



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- Quality Supervisor (Carpets)

SECTOR: HANDICRAFTS AND CARPET

SUB-SECTOR: Carpet

OCCUPATION: Weaving

REFERENCE ID: HCS/Q5501

ALIGNED TO: NCO-2015/NIL

Brief Job Description: The Quality supervisor is for ensuring inspection and checking of right from raw material to finished carpet as per defined plan and all related activities carried out in a carpet manufacturing unit starting from raw material procurement, inspection and testing, in-process inspection and testing to final inspection.

Personal Attributes: The quality supervisor should be keen, vigilant, hardworking, aptitude to learn, good listener, and good eyesight, patient and investigative. He should be free from defects of colour vision.



Job Details	Qualifications Pack Code	HCS/Q5501		
	Job Role	Quality Supervisor (Carpets)		
	Credits (NSQF)	TBD	Version number	1.0
	Sector	Handicrafts and Carpet	Drafted on	30/04/15
	Sub-sector	Carpet	Last reviewed on	27/05/15
	Occupation	Weaving	Next review date	26/05/16

Job Role	Quality Supervisor (Carpets)
Role Description	To ensure Quality Plan is established, implemented and monitored through all stages of carpet manufacturing processes beginning from raw material inspection and testing to in-process inspection/testing to final inspection. The Quality plan also includes testing, checking and validation of various inputs used as process auxiliaries/intermediates like dyes & chemicals, packing materials, export compliance, buyer's specific requirements, transportation of packaged carpets, etc.
NSQF level	5
Minimum Educational Qualifications	Class 8th or Diploma in Carpet related courses
Maximum Educational Qualifications	
Training (Suggested but not mandatory)	Not Applicable
Experience	Min. 5 years of working experience in carpet industry
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> 1. HCS/N5501 Supervision of Quality Management Functions 2. HCS/N5502 Maintenance of Quality Records 3. HCS/N9906 Maintain work area, tools and machines 4. HCS/N9909 Comply with industry and organizational requirement 5. HCS/N9910 Managing and leading a team 6. HCS/N9913 Maintain health, safety and security at workplace
Performance Criteria	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

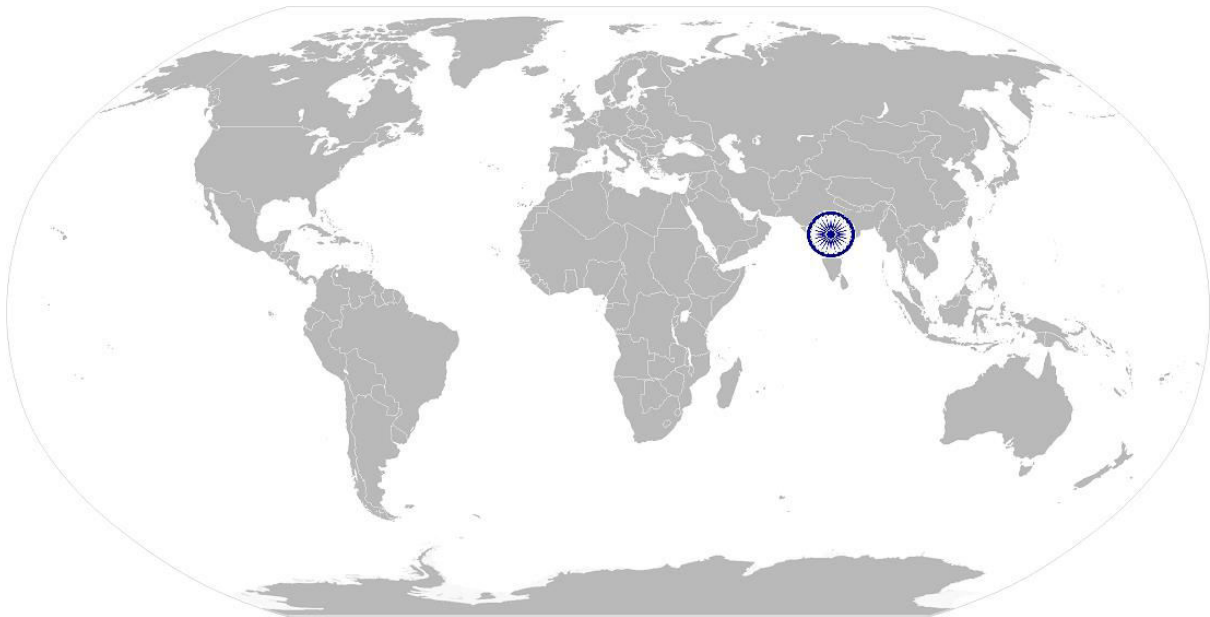


	critical impact on the quality of performance required.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
Organizational 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.
Keywords /Terms	Description
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 capturing skills and attributes for establishing, implementing and monitoring product quality and process performance at all stages of carpet manufacturing processes beginning from raw material inspection to in-process checking to final inspection.



HCS/N5501 Supervision of Quality Management Functions

National Occupational Standard	Unit Code	HCS/N5501
	Unit Title (Task)	Supervision of Quality Management Functions
	Description	This unit is about establishing, implementing and monitoring Quality Control Check points at all stages of carpet manufacturing processes beginning from raw material inspection, in-process checking to final inspection of finished carpet.
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> To define quality check points at all stages of Production beginning with raw material inspection to final finished carpet To check defects against permissible limits specified by the customer
	Performance Criteria (PC) w.r.t. the Scope	
Checking and Inspection of Carpets	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. checking of raw material yarn for quality parameters like colour, count, strength, ply, fineness etc.</p> <p>PC2. check that the standard dyeing requirements including its fastness properties are being adhered to.</p> <p>PC3. to ensure dyeing is being done properly to prevent shade variation and is matching to the required shade.</p> <p>PC4. checking of design for appropriateness, and accuracy.</p> <p>PC5. checking of marking on design for yarn shade number/quality.</p> <p>PC6. ensure use of same yarn on loom.</p> <p>PC7. ensure the required quality parameters are established and conveyed to the concerned production personnel.</p> <p>PC8. check that weaving should be done as per the map/design.</p> <p>PC9. ensure that in-process checks are introduced and adhered to.</p> <p>PC10. check carpet for any defects which require repair before wash.</p> <p>PC11. ensure that adequate washing recipe is established and complied by check for washing recipe, time and chemicals.</p> <p>PC12. ensure after washing for shade variation, bleeding of colour, design/pattern distortion, cleanliness.</p> <p>PC13. review and improvise the recipe based on washing inconsistencies or problems being observed.</p> <p>PC14. ensure that carpet is being dried in clean and safe conditions.</p> <p>PC15. check for adequate type and recipe of latexing being used.</p> <p>PC16. checking for adequate latexing for proper tuft withdrawal force.</p> <p>PC17. ensure the hold of the backing is proper with no edges coming out of fabric or fabric not held firmly.</p> <p>PC18. ensure adequate methods of preventing the fraying of edges or the latex are</p>	



HCS/N5501 Supervision of Quality Management Functions

	<p>developed and implemented.</p> <p>PC19. check proper fabric quality is used for manufacturing and finishing of tufted.</p> <p>PC20. ensure clipping / embossing are carried out as per the instructions.</p> <p>PC21. ensure all quality checks are carried out at different stages of processing as well as at the time of final inspection.</p> <p>PC22. take appropriate corrective actions at the appropriate manufacturing process to prevent recurring non-conformities.</p>
Reporting and Recording of Inspection Results	<p>PC23. keep records of all the tests that have been carried out.</p> <p>PC24. write and present findings.</p> <p>PC25. keep a record of problems and inform management in case of anticipated delays.</p> <p>PC26. maintain records of suppliers & supplier's performance.</p>
Coordinate with Team members	<p>PC27. coordinate with field supervisors and workers responsible at every stage of carpet manufacturing.</p> <p>PC28. collect information on timely basis.</p> <p>PC29. identify potential gaps.</p> <p>PC30. suggest changes.</p> <p>PC31. share quality checklist with the team.</p> <p>PC32. ensure adherence to the checklist and organisation's quality standards.</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/ organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. organizational policies related to quality compliance</p> <p>KA2. organization structure and escalation matrix</p> <p>KA3. policies and procedures for conducting quality checks</p> <p>KA4. quality assurance methods approved by the company</p> <p>KA5. format of presenting the information captured during quality checks</p>
B. Technical Knowledge	<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"> • types of fibres like woollen or viscose • types of yarn used for warp, for knotting and tufting • types of backing fabric • fabric pattern, design, shade • knot types • types of carpet defects • number of knots per inch • carpet dimension • carpet testing parameters like gsm, thickness • general aesthetic parameters – appearance, cleanliness, feel, etc. <p>KB2. process flow in handmade carpet manufacturing sector</p> <p>KB3. importance of cleanliness at workplace</p>



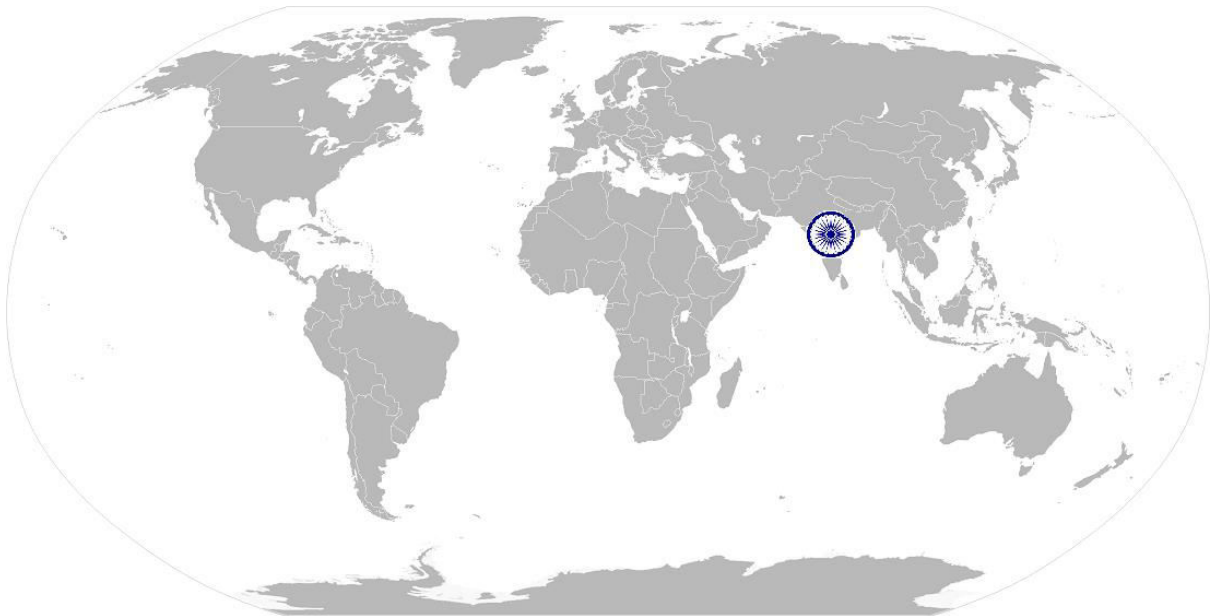
HCS/N5501 Supervision of Quality Management Functions

	<p>KB4. importance and need of final inspection</p> <p>KB5. identify different types of faults and take corrective actions. In case of process limitations, report to higher management</p> <p>KB6. acceptable solutions for specific faults identified/detected</p> <p>KB7. method to make use of the information detailed in specifications and work instructions</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	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 regarding grammar or sentence construct
	Reading Skills
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	
Oral Communication (Listening and Speaking skills)	
The user/individual on the job needs to know and understand how to:	
SA4. discuss task lists, schedules, and workloads with co-workers	
SA5. keep co-workers and supervisors informed about progress	
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to:
	SB1. make decisions pertaining to the concerned area of work
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB2. plan and organize service feedback files/documents
	Customer Centricity
	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
	Problem Solving
	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	
Analytical Thinking	
The user/individual on the job needs to know and understand how to:	
SB7. use the existing data to arrive at specific data points	
Critical Thinking	
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	
Technical Skills	



HCS/N5501 Supervision of Quality Management Functions

	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none">SB9. detection of faults with/without aids of simple toolsSB10. identify potential sources which cause generation of faultsSB11. process flow of finishing processes with stages and significance of inspection and checking
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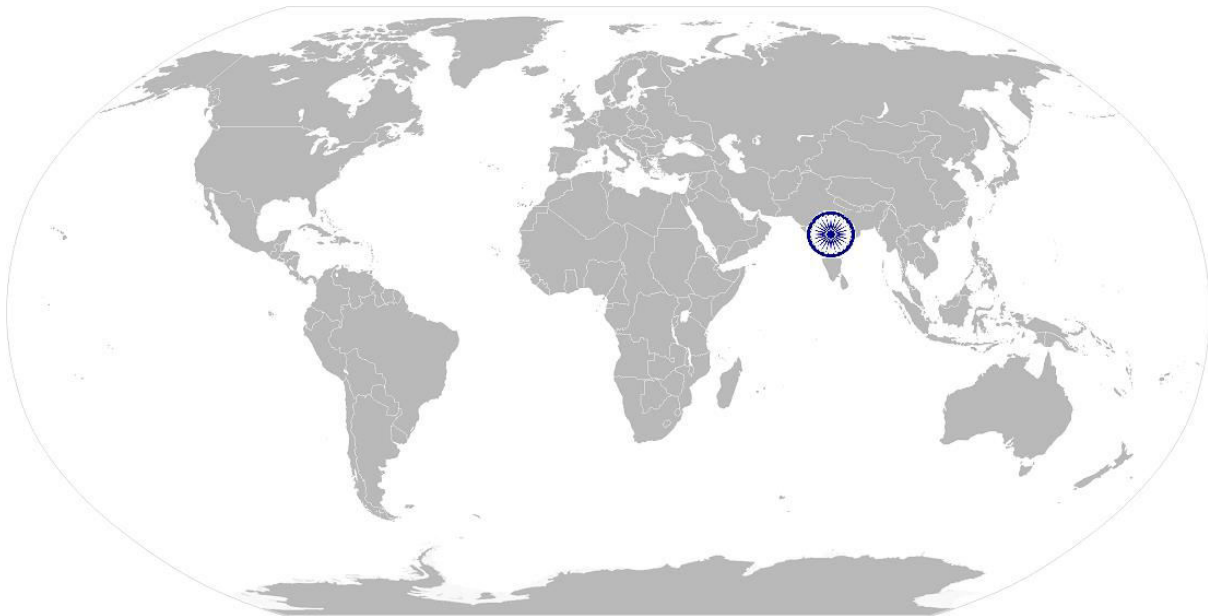




HCS/N5501 Supervision of Quality Management Functions

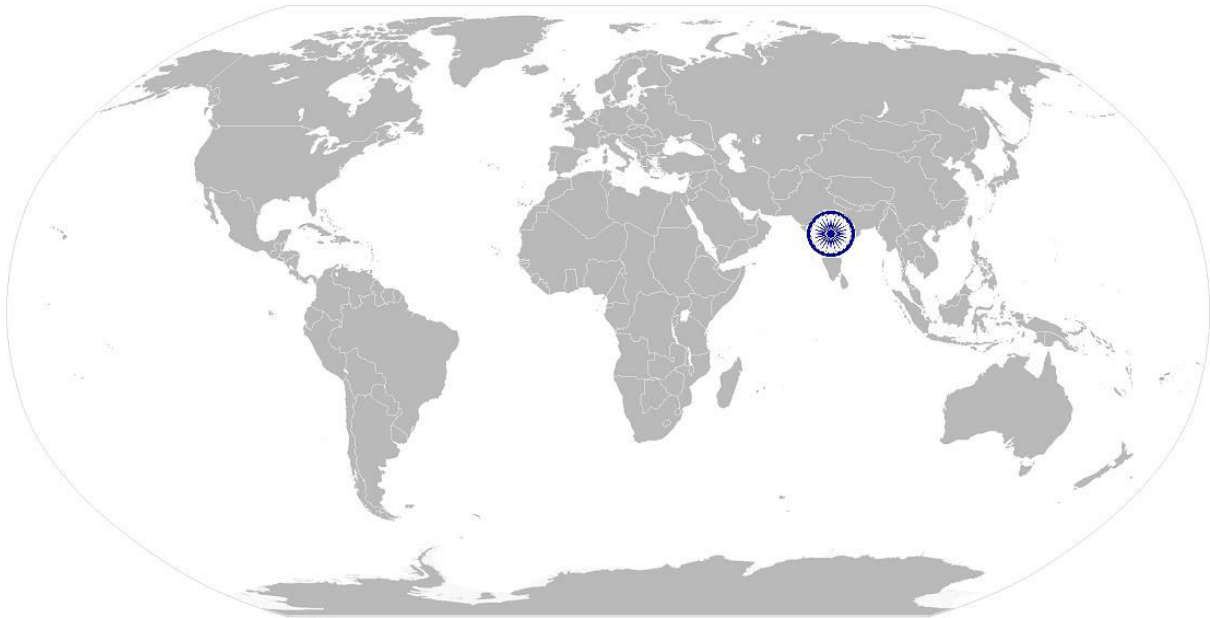
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NOS Code	HCS/N5501		
Credits(NSQF)	TBD	Version number	1.0
Industry	Handicrafts and Carpet Sector	Drafted on	30/04/15
Industry Sub-sector	Carpet	Last reviewed on	27/05/15
Occupation	Weaving	Next review date	26/05/16





National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required to define, establish, maintain and securely preserve quality records to various activities carried out throughout the manufacturing operations.



HCS/N5502 Maintenance of Quality Records

National Occupational Standard	Unit Code	HCS/N5502
	Unit Title (Task)	Maintenance of quality records
	Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required to define, establish, update and maintain records with relevant analysis to processes related to product quality.
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> Establish master list of records with defined format Analysis for activities carried out in the department Recording and Analysis of Corrective and Preventive Actions as appropriate
	Performance Criteria (PC) w.r.t. the Scope	
	Record Keeping	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC1. prepare and organize work activities PC2. adhere to work instructions defined for recording of quality related activities. PC3. procedure for disposal of old records PC4. record and analyse quality parameters, product/process faults PC5. keep record of interdepartmental communications regarding quality, and corrective and preventive actions PC6. request in professional way for upgrading of system or procedure required for effective working and optimal performance
	Knowledge and Understanding (K)	
	A. Organizational Context (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"> KA1. personal hygiene and duty of care KA2. safe working practices and organizational procedures KA3. ways and methodology of resolving problems within the work area KA4. the value chain of process steps affecting and affected by specific work activities KA5. the lines of communication, authority and reporting procedures KA6. the organization's rules, codes and guidelines (including timekeeping)
	B. Technical Knowledge	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KB1. work instructions and specifications with ability to interpret them accurately KB2. method to make use of the information detailed in specifications and work instructions KB3. relation between work role and the overall operating processes KB4. the importance of taking action when problems are identified
	Skills (S)	
C. Core Skills/ Generic Skills	Writing Skills The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SA1. prepare status and progress reports SA2. write memos and e-mails to co-workers and vendors to provide them with work updates, and to request appropriate information without English 	



HCS/N5502 Maintenance of Quality Records

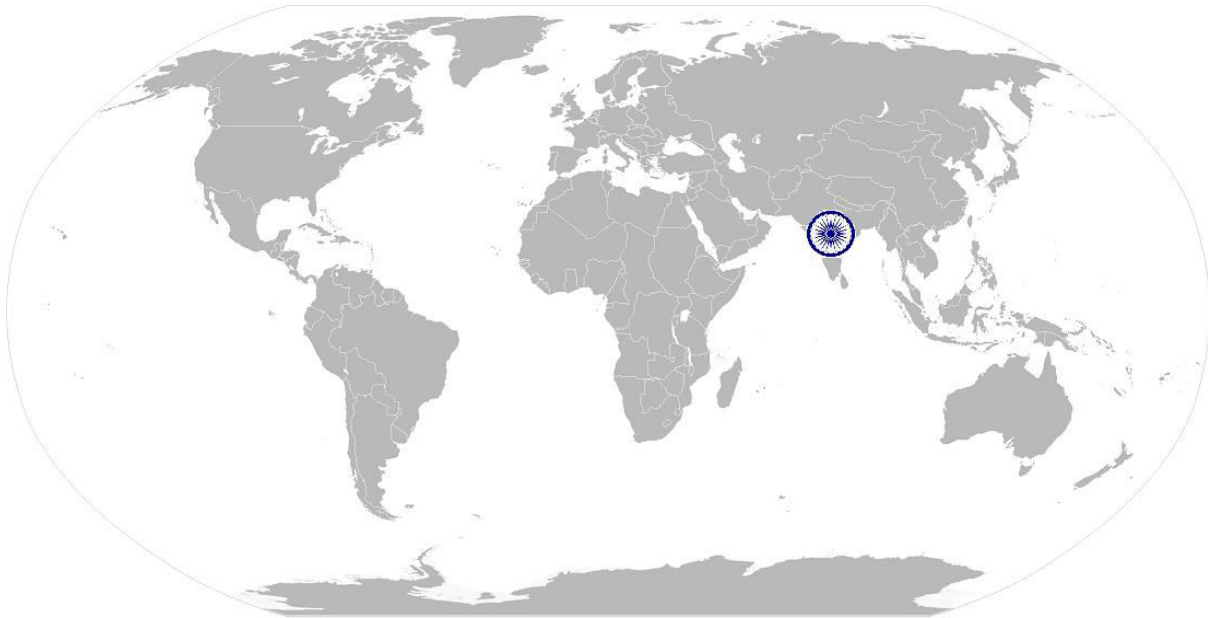
	language errors regarding grammar or sentence construct
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA3. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets
	Oral Communication (Listening and Speaking skills)
	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
D. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. make decisions pertaining to the concerned area of work
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB2. plan and organize service feedback files/documents
	Customer Centricity
	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
	Problem Solving
	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
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB7. use the existing data to arrive at specific data points
	Critical Thinking
	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/N5502 Maintenance of Quality Records

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NOS Code	HCS/N5502		
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/N9906 Maintain work area, tools and machines

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



HCS/N9906 Maintain work area, tools and machines

	KB9. Common faults with equipment and the method to rectify	
Skills (S) w.r.t the Scope		
Elements	Skills	
A. Core Skills/ Generic Skills	Writing Skills	
	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	
	Reading Skills	
	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	
	Oral Communication (Listening and Speaking skills)	
	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. Professional Skills	Decision Making
		The user/individual on the job needs to know and understand how to: SB1. Make decisions pertaining to the concerned area of work
		Plan and Organize
		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
Customer Centricity		
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		
Problem Solving		
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)		
Analytical Thinking		
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		
Critical Thinking		
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

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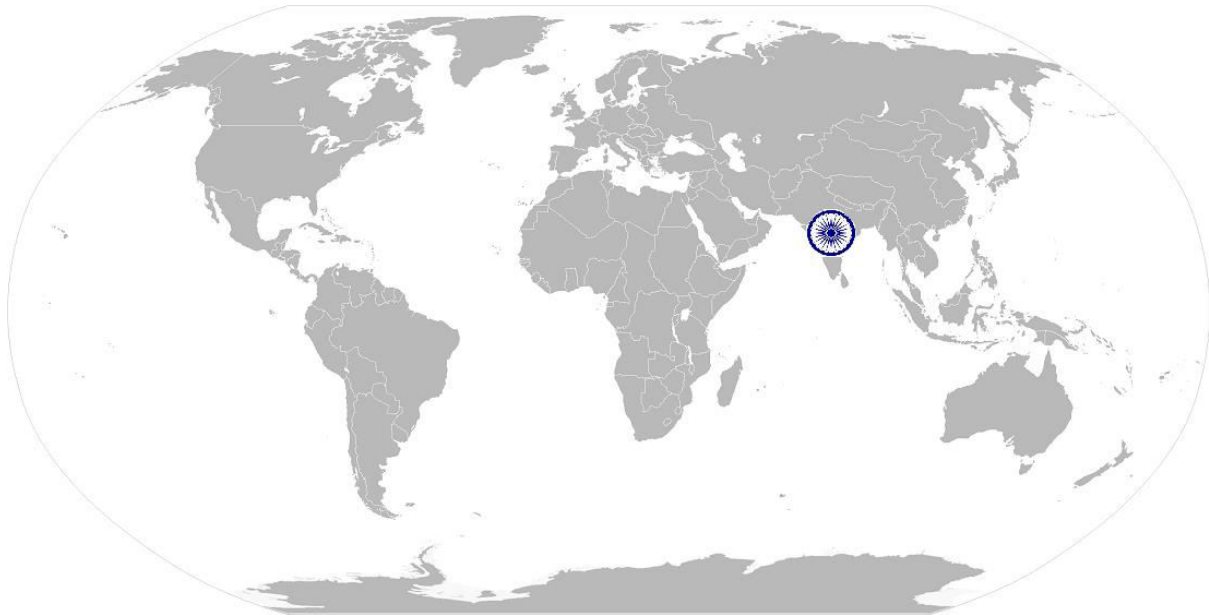
NOS Code	HCS/N9906		
Credits (NSQF)	TBD	Version number	1.0
Industry	Handicrafts and Carpet Sector	Drafted on	15/06/15
Industry Sub-sector	Metalware, Paper Mache, Carpet, Handicrafts (Woodware)	Last reviewed on	03/07/15
Occupation	Metal Craft Making, Production, Research and Development, Research and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





HCS/N9909 Comply with industry and organizational requirement

National Occupational Standard



Overview

This unit covers performance criteria, knowledge & understanding and skills abilities required to comply with legal and organization requirements.



HCS/N9909 Comply with industry and organizational requirement

National Occupational Standard	Unit Code	HCS/N9909
	Unit Title (Task)	Comply with industry and organizational requirement
	Description	This unit is about knowing, understanding, and complying with the requirements of the organization and carpet industry.
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> Comply with legal and organizational requirements
	Performance Criteria(PC)w.r.t. the Scope	
	Elements	Performance Criteria
	Comply with legal and ethical requirements	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC1. Carry out work functions in accordance with legislation and regulations, organizational guidelines and procedures PC2. Seek and obtain clarifications on policies and procedures, from your supervisor or other authorized personnel PC3. Apply and follow these policies and procedures within your work practices PC4. Provide support to your supervisor and team members in enforcing these considerations PC5. Identify and report any possible deviation to these requirements
	Knowledge and Understanding (K)w.r.t. the Scope	
	Elements	Knowledge and Understanding
	A. Organisational Context (Knowledge of the company / organisation and its processes)	The individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. The importance of having an ethical and value-based approach KA2. Benefits to the company and oneself due to practice of these procedures KA3. The importance of punctuality and attendance KA4. Specific to the industry/sector, know and understand: <ul style="list-style-type: none"> Legal and ethical requirements Procedures to follow if someone does not meet the requirements KA5. Customer specific requirements mandated as a part of the work process
B. Technical / Domain Knowledge	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KB1. Customer specific regulations and their importance KB2. Reporting procedure in case of deviations KB3. Limits of personal responsibility 	
Skills (S) w.r.t the Scope		
Elements	Skills	
A. Core Skills/ Generic Skills	Writing Skills	
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> 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 regarding grammar or sentence construct 	
	Reading Skills	
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SA3. Keep abreast with the latest knowledge by reading brochures, pamphlets, and 	



HCS/N9909 Comply with industry and organizational requirement

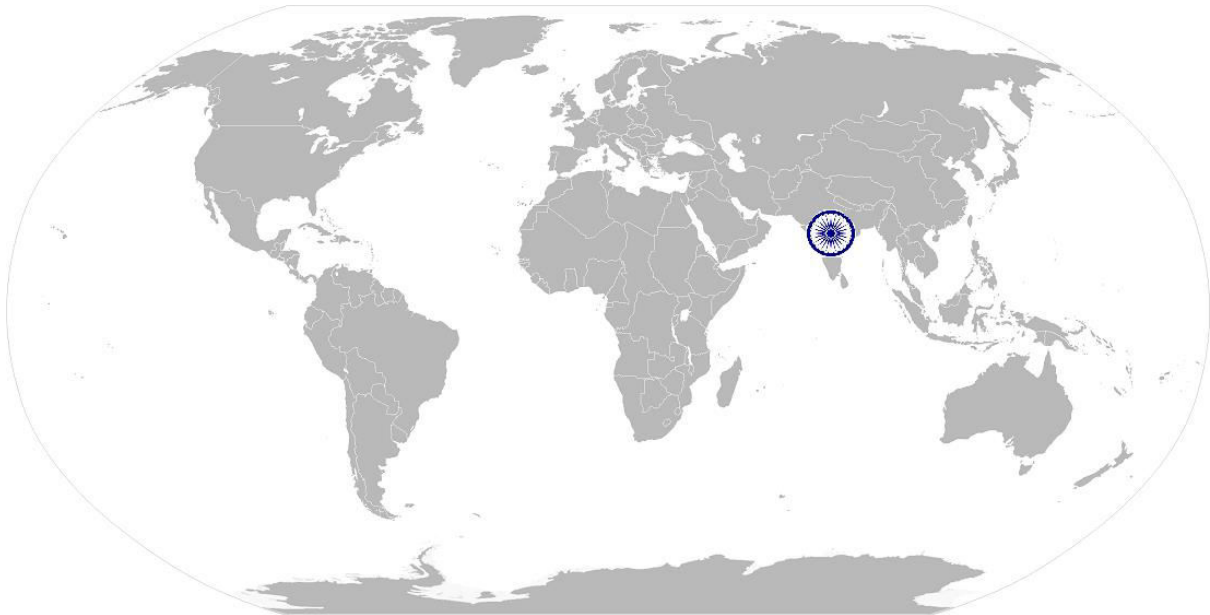
	product information sheets
	Oral Communication (Listening and Speaking skills)
	The user/ individual on the job needs to know and understand how to: SA4. Discuss task lists, schedules, and work-loads with co-workers SA5. Keep co-worker and supervisor informed about progress
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Make decisions pertaining to the concerned area of work
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB2. Plan and organize service feedback files/documents
	Customer Centricity
	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
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB5. Think through a problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB6. Identify immediate or temporary solutions to resolve delays SB7. Take appropriate decisions related to responsibilities SB8. Follow the given standards SB9. Procedure Comply with the standard procedures SB10. Plan and manage work routine based on company procedures SB11. Positively influence your team members to follow procedures as required SB12. Participate and influence the organization’s response towards these procedures
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB13. Use the existing data to arrive at specific data points
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB14. Apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action



HCS/N9909 Comply with industry and organizational requirement

NOS Version Control

NOS Code	HCS/N9909		
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	Designing, Weaving, Quality Check	Next review date	26/05/16





HCS/N9910 Managing and leading a Team

National Occupational Standard



Overview

This unit is about managing a team in the process.



HCS/N9910 Managing and leading a Team

National Occupational Standard	Unit Code	HCS/N9910
	Unit Title (Task)	Managing and leading a Team
	Description	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.
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> Engaging the team Coordinating the deployment of the team Measuring performance, sharing feedback and training of the team Managing grievances of the team
	Performance Criteria(PC)w.r.t. the Scope	
	Elements	Performance Criteria
	Manage and lead a team	To be competent, the user/individual on the job must be able to: PC6. ensure that the team is aware of the schedule and job expectations on a daily basis PC7. involve the team in regular meetings to communicate information intended for them PC8. ensure communication to the team on any changes in policies/ processes by the organization through required verbal/ written mechanisms PC9. ensure participation of the team in various engagement initiatives organized by the organization PC10. counsel and address issues among the team for any work related issues PC11. support the deployment of the team as per client schedule and the organizational norms and guidelines PC12. ensure periodic training of the team and support the team by delivering trainings PC13. share knowledge of processes, techniques, therapies and products with the team to enhance their skill levels PC14. provide feedback to the pertaining to performance appraisals of the team
	Knowledge and Understanding (K)w.r.t. the Scope	
	Elements	Knowledge and Understanding
	A. Organisational Context (Knowledge of the company / organisation and its processes)	The individual on the job needs to know and understand: KA6. organization's standards of performance and sequence of services KA7. relevant hr policies and processes followed by the organization
B. Technical / Domain Knowledge	The user/individual on the job needs to know and understand: KB4. roster norms and guidelines KB5. how and when to measure performance of the team KB6. how to share feedback with team members	



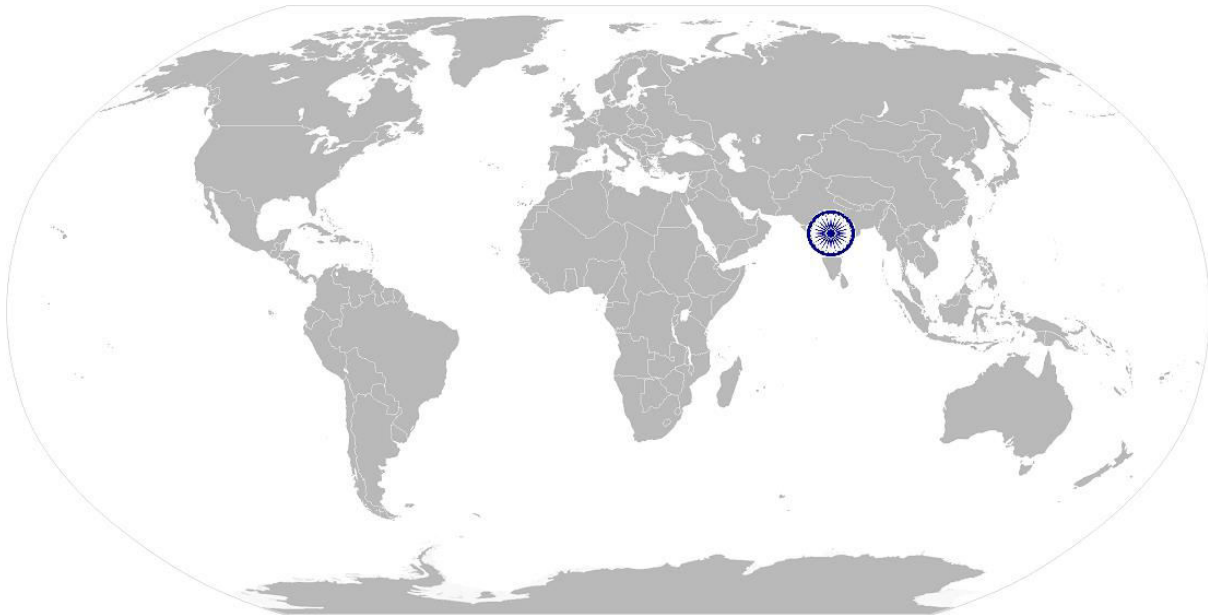
HCS/N9910 Managing and leading a Team

Skills (S) w.r.t the Scope	
Elements	Skills
A. Core Skills/ Generic Skills	Professional Attitude and Client Relationships
	The user/ individual on the job needs to know and understand how to: SA6. 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 SA7. provide a level of service which meets the expectations in terms of quality, hygiene, health and safety of the organization
	Presentation/ Personal Grooming
	The user/ individual on the job needs to know and understand how to: SA8. clean shaven, sporting the professional uniform, neat combed hair, closed-in footwear, personal hygiene and cleanliness (shower/bath), oral hygiene (clean teeth, fresh breath) SA9. committed to service excellence, courteous, pleasant personality and have considerable patience to address client queries
	Communications
	The user/ individual on the job needs to know and understand how to: SA10. manner and tone, professional, supportive, respectful, sensitive to client SA11. effectively communicate with the therapists and helpers, and make them aware of work expectations, targets, policies, processes etc. SA12. listen with full attention to the queries and grievances raised by the team and comprehend the queries and grievances SA13. use emails and other business correspondence methods (internal memos, circular etc.) for communicating with colleagues
B. Professional Skills	Working Environment – Hygiene and Safety Requirements
	The user/ individual on the job needs to know and understand how to: SA14. maintain a hygienic work area adhering to the organizational and applicable legal health and safety standards SA15. manage the storage/ disposal/cautions of use of products, fire precautions, occurrences, hygiene practice, disposal of waste and environmental protection SA16. maintain accurate records for operating and closing checklists, product stock status, electrical equipment maintenance
	Planning and Organizing
	The user/individual on the job needs to know and understand how to: SB1. maintain accurate records of team member deployment, leave, and timekeeping
	Developing Self & Others
	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">SB6. interact and engage with the team members on a day to day basisSB7. counsel and coach the team and help them resolve issuesSB8. timely highlight to the management about any good work/ achievement by the teamSB9. display empathy for the problems faced by the team and act on the concerns |
|--|--|

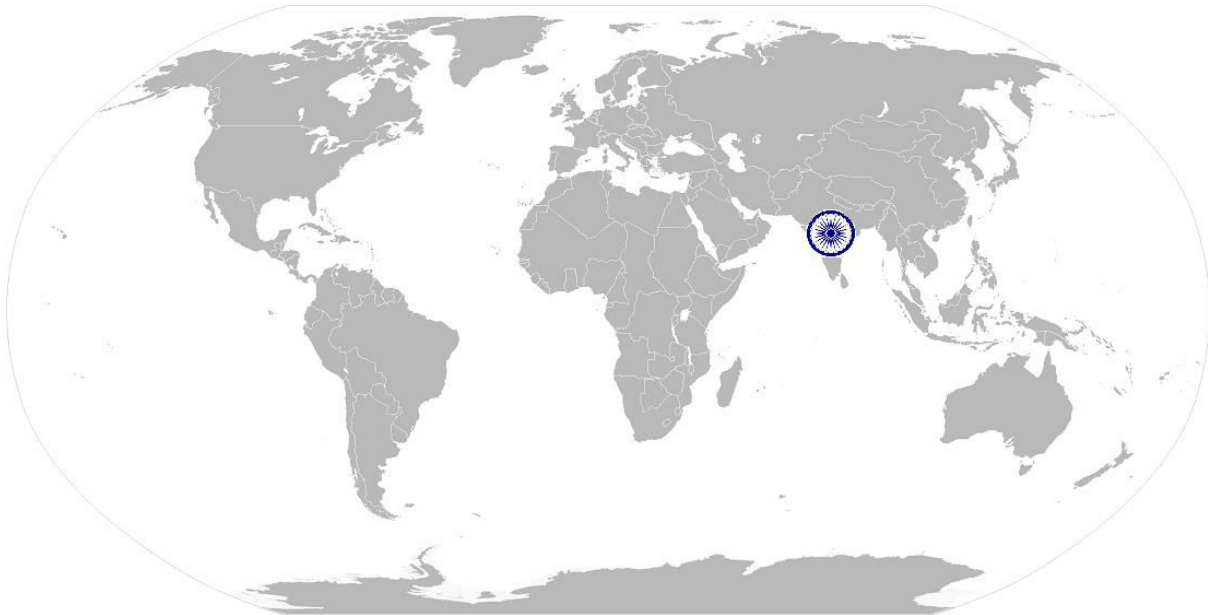




HCS/N9910 Managing and leading a Team

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

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



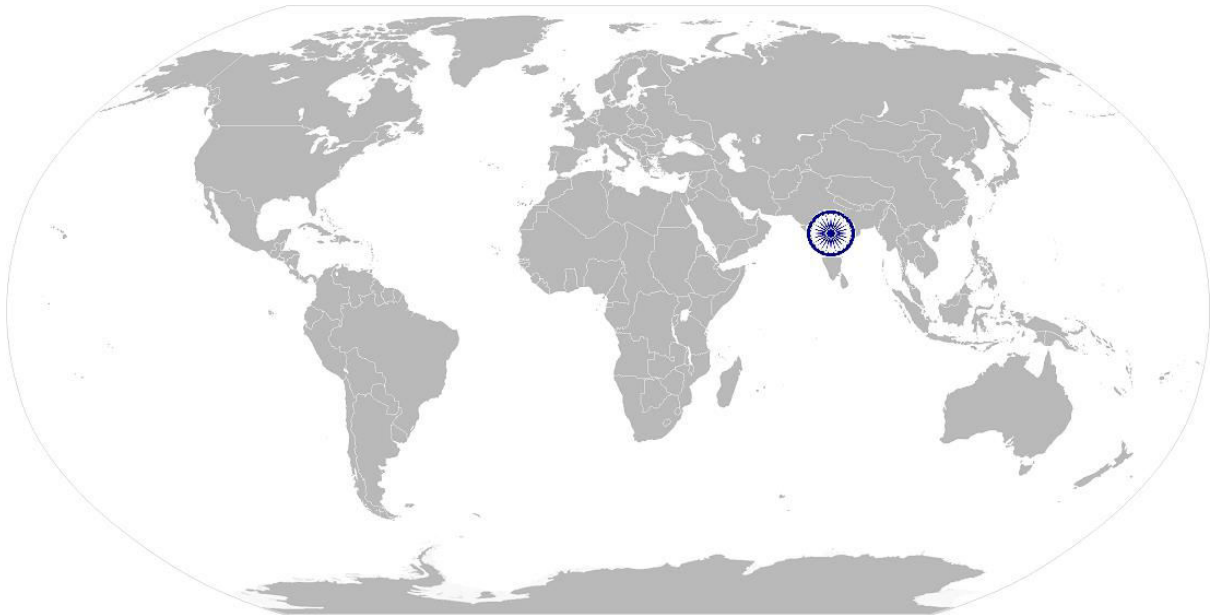
HCS/N9913 Maintain health, safety and security at workplace

	<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>
A. Technical/ Domain Knowledge	<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>
Skills (S) w.r.t the Scope	
Elements	Skills
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Write in local language.
	Reading Skills
	The user/ individual on the job needs to know and understand how to: SA2. Read measurement instructions.
	Oral Communication (Listening and Speaking skills)
	The user/ individual on the job needs to know and understand how to: SA3. Communicate orally with colleagues.
B. Professional Skills	Decision Making
	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.
	Plan and Organize
	The user/ individual on the job needs to know and understand how to: SB3. Plan and organize your work to achieve targets and deadlines.
	Customer Centricity
	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.
	Problem Solving
	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).
	Analytical Thinking
	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.
	Critical Thinking
	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

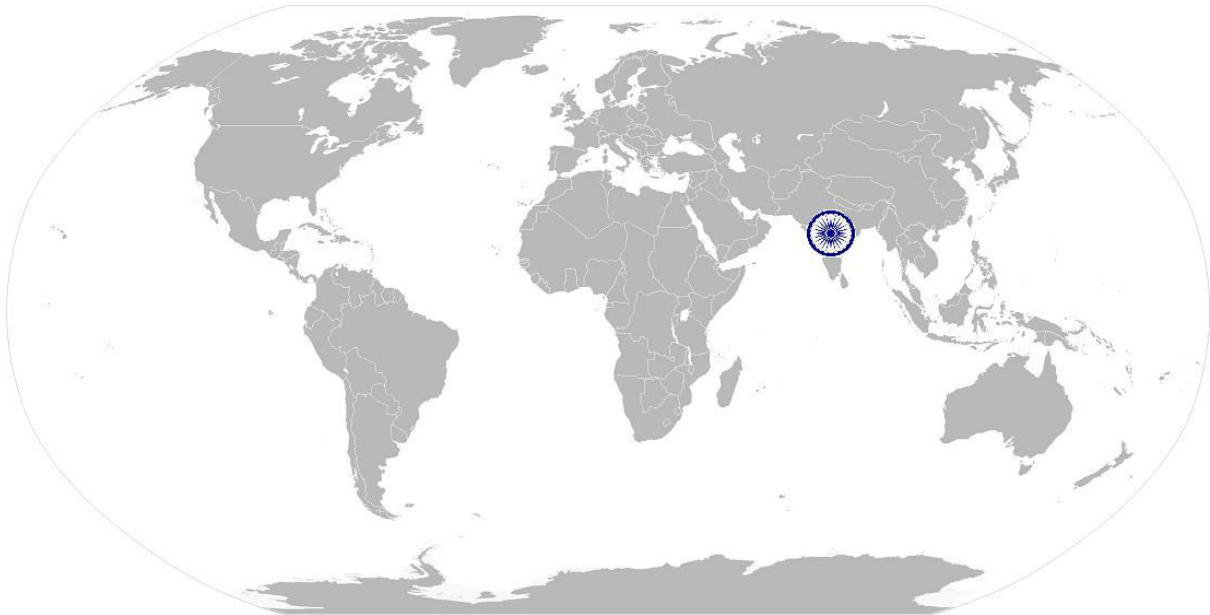
NOS Version Control

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.

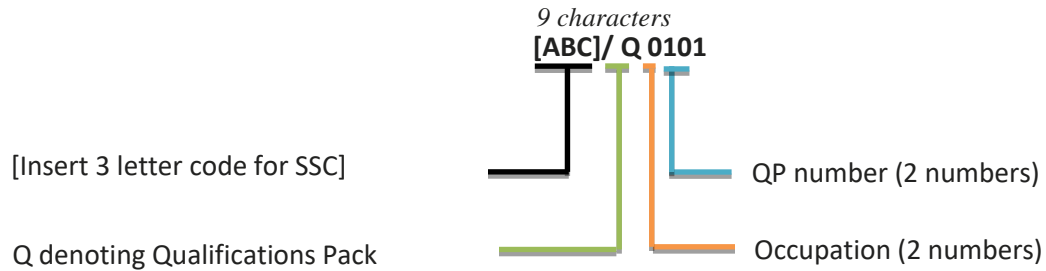




Annexure

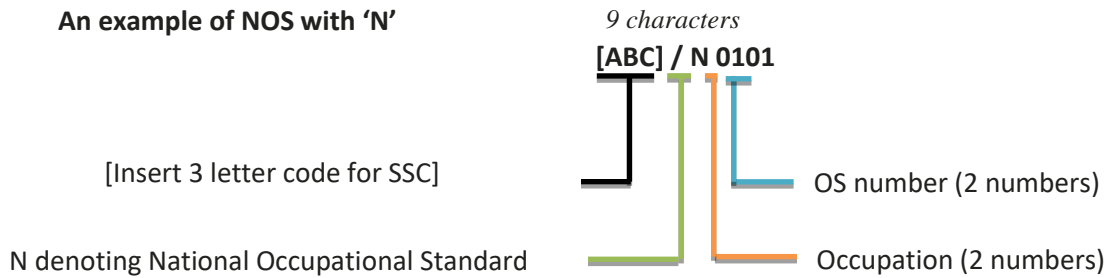
Nomenclature for QP and NOS

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: Quality Supervisor (Carpets)

Qualification Pack: HCS/Q5501, 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: 575				Marks Allocation	
Assessment Outcomes	Assessment Criteria for Outcomes	Total Mark	Out of	Theory	Skill Practical
1. HCS/N5501 - Supervision of Quality Management Functions	PC1. checking of raw material yarn for quality parameters like colour, count, strength, ply, fineness etc.	200	7	2	5
	PC2. check that the standard dyeing requirements including its fastness properties are being adhered to.		8	2	6
	PC3. to ensure dyeing is being done properly to prevent shade variation and is matching to the required shade.		7	2	5
	PC4. checking of design for appropriateness, and accuracy.		7	2	5
	PC5. checking of marking on design for yarn shade number/quality.		8	2	6
	PC6. ensure use of same yarn on loom.		6	1	5
	PC7. ensure the required quality parameters are established and conveyed to the concerned production personnel.		8	2	6



PC8. check that weaving should be done as per the map/design.	7	2	5
PC9. ensure that in-process checks are introduced and adhered to.	7	2	5
PC10. check carpet for any defects which require repair before wash.	8	2	6
PC11. ensure that adequate washing recipe is established and complied by check for washing recipe, time and chemicals.	7	2	5
PC12. ensure after washing for shade variation, bleeding of colour, design/pattern distortion, cleanliness.	8	2	6
PC13. review and improvise the recipe based on washing inconsistencies or problems being observed.	3	1	2
PC14. ensure that carpet is being dried in clean and safe conditions.	7	2	5
PC15. check for adequate type and recipe of latexing being used.	4	2	2
PC16. checking for adequate latexing for proper tuft withdrawal force.	3	1	2
PC17. ensure the hold of the backing is proper with no edges coming out of fabric or fabric not held firmly.	8	2	6
PC18. ensure adequate methods of preventing the fraying of edges or the latex are developed and implemented.	7	2	5
PC19. check proper fabric quality is used for manufacturing and finishing of tufted.	8	2	6
PC20. ensure clipping / embossing are carried out as per the instructions.	7	2	5
PC21. ensure all quality checks are carried out at different stages of processing as well as at the time of final inspection.	8	2	6
PC22. take appropriate corrective actions at the appropriate manufacturing process to prevent recurring non-conformities.	8	2	6
PC23. keep records of all the tests that have been carried out.	7	2	5
PC24. write and present findings.	8	2	6
PC25. keep a record of problems and inform management in case of anticipated delays.	7	2	5
PC26. maintain records of suppliers & supplier's performance.	4	2	2
PC27. coordinate with field supervisors and workers responsible at every stage of carpet manufacturing.	4	2	2
PC28. collect information on timely basis.	4	2	2



	PC29. identify potential gaps.		3	1	2
	PC30. suggest changes.		4	2	2
	PC31. share quality checklist with the team.		4	2	2
	PC32. ensure adherence to the checklist and organisation's quality standards.		4	2	2
	Total		200	60	140
2. HCS/N5502 - Maintenance of Quality Records	PC1. prepare and organize work activities	50	10	4	6
	PC2. adhere to work instructions defined for recording of quality related activities.		10	4	6
	PC3. procedure for disposal of old records		10	4	6
	PC4. record and analyse quality parameters, product/process faults		10	4	6
	PC5. keep record of interdepartmental communications regarding quality, and corrective and preventive actions		5	2	3
	PC6. request in professional way for upgrading of system or procedure required for effective working and optimal performance.		5	2	3
	Total		50	20	30
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



	Total		50	21	29
4. HCS/N9909 - Comply with industry and organizational requirement	PC1. Carry out work functions in accordance with legislation and regulations, organizational guidelines and procedures.	25	7	2	5
	PC2. Seek and obtain clarifications on policies and procedures, from your supervisor or other authorized personnel.		6	1	5
	PC3. Apply and follow these policies and procedures within your work practices.		4	0	4
	PC4. Provide support to your supervisor and team members in enforcing these considerations.		4	1	3
	PC5. Identify and report any possible deviation to these requirements.		4	1	3
	Total		25	5	20
5. 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
	Total		100	30	70
6. 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		8	2	6



	dependency on intoxicants.				
	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
	Total		100	30	70