



## QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR HANDICRAFTS AND CARPET INDUSTRY

### What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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### Introduction

#### Qualifications Pack- Loom Supervisor – Knotted Carpet

**SECTOR:** HANDICRAFTS AND CARPET

**SUB-SECTOR:** Carpet

**OCCUPATION:** Weaving

**REFERENCE ID:** HCS/Q5410

**ALIGNED TO:** NCO-2015/NIL

**Brief Job Description:** The loom supervisor is a job role in Weaving department. The responsibility of Loom supervisor is to ensure production of knotted carpets as per specified quality and productivity level as per prescribed timelines while maintaining cohesive team of weavers performing with commitment. He also ensures keeping in order the safety and security of workplace and working in compliance with organization policies and practices.

**Personal Attributes:** The supervisor should be keen, vigilant, good eyesight, patient and investigative. He should be free from defects of colour vision. Agile, cooperative, available and responsive to needs of people seeking technical/professional assistance.



<b>Job Details</b>	<b>Qualifications Pack Code</b>	<b>HCS/Q5410</b>		
	<b>Job Role</b>	<b>Loom Supervisor – Knotted Carpet</b>		
	<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
	<b>Sector</b>	<b>Handicrafts and Carpet</b>	<b>Drafted on</b>	<b>30/04/15</b>
	<b>Sub-sector</b>	<b>Carpet</b>	<b>Last reviewed on</b>	<b>27/05/15</b>
	<b>Occupation</b>	<b>Weaving</b>	<b>Next review date</b>	<b>26/05/16</b>

<b>Job Role</b>	<b>Loom Supervisor – Knotted Carpet</b>
<b>Role Description</b>	To plan and execute plan for production of knotted carpets. The planning shall include defining production targets based on carpet size, knots type, knots density, sophistication in weaving etc as well as to ensure they are produced and delivered to subsequent department as per priority defined.
<b>NSQF level</b>	5
<b>Minimum Educational Qualifications</b>	Class 8th
<b>Maximum Educational Qualifications</b>	Not Applicable
<b>Training</b> (Suggested but not mandatory)	Not Applicable
<b>Experience</b>	5-7 years of working experience in carpet weaving
<b>Applicable National Occupational Standards (NOS)</b>	<p><b>Compulsory:</b></p> <ol style="list-style-type: none"> <li><a href="#">HCS/N5411 Loom supervision of knotted carpet</a></li> <li><a href="#">HCS/N5412 Maintenance of Knotted Weaving Records</a></li> <li><a href="#">HCS/N9906 Maintain work area, tools and machines</a></li> <li><a href="#">HCS/N9910 Managing and leading a team</a></li> <li><a href="#">HCS/N9913 Maintain health, safety and security at workplace</a></li> </ol>
<b>Performance Criteria</b>	As described in the relevant OS units



## Glossary of Key Terms

### 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 to fulfil the achieving the objectives of the function.
Job role	Job role defines a 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 when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in the Indian context.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack(QP)	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Unit Code	Unit Code is a unique identifier for an OS unit, which can be denoted with either an 'O' or an 'N'.
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is the set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on the quality of performance required.

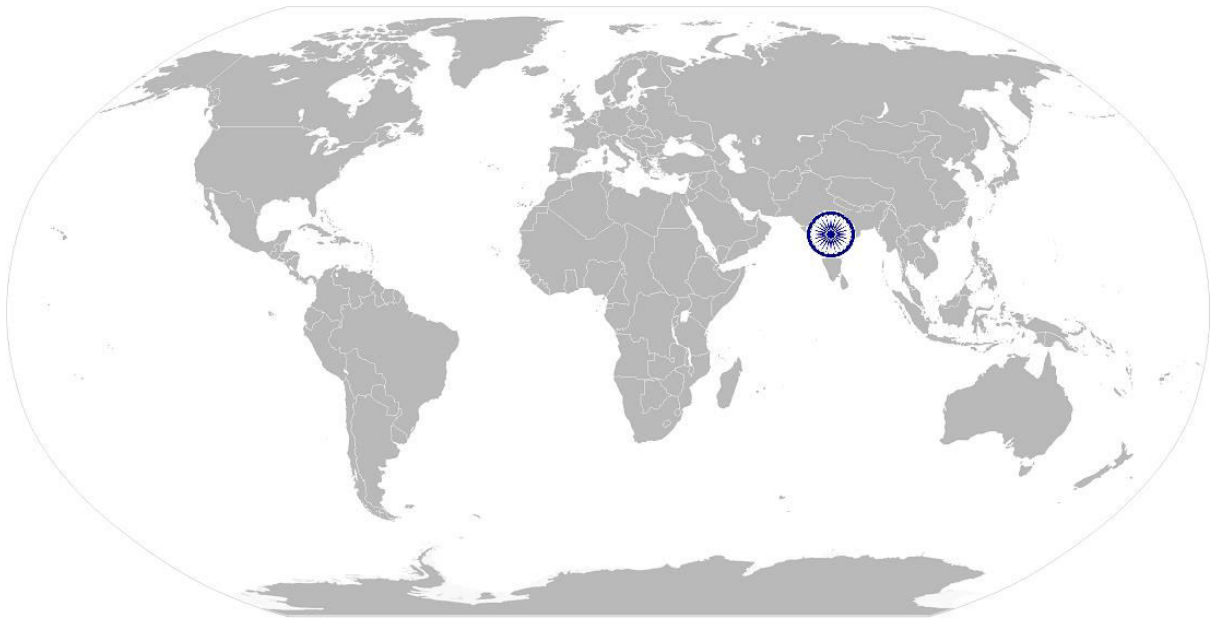


Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
Organizational Context	Organizational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Helpdesk	Helpdesk is an entity to which the customers will report their IT problems. IT Service Helpdesk Attendant is responsible for managing the helpdesk.
<b>Keywords /Terms</b>	<b>Description</b>
SSC	Sector Skill Council
OS	Occupational Standard(s)
NOS	National Occupational Standard(s)
QP	Qualifications Pack
UGC	University Grants Commission
MHRD	Ministry of Human Resource Development
MoLE	Ministry of Labour and Employment
NVQF	National Vocational Qualifications Framework
HCSSC	Handicraft and Carpet Sector Skill Council
TBD	To Be Determined
NSDC	National Skill Development Corporation
M/C	Machine

Acronyms



# National Occupational Standard



## Overview

This unit is about inventory of supervisory skills, knowledge, tools and techniques needed for execution of the task of planning, execution and proper implementation of plan so as to ensure production of knotted carpets in required quality and designs



### HCS/N5411 Loom supervision of knotted carpet

National Occupational Standard	<b>Unit Code</b>	HCS/N5411
	<b>Unit Title (Task)</b>	Loom supervision of knotted carpet
	<b>Description</b>	This unit is about inventory of supervisory skills, knowledge, tools and techniques needed for execution of the task of planning, execution and proper implementation of plan so as to ensure production of knotted carpets are being produced with specified quality level and delivered as per schedule defined.
	<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>To ensure it conforms to customer requirements for quality parameters applicable at this stage viz. shade, knots, knots/inch etc.</li> <li>To ensure carpets are produced as per priority schedule.</li> </ul>
	<b>Performance Criteria (PC) w.r.t. the Scope</b>	
	<b>Checking and Inspection of Carpets</b>	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> <li>PC1. set up and install loom appropriately for effective weaving.</li> <li>PC2. needs to have very good knowledge on the warp settings / required tuft cloth and tensions thereon.</li> <li>PC3. understand buyer's defined and implied requirements for quality and product conformity.</li> <li>PC4. should be able to read the design by the map and guide the weavers where necessary.</li> <li>PC5. collect all information needed for planning of production schedule like carpet design, shade card, yarn types, knots, knot density, etc.</li> <li>PC6. identify and highlight constraints affecting planning, production, quality and target delivery.</li> <li>PC7. check yarn lot and correct usage of shade as per design particulars.</li> <li>PC8. check design received matches with loom size, warp width etc.</li> <li>PC9. check marking on design is clearly indicated and not broken/split etc.</li> <li>PC10. select threads for knotting as per shade and yarn particulars indicated on design sheet.</li> <li>PC11. identify different types of faults likely to be encountered during weaving.</li> <li>PC12. check knots/inch as per design indicated.</li> <li>PC13. process flow of weaving department with stages and significance of defined schedules.</li> <li>PC14. monitor needs for productivity and quality as per timelines.</li> <li>PC15. margins to be taken during weaving to prevent shortage of size.</li> </ul>
	<b>Reporting and Recording of Inspection Results</b>	<ul style="list-style-type: none"> <li>PC16. record information related to planning, production and quality.</li> <li>PC17. record information related to performance report results as per organizational recording system and/or suitably presentable layout.</li> </ul>
	<b>Knowledge and Understanding (K)</b>	
	<b>A. Organizational Context</b>	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KA1. general rules and regulations in a carpet industry.</li> </ul>



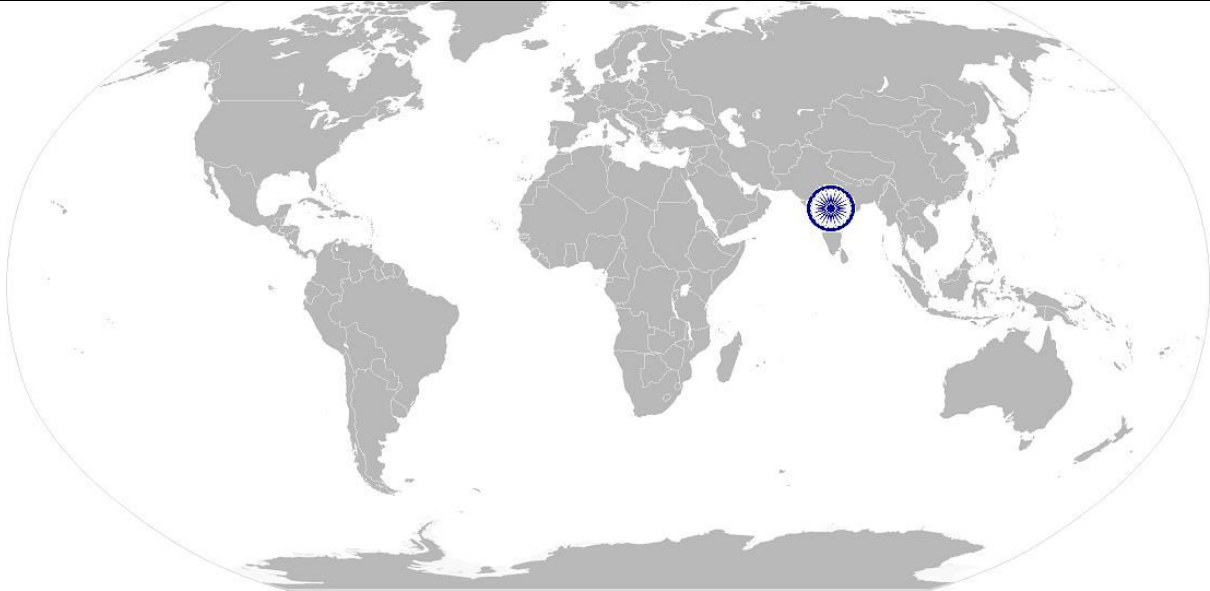
**HCS/N5411 Loom supervision of knotted carpet**

(Knowledge of the company/ organization and its processes)	<p>KA2. correct working practices for inspection and checking adopted.</p> <p>KA3. color coding, marking, labeling etc. that are followed to ensure product matches buyer’s specified requirements for quality.</p> <p>KA4. the importance of identifying quality and production targets, and the effect of not meeting these on self and/or your team.</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. the importance of:</p> <ul style="list-style-type: none"> <li>• warp and weft density.</li> <li>• knots / tuft density.</li> <li>• ply and count of yarn to be used in warps and wefts.</li> <li>• loom pile.</li> <li>• tolerances for variations size etc.</li> </ul> <p>KB2. understanding of raw materials, knotting and loom setting process.</p> <p>KB3. process flow in handmade carpet manufacturing sector.</p> <p>KB4. importance of cleanliness at workplace.</p> <p>KB5. identification of critical faults and potential reason behind its occurrence.</p> <p>KB6. explain difference between correctable and non-correctable weaving faults.</p> <p>KB7. acceptable solutions for specific faults identified/detected.</p> <p>KB8. method to make use of the information detailed in specifications and work instructions.</p> <p>KB9. importance of safety and security at workplace.</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<p><b>Writing Skills</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA1. prepare status and progress reports</p> <p>SA2. write memos and e-mail to co-workers and vendors to provide them with work updates, and to request appropriate information without English language errors regarding grammar or sentence construct</p> <p><b>Reading Skills</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets</p> <p><b>Oral Communication (Listening and Speaking skills)</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. discuss task lists, schedules, and work-loads with co-workers</p> <p>SA5. keep co-workers and supervisors informed about progress</p>
<b>B. Professional Skills</b>	<p><b>Decision Making</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. make decisions pertaining to the concerned area of work</p> <p><b>Problem Solving</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. plan and organize service feedback files/documents</p> <p><b>Customer Centricity</b></p>



**HCS/N5411 Loom supervision of knotted carpet**

	The user/individual on the job needs to know and understand how to: SB3. manage relationships with customers SB4. build customer relationships and use customer centric approach
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to: SB5. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB6. identify immediate or temporary solutions to resolve delays
	<b>Analytical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB7. use the existing data to arrive at specific data points
	<b>Critical Thinking</b>
The user/individual on the job needs to know and understand how to: SB8. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action	



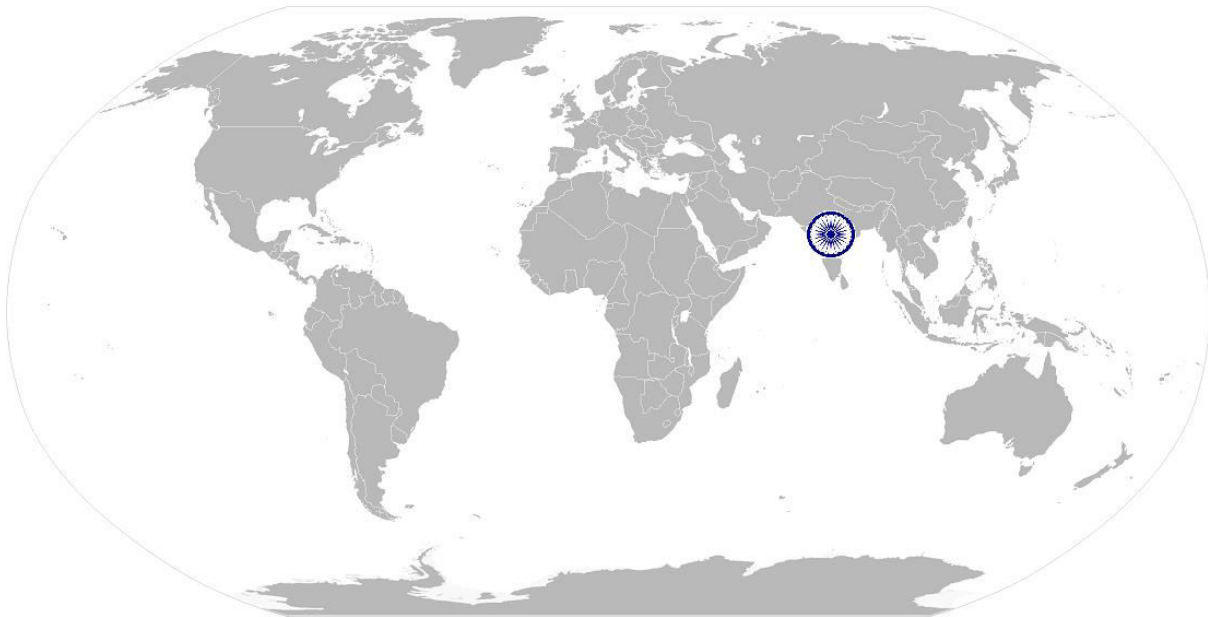




## HCS/N5411 Loom supervision of knotted carpet

### NOS Version Control

NOS Code	HCS/N5411		
Credits(NSQF)	TBD	Version number	1.0
Industry	Handicrafts and Carpet Sector	Drafted on	30/04/15
Industry Sub-sector	Carpet	Last reviewed on	27/05/15
Occupation	Weaving	Next review date	26/05/16

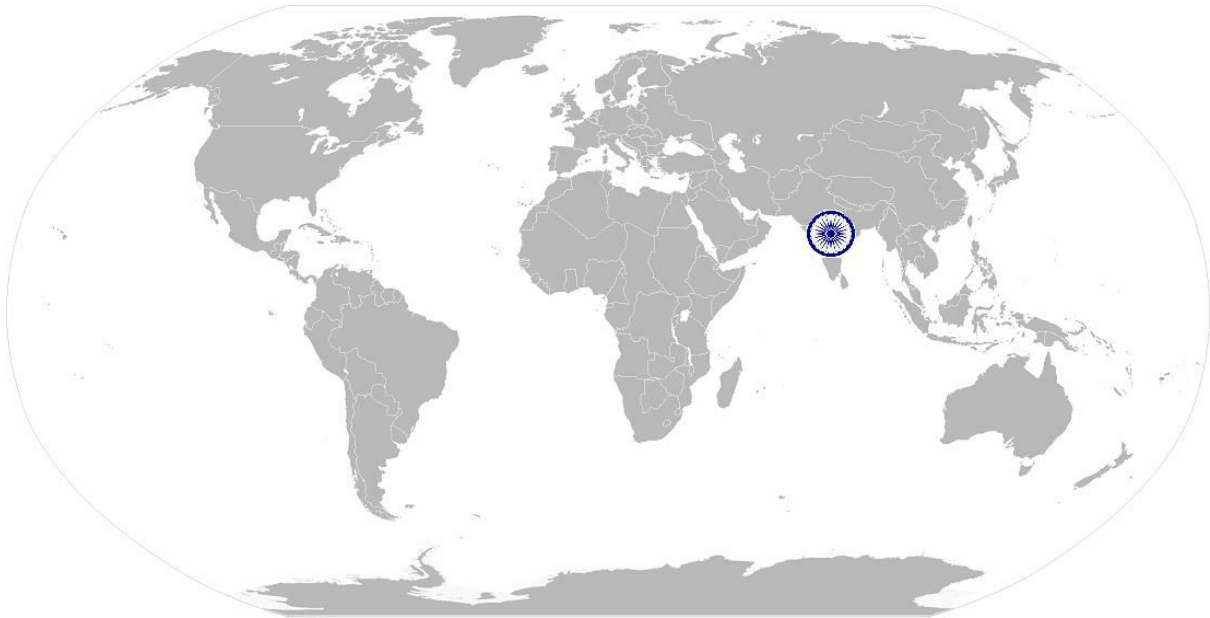




HCS/N5412 Maintenance of knotted weaving records

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# National Occupational Standard



## Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required to define, establish, maintain and securely preserve records related to various activities carried out in weaving.



## HCS/N5412 Maintenance of knotted weaving records

National Occupational Standard	<b>Unit Code</b>	HCS/N5412
	<b>Unit Title (Task)</b>	Maintenance of knotted weaving records
	<b>Description</b>	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required to define, establish, update and maintain records with relevant analysis related to various activities pertinent to process, product quality, material storage, identification, retrieval and movement of materials.
	<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>Establish master list of records with defined format</li> <li>Analysis for activities carried out in the department</li> </ul>
	<b>Performance Criteria (PC) w.r.t. the Scope</b>	
	<b>Record Keeping</b>	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> <li>PC1. record actual findings of different quality parameters during weaving and report to the management including corrective actions taken.</li> </ul>
	<b>Knowledge and Understanding (K)</b>	
	<b>A. Organizational Context</b> (Knowledge of the company/ organization and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KA1. personal hygiene and duty of care</li> <li>KA2. safe working practices and organizational procedures</li> <li>KA3. ways and methodology of resolving problems within the work area</li> <li>KA4. the value chain of process steps affecting and affected by specific work activities related to stores</li> <li>KA5. approved channel of effective communication within organization</li> <li>KA6. the lines of communication, authority and reporting procedures</li> <li>KA7. the organization's rules, codes and guidelines (including timekeeping)</li> </ul>
	<b>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KB1. work instructions and specifications with ability to interpret them accurately</li> <li>KB2. method to make use of the information detailed in specifications and work instructions</li> <li>KB3. relation between work role and the overall operating processes</li> <li>KB4. taking corrective action on the spot to the best extent possible</li> <li>KB5. the importance of taking action when problems are identified and take action on best extent possible.</li> <li>KB6. technical approach of estimating and minimizing wastes originated of and related to material receiving, handling and storage</li> <li>KB7. safe working practices for house keeping</li> </ul>
	<b>Skills (S)</b>	
<b>C. Core Skills/ Generic Skills</b>	<b>Writing Skills</b> The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> <li>SA1. prepare status and progress reports</li> <li>SA2. write memos and e-mail to co-workers and vendors to provide them with work updates, and to request appropriate information without English</li> </ul>	



### HCS/N5412 Maintenance of knotted weaving records

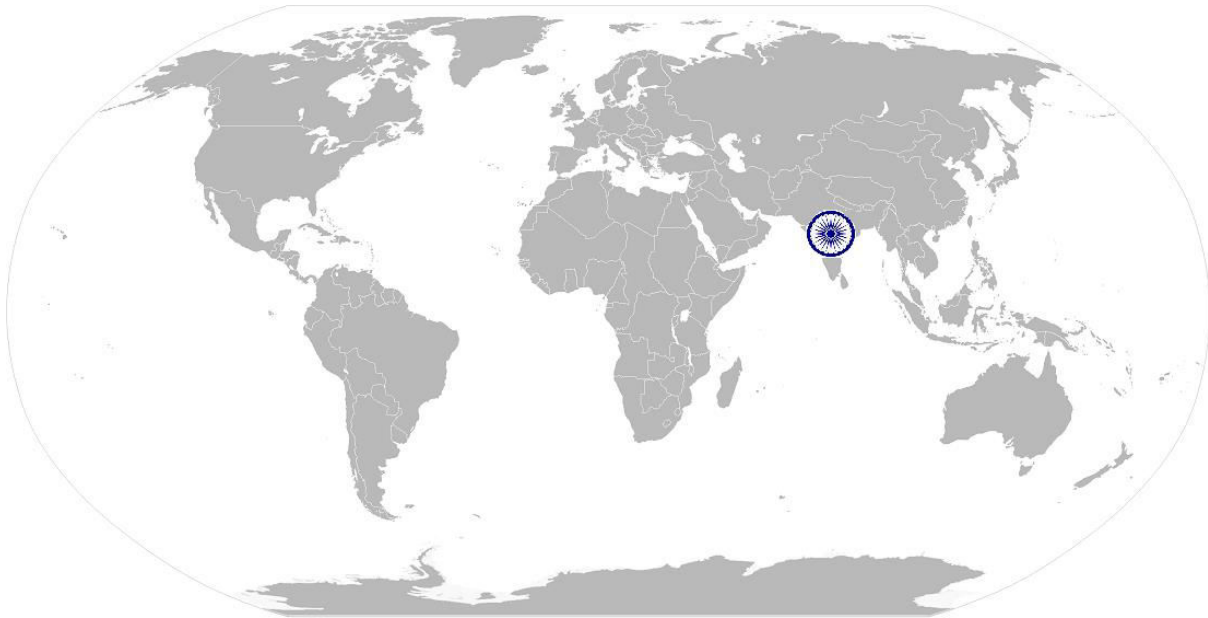
	language errors regarding grammar or sentence construct
	<b>Reading Skills</b>
	The user/individual on the job needs to know and understand how to: SA3. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets
	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how to: SA4. discuss task lists, schedules, and work-loads with co-workers SA5. keep co-workers and supervisors informed about progress
<b>D. Professional Skills</b>	<b>Decision Making</b>
	The user/individual on the job needs to know and understand how to: SB1. make decisions pertaining to the concerned area of work
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to: SB2. plan and organize service feedback files/documents
	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to: SB3. manage relationships with customers SB4. build customer relationships and use customer centric approach
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to: SB5. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB6. identify immediate or temporary solutions to resolve delays
	<b>Analytical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB7. use the existing data to arrive at specific data points
	<b>Critical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB8. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action



## HCS/N5412 Maintenance of knotted weaving records

### NOS Version Control

<b>NOS Code</b>	<b>HCS/N5412</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Handicrafts and Carpet Sector</b>	<b>Drafted on</b>	<b>30/04/15</b>
<b>Industry Sub-sector</b>	<b>Carpet</b>	<b>Last reviewed on</b>	<b>27/05/15</b>
<b>Occupation</b>	<b>Weaving</b>	<b>Next review date</b>	<b>26/05/16</b>





HCS/N9906 Maintain work area, tools and machines

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# National Occupational Standard



## Overview

This unit is about maintaining work areas and activities to ensure tools and machines are maintained as per norms.



## HCS/N9906 Maintain work area, tools and machines

National Occupational Standard	<b>Unit Code</b>	HCS/N9906
	<b>Unit Title (Task)</b>	Maintain work area, tools and machines
	<b>Description</b>	This unit provides performance criteria, knowledge, understanding, skills and abilities required to organize/maintain work areas and activities to ensure the maintenance of tools and machines as per norms.
	<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>• Proper maintaining of work area and activities</li> <li>• Maintenance of work related hand tools and equipment's</li> </ul>
	<b>Performance Criteria(PC)w.r.t the Scope</b>	
	<b>Elements</b>	<b>Performance Criteria</b>
	<b>Maintain the work area, tools and machines</b>	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> <li>PC1. handle materials, tools and equipment with care and use them in correct way</li> <li>PC2. Use correct and handling procedures</li> <li>PC3. Maintain clean and hazard free working area</li> <li>PC4. Carry out running maintenance within agreed schedules</li> <li>PC5. Carry out maintenance and/or cleaning within one's responsibility</li> <li>PC6. Report unsafe equipment and other dangerous occurrences</li> <li>PC7. Use clean equipment and methods appropriate for the work to be carried out</li> <li>PC8. Dispose of waste safely in the designated location</li> <li>PC9. Store equipment safely after use</li> </ul>
	<b>Knowledge and Understanding (K)w.r.t. the Scope</b>	
	<b>Elements</b>	<b>Knowledge and Understanding</b>
	<b>A. Organisational Context (Knowledge of the company / organisation and its processes)</b>	The individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KA1. Personal hygiene and duty of care</li> <li>KA2. Safe working practices and organizational procedures</li> <li>KA3. Ways of resolving conflicts/problems within the work area</li> <li>KA4. The design process and the specific work activities that relate to the process</li> <li>KA5. Organization's rules, codes and guidelines</li> <li>KA6. The company's quality standards</li> <li>KA7. Importance of complying with written instructions</li> </ul>
<b>B. Technical / Domain Knowledge</b>	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KB1. Work instructions and ability to interpret them accurately</li> <li>KB2. Relation between work role and the overall manufacturing process</li> <li>KB3. Hazards likely to be encountered when carrying out the maintenance process</li> <li>KB4. Maintenance procedures</li> <li>KB5. Importance of running maintenance and regular cleaning</li> <li>KB6. Safe working practices for maintenance</li> <li>KB7. The importance of taking action when problems are identified</li> <li>KB8. Effects of contamination on products</li> </ul>	



### HCS/N9906 Maintain work area, tools and machines

	KB9. Common faults with equipment and the method to rectify	
<b>Skills (S) w.r.t the Scope</b>		
<b>Elements</b>	<b>Skills</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>	
	The user/ individual on the job needs to know and understand how to: SA1. Prepare status and progress reports SA2. Write memos and e-mail to co-workers, and vendors to provide them with work updates and to request appropriate information without English language errors in grammar or sentence construct	
	<b>Reading Skills</b>	
	The user/ individual on the job needs to know and understand how to: SA3. Keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets	
	<b>Oral Communication (Listening and Speaking skills)</b>	
	The user/ individual on the job needs to know and understand how to: SA4. Discuss task lists, schedules, and work-loads with co-workers SA5. Keep co-worker and supervisor informed about progress	
	<b>B. Professional Skills</b>	<b>Decision Making</b>
		The user/individual on the job needs to know and understand how to: SB1. Make decisions pertaining to the concerned area of work
		<b>Plan and Organize</b>
		The user/ individual on the job needs to know and understand how to: SB2. Plan and manage work routine based on company procedure SB3. Plan and organize service feedback files/documents
<b>Customer Centricity</b>		
The user/individual on the job needs to know and understand how to: SB4. Manage relationships with customers SB5. Build customer relationships and use customer centric approach		
<b>Problem Solving</b>		
The user/ individual on the job needs to know and understand how to: SB6. Think through a problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)		
<b>Analytical Thinking</b>		
The user/ individual on the job needs to know and understand how to: SB7. Identify immediate or temporary solutions to resolve delays SB8. Use the existing data to arrive at specific data points		
<b>Critical Thinking</b>		
The user/ individual on the job needs to know and understand how to: SB9. Apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action		





### HCS/N9906 Maintain work area, tools and machines

#### NOS Version Control

NOS Code	HCS/N9906		
Credits (NSQF)	TBD	Version number	1.0
Industry	Handicrafts and Carpet Sector	Drafted on	15/06/15
Industry Sub-sector	Metalware, Paper Mache, Carpet, Handicrafts (Woodware)	Last reviewed on	03/07/15
Occupation	Metal Craft Making, Production, Research and Development, Research and Development, Processing, Designing, Finishing, Processing, Designing, Weaving, Quality Check, Merchandising, Pre-Production, Assembling	Next review date	29/06/20





HCS/N9910 Managing and leading a Team

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# National Occupational Standard



## Overview

This unit is about managing a team in the process.



### HCS/N9910 Managing and leading a Team

National Occupational Standard	<b>Unit Code</b>	<b>HCS/N9910</b>
	<b>UnitTitle (Task)</b>	<b>Managing and leading a Team</b>
	<b>Description</b>	Manage the team on day to day basis, ensuring their deployment, motivating them by involving them in various engagement initiatives at the work area, helping them improve the skills levels and managing their grievances in the best possible manner in order to maximize the people productivity.
	<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>Engaging the team</li> <li>Coordinating the deployment of the team</li> <li>Measuring performance, sharing feedback and training of the team</li> <li>Managing grievances of the team</li> </ul>
	<b>Performance Criteria(PC)w.r.t. the Scope</b>	
	<b>Elements</b>	<b>Performance Criteria</b>
	<b>Manage and lead a team</b>	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> <li>PC1. ensure that the team is aware of the schedule and job expectations on a daily basis</li> <li>PC2. involve the team in regular meetings to communicate information intended for them</li> <li>PC3. ensure communication to the team on any changes in policies/ processes by the organization through required verbal/ written mechanisms</li> <li>PC4. ensure participation of the team in various engagement initiatives organized by the organization</li> <li>PC5. counsel and address issues among the team for any work related issues</li> <li>PC6. support the deployment of the team as per client schedule and the organizational norms and guidelines</li> <li>PC7. ensure periodic training of the team and support the team by delivering trainings</li> <li>PC8. share knowledge of processes, techniques, therapies and products with the team to enhance their skill levels</li> <li>PC9. provide feedback to the pertaining to performance appraisals of the team</li> </ul>
	<b>Knowledge and Understanding (K)w.r.t. the Scope</b>	
	<b>Elements</b>	<b>Knowledge and Understanding</b>
	<b>A. Organisational Context (Knowledge of the company / organisation and its processes)</b>	The individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KA1. organization’s standards of performance and sequence of services</li> <li>KA2. relevant hr policies and processes followed by the organization</li> </ul>
<b>B. Technical / Domain Knowledge</b>	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KB1. roster norms and guidelines</li> <li>KB2. how and when to measure performance of the team</li> <li>KB3. how to share feedback with team members</li> </ul>	



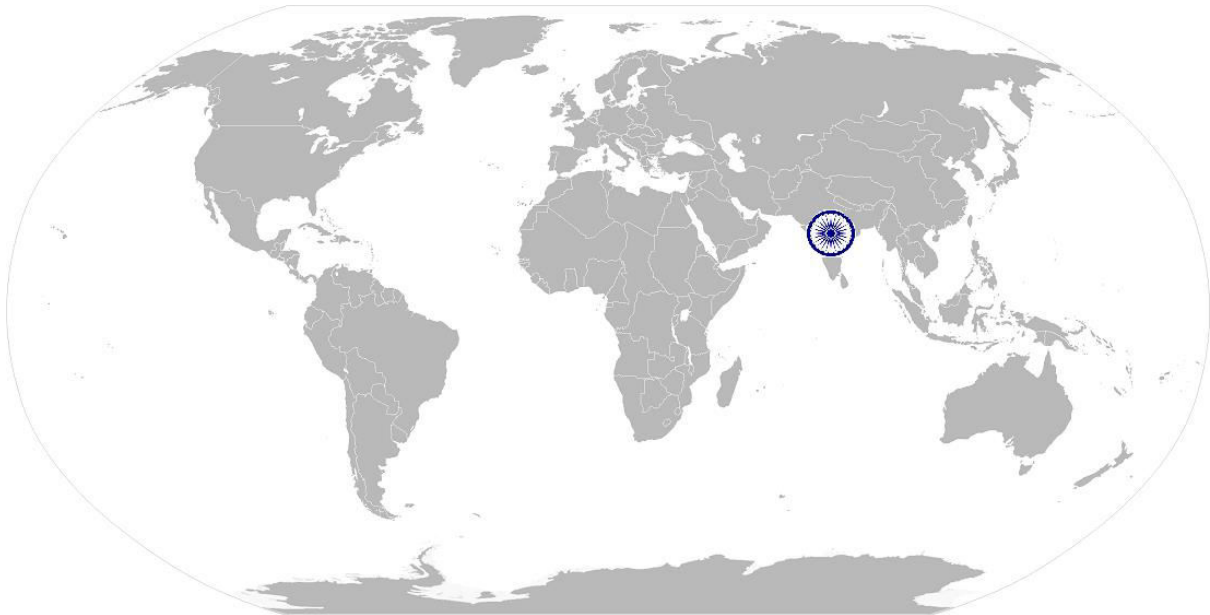
## HCS/N9910 Managing and leading a Team

Skills (S) w.r.t the Scope	
Elements	Skills
A. Core Skills/ Generic Skills	<b>Professional Attitude and Client Relationships</b>
	The user/ individual on the job needs to know and understand how to: SA1. use positive body language, abide by organization regulations and codes of conduct, be supportive and respectful, be sensitive to client's and colleague's personal details, attain a professional appearance, and avoid inappropriate conversations SA2. provide a level of service which meets the expectations in terms of quality, hygiene, health and safety of the organization
	<b>Presentation/ Personal Grooming</b>
	The user/ individual on the job needs to know and understand how to: SA3. clean shaven, sporting the professional uniform, neat combed hair, closed-in footwear, personal hygiene and cleanliness (shower/bath), oral hygiene (clean teeth, fresh breath) SA4. committed to service excellence, courteous, pleasant personality and have considerable patience to address client queries
	<b>Communications</b>
	The user/ individual on the job needs to know and understand how to: SA5. manner and tone, professional, supportive, respectful, sensitive to client SA6. effectively communicate with the therapists and helpers, and make them aware of work expectations, targets, policies, processes etc. SA7. listen with full attention to the queries and grievances raised by the team and comprehend the queries and grievances SA8. use emails and other business correspondence methods (internal memos, circular etc.) for communicating with colleagues
	<b>Working Environment – Hygiene and Safety Requirements</b>
The user/ individual on the job needs to know and understand how to: SA9. maintain a hygienic work area adhering to the organizational and applicable legal health and safety standards SA10. manage the storage/ disposal/cautions of use of products, fire precautions, occurrences, hygiene practice, disposal of waste and environmental protection SA11. maintain accurate records for operating and closing checklists, product stock status, electrical equipment maintenance	
B. Professional Skills	<b>Planning and Organizing</b>
	The user/individual on the job needs to know and understand how to: SB1. maintain accurate records of team member deployment, leave, and timekeeping
	<b>Developing Self &amp; Others</b>
The user/ individual on the job needs to know and understand how to: SB2. identify the strengths and weaknesses of the subordinate team members SB3. provide constructive and genuine feedback SB4. provide training to the team for technical and behavioural areas SB5. identify conflicts in the team and try to resolve them at the earliest	



### HCS/N9910 Managing and leading a Team

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|  | <ul style="list-style-type: none"><li>SB6. interact and engage with the team members on a day to day basis</li><li>SB7. counsel and coach the team and help them resolve issues</li><li>SB8. timely highlight to the management about any good work/ achievement by the team</li><li>SB9. display empathy for the problems faced by the team and act on the concerns</li></ul> |
|--|--|

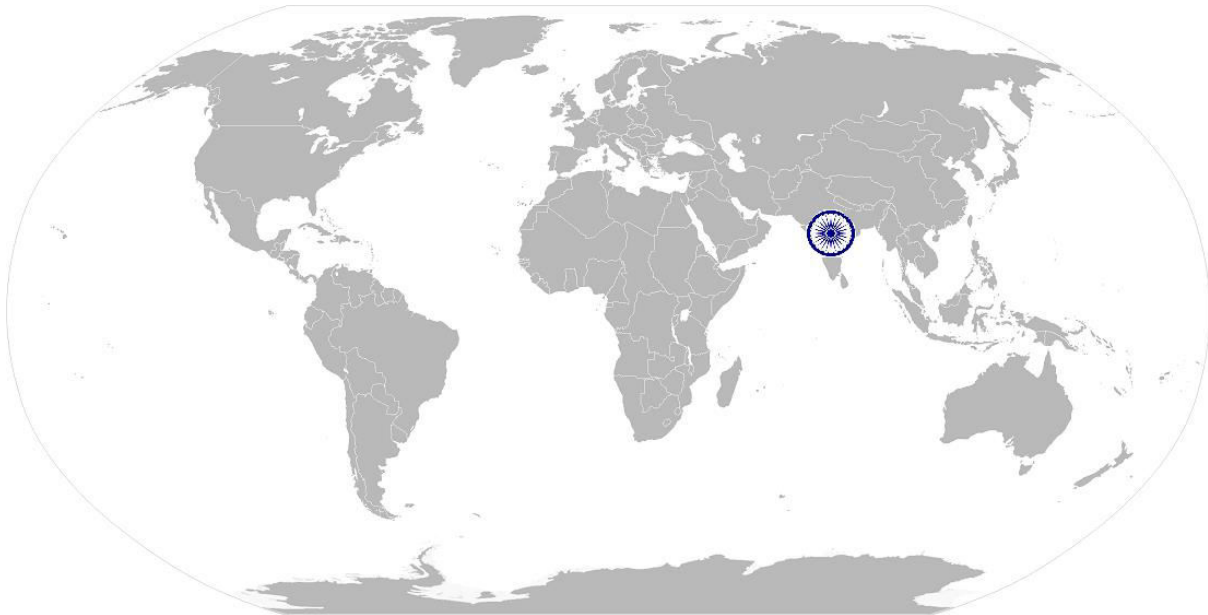




## HCS/N9910 Managing and leading a Team

### NOS Version Control

NOS Code	HCS/N9910		
Credits (NSQF)	TBD	Version number	1.0
Industry	Handicrafts and Carpet Sector	Drafted on	30/04/15
Industry Sub-sector	Carpet	Last reviewed on	28/09/17
Occupation	Designing, Weaving, Quality Check	Next review date	28/09/19





HCS/N9913 Maintain health, safety and security at workplace

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# National Occupational Standard



## Overview

This unit is about maintaining work areas and activities to ensure health, safety & security are maintained as per norms.



## HCS/N9913 Maintain health, safety and security at workplace

National Occupational Standard	<b>Unit Code</b>	<b>HCS/N9913</b>
	<b>UnitTitle (Task)</b>	<b>Maintain health, safety and security at workplace</b>
	<b>Description</b>	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required to comply with health, safety and security requirements at the workplace and covers procedures to prevent, control and minimise risk to self and others.
	<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>Comply with health, safety and security requirements at work</li> </ul>
	<b>Performance Criteria(PC)w.r.t the Scope</b>	
	<b>Elements</b>	<b>Performance Criteria</b>
	<b>Comply with health, safety and security requirements at work</b>	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> <li>PC1. Comply with health and safety related instructions applicable to the workplace.</li> <li>PC2. Use and maintain personal protective equipment as per protocol.</li> <li>PC3. Carry out own activities in line with approved guidelines and procedures.</li> <li>PC4. Maintain a healthy lifestyle and guard against dependency on intoxicants.</li> <li>PC5. Follow environment management system related procedures.</li> <li>PC6. Store materials and tools in line with manufacturer's and organisational requirements.</li> <li>PC7. Safely handle and move waste and debris.</li> <li>PC8. Minimize health and safety risks to self and others due to own actions.</li> <li>PC9. Seek clarifications, from supervisors or other authorized personnel in case of perceived risks.</li> <li>PC10. Monitor the workplace and work processes for potential risks and threats.</li> <li>PC11. Carry out periodic walk-through to keep work area free from hazards and obstructions, if assigned.</li> <li>PC12. Report hazards and potential risks/ threats to supervisors or other authorized personnel.</li> <li>PC13. Participate in mock drills/ evacuation procedures organized at the workplace.</li> <li>PC14. Undertake first aid, fire-fighting and emergency response training, if asked to do so.</li> <li>PC15. Take action based on instructions in the event of fire, emergencies or accidents.</li> <li>PC16. Follow organisation procedures for evacuation when required.</li> </ul>
	<b>Knowledge and Understanding (K)w.r.t. the Scope</b>	
	<b>Elements</b>	<b>Knowledge and Understanding</b>
	<b>A. Organizational context</b>	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KA1. Health and safety related practices applicable at the workplace.</li> <li>KA2. Potential hazards, risks and threats based on nature of operations.</li> <li>KA3. Organizational procedures for safe handling of tools.</li> </ul>





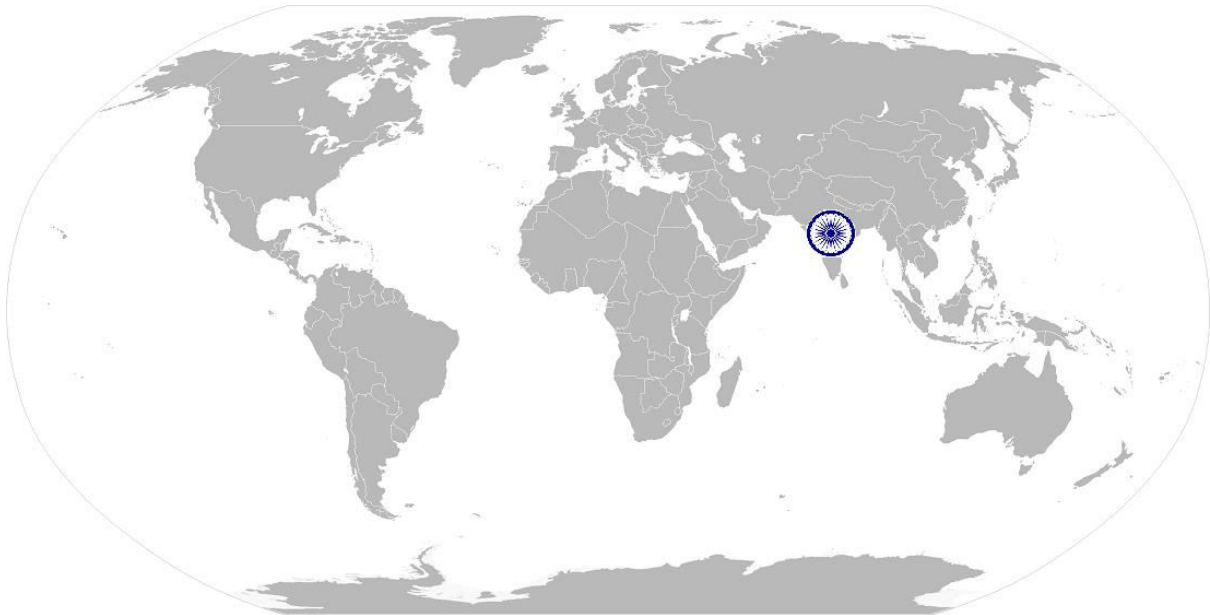
## HCS/N9913 Maintain health, safety and security at workplace

	<p>KA4. Potential risks due to own actions and methods to minimize these.</p> <p>KA5. Environmental management system related procedures at the workplace.</p> <p>KA6. Layout of the plant and details of emergency exits, escape routes, emergency equipment and assembly points.</p> <p>KA7. Potential accidents and emergencies and response to these scenarios.</p> <p>KA8. Reporting protocol and documentation required.</p> <p>KA9. Details of personnel trained in first aid, fire-fighting and emergency response.</p> <p>KA10. Actions to take in the event of a mock drills/ evacuation procedures or actual accident, emergency or fire.</p>
<b>A. Technical/ Domain Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Occupational health and safety risks and methods.</p> <p>KB2. Personal protective equipment and method of use.</p> <p>KB3. Identification, handling and storage of hazardous substances.</p> <p>KB4. Proper disposal system for waste and by-products.</p> <p>KB5. Signage related to health and safety and their meaning.</p> <p>KB6. Importance of sound health, hygiene and good habits.</p> <p>KB7. Ill-effects of alcohol, tobacco and drugs.</p>
<b>Skills (S) w.r.t the Scope</b>	
<b>Elements</b>	<b>Skills</b>
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: SA1. Write in local language.
	<b>Reading Skills</b>
	The user/ individual on the job needs to know and understand how to: SA2. Read measurement instructions.
	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/ individual on the job needs to know and understand how to: SA3. Communicate orally with colleagues.
<b>B. Professional Skills</b>	<b>Decision Making</b>
	The user/individual on the job needs to know and understand how to: SB1. Follow organization rule-based decision making process. SB2. Take decision with systematic course of actions and/or response.
	<b>Plan and Organize</b>
	The user/ individual on the job needs to know and understand how to: SB3. Plan and organize your work to achieve targets and deadlines.
	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to: SB4. Manage relationships with customers. SB5. Build customer relationships and use customer centric approach.
	<b>Problem Solving</b>
The user/ individual on the job needs to know and understand how to: SB6. Think through the problem, evaluate the possible solution(s) and suggest an	



## HCS/N9913 Maintain health, safety and security at workplace

	optimum /best possible solution(s).
	<b>Analytical Thinking</b>
	The user/ individual on the job needs to know and understand how to: SB7. Identify immediate or temporary solutions to resolve delays. SB8. Analyze data and activities.
	<b>Critical Thinking</b>
	The user/ individual on the job needs to know and understand how to: SB9. Pass on relevant information to others. SB10. Apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action.





## HCS/N9913 Maintain health, safety and security at workplace

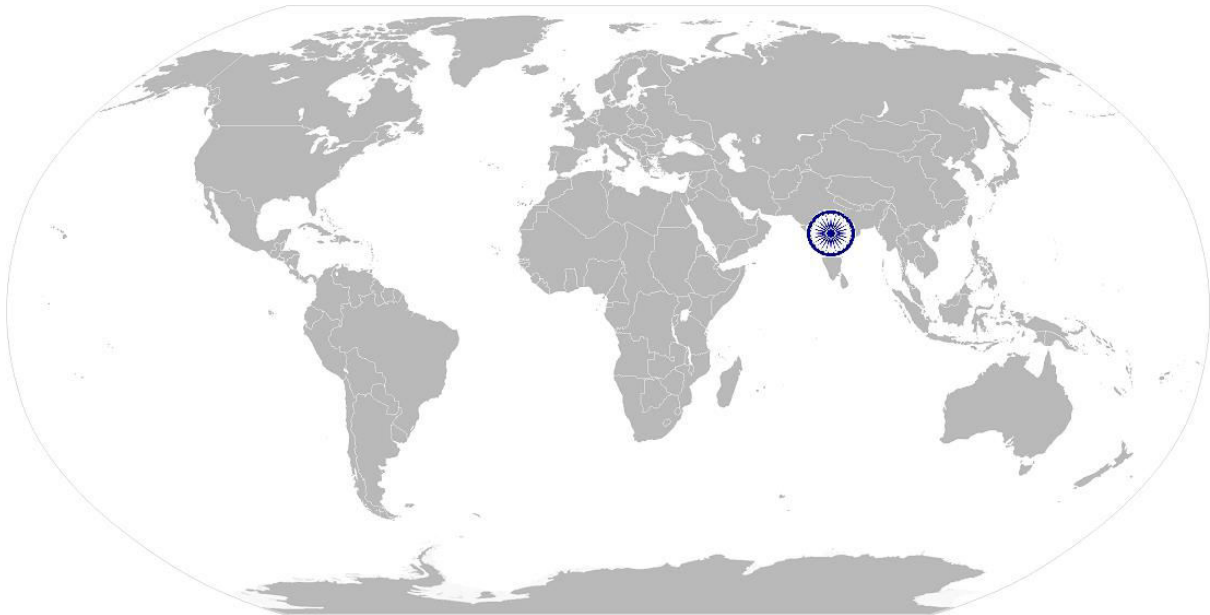
### NOS Version Control

NOS Code	HCS/N9913		
Credits (NSQF)	TBD	Version number	1.0
Industry	Handicrafts and Carpet Sector	Drafted on	09/10/15
Industry Sub-sector	Hand Crafted Textiles, Carpet, Hand Crocheted Textiles, Handicrafts (Agarbatti), Handicrafts (Bamboo).	Last reviewed on	25/11/16
Occupation	Traditional Hand Embroiderer, Master Hand Embroiderer, Embroidery finishing, Design Tracer, Hand Block Printer, Block Print Supervisor, Hand Embroidery, Crochet Lace Maker, Master Crochet Lace Maker, Crochet Lace Tailor, Handmade Bamboo Agarbatti Stick Maker, Semi-Mechanized Bamboo Stick Maker, Automatic Stick Making M/C Operator, Hand Rolled Agarbatti Maker, Pedal Operated Machine Agarbatti Maker, Automatic Machine Rolled Agarbatti Maker, Agarbatti Perfume Applicator, Bamboo Processor and Dyer, Bamboo Mat Weaver, Handmade Bamboo Stick Maker (for Woven Mats), Bamboo Basket Maker, Bamboo Utility Handicraft Assembler,	Next review date	25/11/19



## HCS/N9913 Maintain health, safety and security at workplace

Bamboo Utility Product  
Tailor, Bamboo Artwork  
Maker.

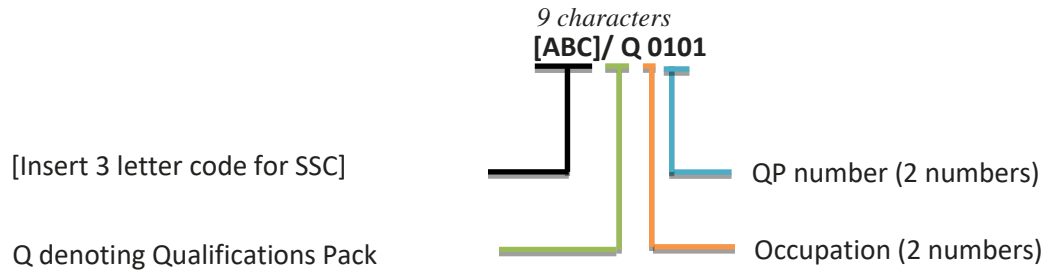




## Annexure

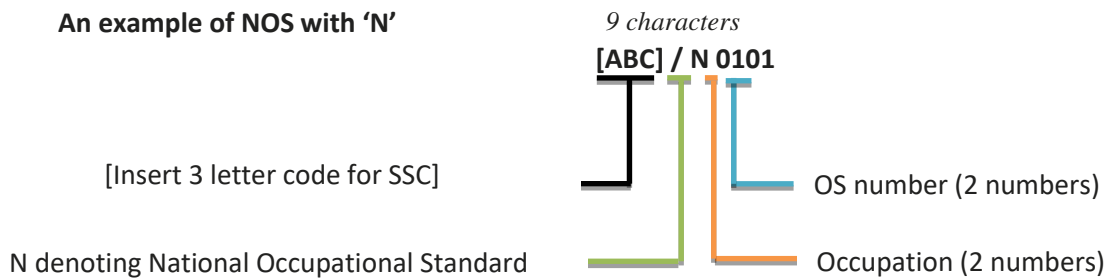
### Nomenclature for QP and NOS

#### 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	Handicraft 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: Loom Supervisor – Knotted Carpet**

**Qualification Pack: HCS/Q5410, v1.0**

**Sector Skill Council : Handicrafts and Carpet**

### Guidelines for Assessment

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

Total Marks: 450				Marks Allocation	
Assessment Outcomes	Assessment Criteria for Outcomes	Total Mark	Out of	Theory	Skill Practical
1. HCS/N5411 - Loom supervision of knotted carpets	PC1. set up and install loom appropriately for effective weaving	100	6	2	4
	PC2. needs to have very good knowledge on the warp settings / required tuft cloth and tensions thereon		6	2	4
	PC3. understand buyer's defined and implied requirements for quality and product conformity		6	2	4
	PC4. should be able to read the design by the map and guide the weavers where necessary		6	2	4
	PC5. collect all information needed for planning of production schedule like carpet design, shade card, yarn types, knots, knot density, etc		6	2	4
	PC6. identify and highlight constraints affecting planning, production, quality and target delivery		6	2	4
	PC7. check yarn lot and correct usage of shade as per design particulars		6	2	4
	PC8. check design received matches with loom size, warp width etc.		6	2	4



	PC9. check marking on design is clearly indicated and not broken/split etc.		6	2	4
	PC10. select threads for knotting as per shade and yarn particulars indicated on design sheet		6	2	4
	PC11. identify different types of faults likely to be encountered during weaving		6	2	4
	PC12. check knots/inch as per design indicated		6	2	4
	PC13. process flow of weaving department with stages and significance of defined schedules		6	2	4
	PC14. monitor needs for productivity and quality as per timelines		6	1	5
	PC15. margins to be taken during weaving to prevent shortage of size		6	1	5
	PC16. record information related to planning, production and quality		6	1	5
	PC17. record information related to performance report results as per organizational recording system and/or suitably presentable layout		4	1	3
	<b>Total</b>		<b>100</b>	<b>30</b>	<b>70</b>
2. HCS/N5412 - Maintenance of Knotted Weaving Records	PC1. record actual findings of different quality parameters during weaving and report to the management including corrective actions taken	100	100	30	70
3. HCS/N9906 - Maintain work area, tools and machines	PC1. Handle materials, tools and equipment with care and use them in correct way.	50	13	5	8
	PC2. Use correct and handling procedures.		5	2	3
	PC3. Maintain clean and hazard free working area.		5	2	3
	PC4. Carry out running maintenance within agreed schedules.		5	2	3
	PC5. Carry out maintenance and/or cleaning within one's responsibility.		5	2	3
	PC6. Report unsafe equipment and other dangerous occurrences.		5	2	3
	PC7. Use clean equipment and methods appropriate for the work to be carried out.		2	2	0
	PC8. Dispose of waste safely in the designated location.		5	2	3





	PC9. Store equipment safely after use.		5	2	3
	<b>Total</b>		<b>50</b>	<b>21</b>	<b>29</b>
4. HCS/N9910 - Managing and leading a Team	PC1. ensure that the team is aware of the schedule and job expectations on a daily basis	100	11	3	8
	PC2. involve the team in regular meetings to communicate information intended for them		14	4	10
	PC3. ensure communication to the team on any changes in policies/ processes by the organization through required verbal/ written mechanisms		14	4	10
	PC4. ensure participation of the team in various engagement initiatives organized by the organization		10	4	6
	PC5. counsel and address issues among the team for any work related issues		12	4	8
	PC6. support the deployment of the team as per client schedule and the organizational norms and guidelines		11	3	8
	PC7. ensure periodic training of the team and support the team by delivering trainings		14	4	10
	PC8. share knowledge of processes, techniques, therapies and products with the team to enhance their skill levels		7	2	5
	PC9. provide feedback to the pertaining to performance appraisals of the team		7	2	5
	<b>Total</b>		<b>100</b>	<b>30</b>	<b>70</b>
5. HCS/N9913 Maintain health, safety and security at workplace	PC1. Comply with health and safety related instructions applicable to the workplace.	100	8	2	6
	PC2. Use and maintain personal protective equipment as per protocol.		8	2	6
	PC3. Carry out own activities in line with approved guidelines and procedures.		8	2	6
	PC4. Maintain a healthy lifestyle and guard against dependency on intoxicants.		8	2	6
	PC5. Follow environment management system related procedures.		6	2	4
	PC6. Store materials and tools in line with manufacturer's and organizational requirements.		5	2	3
	PC7. Safely handle and move waste and debris.		4	1	3
	PC8. Minimize health and safety risks to self and others due to own actions.		6	2	4



	PC9. Seek clarifications, from supervisors or other authorized personnel in case of perceived risks.		4	1	3
	PC10. Monitor the workplace and work processes for potential risks and threats.		4	1	3
	PC11. Carry out periodic walk-through to keep work area free from hazards and obstructions, if assigned.		5	2	3
	PC12. Report hazards and potential risks/ threats to supervisors or other authorized personnel.		7	3	4
	PC13. Participate in mock drills/ evacuation procedures organized at the workplace.		5	2	3
	PC14. Undertake first aid, fire-fighting and emergency response training, if asked to do so.		6	2	4
	PC15. Take action based on instructions in the event of fire, emergencies or accidents.		8	2	6
	PC16. Follow organisation procedures for evacuation when required.		8	2	6
	<b>Total</b>		<b>100</b>	<b>30</b>	<b>70</b>