



QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR HANDICRAFT 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.....P34

Introduction

Qualifications Pack – Silver coating technician (Glassware)

SECTOR: HANDICRAFT & CARPET

SUB-SECTOR: Glassware

OCCUPATION: Decoration pasting and painting

REFERENCE ID: HCS/Q2401

ALIGNED TO: NCO-2004/7322.90

The silvering operator is responsible for coating the glass product with a reflective substance (silver coating)

Brief Job Description: The individual at work is responsible for the chemical process of coating the glass product with a reflective substance. He mixes various chemicals including tin fluoride, acids and glucose in appropriate amount as per prescribed procedure.

Personal Attributes: The job requires the individual to have: hand eye coordination, ability to manage and make the chemical mixture, ability to judge requisite amounts of chemicals to be mixed, judge if the prepared mixture composition is efficient, ability to sort the mixes and ability to work for long hours in sitting and standing position.



Job Details	Qualifications Pack Code	HCS/Q2401		
	Job Role	Silver coating technician (Glassware)		
	Credits(NSQF)	TBD	Version number	1.0
	Sector	Handicrafts & Carpet	Drafted on	06/03/2015
	Sub-sector	glassware	Last reviewed on	27/05/2015
	Occupation	Pre – Crafting	Next review date	27/05/2016

Job Role	Silver Coating Technician (Glassware)
Role Description	Coating the glass product with a reflective substance (silver coating)
NSQF level	4
Minimum Educational Qualifications	Minimum 8 th pass
Maximum Educational Qualifications	Not Applicable
Training (Suggested but not mandatory)	Not Applicable
Experience	Not Applicable
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> HCS/N2401 Antique / Silver coating of the glassware product HCS/N2402 Frosting of glassware product HCS/N9901 Coordinate with colleagues and work as a team HCS/N9902 Maintain safe work environment HCS/N9903 Maintain personal health HCS/N9904 Basic business management <p>Optional: Not applicable</p>
Performance Criteria	As described in the relevant OS units



Definitions

Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Sub-functions	Sub-functions are sub-activities essential achieving the objectives of the function.
Job role	Job role defines unique set of functions that together form a unique employment opportunity in an organization.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve consistently while carrying out a function at the workplace. Occupational Standards as set of competencies is applicable both in Indian and overreaching global contexts.
Performance Criteria	Performance Criteria defined for a task are statements that together specify the standard of performance while carrying out the task.
National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in Indian context.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack(QP)	Qualifications Pack comprises set of OS, together with the educational, training and other criteria that are required to perform a job role satisfactorily at workplace. A Qualifications Pack is assigned a unique qualification pack code for clear identification.
Knowledge and Understanding	Knowledge and Understanding are statements which together as a set specify the technical, generic, professional and organization specific knowledge that an individual needs to possess in order to perform and meet the required standards consistently.
Organizational	Organizational Context includes the way the organization is structured and how it



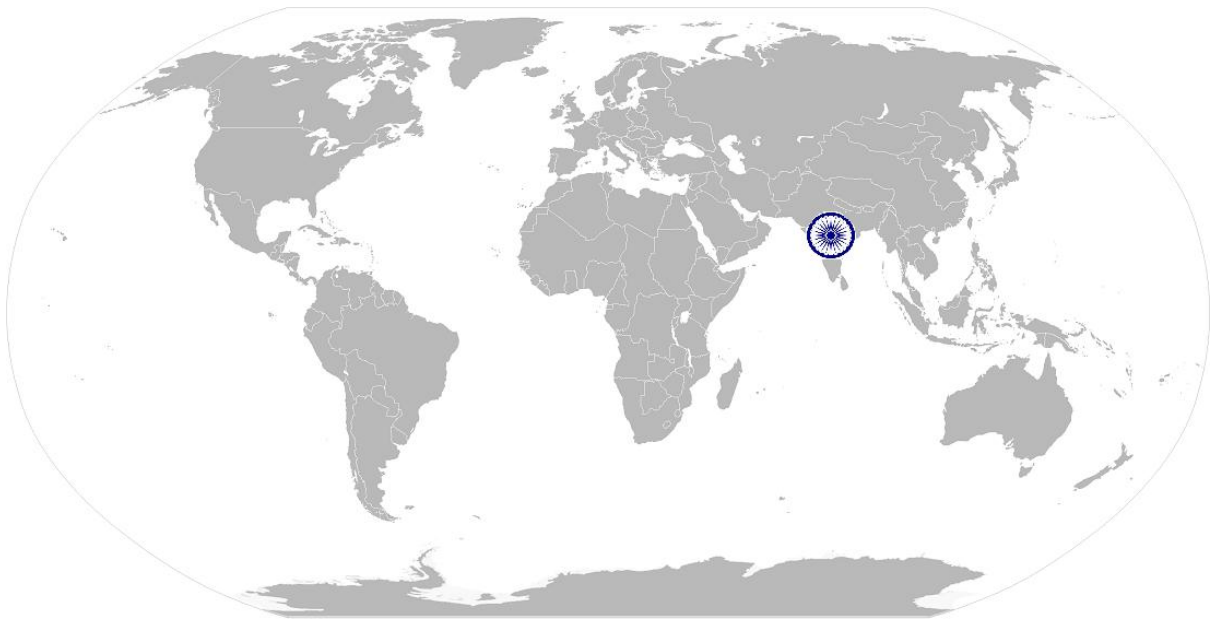
HCS/N2401

Antique / Silver coating of glassware product

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



National Occupational Standard



Overview

This unit is about coating the glass product with a reflective substance through a chemical process



HCS/N2401

Antique / Silver coating of glassware product

National Occupational Standard

Unit Code	HCS/N2401
Unit Title (Task)	Antique / Silver coating of glassware products
Description	This unit is about coating the glass product with a reflective substance through a chemical process
Scope	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> • Prepare silver coating • Coat silver product through chemical process • Achieve quality and productivity standards
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Prepare silver coating	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. identify the glassware products for silver coating</p> <p>PC2. identify the type of silver coating to be done, i.e. outside silvering or inside silvering or both</p> <p>PC3. identify and collect the requisite quantity of chemicals to be used in the process of silver coating</p> <p>PC4. wash the product with HF acid</p> <p>PC5. dry the product</p>
Coat silver product through chemical process	<p>To be competent, the user/ individual must be able to:</p> <p>PC6. apply tin fluoride on the surface to be silver coated (applicable for silver coating)</p> <p>PC1. apply plastic paste on the surface (applicable for antique coating)</p> <p>PC7. apply silver nitrate on the surface</p> <p>PC8. apply glucose on the surface</p> <p>PC9. shake the product with chemicals for inside coating</p> <p>PC10. put the products coated on the tray</p> <p>PC11. wash the coated product with water</p> <p>PC12. dry the product</p>
Achieve productivity and quality standards	<p>To be competent, the user/ individual must be able to:</p> <p>PC13. ensure that the surface is uniformly silver coated</p> <p>PC14. ensure that the product has been silver coated as per prescribed design</p> <p>PC15. ensure zero production loss during the process</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The individual on the job needs understand:</p> <p>KA1. company's policies on: human resource management, benefits and code of conduct</p> <p>KA2. company's products with different stones and quality assurance</p> <p>KA3. organisation culture and typical customer profile</p> <p>KA4. company's reporting structure</p> <p>KA5. company's documentation policy</p>



HCS/N2401

Antique / Silver coating of glassware product

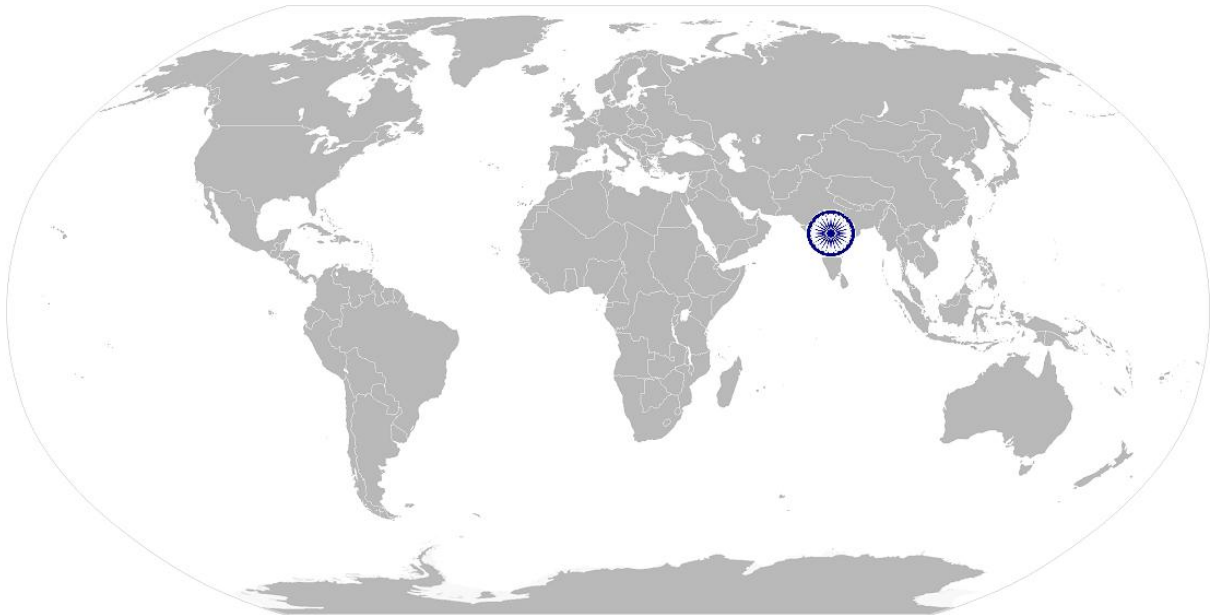
<p>B. Technical Knowledge</p>	<p>The individual on the job needs to know and understand:</p> <p>KB1. basic chemical properties of various raw materials used</p> <p>KB2. basic proportions of chemicals that can be used to make the mixture</p> <p>KB3. general way to mix the chemicals effectively</p> <p>KB4. recommended storage methodology for the chemicals</p> <p>KB5. usage of chemicals for the coating</p> <p>KB6. usage of appropriate acids for coating</p> <p>KB7. Usage of different types of coating</p> <p>KB8. recommended storage of the prepared coating mixture</p> <p>KB9. science behind how the chemical mixture works</p> <p>KB10. techniques to ensure there is proper manual coating</p> <p>KB11. labelling and storing the chemicals</p>
<p>Skills (S) [Optional]</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing skills</p> <p>The individual on the job needs to know and understand:</p> <p>SA1. how to keep records and log-book for the production</p> <p>Reading skills</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>Oral communication (Listening and Speaking skills)</p> <p>The individual on the job needs to know and understand:</p> <p>SA4. how to seek work instructions from the supervisor</p> <p>SA5. listen to supervisor to know daily targets</p> <p>SA6. seek out and listen to co-workers</p> <p>SA7. express the information, both technical and non-technical, to seniors and colleagues effectively</p>
<p>B. Professional Skills</p>	<p>Decision making</p> <p>The individual on the job needs to know and understand:</p> <p>SB1. how to decide on material requirement for silver coating</p> <p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand how:</p> <p>SB2. to prioritize and organise to achieve the daily targets</p> <p>Customer centricity</p> <p>The individual on the job needs to know and understand:</p> <p>SB3. the customer preference on craft products</p> <p>Problem Solving</p> <p>The user/individual on the job needs to know and understand how:</p> <p>SB4. to solve work related problems</p> <p>Analytical thinking</p> <p>The individual on the job needs to know and understand:</p> <p>SB5. how to analyse the shape of the product and perform coating operation</p> <p>Critical thinking</p> <p>The individual on the job needs to know and understand:</p>



HCS/N2401

Antique / Silver coating of glassware product

	SB6. how to spot process disruptions and delays
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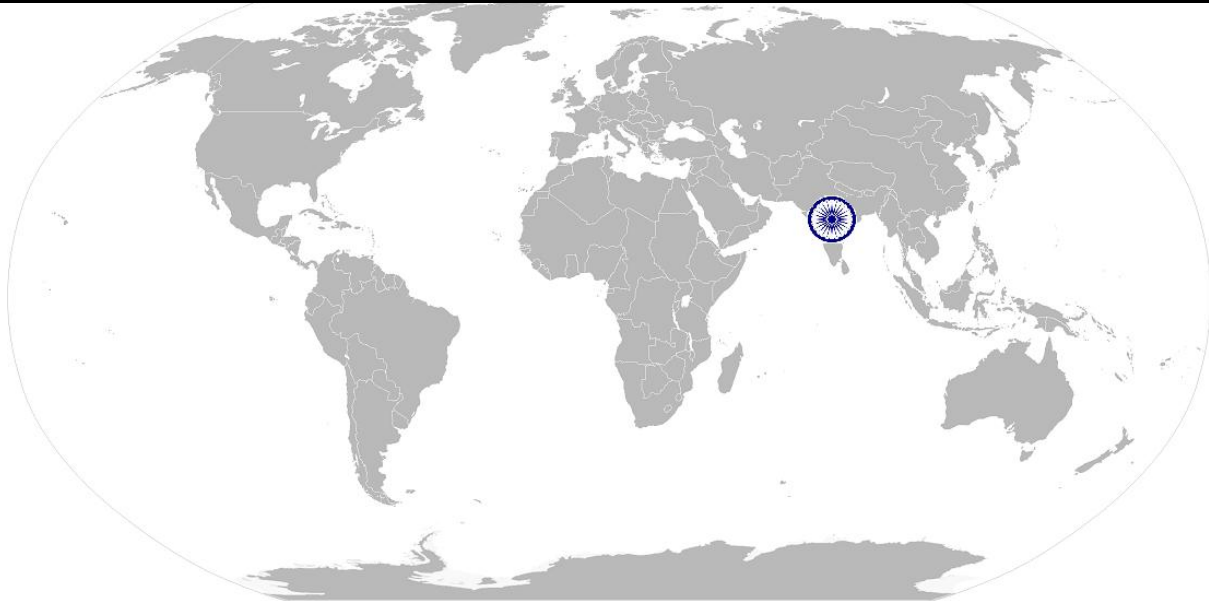


HCS/N2401

Antique / Silver coating of glassware product

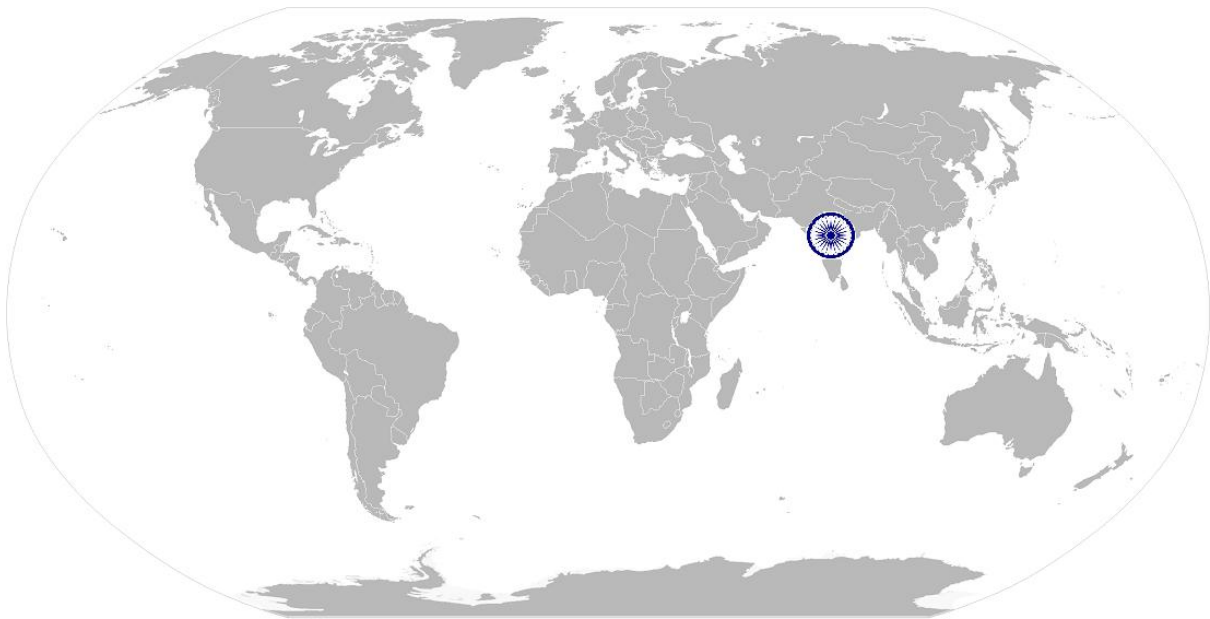
NOS Version Control

NOS Code	NSC/N2401		
Credits(NSQF)	TBD	Version number	1.0
Industry	Handicrafts and Carpet	Drafted on	06/03/2015
Industry Sub-sector	Glassware	Last reviewed on	27/05/2015
Occupation	Pre – Crafting	Next review date	27/05/2016





National Occupational Standard



Overview

This unit is about frosting the glassware product through sandblasting making the frosted surface translucent.



HCS/N2402

Frosting of glassware product

Unit Code	HCS/N2402
Unit Title (Task)	Frosting of glassware product
Description	This unit is about frosting the glassware product through sandblasting making the frosted surface translucent.
Scope	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> • Paste vinyl design patterns • Heat vinyl sticker pasted • Perform sand blasting of the product • Remove vinyl sticker
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Paste vinyl design pattern	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. identify the product to be frosted</p> <p>PC2. make vinyl design and pattern as per approved design</p> <p>PC3. ensure quality of vinyl for making sticker is good</p> <p>PC4. take print of vinyl stickers</p> <p>PC5. paste vinyl stickers on the glassware product by hand</p>
Heat vinyl sticker pasted	<p>To be competent, the user/ individual must be able to:</p> <p>PC6. heat the pasted vinyl sticker by heat gun or oven</p> <p>PC7. control the temperature of heat gun/oven</p> <p>PC8. ensure zero dirt inside the sticker</p> <p>PC9. ensure zero bubble inside the sticker</p> <p>PC10. ensure sticker/design must not get destroyed or affected during heating</p> <p>PC11. ensure no undesired space is left without sticker</p>
Perform sand blasting of product	<p>To be competent, the user/ individual must be able to:</p> <p>PC12. control the air compressor</p> <p>PC13. control the large and small nozzle for sand blasting</p> <p>PC14. control the air pressure</p> <p>PC15. control the sand quantity during the process</p> <p>PC16. control the moisture tank</p> <p>PC17. ensure uniform sand blasting</p> <p>PC18. ensure product does not come in direct contact with nozzles</p> <p>PC19. ensure zero product loss</p> <p>PC20. ensure safety measures by use of face mask, safety glasses, and curtains</p>
Remove vinyl sticker	<p>To be competent, the user/ individual must be able to:</p> <p>PC21. identify kind of water used for soaking of product, i.e. hot water or cold water</p> <p>PC22. control the temperature if hot water is to be used</p> <p>PC23. soak the sandblasted product in water for optimum duration</p> <p>PC24. remove the sticker by hand or stencil cutter</p> <p>PC25. ensure zero scratch during sticker removal</p> <p>PC26. dry the product</p>



HCS/N2402

Frosting of glassware product

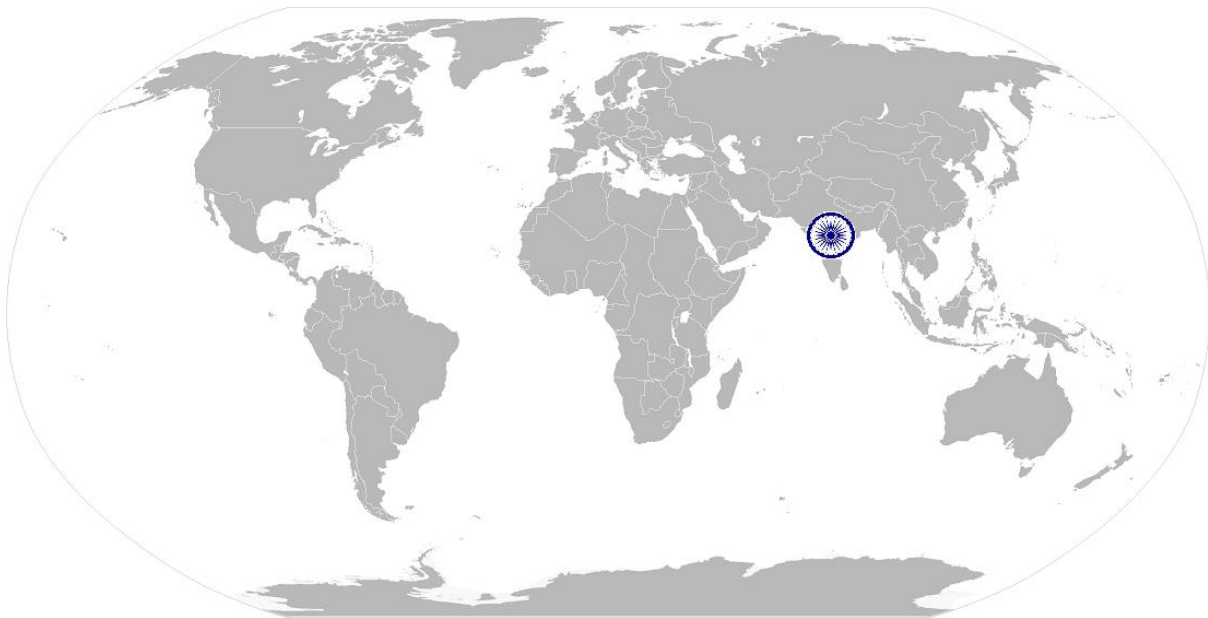
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The individual on the job needs understand: KA1. company's policies on: human resource management, benefits and code of conduct KA2. company's products with different stones and quality assurance KA3. organisation culture and typical customer profile KA4. company's reporting structure KA5. company's documentation policy
B. Technical Knowledge	The individual on the job needs to know and understand: KB1. designing of vinyl patterns KB2. application of heat gun KB3. operation of sandblasting unit KB4. temperature control of hot water KB5. usage of variety of tools and machines used in frosting including heat gun, stencil cutters, moisture tank, compressor machine KB6. maintenance and repair the tools/ machine KB7. usage of chemicals for the coating KB8. usage of appropriate acids for coating KB9. usage of different types of coating KB10. machine/ tool maintenance including air compressor machine, moisture tank KB11. quality and safety standards to be followed in sandblasting KB12. usage of stencil cutter KB13. precautionary measures to be taken during the work KB14. different types of tools / machines used in frosting
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Writing skills
	The individual on the job needs to know and understand: SA1. how to keep records and log book for the production
	Reading skills
	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
	Oral communication (Listening and Speaking skills)
	The individual on the job needs to know and understand: SA4. how to seek out and listen to co-workers SA5. express the information, both technical and non-technical, to seniors and colleagues effectively
B. Professional Skills	Decision making
	The individual on the job needs to know and understand: SB1. how to decide on material requirement for silver coating
	Plan and Organize
	The user/individual on the job needs to know and understand how: SB2. to prioritize and organise to achieve the daily targets
	Customer centricity



HCS/N2402

Frosting of glassware product

	The individual on the job needs to know and understand: SB3. the customer preference on craft products
	Problem Solving
	The user/individual on the job needs to know and understand how: SB4. to solve work related problems
	Analytical thinking
	The individual on the job needs to know and understand: SB5. how to analyse the shape of the product and perform coating operation
	Critical thinking
The individual on the job needs to know and understand: SB6. how to spot process disruptions and delays	



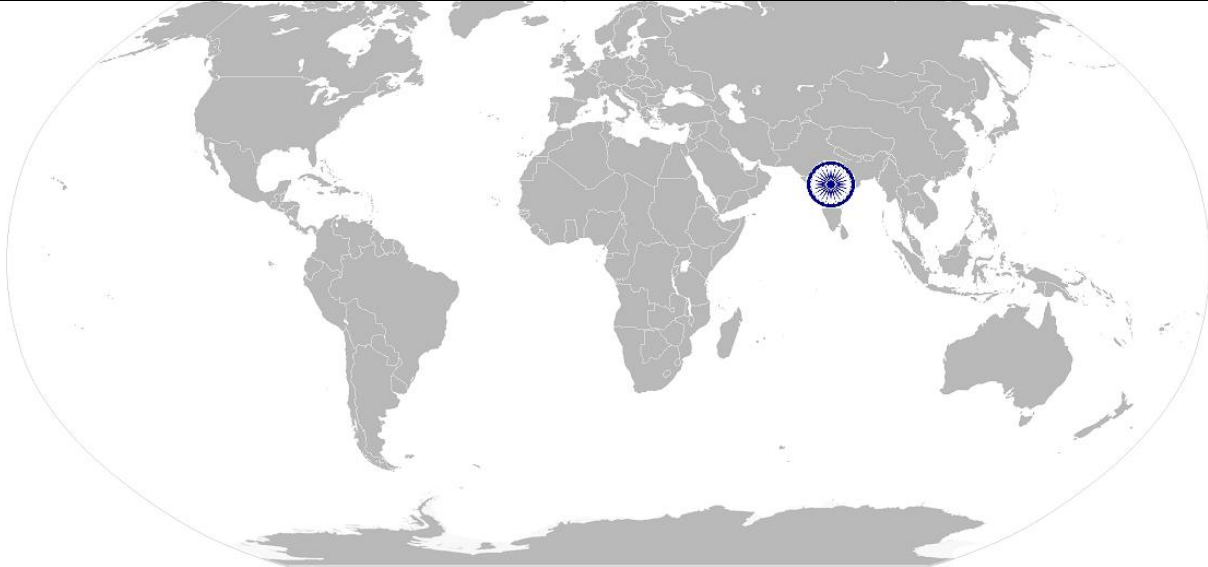


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Frosting of glassware product

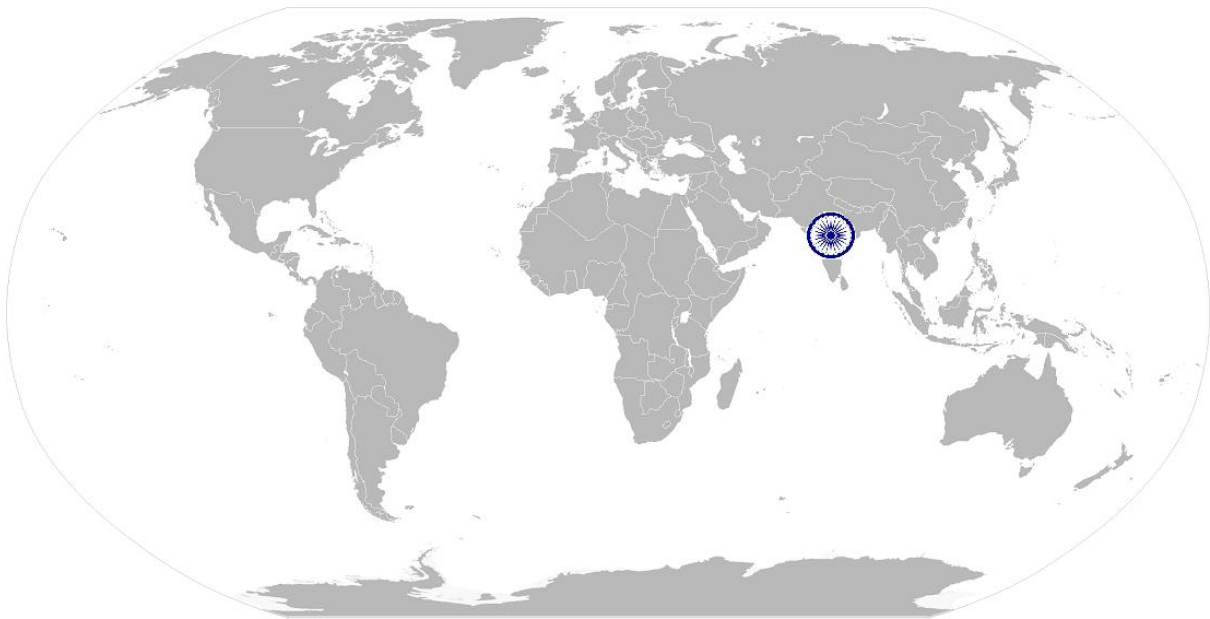
NOS Version Control

NOS Code	NSC/N2402		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	Handicrafts and Carpet	Drafted on	06/03/2015
Industry Sub-sector	Glassware	Last reviewed on	27/05/2015
Occupation	Pre – Crafting	Next review date	27/05/2016





National Occupational Standard



Overview

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



HCS/N9901 Coordinate with colleagues and work as a team

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



HCS/N9901

Coordinate with colleagues and work as a team

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



HCS/N9901 Coordinate with colleagues and work as a team

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

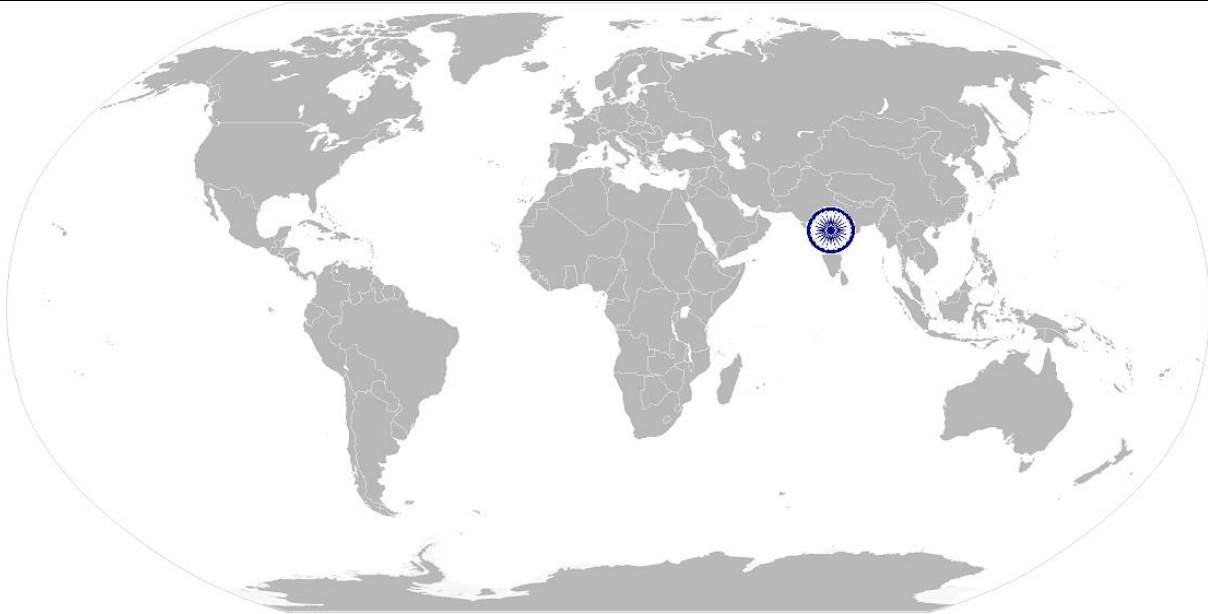


HCS/N9901

Coordinate with colleagues and work as a team

NOS Version Control

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





HCS/N9902

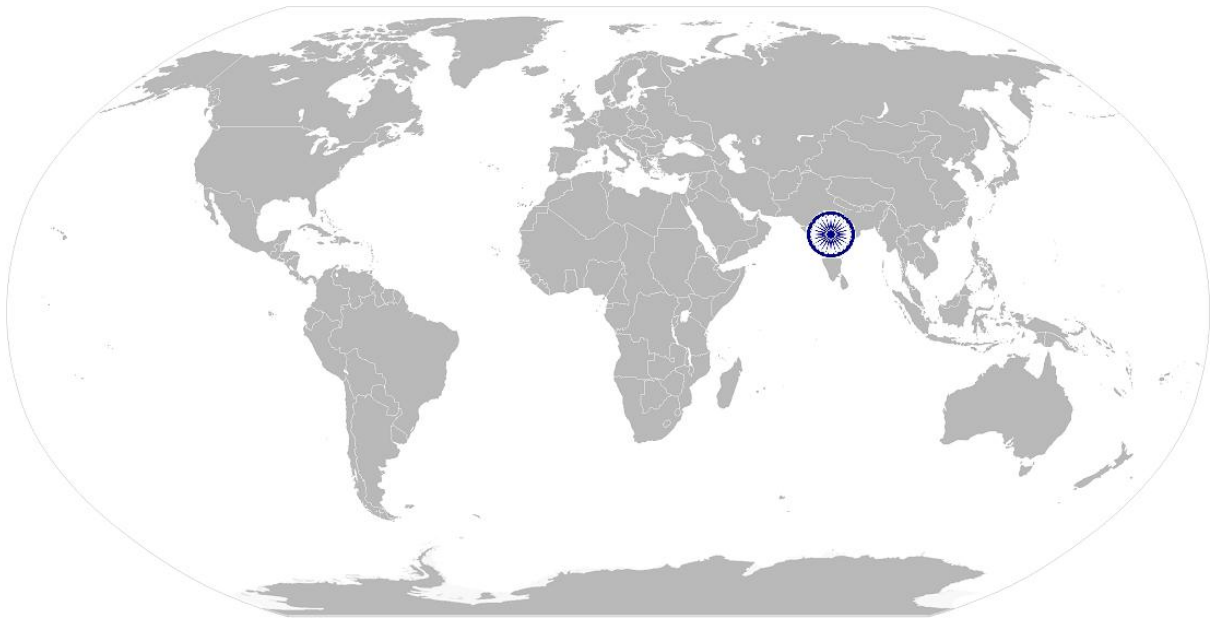
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National Occupational Standards



N · S · D · C
National
Skill Development
Corporation

Maintain safe work environment

National Occupational Standard



Overview

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



HCS/N9902

Maintain safe work environment

Unit Code	HCS/N9902
Unit Title (Task)	Maintain safe work environment
Description	This OS unit is about following adequate safety procedures to make work environment safe.
Scope	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> Follow safety procedure and practices Achieve safety standards
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Follow safety procedure and practices	<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>
Achieve safety standards	<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>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The individual on the job needs to know and understand:</p> <p>KA1. company's policies on work safety and occupational hazard management</p> <p>KA2. company's HR policies</p> <p>KA3. company's reporting structure</p> <p>KA4. company emergency evacuation procedure</p>



HCS/N9902

Maintain safe work environment

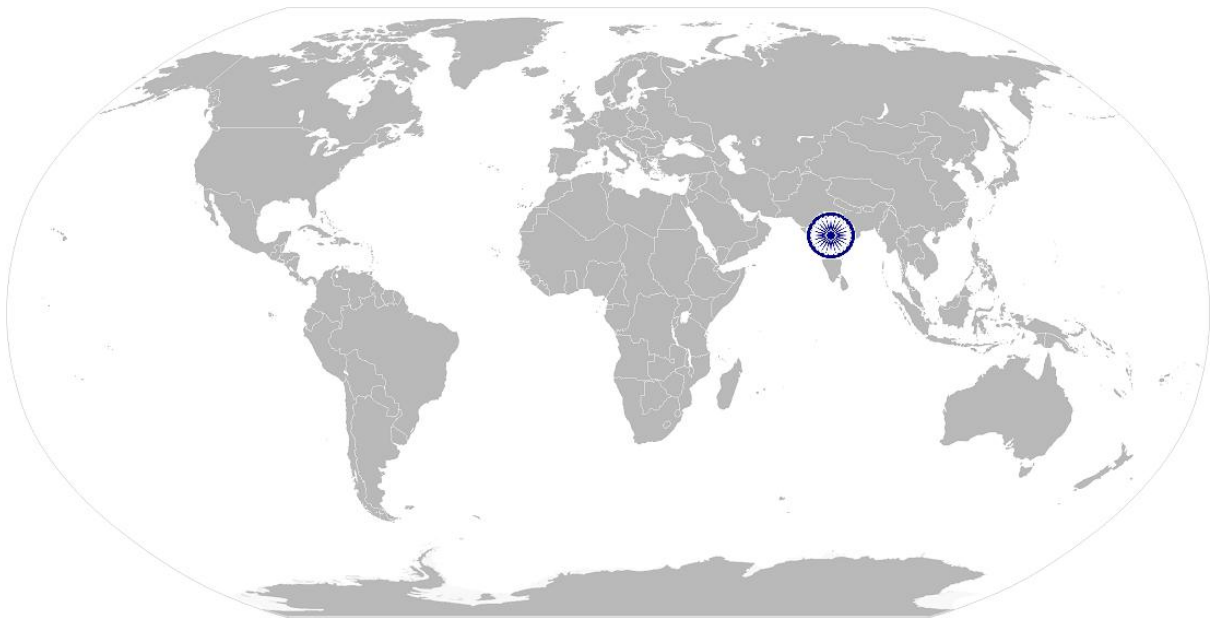
<p>B. Technical Knowledge</p>	<p>The individual on the job needs to know and understand:</p> <p>KB1. accidental risks to the worker</p> <p>KB2. how to maintain the work area safe and secure</p> <p>KB3. how to perform the duties in a way to minimize accidental risks</p> <p>KB4. how to handle chemicals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



HCS/N9902

Maintain safe work environment

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



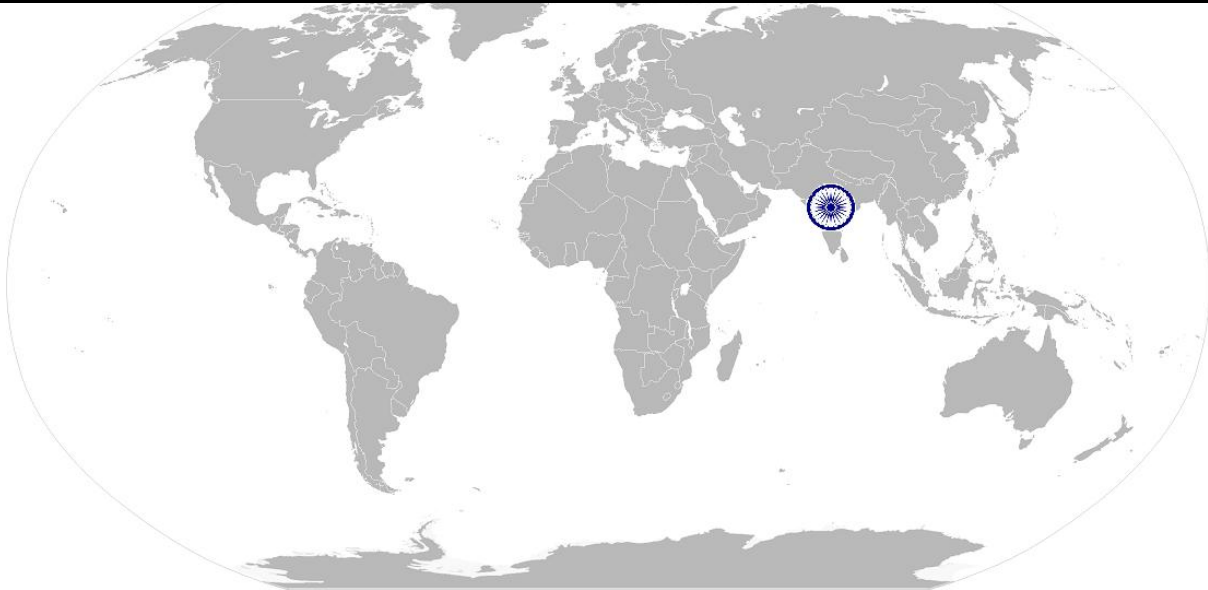


HCS/N9902

Maintain safe work environment

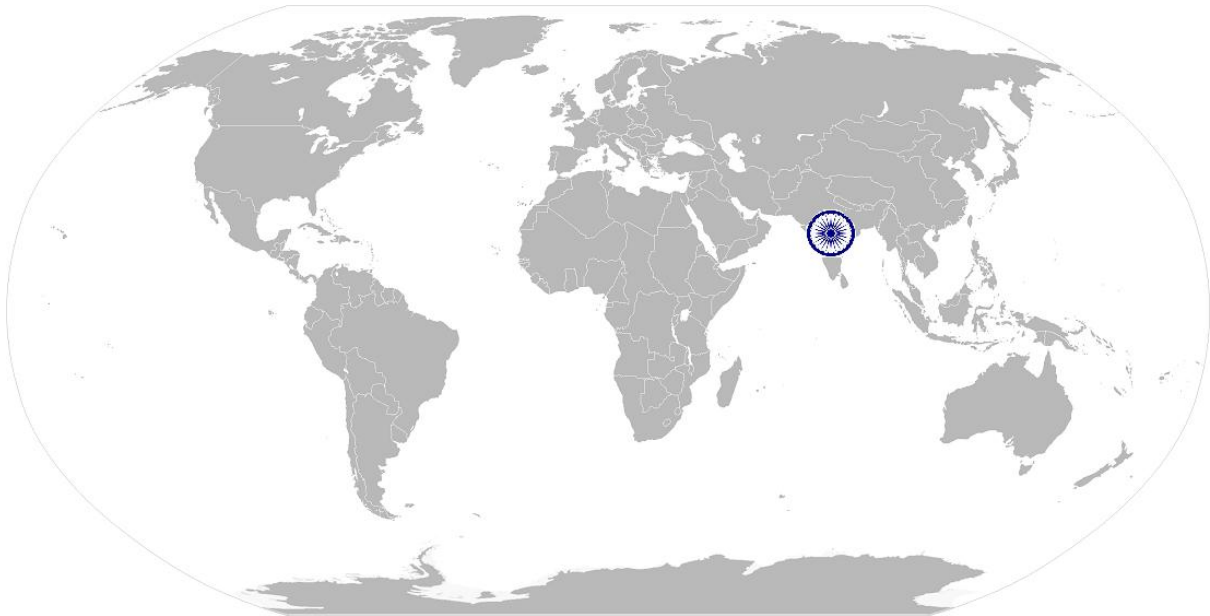
NOS Version Control

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





National Occupational Standard



Overview

This unit is about managing personal health at work place.



HCS/N9903

Maintain personal health

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



HCS/N9903

Maintain personal health

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

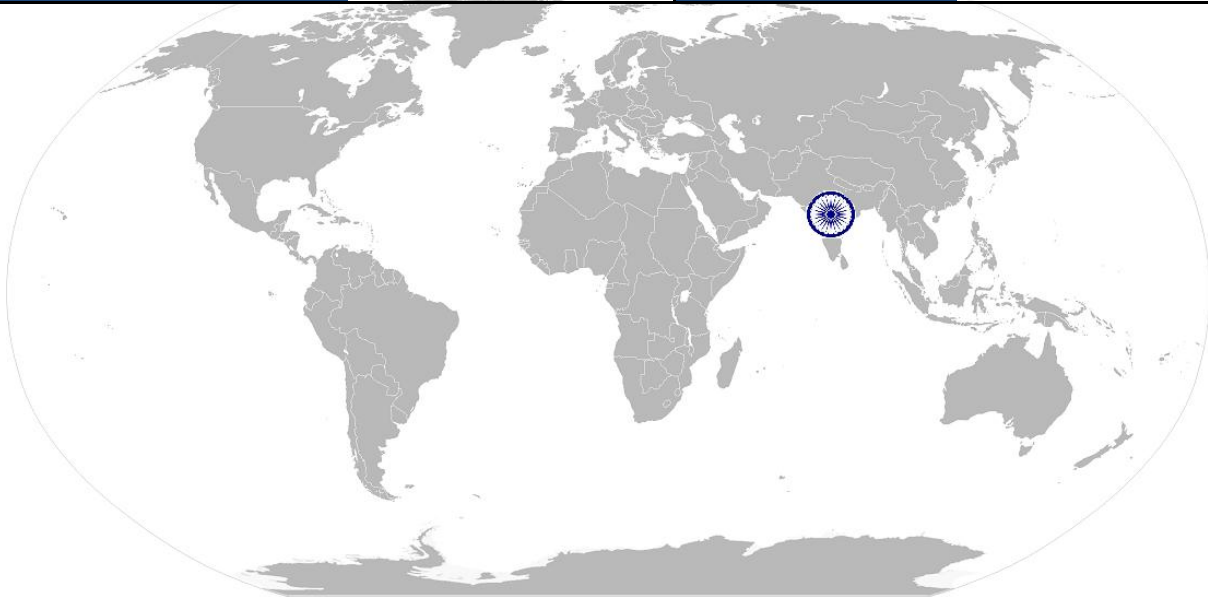


HCS/N9903

Maintain personal health

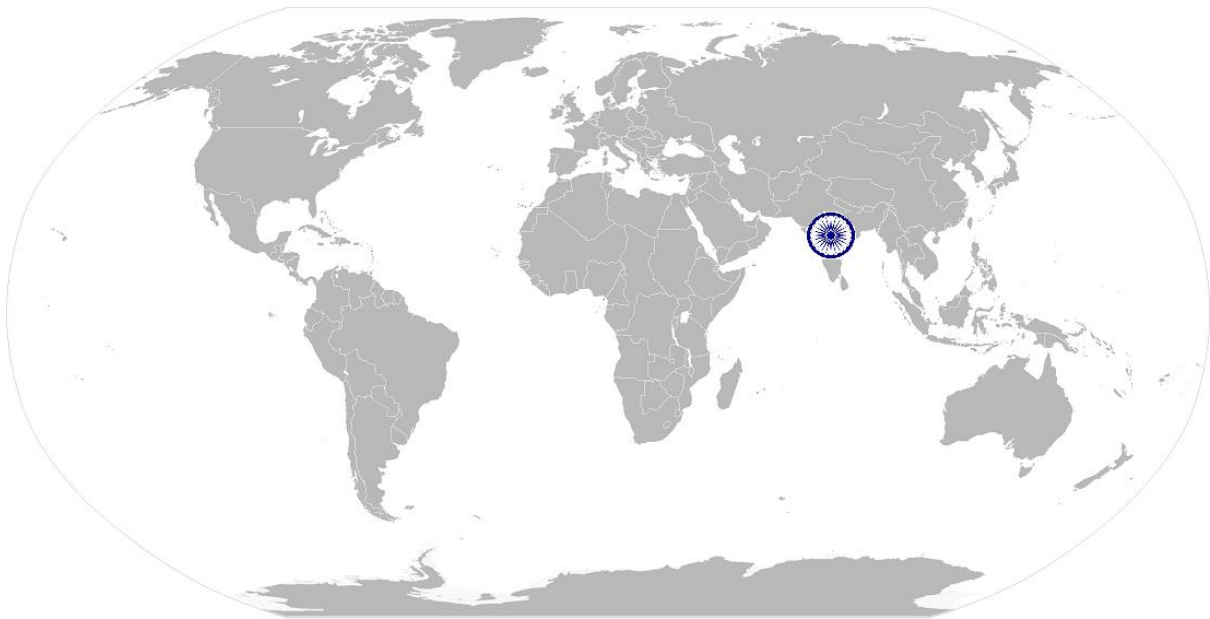
NOS Version Control

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





National Occupational Standard



Overview

This unit is about successful basic business management in handicraft units



HCS/N9904

Basic business management

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



HCS/N9904

Basic business management

	<p>PC24. position the product according to market requirements</p> <p>PC25. manage customer expectations</p>
Financial management	<p>To be competent, the user/ individual must be able to:</p> <p>PC26. analyze and ascertain the cost of production</p> <p>PC27. maintain the book of accounts related to the business</p> <p>PC28. own and operate a bank account</p> <p>PC29. identify cost effective means of running business</p>
Record keeping	<p>To be competent, the user/ individual must be able to:</p> <p>PC30. identify various aspects of business that require recording</p> <p>PC31. create formats for recording</p> <p>PC32. make various records pertaining to all aspects of business</p> <p>PC33. maintain these records with periodic updation</p> <p>PC34. maintain necessary documents as per local government and regulatory requirement</p> <p>PC35. analyze the records and glean various trends from the same</p>
Knowledge and Understanding (K)	
A. Technical Knowledge	<p>The individual on the job needs to know and understand:</p> <p>KA1. interpersonal skills and communication with cross section of stakeholders</p> <p>KA2. basics of accounting</p> <p>KA3. basics of banking</p> <p>KA4. costing principles</p> <p>KA5. product and craft knowledge including material and tools requirement</p> <p>KA6. gathering market intelligence</p> <p>KA7. various transportation means and implication on costing</p> <p>KA8. various product lines that can be created depending on sector of operation</p> <p>KA9. basic record keeping techniques</p> <p>KA10. basic laws, rules, regulations , etc with reference to business</p> <p>KA11. vendor management and development</p> <p>KA12. pricing techniques</p> <p>KA13. business profitability assessment</p>
Skills (S)	
A. Core Skills/ Generic Skills	Reading skills
	The individual on the job needs to know and understand how to:
	SA1. read about various products and keep abreast of market trends
	Writing skills
The individual on the job needs to know and understand how to:	
SA2. document various aspects of business	
SA3. write descriptions and details about investment, expenditures and sale	
Communication skills	
The individual on the job needs to know and understand how to:	
SA4. interact with employees to work efficiently	
SA5. communicate and manage vendors	
SA6. interface with fellow entrepreneurs to exchange ideas on the business	
SA7. communicate with the customers	
SA8. comprehend information shared by various stakeholders	



HCS/N9904

Basic business management

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

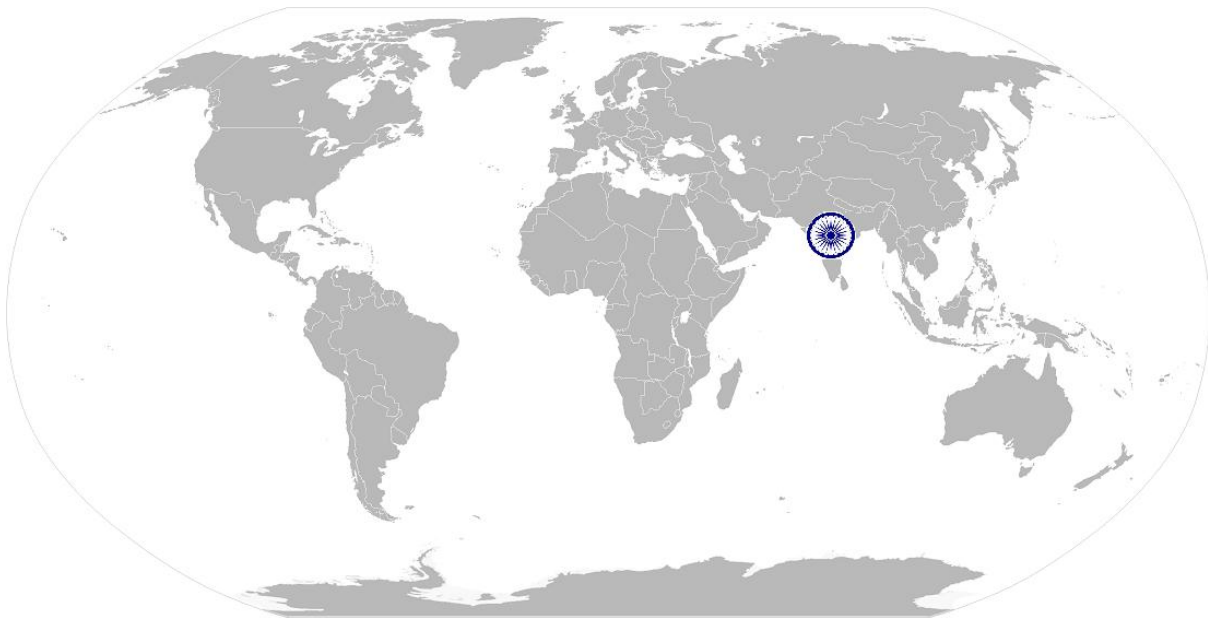


HCS/N9904

Basic business management

NOS Version Control

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

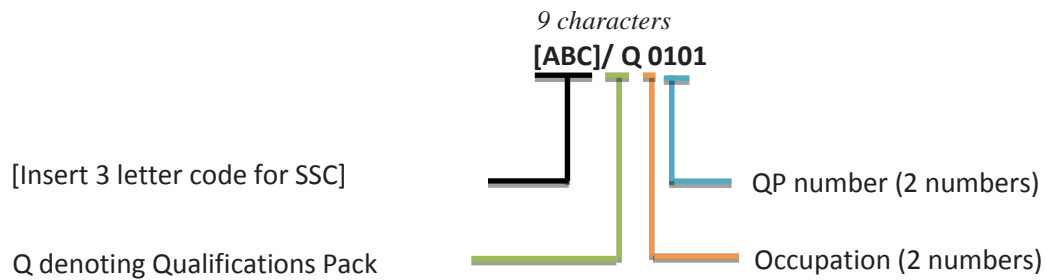




Annexure

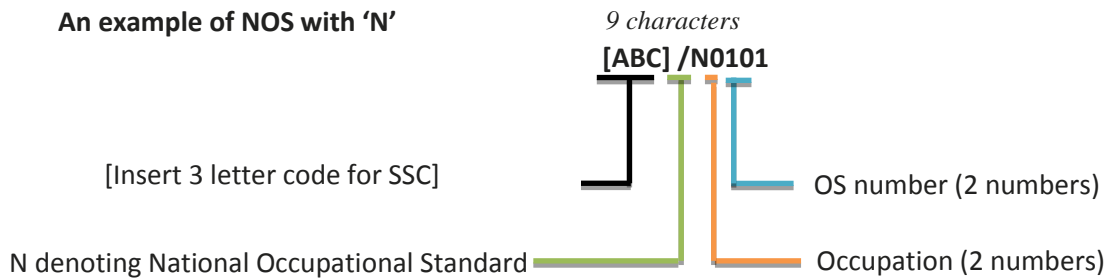
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'





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

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

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



CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role : Silvering Operator

Qualification Pack : HCS/Q2401

Sector Skill Council : Handicrafts & Carpet

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

		Total Marks (600)			
HCS/N2401	Antique / Silver coating of glassware products				
NOS Element	Performance Criteria		Out of	Theory	Skills Practical
Prepare silver coating	PC1. identify the glassware products for silver coating	100	5	1	4
	PC2. identify the type of silver coating to be done, i.e. outside silvering or inside silvering or both		5	1	4
	PC3. identify and collect the requisite quantity of chemicals to be used in the process of silver coating		6	2	4
	PC4. wash the product with HF acid		6	2	4
	PC5. dry the product		6	2	4
Coat silver product through chemical process	PC6. apply tin fluoride on the surface to be silver coated (applicable for silver coating)		7	2	5
	PC2. apply plastic paste on the surface (applicable for antique coating)		7	2	5
	PC7. apply silver nitrate on the surface		7	2	5
	PC8. apply glucose on the surface		7	2	5
	PC9. shake the product with chemicals for inside coating		7	2	5
	PC10. put the products coated on the tray		7	2	5
	PC11. wash the coated product with water		6	2	4
PC12. dry the product	6		2	4	
Achieve	PC13. ensure that the surface is uniformly	6	2	4	



productivity and quality standards	silver coated			
	PC14. ensure that the product has been silver coated as per prescribed design	6	2	4
	PC15. ensure zero production loss during the process	6	2	4
TOTAL POINTS		100	30	70

		Total Marks (600)			
HCS/N2402	Frosting of glassware product				
NOS Element	Performance Criteria		Out of	Theory	Skills Practical
Paste vinyl deign pattern	PC1. identify the product to be frosted	100	3	1	2
	PC2. make vinyl design and pattern as per approved design		3	1	2
	PC3. ensure quality of vinyl for making sticker is good		3	1	2
	PC4. take print of vinyl stickers		3	1	2
	PC5. paste vinyl stickers on the glassware product by hand		4	1	3
Heat vinyl sticker pasted	PC6. heat the pasted vinyl sticker by heat gun or oven		5	2	3
	PC7. control the temperature of heat gun/oven		5	2	3
	PC8. ensure zero dirt inside the sticker		5	2	3
	PC9. ensure zero bubble inside the sticker		5	2	3
	PC10. ensure sticker/design must not get destroyed or affected during heating		4	1	3
	PC11. ensure no undesired space is left without sticker		4	1	3
Perform sand blasting of product	PC12. control the air compressor		4	1	3
	PC13. control the large and small nozzle for sand blasting		4	1	3
	PC14. control the air pressure		4	1	3
	PC15. control the sand quantity during the process		4	1	3
	PC16. control the moisture tank		4	1	3
	PC17. ensure uniform sand blasting		4	1	3
	PC18. ensure product does not come in direct contact with nozzles		4	1	3
	PC19. ensure zero product loss		4	1	3
	PC20. ensure safety measures by use of face mask, safety glasses, and curtains		4	1	3
Remove	PC21. identify kind of water used for soaking of	4	1	3	



vinyl sticker		product, i.e. hot water or cold water			
	PC22.	control the temperature if hot water is to be used	4	1	3
	PC23.	soak the sandblasted product in water for optimum duration	3	1	2
	PC24.	remove the sticker by hand or stencil cutter	3	1	2
	PC25.	ensure zero scratch during sticker removal	3	1	2
	PC26.	dry the product	3	1	2
	TOTAL POINTS		100	30	70

HCS/N9901	Coordinate with colleagues and work as a team				
NOS Element	Performance Criteria		Out of	Theo ry	Skills Practical
Interact with supervisor	PC1. receive job order and instructions from reporting supervisor	100	4	3	1
	PC2. understand the work output requirements, targets, performance indicators and incentives		5	4	1
	PC3. deliver quality work on time and report any anticipated reasons for delays		5	1	4
	PC4. report on any grievances, production defects and any potential hazards		4	2	2
	PC5. communicate on process flow improvements		4	2	2
	PC6. communicate maintenance and repair schedule proactively to the supervisor		4	1	3
	PC7. receive feedback on work standards		4	2	2
	PC8. interact and clarify doubts on design, usage of materials & tools, quality & standards compliance, etc		5	2	3
	PC9. report in time for shortage or need of raw materials		4	1	3
	PC10. handover completed work to supervisor		4	2	2
Work as a team by coordinating with colleagues within and outside the department	PC11. communicate to the colleagues from within and other departments, clearly and effectively on all aspects to carry out the work among the team		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		4	2	2



	their work				
	PC14. put team over individual goals and multi task or share work where necessary supporting the colleagues		4	2	2
	PC15. resolve conflicts and ensure smooth workflow		4	1	3
	PC16. interact and understand the production requirement for the day from the previous and successive processing department and work accordingly		4	1	3
	PC17. communicate and discuss work flow related difficulties in order to find solutions with mutual agreement		4	1	3
	PC18. receive feedback from Quality Control and rework in order to complete work on time		5	1	4
	PC19. share information with colleagues to enable efficient delivery of work		6	3	3
	PC20. highlight any errors of colleagues, help to rectify and ensure quality output		4	2	2
	PC21. work with cooperation, coordination, communication and collaboration, with shared goals and supporting each others performance		4	1	3
Report and Document	PC22. document all the details accurately relating to one's role as required		4	1	3
	PC23. report on the work completed and keep it in records		4	1	3
	TOTAL POINTS		100	40	60

HCS/N9902	Maintain safe work environment				
NOS Element	Performance Criteria		Out of	Theory	Skills Practical
Follow safety procedure and practices	PC1. comply with safety procedures while on work to prevent accidents	100	8	2	6
	PC2. take adequate safety measures while handling materials, chemicals and tools		8	2	6
	PC3. wear appropriate personal protective gears such as gloves, protective goggles, masks etc. while working		8	2	6
	PC4. undertake basic safety checks before operation of all tools and electrical equipments		9	2	7
	PC5. wear appropriate and recommended clothing as per the work environment (eg: working in a furnace area)		9	2	7



	PC6.	follow recommended material handling procedure to control material and personal damage	8	2	6
	PC7.	perform all procedures as per company's work instructions for controlling operational risk	8	4	4
	PC8.	perform the duties in a manner which minimizes environmental damage	6	2	4
	PC9.	dispose of waste safely and correctly in a designated area as per company's SOP	8	2	6
	PC10.	report any accidents, incidents or problems without delay to the supervisor and take necessary immediate action to reduce further danger	8	4	4
Achieve safety standards	PC11.	ensure zero accident at workplace	10	2	8
	PC12.	adhere to safety standards and ensure no material damage	10	2	8
	TOTAL POINTS		100	28	72

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



productivity while maintaining health	PC9. ensure no long term ill effect on the personal health		13	3	10
	TOTAL POINTS		100	25	75

HCS/N9904	Basic business management				
NOS Element	Performance Criteria		Out of	Theory	Skills Practical
People management	PC1. allot work to the employees of the unit according to their skill and experience	100	3	1	2
	PC2. train the employees of his/her unit with 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
Product planning	PC6. gather and analyse the cues from the market		2	1	1
	PC7. ascertain the customer preference		3	1	2
	PC8. create product lines based on current market preference		3	1	2
	PC9. create product lines that are unique and able to price high		3	1	2
	PC10. price the products according to market trends		3	1	2
	PC11. decide the best way to market the product lines		3	1	2
Procurement of raw materials	PC12. make a list of raw materials required according to the product lines		2	0	2
	PC13. ascertain the quantity and right price to procure the materials		3	1	2
	PC14. identify the right locations/agents from where the raw materials can be procured		3	1	2
	PC15. negotiate to get the best price		3	0	3
	PC16. ensure quality materials are procured		4	1	3
	PC17. ensure the procured materials are stored in appropriate conditions		3	1	2
	PC18. maintain the bills and record the prices of procurement for future reference		3	1	2
	PC19. maintain healthy vendor relationships		3	1	2
Market interfacing	PC20. identify the nearest market		3	1	2
	PC21. analyze the prevalent price for product		3	2	1



	lines				
	PC22. decide on the most effective means to access the market		2	1	1
	PC23. plan for cost effective transportation to the market		3	1	2
	PC24. position the product according to market requirements		3	1	2
	PC25. manage customer expectations		2	0	2
Financial management	PC26. analyze and ascertain the cost of production		3	1	2
	PC27. maintain the book of accounts related to the business		3	1	2
	PC28. own and operate a bank account		4	2	2
	PC29. identify cost effective means of running business		3	1	2
Record keeping	PC30. identify various aspects of business that require recording		3	2	1
	PC31. create formats for recording		3	2	1
	PC32. make various records pertaining to all aspects of business		3	2	1
	PC33. maintain these records with periodic updation		3	2	1
	PC34. maintain necessary documents as per local government and regulatory requirement		3	2	1
	PC35. analyze the records and glean various trends from the same		3	2	1
	TOTAL POINTS		100	40	60