



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

### What are Occupational Standards(OS)?

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

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### Introduction

## Qualifications Pack – Moulder (Ceramics)

**SECTOR:** HANDICRAFT & CARPET

**SUB-SECTOR:** Ceramics

**OCCUPATION:** Moulding

**REFERENCE ID:** HCS/Q0401

**ALIGNED TO:** NCO-2004 / 7321.25

To make the moulds based on the model for use in production

**Brief Job Description:** The individual at work uses various raw materials the create moulds with the various patterns that can be used repeatedly for a product line

**Personal Attributes:** The job requires the individual to have: hand eye coordination, high concentration, ability to sit and work for long hours, manage mixtures, physical strength



Job Details

<b>Qualifications Pack Code</b>	<b>HCS/Q0401</b>		
<b>Job Role</b>	<b>Moulder (Ceramics)</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Sector</b>	<b>Handicraft &amp; Carpet</b>	<b>Drafted on</b>	<b>27/02/2015</b>
<b>Sub-sector</b>	<b>Ceramics</b>	<b>Last reviewed on</b>	<b>26/03/2015</b>
<b>Occupation</b>	<b>Moulding</b>	<b>Next review date</b>	<b>26/03/2016</b>

<b>Job Role</b>	<b>Moulder (Ceramics)</b>
<b>Role Description</b>	To make the moulds based on the model for use in production
<b>NSQF level</b>	3
<b>Minimum Educational Qualifications</b>	5 <sup>th</sup> pass (Primary Education)
<b>Maximum Educational Qualifications</b>	Not Applicable
<b>Training</b> (Suggested but not mandatory)	Not Applicable
<b>Experience</b>	Not Applicable
<b>Applicable National Occupational Standards (NOS)</b>	<p><b>Compulsory:</b></p> <ol style="list-style-type: none"> <li><a href="#">HCS/N0401 Prepare the mould for production</a></li> <li><a href="#">HCS/N9901 Coordinate with colleagues and work as a team</a></li> <li><a href="#">HCS/N9902 Maintain safe work environment</a></li> <li><a href="#">HCS/N9903 Maintain personal health</a></li> <li><a href="#">HCS/N9904 Basic business management</a></li> </ol> <p><b>Optional:</b> Not applicable</p>
<b>Performance Criteria</b>	As described in the relevant OS units



Definitions

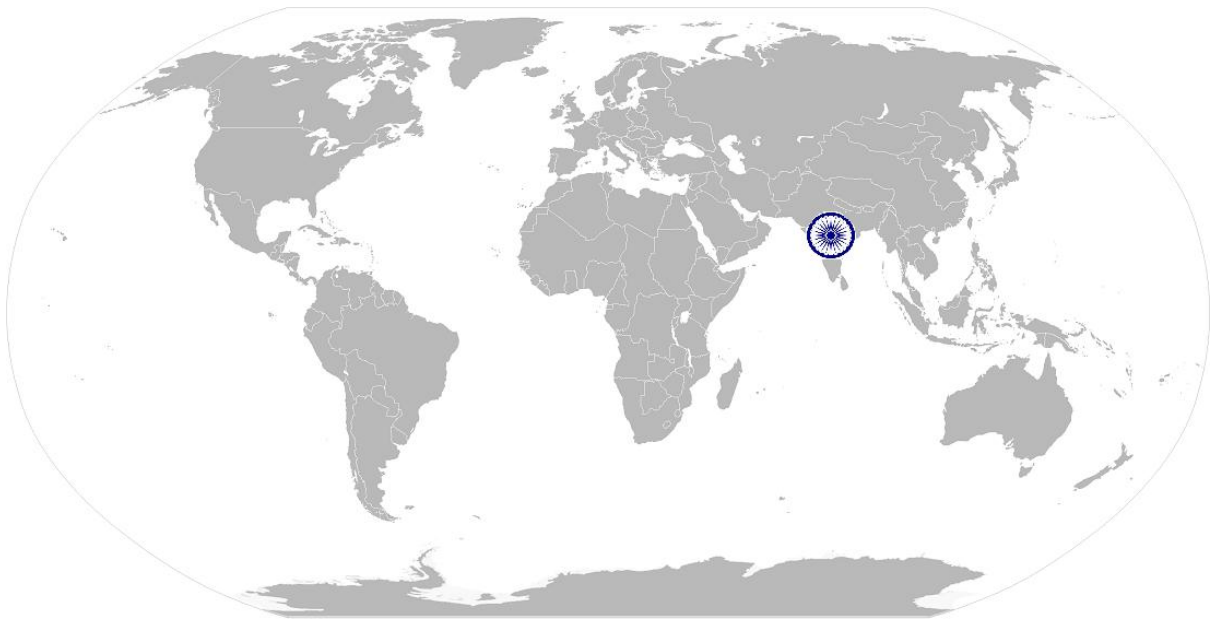
Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
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 an 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-function	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 organisation.
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 (OS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by 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 a 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 quality of performance required.
Knowledge and Understanding	Knowledge and understanding are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation 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 the key to learning and working in today's world. These skills are typically needed in any work environment 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.
<b>Keywords /Terms</b>	<b>Description</b>
NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack



# National Occupational Standard



## Overview

This OS unit is about the moulder who makes the moulds based on the model for use in the production



HCS/N0401

Prepare the mould for production

National Occupational Standard

<b>Unit Code</b>	HCS/N0401
<b>Unit Title (Task)</b>	Prepare the mould for production
<b>Description</b>	This OS unit is about the moulder who makes the moulds based on the model for use in the production
<b>Scope</b>	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> <li>• Prepare the moulding mix</li> <li>• Mould based on model</li> <li>• Finish the mould</li> <li>• Ensure quality and production standards</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Prepare the moulding mix</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. locate the raw materials like plaster of paris, water, etc</p> <p>PC2. select the appropriate materials for making moulds</p> <p>PC3. ascertain the right proportion of the raw materials</p> <p>PC4. mix these raw materials as per the formulation / standard procedure</p> <p>PC5. ensure that the mix is with adequate consistency</p> <p>PC6. ensure that the mix does not harden prior to the mould making</p> <p>PC7. store the moulding mix in locations that can be easily accessed for moulding</p> <p>PC8. return the excess raw materials to the store for further usage</p> <p>PC9. clean the area after mixing</p>
<b>Moulding based on model</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC10. receive the model for moulding</p> <p>PC11. analyse and study the model before moulding</p> <p>PC12. ascertain the model specifications before readying for moulding</p> <p>PC13. ready the canisters for placing the model</p> <p>PC14. place the model inside the canisters carefully</p> <p>PC15. access the moulding mix carefully</p> <p>PC16. take the appropriate amount of the mix for moulding</p> <p>PC17. pour the mix in a uniform manner in the canisters with the model</p> <p>PC18. smoothen the surface of the canister for uniform spread of the mix</p> <p>PC19. ensure that the leakage of the excess mix is halted</p> <p>PC20. set aside the canister for appropriate time for the setting</p> <p>PC21. monitor the time to ensure proper setting</p>
<b>Finishing the mould</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC22. remove the mould from the canister after the requisite time has elapsed</p> <p>PC23. ensure that mould does not suffer damage while removing</p> <p>PC24. clean the mould by smoothing the overall circumference</p> <p>PC25. wipe the mould</p> <p>PC26. clean the canisters</p> <p>PC27. return the canisters to the designated store area</p>



HCS/N0401

**Prepare the mould for production**

	PC28. clean the overall area
<b>Ensure quality and productivity standards</b>	To be competent, the user/ individual must be able to: PC29. able to visually examine the moulds for fidelity with the product PC30. ensure that there is no wastage of the materials PC31. able to visually examine the if the final mould looks neat
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Knowledge</b>	The individual on the job needs to know and understand: KA1. company's policies on: personnel management, relevant legislation, standards, policies, and procedures followed in the company KA2. organization's history and culture KA3. organisation structure KA4. company's policies related to dress code and etiquette KA5. the locations where the materials are typically stored KA6. the key product lines of the company
<b>B. Technical knowledge</b>	The individual on the job needs to know and understand: KB1. mixing techniques KB2. the properties of the raw materials KB3. the significance of the moulding process in the production KB4. the art of working neatly KB5. the right quantity of mixes that are typically required to make the moulds KB6. the typical setting duration and time KB7. finishing skills KB8. examining techniques KB9. appropriate cleaning techniques KB10. the ability to work optimally KB11. the quantity of mould mixture required KB12. canister handling skills
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Reading skills</b>
	The individual on the job needs to know and understand how to: SA1. read about various designing related information
	<b>Writing skills</b>
	The individual on the job needs to know and understand how to: SA2. write basic process notes
<b>B. Professional Skills</b>	<b>Communication skills</b>
	The individual on the job needs to know and understand how to: SA3. interact with employees to work efficiently SA4. interact with the supervisor SA5. communicate the gaps in process, if any to relevant colleagues
	<b>Decision making</b>
	The individual on the job needs to know and understand how to: SB1. decide on the raw materials proportion SB2. decide on the setting time SB3. finalize the quantity of the mix



**HCS/N0401**

**Prepare the mould for production**

	<b>Team work and Multi tasking</b>
	The individual on the job needs to know and understand how to: SB4. share work load and achieve the targets
	<b>Critical thinking</b>
	The individual on the job needs to know and understand how to: SB5. spot process disruptions and delays SB6. report on any concerns to superiors without delay
	<b>Reflective thinking</b>
	The individual on the job needs to know and understand how to: SB7. reduce repetition of errors SB8. improve work processes
<b>C. Technical skills</b>	<b>Time management</b>
	The individual on the job needs to know and understand how to: SC1. manage his/her time to make all the requisite moulds SC2. appropriately schedule mould mix making so that moulding can be scheduled appropriately





HCS/N0401

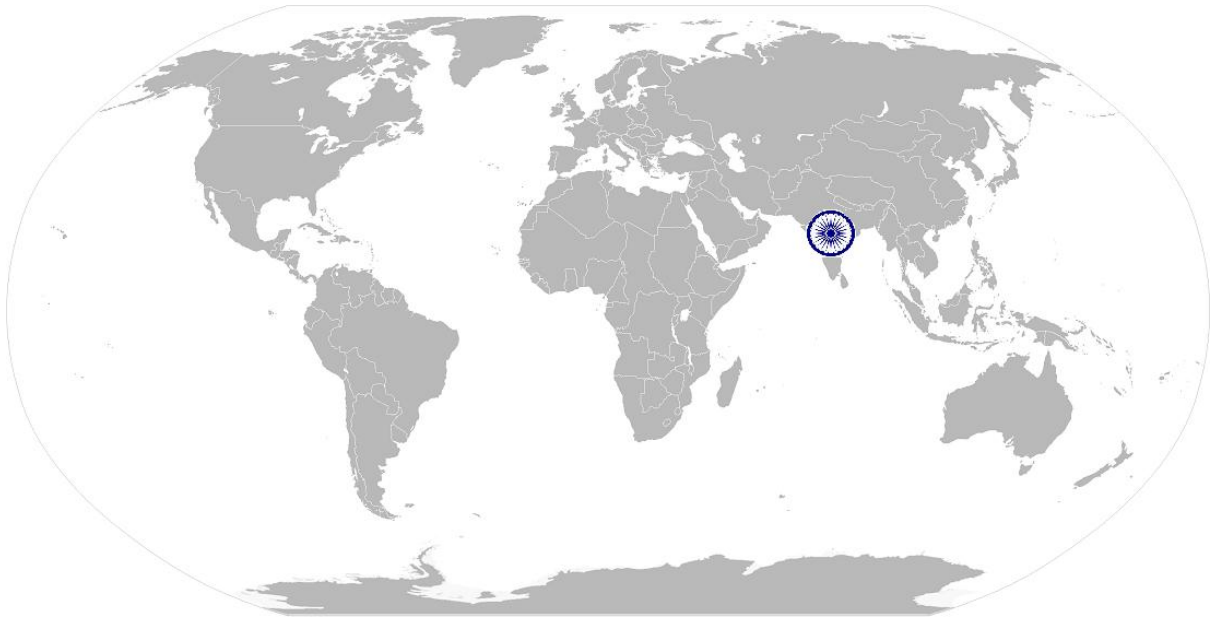
Prepare the mould for production

## NOS Version Control

<b>NOS Code</b>	<b>HCS/N0401</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Handicraft and Carpet</b>	<b>Drafted on</b>	<b>27/02/2015</b>
<b>Industry Sub-sector</b>	<b>Ceramics</b>	<b>Last reviewed on</b>	<b>26/03/2015</b>
<b>Occupation</b>	<b>Moulding</b>	<b>Next review date</b>	<b>26/03/2016</b>



# National Occupational Standard



## Overview

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



**HCS/N9901 Coordinate with colleagues and work as a team**

National Occupational Standard

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



**HCS/N9901**

**Coordinate with colleagues and work as a team**

	<p>PC19. share information with colleagues to enable efficient delivery of work          PC20. highlight any errors of colleagues, help to rectify and ensure quality output          PC21. work with cooperation, coordination, communication and collaboration, with shared goals and supporting each others performance</p>
<p><b>Report and Document</b></p>	<p>To be competent, the user/ individual must be able to:          PC22. document all the details accurately relating to one's role as required          PC23. report on the work completed and keep it in records</p>
<p><b>Knowledge and Understanding (K)</b></p>	
<p><b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)</p>	<p>The individual on the job needs understand:</p> <p>KA1. company's policies on preferred language of communication, incentives, quality standards, personnel management, reporting and escalation matrix policy          KA2. company's standard operating procedure (SOP) and the risk and impact of not following them          KA3. procedures for working with colleagues, his/her role and responsibilities in relation to this          KA4. organizational hierarchy and the line of reporting structure          KA5. procedures to report employment related issues and to deal with conflicts          KA6. work flow involved in the company's production process and the sequence of operations          KA7. importance of the individual's role in the workflow and details of the individual responsibilities          KA8. Work target and review mechanism          KA9. common potential hazards in the work place and the procedures to deal with them          KA10. tools and equipments handling procedure          KA11. documentation procedures as required</p>
<p><b>B. Technical Knowledge</b></p>	<p>The individual on the job needs to know and understand:</p> <p>KB13. communicate effectively with various categories of people and the different departments in the organization          KB14. build team coordination and work effectively in a team for organizational and individual success          KB15. to document the job activity as required like the check sheets, history sheets, etc.          KB16. help colleagues with specific issues and problems, meeting quality and time standards as a team          KB17. listen actively to team members          KB18. maintain the proper tone and pitch for communication, ethics and discipline for professional success          KB19. develop effective working relationship with mutual trust and respect within the team          KB20. 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)	
<b>A. Core Skills/ Generic Skills</b>	<b>Reading skills</b>
	The individual on the job needs to know and understand how to: SA1. read job sheets, design sheet and information displayed at the workplace SA2. read notes/comments from the supervisor SA3. read and understand manuals, health and safety instructions, memos etc
	<b>Writing skills</b>
	The individual on the job needs to know and understand how to: SA4. fill up documentation to one's role
	<b>Communication skills</b>
<b>B. Professional Skills</b>	<b>Decision making skills</b>
	The individual on the job needs to know and understand how to: SB1. spot and communicate potential areas of disruptions to work process and report the same SB2. report to supervisor and deal with a colleague individually, depending on the type of concern
	<b>Team work and multi tasking</b>
	The individual on the job needs to know and understand how to: SB3. coordinate with different departments, multi task and deliver product to next work process on time SB4. contribute to quality of team work and achieve smooth workflow SB5. share work load as required
	<b>Reflective thinking</b>
	The individual on the job needs to know and understand how to: SB6. improve work processes by interacting with others and adopting best practices SB7. resolve recurring inter-personal conflicts
	<b>Critical thinking</b>
	The individual on the job needs to know and understand how to: SB8. spot process disruptions and delays and report and communicate with solutions



HCS/N9901

Coordinate with colleagues and work as a team

## NOS Version Control

<b>NOS Code</b>	<b>HCS/N9901</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Handicraft and Carpet</b>	<b>Drafted on</b>	<b>23/02/2015</b>
<b>Industry Sub-sector</b>	<b>Handicraft</b>	<b>Last reviewed on</b>	<b>26/03/2015</b>
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HCS/N9902

NOS  
National Occupational Standards

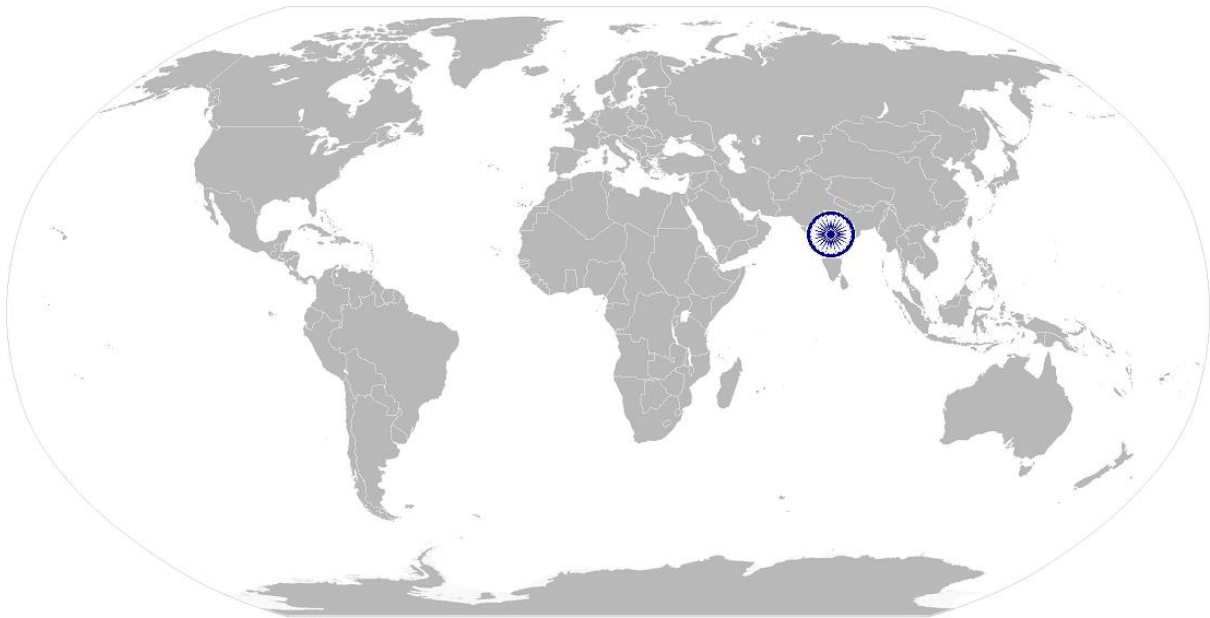


N · S · D · C  
National  
Skill Development  
Corporation

Maintain safe work environment

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# National Occupational Standard



## Overview

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



**HCS/N9902**

**Maintain safe work environment**

National Occupational Standard

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





**HCS/N9902**

**Maintain safe work environment**

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



**HCS/N9902**

**Maintain safe work environment**

	The individual on the job needs to know and understand how to: SB5. spot errors and any other disruptions and communicate with solutions
<b>C. Technical Skills</b>	<b>Handling tools, equipments and chemicals</b>
	The individual on the job needs to know and understand: SB6. how to use safety equipments such as fire extinguisher during fire accidents SB7. how to store chemicals and tools in a safe way SB8. how to use tools and equipments without causing any injury to fellow workers



**HCS/N9902**

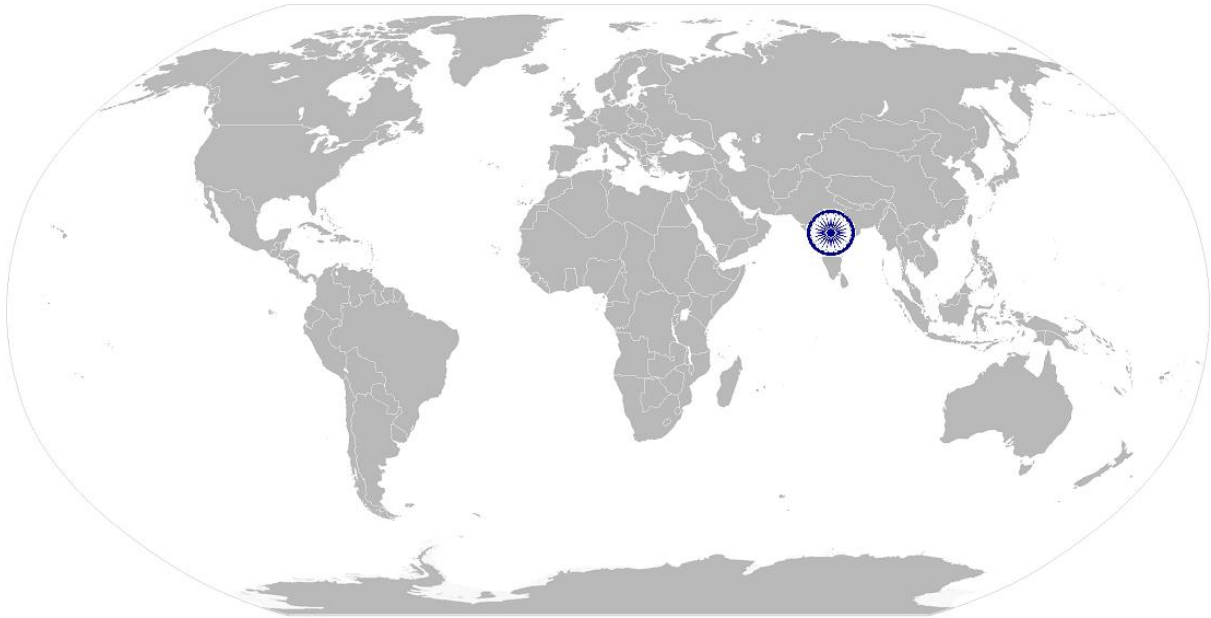
**Maintain safe work environment**

## **NOS Version Control**

<b>NOS Code</b>	<b>HCS/N9902</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
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		<b>Next review date</b>	<b>26/03/2016</b>



# National Occupational Standard



## Overview

This unit is about managing personal health at work place.



**HCS/N9903**

**Maintain personal health**

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



**HCS/N9903**

**Maintain personal health**

<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Reading skills</b>
	To be competent, the user/ individual must be able to: SA1. read personal health instructions and manual SA2. read the usage of various hand tools and personal protection equipments
	<b>Writing skills</b>
	To be competent, the user/ individual must be able to: <b>SA3.</b> take notes on descriptions and details of various personal health maintenance procedures
	<b>Communication Skills</b>
To be competent, the user/ individual must be able to: SA4. communicate supervisor about the physical symptoms SA5. receive instructions from doctor and supervisor on medical care	
<b>B. Professional Skills</b>	<b>Decision Making</b>
	The user/individual on the job needs to know and understand: SB1. how to select appropriate hand tools and personal protection equipments SB2. when to change personal protection equipments during the work SB3. how to identify first aid needs in case and of an injury
	<b>Reflective thinking</b>
	The individual on the job needs to know and understand how to: SB4. improve work processes by interacting with others and adopting best practices SB5. resolve recurring health hazards
<b>Critical thinking</b>	
The individual on the job needs to know and understand how to: SB6. spot any health hazards and report and communicate with solutions	



**HCS/N9903**

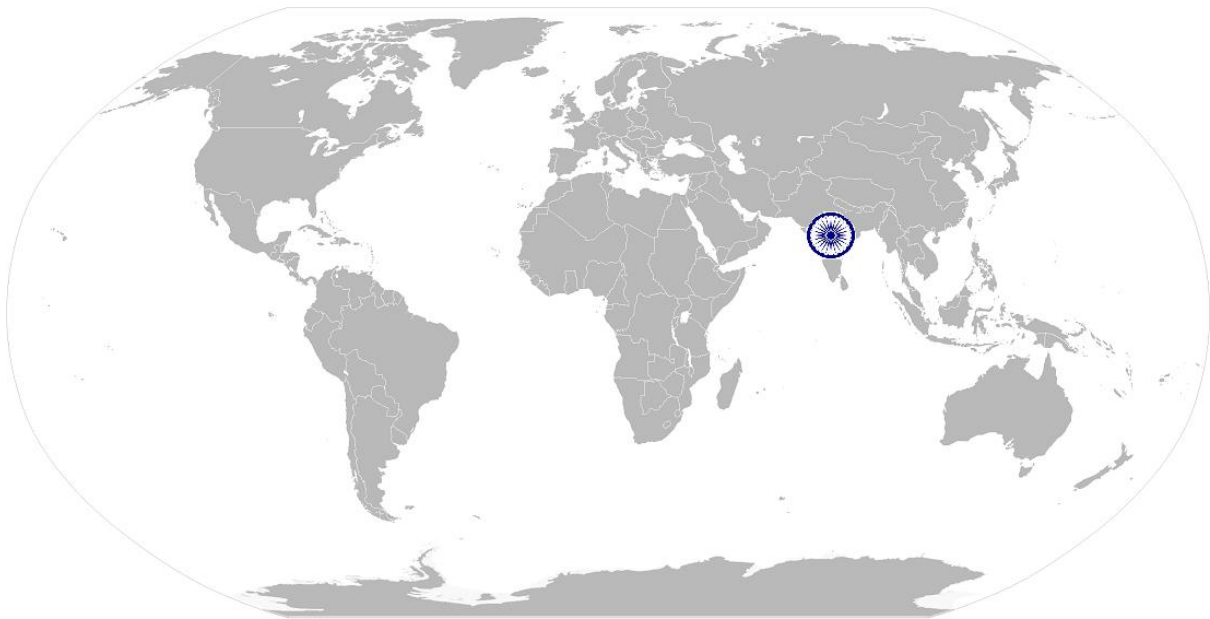
**Maintain personal health**

## **NOS Version Control**

<b>NOS Code</b>	<b>HCS/N9903</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Handicraft and Carpet</b>	<b>Drafted on</b>	<b>23/02/2015</b>
<b>Industry Sub-sector</b>	<b>Handicraft</b>	<b>Last reviewed on</b>	<b>26/03/2015</b>
		<b>Next review date</b>	<b>26/03/2016</b>



# National Occupational Standard



## Overview

This unit is about successful basic business management in handicraft units





HCS/N9904

Basic business management

<b>Unit Code</b>	HCS/N9904
<b>Unit Title (Task)</b>	Basic business management
<b>Description</b>	This OS unit is about basic business management in handicraft units. This OS unit is to aid in successful management of business
<b>Scope</b>	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> <li>• People management</li> <li>• Product planning</li> <li>• Procurement of raw materials</li> <li>• Market interfacing</li> <li>• Financial management</li> <li>• Record keeping</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>People management</b>	<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>
<b>Product planning</b>	<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>
<b>Procurement of raw materials</b>	<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>
<b>Market interfacing</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC20. identify the nearest market</p> <p>PC21. analyze the prevalent price for product lines</p> <p>PC22. decide on the most effective means to access the market</p> <p>PC23. plan for cost effective transportation to the market</p>



**HCS/N9904**

**Basic business management**

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



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Basic business management

<b>B. Professional Skills</b>	<b>Decision making skills</b>
	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
	<b>Multi tasking</b>
	The individual on the job needs to know and understand how to: SB6. achieve the business ideals SB7. coordinate with various stakeholders on the different aspects of business SB8. effectively manage employees and achieve smooth workflow
	<b>People Management skills</b>
	The individual on the job needs to know and understand how to: SB9. identify the talent and allocate the work appropriately SB10. supervise, monitor and train people SB11. manage performance, address grievances / issues of the people in the work
	<b>Negotiation skills</b>
	The individual on the job needs to know and understand how to: SB12. get the quality product at right price / discounted rate from the vendors SB13. negotiate with buyers on best terms to ensure profit
	<b>Reflective thinking</b>
	The individual on the job needs to know and understand how to: SB14. improve the overall business SB15. tap new markets SB16. introduce new product lines to create markets SB17. manage vendors and build relationships
	<b>Planning and organizing</b>
	The individual on the job needs to know and understand how to: SB18. schedule production cycles SB19. estimate resources SB20. schedule market visits
	<b>Time management</b>
	The individual on the job needs to know and understand how to: SB21. manage his/her time SB22. manage the employees' time SB23. manage stakeholders' time
<b>Problem solving</b>	
The individual on the job needs to know and understand how to: SB24. the ability to analyze and solve conflicts and problems pertaining to the business SB25. ensure that the problems do not arise repeatedly SB26. anticipate various problems/challenges that can crop up	



HCS/N9904

Basic business management

## NOS Version Control

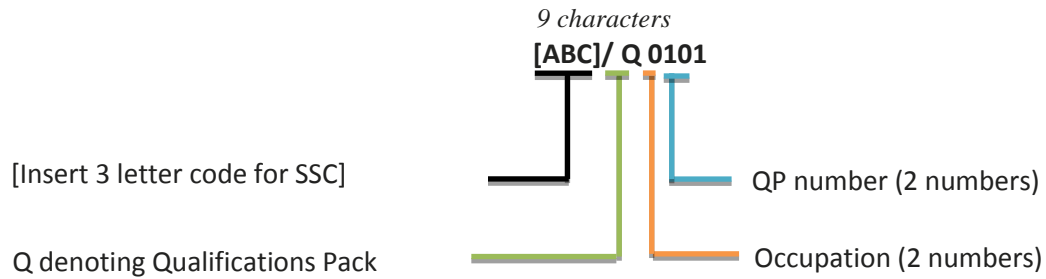
<b>NOS Code</b>	<b>HCS/N9904</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Handicraft and Carpet</b>	<b>Drafted on</b>	<b>23/02/2015</b>
<b>Industry Sub-sector</b>	<b>Handicraft</b>	<b>Last reviewed on</b>	<b>26/03/2015</b>
		<b>Next review date</b>	<b>26/03/2016</b>



## Annexure

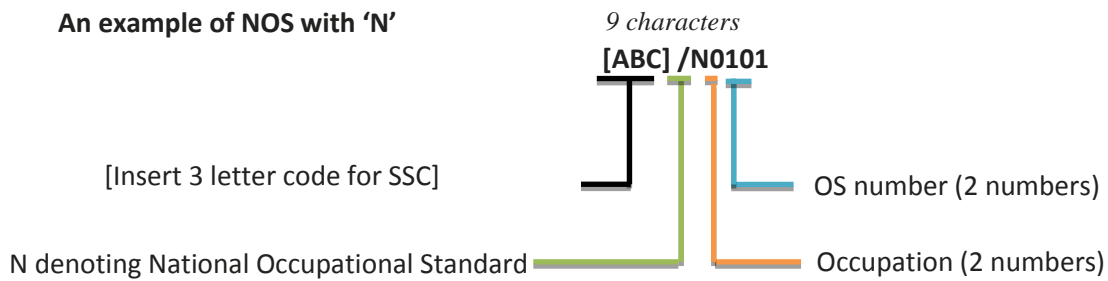
### Nomenclature for QP and NOS

#### Qualifications Pack



#### Occupational Standard

##### An example of NOS with 'N'





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

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

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



**ASSESSMENT CRITERIA**

<p><b>Job Role : Moulder (Ceramics)</b>  <b>Qualification Pack : HCS/Q 0401</b>  <b>Sector Skill Council : Handicraft and Carpets</b></p>
<ol style="list-style-type: none"> <li>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.</li> <li>2. Each NOS will be assessed both for theoretical knowledge and practical</li> <li>3. The assessment will be based on knowledge bank of questions created by the SSC.</li> <li>4. Individual assessment agencies will create unique question papers for theory and skill practical part for each candidate at each examination/training center</li> <li>5. To pass the Qualification Pack, every trainee should score a minimum of 60% in every NOS</li> <li>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</li> </ol>

HCS / N 0401	Perform moulding		
NOS Element	Performance Criteria	Theory	Skills Practical
<b>Prepare the moulding mix</b>	PC1. locate the raw materials like plaster of paris, water, etc	1	2
	PC2. select the appropriate materials for making moulds	1	2
	PC3. ascertain the right proportion of the raw materials	2	3
	PC4. mix these raw materials as per the formulation / standard procedure	2	4
	PC5. ensure that the mix is with adequate consistency	1	3
	PC6. ensure that the mix does not harden prior to the mould making	1	3
	PC7. store the moulding mix in locations that can be easily accessed for moulding	1	2
	PC8. return the excess raw materials to the store for further usage	1	2
	PC9. clean the area after mixing	1	2
<b>Moulding based on model</b>	PC10. receive the model for moulding	0	1
	PC11. analyse and study the model before moulding	1	2
	PC12. ascertain the model specifications before readying for moulding	1	2
	PC13. ready the canisters for placing the model	1	2
	PC14. place the model inside the canisters carefully	1	2
	PC15. access the moulding mix carefully	1	2
	PC16. take the appropriate amount of the mix for moulding	1	3
	PC17. pour the mix in a uniform manner in the canisters with the	1	3



	model		
	PC18. smoothen the surface of the canister for uniform spread of the mix	1	3
	PC19. ensure that the leakage of the excess mix is halted	1	3
	PC20. set aside the canister for appropriate time for the setting	2	3
	PC21. monitor the time to ensure proper setting	1	1
<b>Finishing the mould</b>	PC22. remove the mould from the canister after the requisite time has elapsed	1	2
	PC23. ensure that mould does not suffer damage while removing	1	2
	PC24. clean the mould by smoothing the overall circumference	1	2
	PC25. wipe the mould	1	1
	PC26. clean the canisters	1	1
	PC27. return the canisters to the designated store area	1	1
<b>Ensure quality and productivity standards</b>	PC28. clean the overall area	1	1
	PC29. able to visually examine the moulds for fidelity with the product	1	3
	PC30. ensure that there is no wastage of the materials	1	2
	PC31. able to visually examine the if the final mould looks neat	1	2
	<b>TOTAL POINTS</b>	<b>33</b>	<b>67</b>
	<b>GRAND TOTAL</b>	<b>100</b>	

HCS / N 9901	Coordinate with colleagues and work as a team		
NOS Element	Performance Criteria	Theory	Skills Practical
<b>Interact with supervisor</b>	PC1. receive job order and instructions from reporting supervisor	3	1
	PC2. understand the work output requirements, targets, performance indicators and incentives	4	1
	PC3. deliver quality work on time and report any anticipated reasons for delays	1	4
	PC4. report on any grievances, production defects and any potential hazards	2	2
	PC5. communicate on process flow improvements	2	2
	PC6. communicate maintenance and repair schedule proactively to the supervisor	1	3
	PC7. receive feedback on work standards	2	2
	PC8. interact and clarify doubts on design, usage of materials & tools, quality & standards compliance, etc	2	3
	PC9. report in time for shortage or need of raw materials	1	3
	PC10. handover completed work to supervisor	2	2
<b>Work as a team by coordinating with</b>	PC11. communicate to the colleagues from within and other departments, clearly and effectively on all aspects to carry out the work among the team	2	3
	PC12. maintain the etiquettes, use polite language, demonstrate	2	3





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

HCS / N 9902	Maintain safe work environment		
NOS Element	Performance Criteria	Theory	Skills Practical
<b>Follow safety procedure and practices</b>	PC1. comply with safety procedures while on work to prevent accidents	2	6
	PC2. take adequate safety measures while handling materials, chemicals and tools	2	6
	PC3. wear appropriate personal protective gears such as gloves, protective goggles, masks etc. while working	2	6
	PC4. undertake basic safety checks before operation of all tools and electrical equipments	2	7
	PC5. wear appropriate and recommended clothing as per the work environment (eg: working in a furnace area )	2	7
	PC6. follow recommended material handling procedure to control material and personal damage	2	6
	PC7. perform all procedures as per company's work instructions for controlling operational risk	4	4
	PC8. perform the duties in a manner which minimizes environmental damage	2	4
	PC9. dispose of waste safely and correctly in a designated area	2	6



	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	4	4
<b>Achieve safety standards</b>	PC11. ensure zero accident at workplace	2	8
	PC12. adhere to safety standards and ensure no material damage	2	8
	<b>TOTAL POINTS</b>	<b>28</b>	<b>72</b>
	<b>GRAND TOTAL</b>	<b>100</b>	

<b>HCS / N 9903</b>	<b>Maintain personal health</b>		
<b>NOS Element</b>	Performance Criteria	<b>Theory</b>	<b>Skills Practical</b>
<b>Adopt healthy work practices</b>	PC1. always cover the mouth and nose with a dust mask while working and keep on changing when it gets blocked with dust	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	2	8
	PC3. wear protective goggles over eyes and replace them when scratches on it obscure the vision	2	8
	PC4. wear gloves as per the materials used for making handicraft to avoid blisters; scratches and cuts	2	8
	PC5. undergo preventive health checkups at regular intervals	2	8
	PC6. take prompt treatment from the doctor in case of illness	3	8
	PC7. follow SOPs for dealing with blisters; scratches; accidental fires or any other type of emergencies at work	4	7
<b>Achieve work productivity while maintaining health</b>	PC8. ensure no productivity loss or absenteeism from work due to illness	3	10
	PC9. ensure no long term ill effect on the personal health	3	10
	<b>TOTAL POINTS</b>	<b>25</b>	<b>75</b>
	<b>GRAND TOTAL</b>	<b>100</b>	

<b>HCS / N 9904</b>	<b>Basic business management</b>		
<b>NOS Element</b>	Performance Criteria	<b>Theory</b>	<b>Skills Practical</b>
<b>People management</b>	PC1. allot work to the employees of the unit according to their skill and experience	1	2
	PC2. train the employees of his/her unit with the appropriate skills required to make market relevant and quality products	1	2
	PC3. motivate the employees	1	1
	PC4. handle the grievances/issues that are raised by the employees	1	1



	PC5. manage the employee expectations	1	1
<b>Product planning</b>	PC6. gather and analyse the cues from the market	1	1
	PC7. ascertain the customer preference	1	2
	PC8. create product lines based on current market preference	1	2
	PC9. create product lines that are unique and able to price high	1	2
	PC10. price the products according to market trends	1	2
	PC11. decide the best way to market the product lines	1	2
<b>Procurement of raw materials</b>	PC12. make a list of raw materials required according to the product lines	0	2
	PC13. ascertain the quantity and right price to procure the materials	1	2
	PC14. identify the right locations/agents from where the raw materials can be procured	1	2
	PC15. negotiate to get the best price	0	3
	PC16. ensure quality materials are procured	1	3
	PC17. ensure the procured materials are stored in appropriate conditions	1	2
	PC18. maintain the bills and record the prices of procurement for future reference	1	2
<b>Market interfacing</b>	PC19. maintain healthy vendor relationships	1	2
	PC20. identify the nearest market	1	2
	PC21. analyze the prevalent price for product lines	2	1
	PC22. decide on the most effective means to access the market	1	1
	PC23. plan for cost effective transportation to the market	1	2
	PC24. position the product according to market requirements	1	2
<b>Financial management</b>	PC25. manage customer expectations	0	2
	PC26. analyze and ascertain the cost of production	1	2
	PC27. maintain the book of accounts related to the business	1	2
	PC28. own and operate a bank account	2	2
<b>Record keeping</b>	PC29. identify cost effective means of running business	1	2
	PC30. identify various aspects of business that require recording	2	1
	PC31. create formats for recording	2	1
	PC32. make various records pertaining to all aspects of business	2	1
	PC33. maintain these records with periodic updation	2	1
	PC34. maintain necessary documents as per local government and regulatory requirement	2	1
	PC35. analyze the records and glean various trends from the same	2	1
	<b>TOTAL POINTS</b>	40	60
	<b>GRAND TOTAL</b>	<b>100</b>	