



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 – Glazing operator (Ceramics)

SECTOR: HANDICRAFTS & CARPET

SUB-SECTOR: Handicrafts (Ceramics)

OCCUPATION: Finishing and Painting

REFERENCE ID: HCS/Q0803

ALIGNED TO: NCO-2004/7324.50

Glazing Operator: The glazing operator is responsible for preparing the glaze mixture and using the same to glaze the ceramics products prior to firing process

Brief Job Description: The glazing operator typically prepares the glazing mixture and coats the sketched ceramic product uniformly with this mixture so that the product is enrobed in the mixture with no excess mixture

Personal Attributes: The job requires the individual to have: hand eye coordination, ability to manage the mixture, ability to judge requisite amounts of mixture and dexterity so that product is not damaged



| | | | | |
|-------------|---------------------------------|------------------------------------|-------------------------|-------------------|
| Job Details | Qualifications Pack Code | HCS/Q0803 | | |
| | Job Role | Glazing operator (Ceramics) | | |
| | Credits(NSQF) | TBD | Version number | 1.0 |
| | Sector | Handicrafts & Carpet | Drafted on | 27/02/2015 |
| | Sub-sector | Ceramics | Last reviewed on | 09/07/2015 |
| | Occupation | Finishing and Painting | Next review date | 09/07/2017 |
| | NSQC Clearance on | 05/08/2015 | | |

| Job Role | Glazing operator (Ceramics) |
|---|--|
| Role Description | Preparing the glaze mixture and using the same to glaze the ceramics products prior to firing process |
| NSQF level | 3 |
| Minimum Educational Qualifications | Preferably 5 th pass |
| Maximum Educational Qualifications | Not Applicable |
| Training (Suggested but not mandatory) | Not Applicable |
| Minimum Job Entry Age | 15 years |
| Experience | Not Applicable |
| Applicable National Occupational Standards (NOS) | <p>Compulsory:</p> <ol style="list-style-type: none"> HCS/N0804 Perform Glazing of ceramic products HCS/N9901 Coordinate with colleagues and work as a team HCS/N9902 Maintain safe work environment HCS/N9903 Maintain personal health HCS/N9904 Basic business management <p>Optional: Not applicable</p> |
| Performance Criteria | As described in the relevant OS units |



Definitions

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

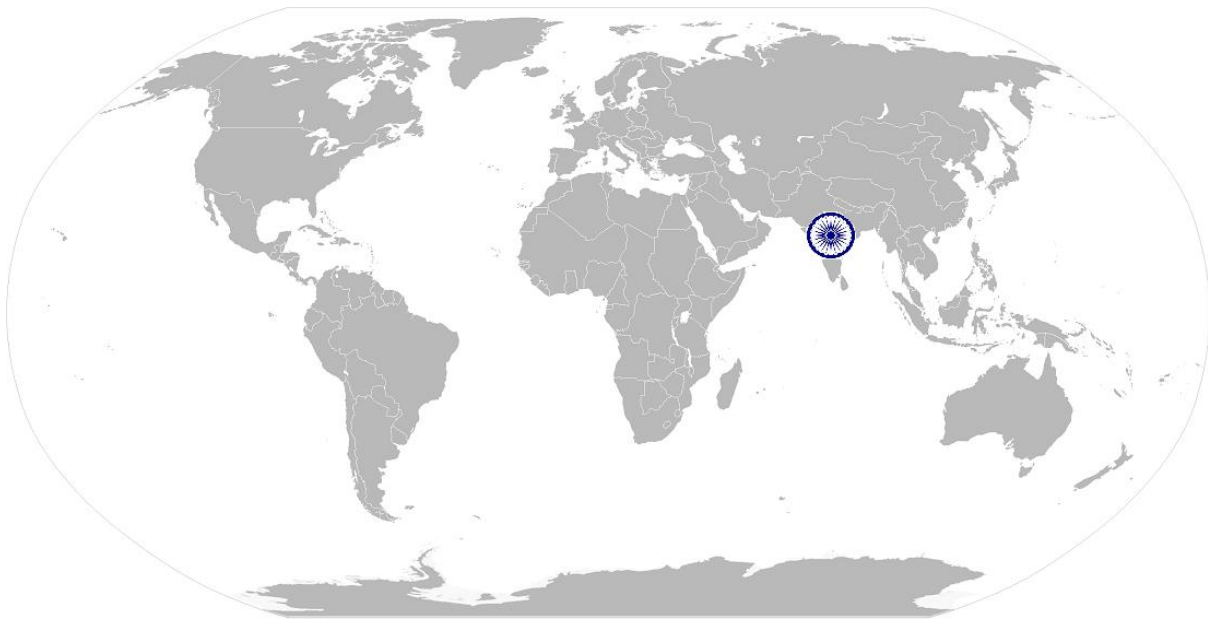


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|----------------------------|--|
| Context | operates. It includes elements of operational knowledge contents defined in relation to functioning of an organization that a skilled professional need to possess specific to its precise areas of responsibility.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

Acronyms



National Occupational Standard



Overview

This OS unit is about glazing the ceramic products after the sketching and colouring and prior to the firing process



HCS/N0804

Perform glazing of ceramic products

National Occupational Standard

| | |
|--|--|
| Unit Code | HCS/N0804 |
| Unit Title (Task) | Perform glazing of ceramic products |
| Description | This OS unit is about glazing the ceramic products after the sketching and colouring and prior to the firing process |
| Scope | <p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> • Prepare the glaze mixture • Proper application of glaze mixture • Ensure quality and productivity standards |
| Performance Criteria(PC) w.r.t. the Scope | |
| Element | Performance Criteria |
| Prepare of glaze mixture | <p>To be competent, the user/ individual must be able to:</p> <p>PC1. identify the raw materials for the glaze mixture according to the type of glaze required</p> <p>PC2. take the correct proportion of the raw materials to make the glaze mixture</p> <p>PC3. treat the raw materials in the appropriate manner prior to making the mixture</p> <p>PC4. mix the materials appropriately to form the glaze mixture</p> <p>PC5. set aside the glaze mixture carefully for further usage</p> <p>PC6. return the raw materials to the appropriate storage locations</p> |
| Proper application of glaze mixture | <p>To be competent, the user/ individual must be able to:</p> <p>PC7. carefully take the ceramics that have to be dipped</p> <p>PC8. dip the products in the glaze mixture</p> <p>PC9. ensure that no excess glaze mixture hangs-on to the product</p> <p>PC10. simultaneously twirl/move the product to ensure uniform application of the glaze mixture</p> <p>PC11. check the glazed products if the mixture has been applied uniformly and in right thickness</p> <p>PC12. set aside the glazed products carefully for drying</p> <p>PC13. clean the area after the glazing</p> |
| Ensure quality and productivity standards | <p>To be competent, the user/ individual must be able to:</p> <p>PC14. able to visually examine the raw materials for purity</p> <p>PC15. glaze the products in line with the production schedules</p> <p>PC16. ensure that there is no wastage of the materials</p> <p>PC17. able to visually examine the glazed product prior to the firing / drying</p> <p>PC18. achieve periodical targets set by the supervisor</p> <p>PC19. ensure there are no process delays</p> <p>PC20. ensure all time availability of materials and coordinate with stores for adequate inventory</p> |



HCS/N0804

Perform glazing of ceramic products

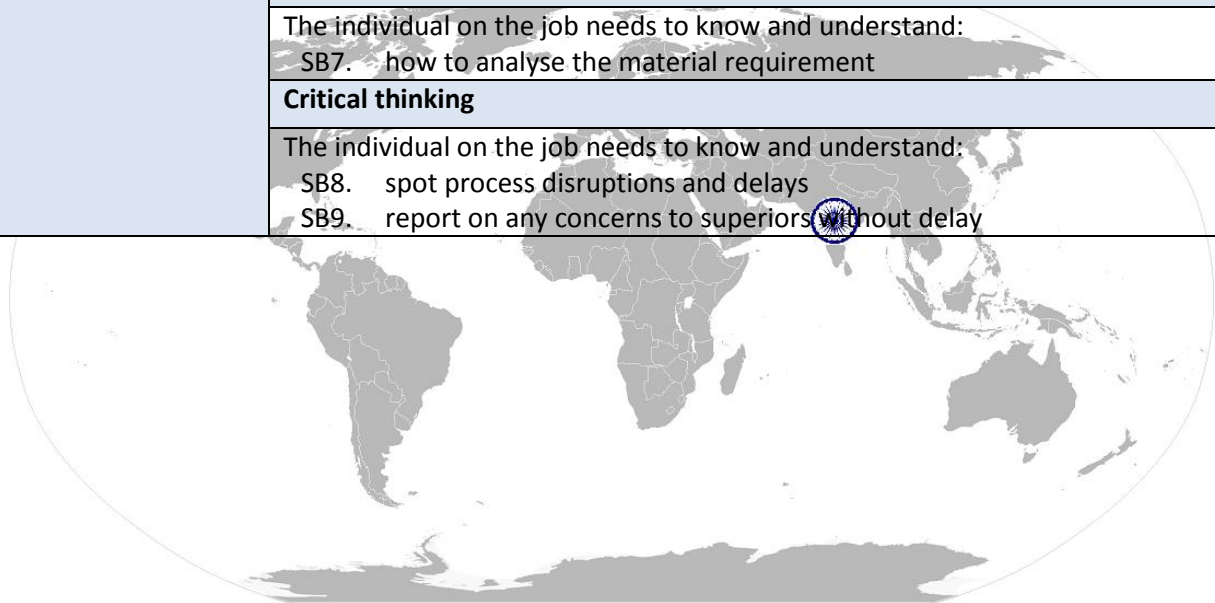
| Knowledge and Understanding (K) | |
|---|---|
| A. Organizational Knowledge | <p>The individual on the job needs to know and understand:</p> <p>KA1. company's policies on: personnel management, relevant legislation, standards, policies, and procedures followed in the company</p> <p>KA2. organization's history and culture</p> <p>KA3. organisation structure</p> <p>KA4. company's policies related to dress code and etiquette</p> <p>KA5. the locations where the materials are typically stored</p> <p>KA6. the key product lines of the company</p> |
| B. Technical knowledge | <p>The individual on the job needs to know and understand:</p> <p>KB1. basic chemical properties of various raw materials used</p> <p>KB2. basic proportions of materials that can be used to make the mixture</p> <p>KB3. the general way to mix the materials effectively</p> <p>KB4. the recommended storage methodology for the raw materials</p> <p>KB5. handling the raw materials appropriately</p> <p>KB6. ensuring that there is no mal handling/accidents due to improper handling of the raw materials</p> <p>KB7. storing the raw materials appropriately</p> <p>KB8. managing his/her time to glaze all the products for a production schedule</p> <p>KB9. appropriately scheduling the preparation of the glazing mixture so that when the time for application comes the mixture is ready</p> <p>KB10. the recommended storage of the prepared glaze mixture</p> <p>KB11. the science behind how the glaze mixture works along with the ceramic product to give the sheen post the firing</p> <p>KB12. the techniques to ensure there is uniform glaze application</p> <p>KB13. the techniques to ensure that there is no excess glaze in the product</p> <p>KB14. the means to protect the glaze from splattering</p> <p>KB15. material handling procedure</p> <p>KB16. ceramic craft processes</p> <p>KB17. quality and safety standards associated with the glazing process</p> |
| Skills (S) [Optional] | |
| A. Core Skills/ Generic Skills | Writing skills |
| | The individual on the job needs to know and understand: SA1. write basic process notes |
| | Reading skills |
| | The individual on the job needs to know and understand: SA2. read about various glazing related information |
| B. Professional Skills | Communication (Listening and speaking) skills |
| | The individual on the job needs to know and understand: SA3. interact with employees to work efficiently SA4. interact with the supervisor SA5. communicate the gaps in process, if any to relevant colleagues |
| | Decision making |
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HCS/N0804

Perform glazing of ceramic products

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| | The individual on the job needs to know and understand: SB1. take the right raw materials according to the glaze SB2. decide on the proportion SB3. ensure that there is uniform and smooth glaze application |
| | Plan and Organize |
| | The user/individual on the job needs to know and understand how: SB4. to prioritize and organise to achieve the daily targets |
| | Customer Centricity |
| | The user/individual on the job needs to know and understand: SB5. the customer preference, taste, etc and accordingly make crafts |
| | Problem Solving |
| | The user/individual on the job needs to know and understand how: SB6. to solve work related problems |
| | Analytical thinking |
| | The individual on the job needs to know and understand: SB7. how to analyse the material requirement |
| | Critical thinking |
| The individual on the job needs to know and understand: SB8. spot process disruptions and delays SB9. report on any concerns to superiors without delay | |



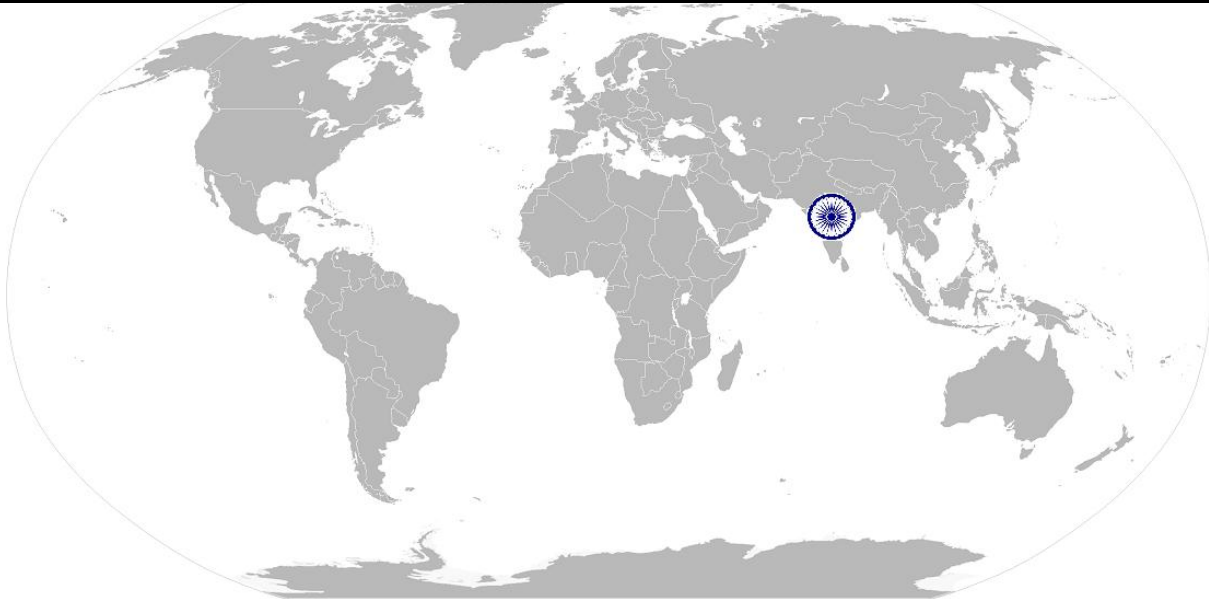


HCS/N0804

Perform glazing of ceramic products

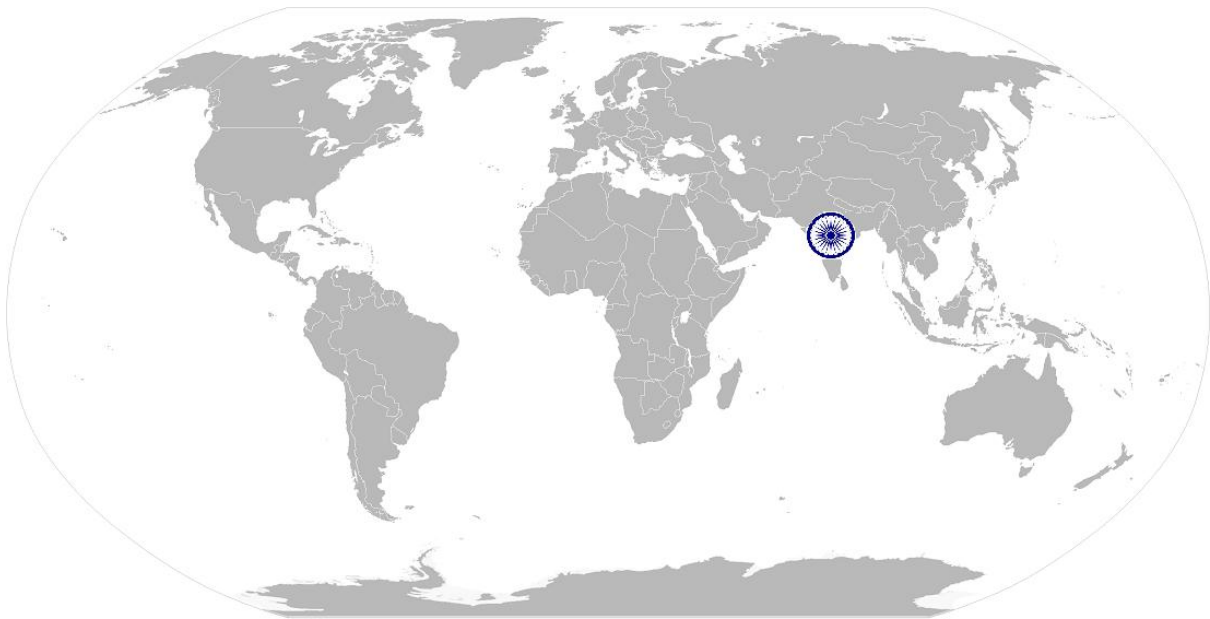
NOS Version Control

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|----------------------------|-------------------------------|-------------------------|-------------------|
| NOS Code | HCS/N0804 | | |
| Credits(NSQF) | TBD | Version number | 1.0 |
| Industry | Handicrafts and Carpet | Drafted on | 27/02/2015 |
| Industry Sub-sector | Ceramics | Last reviewed on | 09/07/2015 |
| Occupation | Finishing and Painting | Next review date | 09/07/2017 |





National Occupational Standard



Overview

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



HCS/N9901

Coordinate with colleagues and work as a team

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



HCS/N9901

Coordinate with colleagues and work as a team

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



HCS/N9901 Coordinate with colleagues and work as a team

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

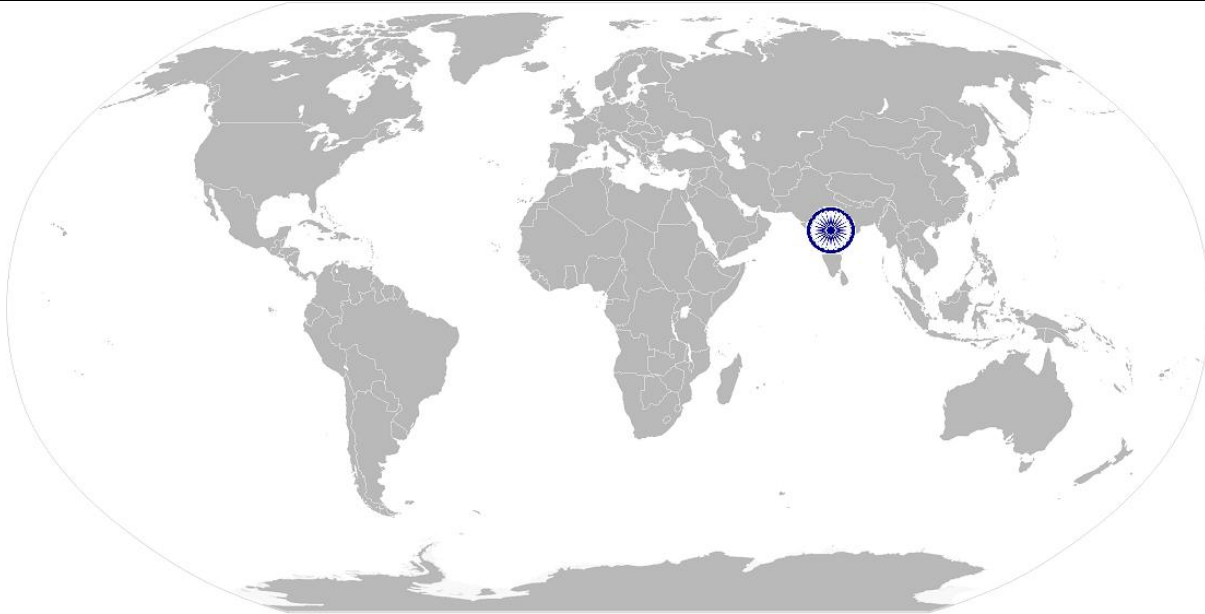


HCS/N9901

Coordinate with colleagues and work as a team

NOS Version Control

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





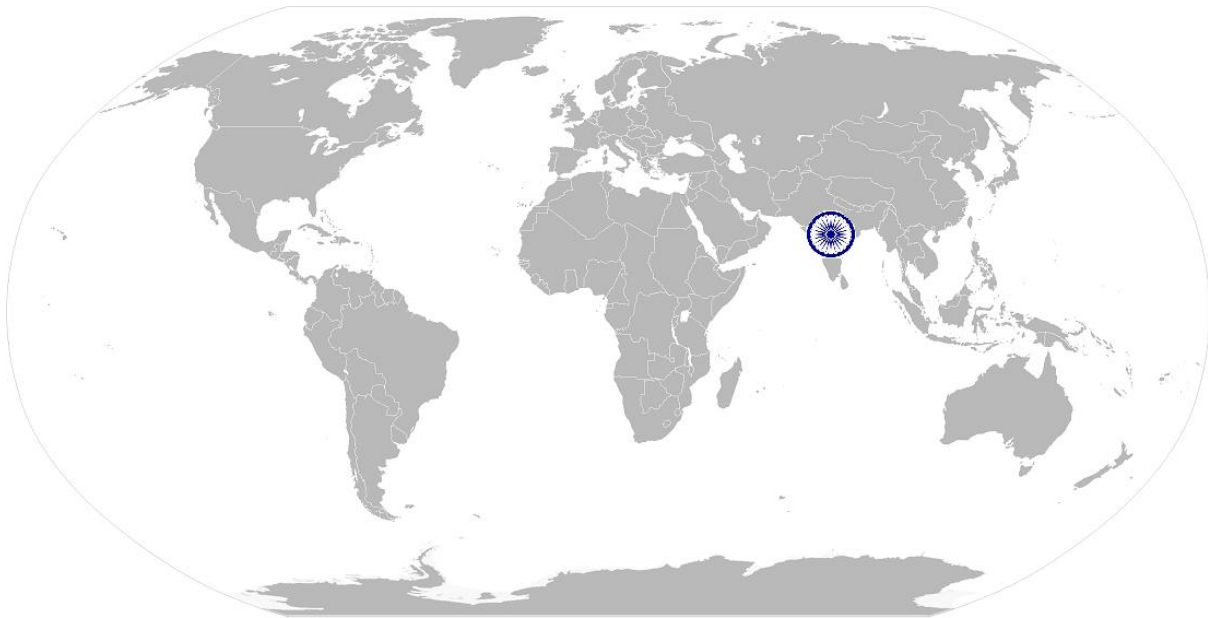
HCS/N9902

NOS
National Occupational Standards

Maintain safe work environment



National Occupational Standard



Overview

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



HCS/N9902

Maintain safe work environment

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| Unit Code | HCS/N9902 |
| Unit Title (Task) | Maintain safe work environment |
| Description | This OS unit is about following adequate safety procedures to make work environment safe. |
| Scope | This unit/ task covers the following: <ul style="list-style-type: none"> Follow safety procedure and practices Achieve safety standards |
| Performance Criteria(PC) w.r.t. the Scope | |
| Element | Performance Criteria |
| Follow safety procedure and practices | To be competent, the user/ individual must be able to: <ul style="list-style-type: none"> PC1. comply with safety procedures while on work to prevent accidents PC2. take adequate safety measures while handling materials, chemicals and tools PC3. wear appropriate personal protective gears such as gloves, protective goggles, masks etc. while working PC4. undertake basic safety checks before operation of all tools and electrical equipments PC5. wear appropriate and recommended clothing as per the work environment (eg: working in a furnace area) PC6. follow recommended material handling procedure to control material and personal damage PC7. perform all procedures as per company's work instructions for controlling operational risk PC8. perform the duties in a manner which minimizes environmental damage PC9. dispose of waste safely and correctly in a designated area as per company's SOP PC10. report any accidents, incidents or problems without delay to the supervisor and take necessary immediate action to reduce further danger |
| Achieve safety standards | To be competent, the user/ individual must be able to: <ul style="list-style-type: none"> PC11. ensure zero accident at workplace PC12. adhere to safety standards and ensure no material damage |
| Knowledge and Understanding (K) | |
| A. Organizational Context (Knowledge of the company / organization and its processes) | The individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. company's policies on work safety and occupational hazard management KA2. company's HR policies KA3. company's reporting structure KA4. company emergency evacuation procedure |



HCS/N9902

Maintain safe work environment

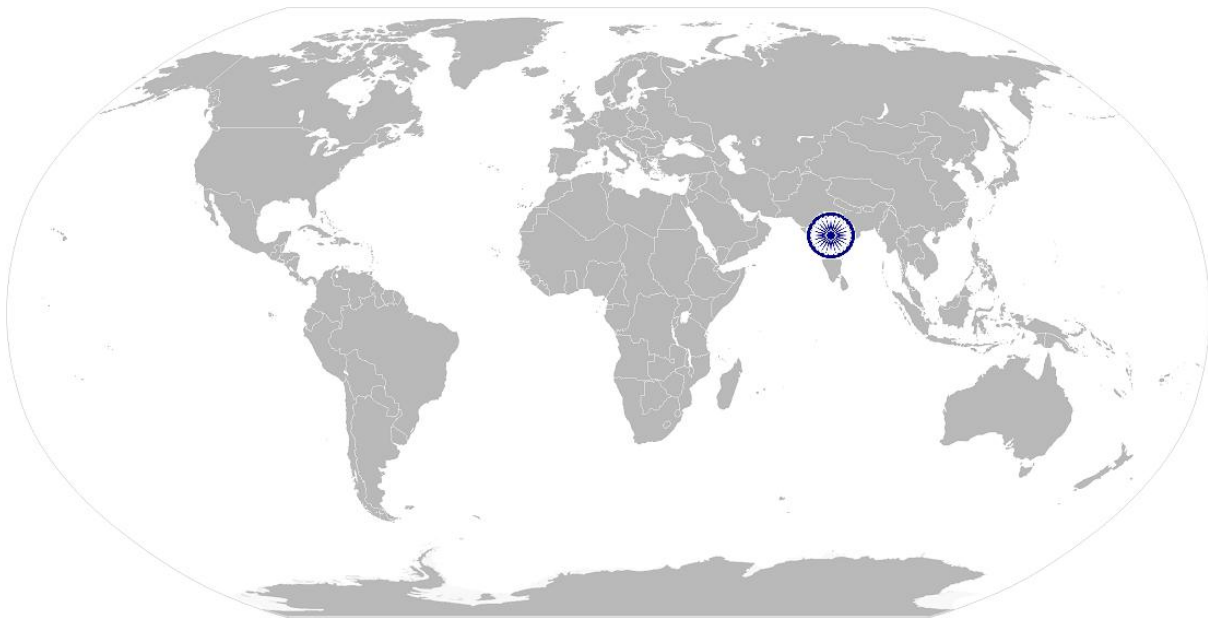
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| <p>B. Technical Knowledge</p> | <p>The individual on the job needs to know and understand:</p> <p>KB1. accidental risks to the worker</p> <p>KB2. how to maintain the work area safe and secure</p> <p>KB3. how to perform the duties in a way to minimize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



HCS/N9902

Maintain safe work environment

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



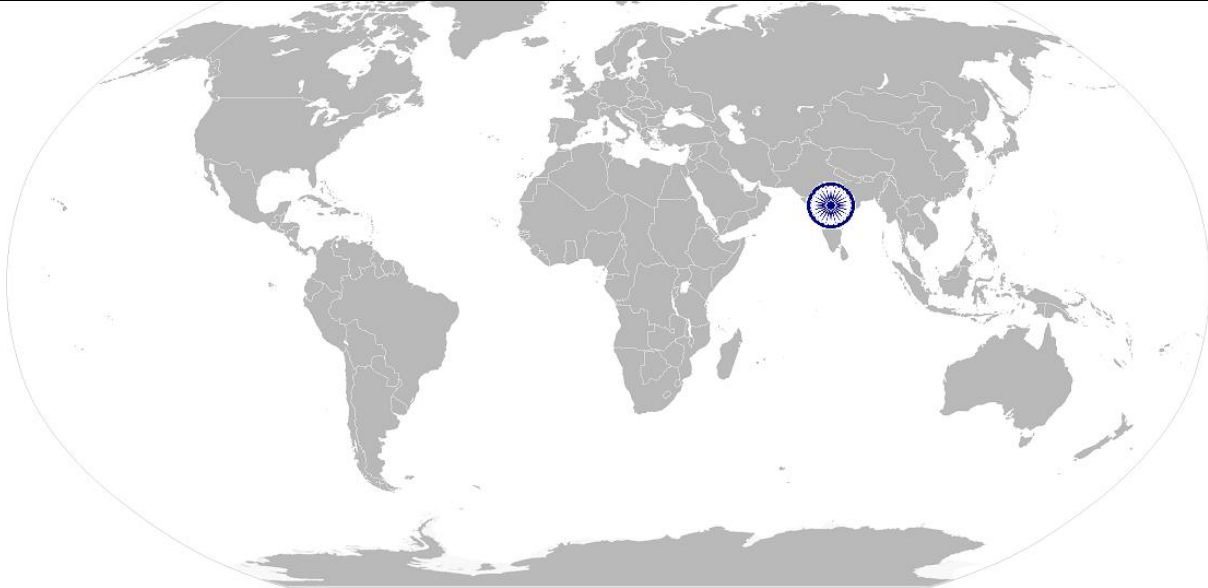


HCS/N9902

Maintain safe work environment

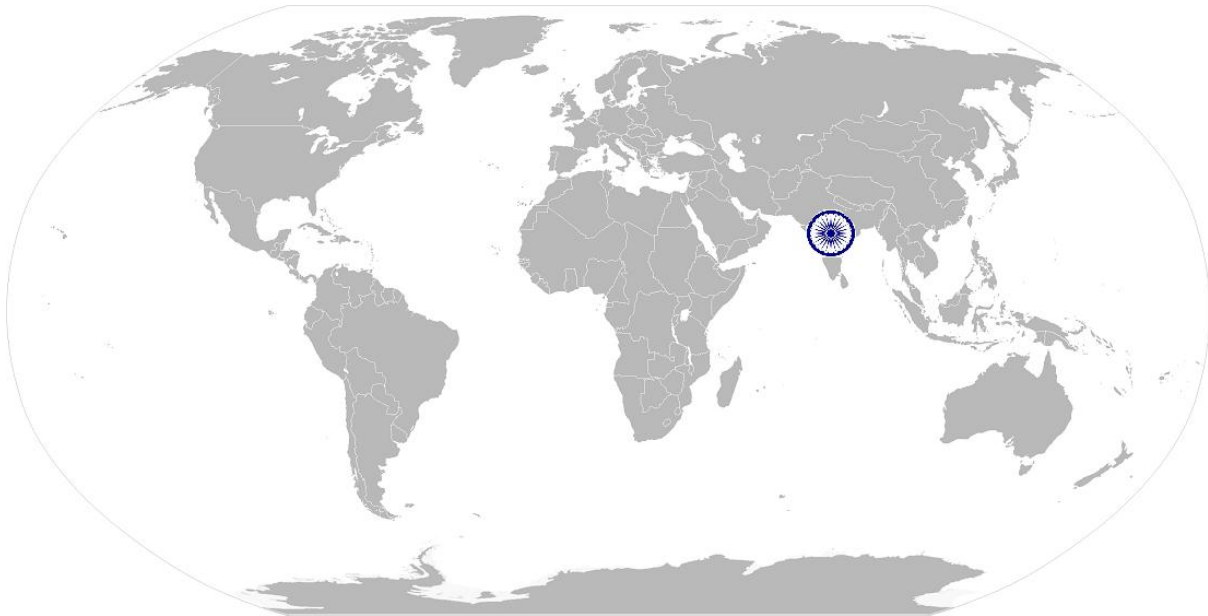
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| NOS Code | HCS/N9902 | | |
| Credits(NSQF) | TBD | Version number | 1.0 |
| Industry | Handicrafts and Carpet | Drafted on | 23/02/2015 |
| Industry Sub-sector | Handicrafts | Last reviewed on | 26/03/2015 |
| Occupation | Pre-production / Craft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





National Occupational Standard



Overview

This unit is about managing personal health at work place.



HCS/N9903

Maintain personal health

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



HCS/N9903

Maintain personal health

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

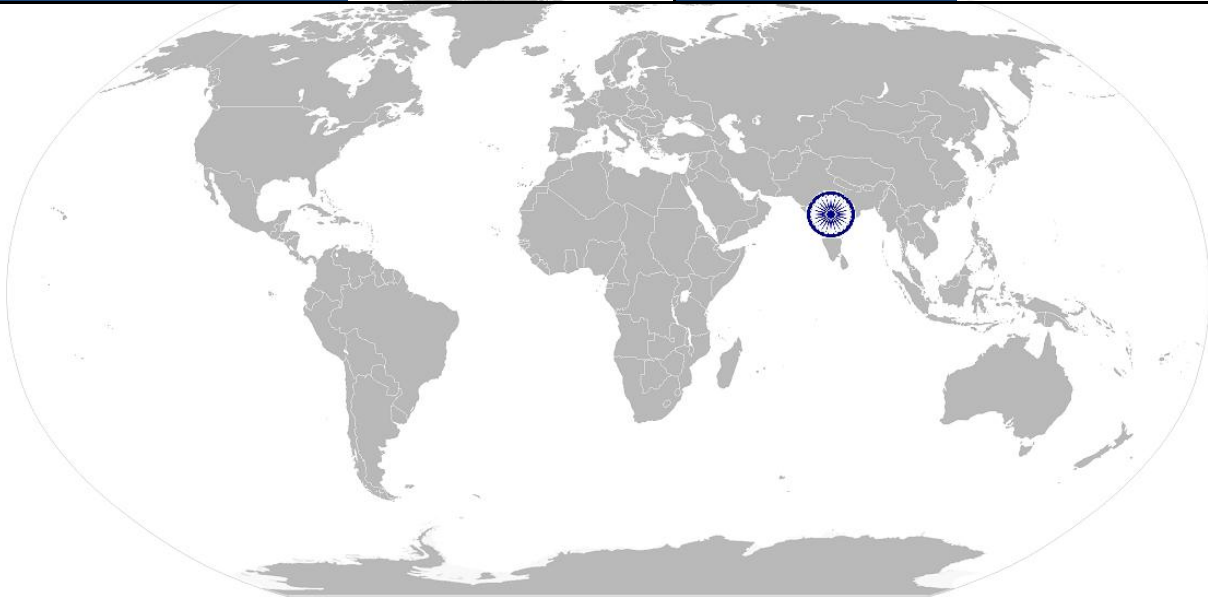


HCS/N9903

Maintain personal health

NOS Version Control

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





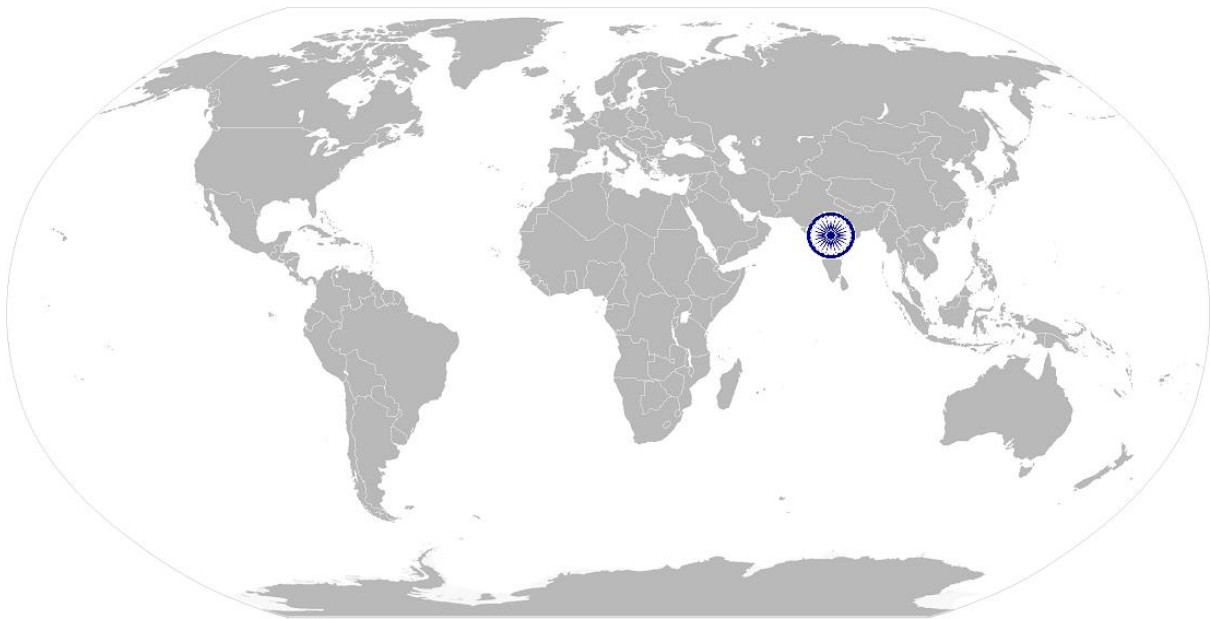
HCS/N9904

NOS
National Occupational Standards

Basic business management



National Occupational Standard



Overview

This unit is about successful basic business management in handicraft units



HCS/N9904

Basic business management

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



HCS/N9904

Basic business management

| | |
|-----------------------------|---|
| | PC24. position the product according to market requirements PC25. manage customer expectations |
| Financial management | To be competent, the user/ individual must be able to: PC26. analyze and ascertain the cost of production PC27. maintain the book of accounts related to the business PC28. own and operate a bank account PC29. identify cost effective means of running business |
| Record keeping | To be competent, the user/ individual must be able to: PC30. identify various aspects of business that require recording PC31. create formats for recording PC32. make various records pertaining to all aspects of business PC33. maintain these records with periodic updation PC34. maintain necessary documents as per local government and regulatory requirement PC35. analyze the records and glean various trends from the same |

Knowledge and Understanding (K)

| | |
|-------------------------------|--|
| A. Technical Knowledge | The individual on the job needs to know and understand: KA1. interpersonal skills and communication with cross section of stakeholders KA2. basics of accounting KA3. basics of banking KA4. costing principles KA5. product and craft knowledge including material and tools requirement KA6. gathering market intelligence KA7. various transportation means and implication on costing KA8. various product lines that can be created depending on sector of operation KA9. basic record keeping techniques KA10. basic laws, rules, regulations , etc with reference to business KA11. vendor management and development KA12. pricing techniques KA13. business profitability assessment |
|-------------------------------|--|

Skills (S)

| | |
|---|--|
| A. Core Skills/ Generic Skills | Reading skills |
| | The individual on the job needs to know and understand how to: SA1. read about various products and keep abreast of market trends |
| | Writing skills |
| | The individual on the job needs to know and understand how to: SA2. document various aspects of business SA3. write descriptions and details about investment, expenditures and sale |
| | Communication skills |
| | The individual on the job needs to know and understand how to: SA4. interact with employees to work efficiently SA5. communicate and manage vendors SA6. interface with fellow entrepreneurs to exchange ideas on the business SA7. communicate with the customers SA8. comprehend information shared by various stakeholders |



HCS/N9904

Basic business management

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

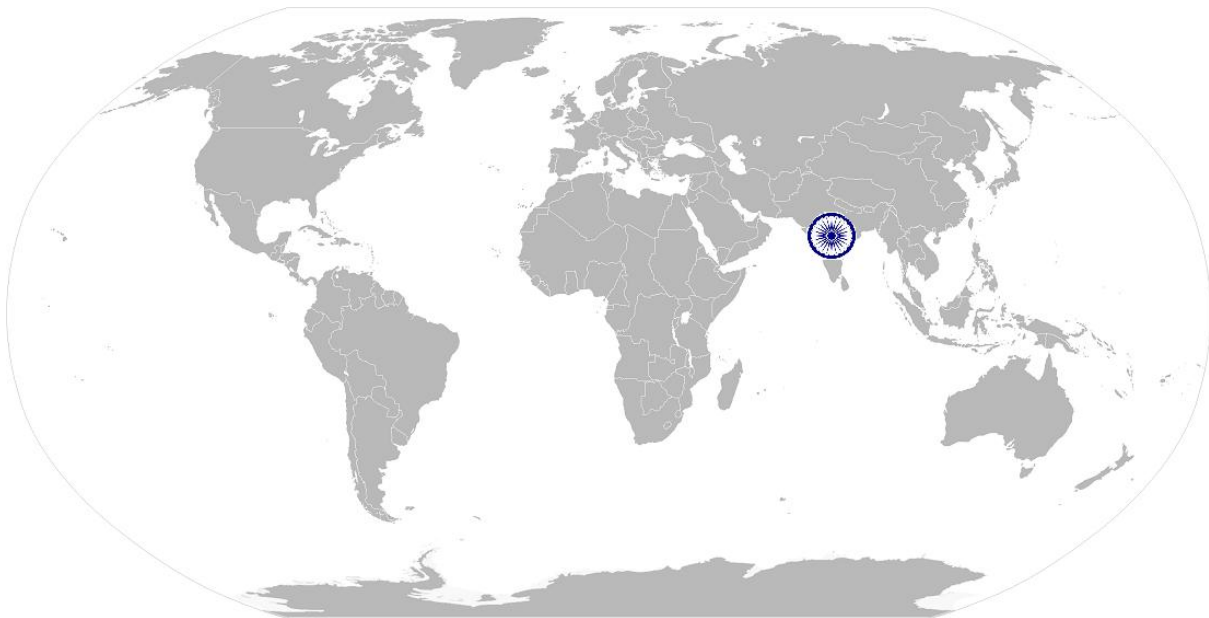


HCS/N9904

Basic business management

NOS Version Control

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

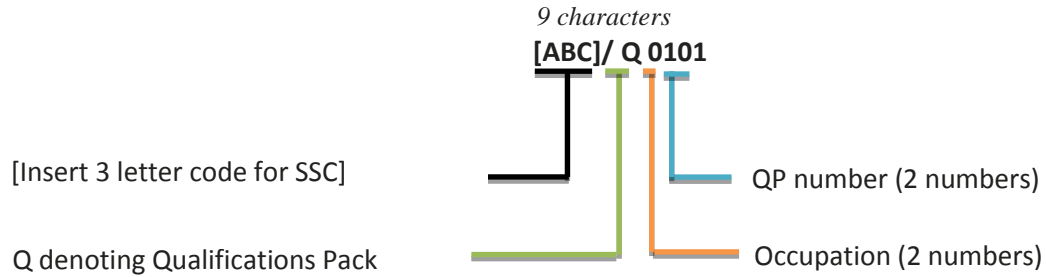




Annexure

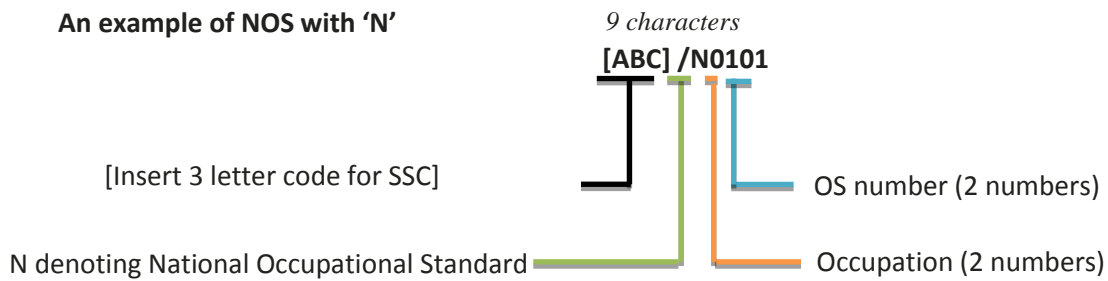
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'





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

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

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



CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role : Glazing Operator

Qualification Pack : HCS/Q0803

Sector Skill Council : Handicrafts & Carpet

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for each PC.
2. Each NOS will be assessed both for theoretical knowledge and practical
3. The assessment will be based on knowledge bank of questions created by the SSC.
4. Individual assessment agencies will create unique question papers for theory and skill practical part for each candidate at each examination/training center
5. To pass the Qualification Pack, every trainee should score a minimum of 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 (500) | | | |
|--|--|-------------------|---------------|---------------|-------------------------|
| HCS/N 0804 | Perform glazing of ceramic products | | | | |
| NOS Element | Performance Criteria | | Out of | Theory | Skills Practical |
| Prepare of glaze mixture | PC1. identify the raw materials for the glaze mixture according to the type of glaze required | 100 | 6 | 2 | 4 |
| | PC2. take the correct proportion of the raw materials to make the glaze mixture | | 5 | 2 | 3 |
| | PC3. treat the raw materials in the appropriate manner prior to making the mixture | | 6 | 1 | 5 |
| | PC4. mix the materials appropriately to form the glaze mixture | | 6 | 2 | 4 |
| | PC5. set aside the glaze mixture carefully for further usage | | 3 | 1 | 2 |
| | PC6. return the raw materials to the appropriate storage locations | | 3 | 1 | 2 |
| Proper application of glaze mixture | PC7. carefully take the ceramics that have to be dipped | | 4 | 1 | 3 |
| | PC8. dip the products in the glaze mixture | | 6 | 2 | 4 |
| | PC9. ensure that no excess glaze mixture hangs-on to the product | | 7 | 2 | 5 |
| | PC10. simultaneously twirl/move the product to ensure uniform application of the glaze mixture | | 7 | 2 | 5 |
| | PC11. check the glazed products if the mixture has been applied uniformly and in right thickness | | 7 | 2 | 5 |



Qualifications Pack For Glazing Operator



| | | | | | |
|--|---|--|------------|-----------|-----------|
| | PC12. set aside the glazed products carefully for drying | | 6 | 2 | 4 |
| | PC13. clean the area after the glazing | | 4 | 1 | 3 |
| Ensure quality and productivity standards | PC14. able to visually examine the raw materials for purity | | 4 | 1 | 3 |
| | PC15. glaze the products in line with the production schedules | | 4 | 1 | 3 |
| | PC16. ensure that there is no wastage of the materials | | 4 | 1 | 3 |
| | PC17. able to visually examine the glazed product prior to the firing / drying | | 6 | 2 | 4 |
| | PC18. achieve periodical targets set by the supervisor | | 5 | 2 | 3 |
| | PC19. ensure there are no process delays | | 4 | 1 | 3 |
| | PC20. ensure all time availability of materials and coordinate with stores for adequate inventory | | 3 | 1 | 2 |
| | TOTAL POINTS | | 100 | 30 | 70 |

| HCS/N9901 | Coordinate with colleagues and work as a team | | | | |
|---|--|-----|--------|--------|------------------|
| NOS Element | Performance Criteria | | Out of | Theory | Skills Practical |
| Interact with supervisor | PC1. receive job order and instructions from reporting supervisor | 100 | 4 | 3 | 1 |
| | PC2. understand the work output requirements, targets, performance indicators and incentives | | 5 | 4 | 1 |
| | PC3. deliver quality work on time and report any anticipated reasons for delays | | 5 | 1 | 4 |
| | PC4. report on any grievances, production defects and any potential hazards | | 4 | 2 | 2 |
| | PC5. communicate on process flow improvements | | 4 | 2 | 2 |
| | PC6. communicate maintenance and repair schedule proactively to the supervisor | | 4 | 1 | 3 |
| | PC7. receive feedback on work standards | | 4 | 2 | 2 |
| | PC8. interact and clarify doubts on design, usage of materials & tools, quality & standards compliance, etc | | 5 | 2 | 3 |
| | PC9. report in time for shortage or need of raw materials | | 4 | 1 | 3 |
| | PC10. handover completed work to supervisor | | 4 | 2 | 2 |
| Work as a team by coordinating with colleagues | PC11. communicate to the colleagues from within and other departments, clearly and effectively on all aspects to carry out the work among the team | | 5 | 2 | 3 |
| | PC12. maintain the etiquettes, use polite | | 5 | 2 | 3 |



Qualifications Pack For Glazing Operator



| | | | | |
|--|--|-----|----|----|
| within and outside the department | language, demonstrate responsible and disciplined behaviours to the colleagues | | | |
| | PC13. interact with colleagues from different functions and understand the nature of their work | 4 | 2 | 2 |
| | PC14. put team over individual goals and multi task or share work where necessary supporting the colleagues | 4 | 2 | 2 |
| | PC15. resolve conflicts and ensure smooth workflow | 4 | 1 | 3 |
| | PC16. interact and understand the production requirement for the day from the previous and successive processing department and work accordingly | 4 | 1 | 3 |
| | PC17. communicate and discuss work flow related difficulties in order to find solutions with mutual agreement | 4 | 1 | 3 |
| | PC18. receive feedback from Quality Control and rework in order to complete work on time | 5 | 1 | 4 |
| | PC19. share information with colleagues to enable efficient delivery of work | 6 | 3 | 3 |
| | PC20. highlight any errors of colleagues, help to rectify and ensure quality output | 4 | 2 | 2 |
| | PC21. work with cooperation, coordination, communication and collaboration, with shared goals and supporting each others performance | 4 | 1 | 3 |
| Report and Document | PC22. document all the details accurately relating to one's role as required | 4 | 1 | 3 |
| | PC23. report on the work completed and keep it in records | 4 | 1 | 3 |
| | TOTAL POINTS | 100 | 40 | 60 |

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



Qualifications Pack For Glazing Operator



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

| | | | | | |
|-------------------------------------|--|-----|---------------|---------------|-------------------------|
| HCS/N9903 | Maintain personal health | | | | |
| NOS Element | Performance Criteria | | Out of | Theory | Skills Practical |
| Adopt healthy work practices | PC1. always cover the mouth and nose with a dust mask while working and keep on changing when it gets blocked with dust | 100 | 12 | 4 | 8 |
| | PC2. follow work instructions strictly to reduce the amount of pollution at the work place e.g. wet the rock / craft material before working on it | | 10 | 2 | 8 |
| | PC3. wear protective goggles over eyes and replace them when scratches on it obscure the vision | | 10 | 2 | 8 |
| | PC4. wear gloves as per the materials used for making handicraft to avoid blisters; scratches and cuts | | 10 | 2 | 8 |
| | PC5. undergo preventive health checkups at regular intervals | | 10 | 2 | 8 |
| | PC6. take prompt treatment from the doctor in case of illness | | 11 | 3 | 8 |
| | PC7. follow SOPs for dealing with blisters; scratches; accidental fires or any other type of emergencies at work | | 11 | 4 | 7 |
| Achieve work | PC8. ensure no productivity loss or absenteeism from work due to illness | | 13 | 3 | 10 |



Qualifications Pack For Glazing Operator



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

| HCS/N9904 | Basic business management | | Out of | Theory | Skills Practical |
|-------------------------------------|--|-----|--------|--------|------------------|
| NOS Element | Performance Criteria | | | | |
| People management | PC1. allot work to the employees of the unit according to their skill and experience | 100 | 3 | 1 | 2 |
| | PC2. train the employees of his/her unit with the appropriate skills required to make market relevant and quality products | | 3 | 1 | 2 |
| | PC3. motivate the employees | | 2 | 1 | 1 |
| | PC4. handle the grievances/issues that are raised by the employees | | 2 | 1 | 1 |
| | PC5. manage the employee expectations | | 2 | 1 | 1 |
| Product planning | PC6. gather and analyse the cues from the market | | 2 | 1 | 1 |
| | PC7. ascertain the customer preference | | 3 | 1 | 2 |
| | PC8. create product lines based on current market preference | | 3 | 1 | 2 |
| | PC9. create product lines that are unique and able to price high | | 3 | 1 | 2 |
| | PC10. price the products according to market trends | | 3 | 1 | 2 |
| | PC11. decide the best way to market the product lines | | 3 | 1 | 2 |
| Procurement of raw materials | PC12. make a list of raw materials required according to the product lines | | 2 | 0 | 2 |
| | PC13. ascertain the quantity and right price to procure the materials | | 3 | 1 | 2 |
| | PC14. identify the right locations/agents from where the raw materials can be procured | | 3 | 1 | 2 |
| | PC15. negotiate to get the best price | | 3 | 0 | 3 |
| | PC16. ensure quality materials are procured | | 4 | 1 | 3 |
| | PC17. ensure the procured materials are stored in appropriate conditions | | 3 | 1 | 2 |
| | PC18. maintain the bills and record the prices of procurement for future reference | | 3 | 1 | 2 |
| | PC19. maintain healthy vendor relationships | | 3 | 1 | 2 |
| Market interfacing | PC20. identify the nearest market | | 3 | 1 | 2 |
| | PC21. analyze the prevalent price for product lines | | 3 | 2 | 1 |
| | PC22. decide on the most effective means to | | 2 | 1 | 1 |



Qualifications Pack For Glazing Operator

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