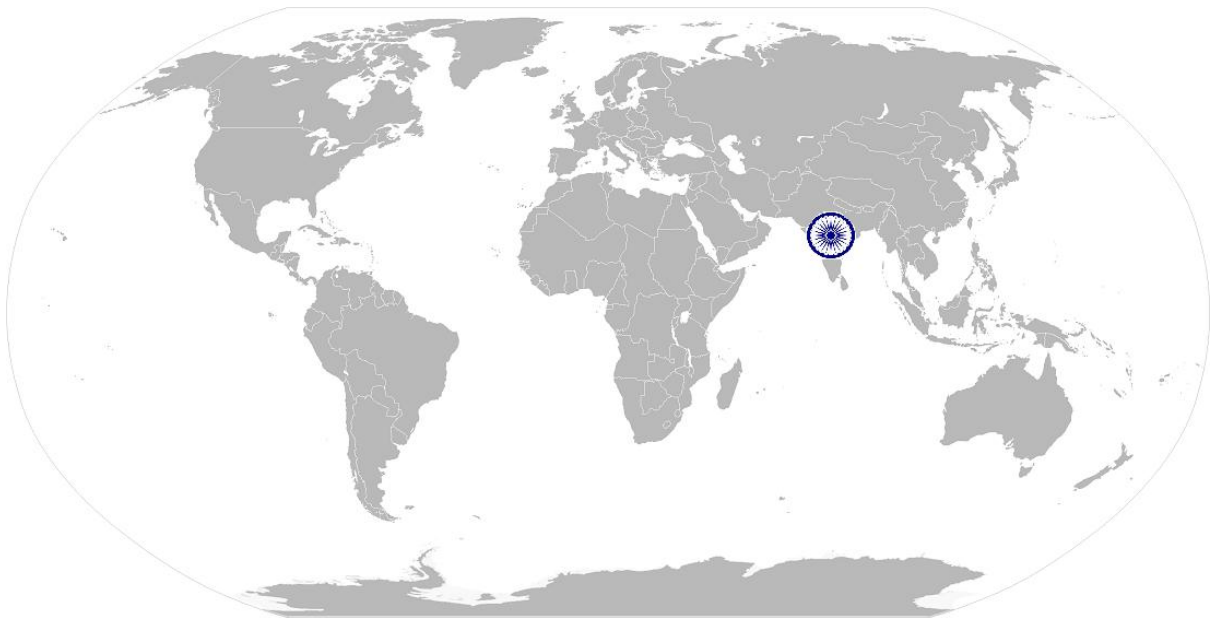




HCS/N9902

**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



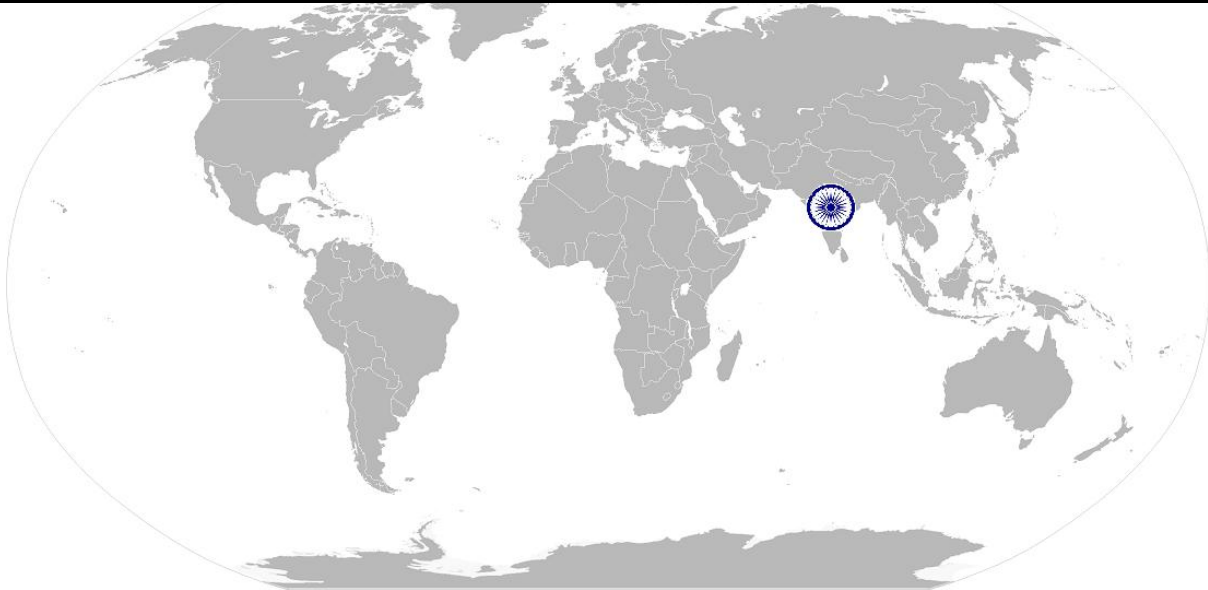


HCS/N9902

Maintain safe work environment

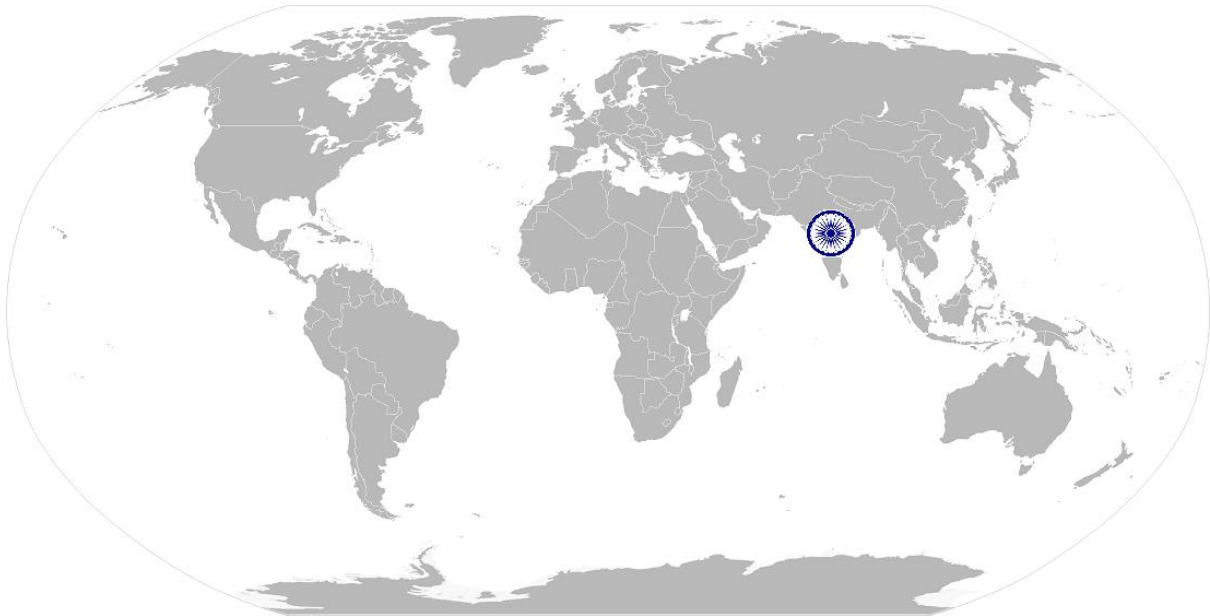
## NOS Version Control

<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>
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>B. Professional Skills</b>	<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	

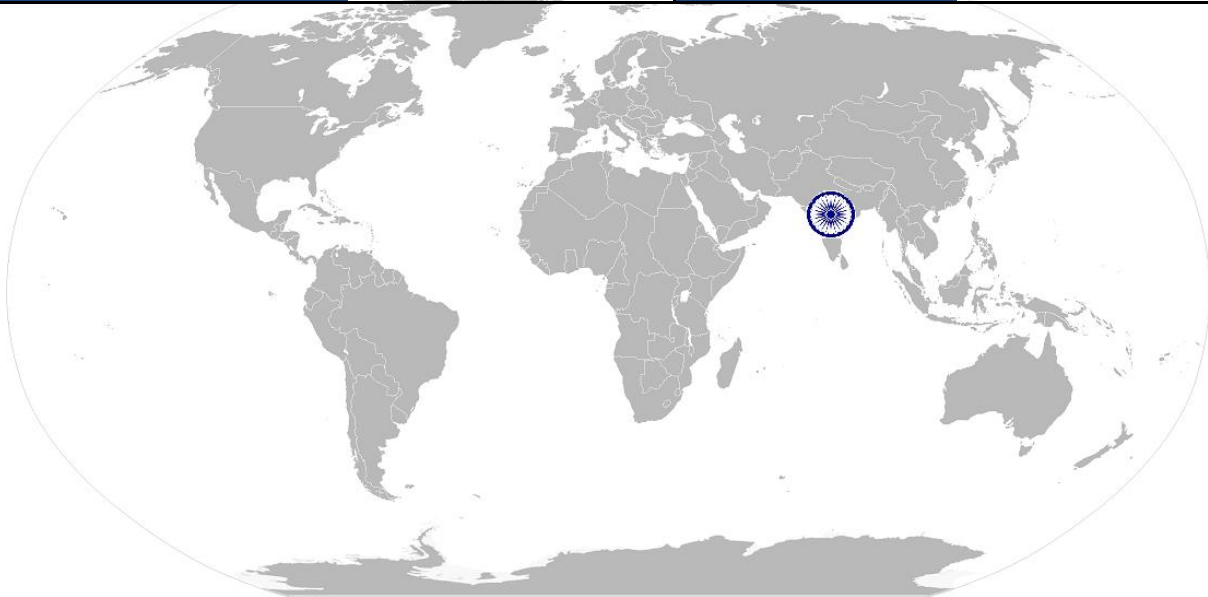


HCS/N9903

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>

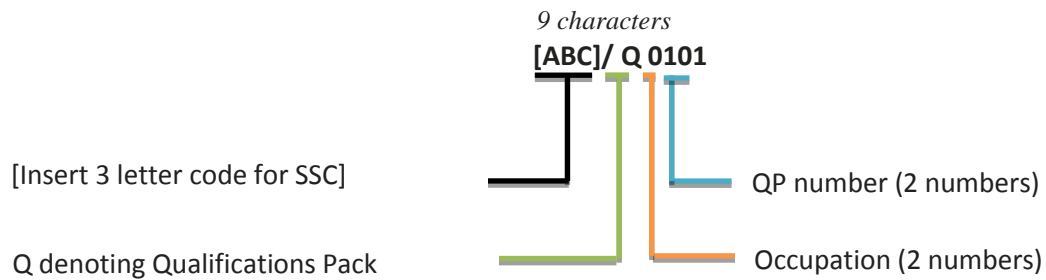




## Annexure

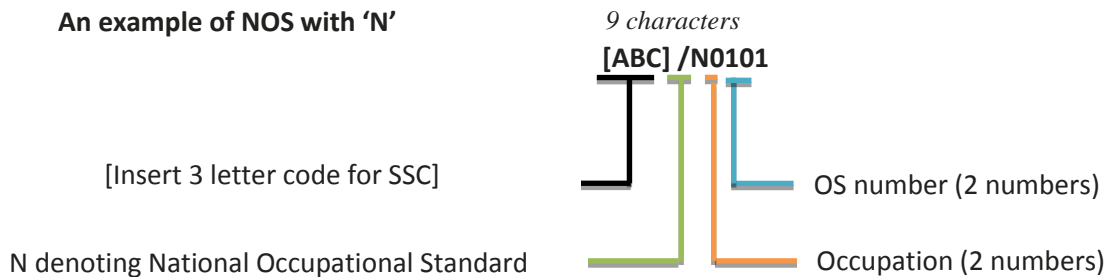
### Nomenclature for QP and NOS

#### 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 :** Polisher

**Qualification Pack :** HCS/Q3002

**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

		<b>Total Marks (500)</b>			
<b>HCS/N3003</b>	<b>Perform pre polishing requirements</b>				
<b>NOS Element</b>	Performance Criteria		<b>Out of</b>	<b>Theory</b>	<b>Skills Practical</b>
<b>Understanding work requirement</b>	PC1. receive instructions on work requirement from superior	100	7	3	4
	PC2. receive the design from concerned person		7	3	4
	PC3. understand the design requirements on the raw materials to be used		7	3	4
	PC4. understand the design requirements for portions to be polished and the finish to be achieved such as matt, shiny, smooth		8	4	4
	PC5. plan the target on number of pieces to be completed		7	3	4
<b>Gathering and arranging the required raw materials</b>	PC6. collect and arrange the appropriate materials to begin the process such as polishing wheels, buffing wheels, brush, etc.		8	4	4
	PC7. report on any shortage or defect of raw materials to the concerned person		8	4	4
	PC8. ensure to stock the required materials in advance		8	4	4
<b>Preparing the materials to begin polishing</b>	PC9. select the appropriate type of abrasive to be applied depending on the surface of the metal to be		8	4	4



	polished				
	PC10. clean the surface of the metal before polishing		8	4	4
<b>Setting the polishing and buffing machine</b>	PC11. check for the working condition of the polishing and buffing machine in case if using the machine		8	4	4
	PC12. understand the operation of the machine for do's and dont's		8	4	4
	PC13. set the machine to begin the process		8	4	4
	<b>TOTAL POINTS</b>		100	48	52

HCS/N3004	Polish and Clean the metal surface				
NOS Element	Performance Criteria		Out of	Theory	Skills Practical
<b>Operating the polishing machine and polishing the metal surface</b>	PC1. clean the metal surface before polishing	100	3	1	2
	PC2. start with rough abrasive if the material is unfinished		3	1	2
	PC3. ensure to choose the right wheel and the appropriate thickness of the wheel to be polished		4	1	3
	PC4. use fine smooth abrasive at subsequent stages until the desired level of finish is obtained		4	1	3
	PC5. ensure not to use pressure in applying the abrasive to the surface		4	1	3
	PC6. ensure the imperfections such as lines, scratches, etc. within the metal surface are removed with the rough abrasive applied at first stage		4	1	3
	PC7. use appropriate lubricants and polishing tools as per the finish requirements		3	1	2
	PC8. ensure to use different abrasive for every metal to be polished		4	1	3
	PC9. repeat the process with finer polishing abrasive to every step till the visible scratches are removed and desired finish is achieved		4	1	3
	PC10. apply lacquer to the surface to protect it from future oxidation		3	1	2
	PC11. ensure to wear safe and protective gear such as goggles, face shield, dust mask, gloves, apron, etc. when polishing		3	1	2
	PC12. check polished piece visually in order to detect defects such as impurities,		4	1	3



		grease, marks, uneven finish and rough edges			
<b>Cleaning the workplace</b>	PC13.	clean the work place and material with warm soapy water once complete	4	1	3
	PC14.	dry the work place with soft cloth	4	1	3
	PC15.	ensure all excess abrasives or dirt are removed	4	1	3
	PC16.	conduct regular and controlled environment cleaning for collection of metal dust	4	1	3
<b>Checking for defects</b>	PC17.	check the metal after polishing, if it matches requirement	4	1	3
	PC18.	make necessary adjustments if any	4	1	3
	PC19.	rectify and rework if any mistakes are found un-matching the design specifications and requirements	4	1	3
<b>Undertaking preventive maintenance of the machine</b>	PC20.	ensure general maintenance of the machine	4	1	3
	PC21.	ensure no shut down of machines due to improper maintenance	3	1	2
	PC22.	perform regular cleaning process as prescribed by manufacturer	3	1	2
<b>Achieving quality standards</b>	PC23.	minimise metal loss below the prescribed limits	4	1	3
	PC24.	ensure the scratches, dents, spots, rust, etc. are removed and the surface looks clean and shiny	4	1	3
	PC25.	ensure the target number of pieces are polished	4	1	3
	PC26.	ensure the finish is as per the requirements	4	1	3
	PC27.	ensure the output delivered is defect free and on time	3	1	2
	<b>TOTAL POINTS</b>		100	27	73

HCS/N9901	Coordinate with colleagues and work as a team				
NOS Element	Performance Criteria		Out of	Theory	Skills 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		5	1	4



	any anticipated reasons for delays			
	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	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	4	1	3



	performance				
<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

<b>HCS/N9902</b>	<b>Maintain safe work environment</b>				
<b>NOS Element</b>	Performance Criteria		<b>Out of</b>	<b>Theory</b>	<b>Skills Practical</b>
<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 safety standards</b>	PC11. ensure zero accident at workplace		10	2	8
	PC12. adhere to safety standards and ensure no material damage		10	2	8
	<b>TOTAL POINTS</b>		100	<b>28</b>	<b>72</b>

<b>HCS/N9903</b>	<b>Maintain personal health</b>				
<b>NOS</b>	Performance Criteria		<b>Out</b>	<b>Theory</b>	<b>Skills</b>



Element			of		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