



## 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 – Casting Operator - Ceramics

**SECTOR:** HANDICRAFTS & CARPET

**SUB-SECTOR:** Handicrafts (Ceramics)

**OCCUPATION:** Casting

**REFERENCE ID:** HCS/Q0601

**ALIGNED TO:** NCO-2004/8131.22

**Casting Operator:** The casting operator also known as “Caster”, is responsible for pouring liquid clay or slip into hollow plaster of paris moulds to form ceramic craft.

**Brief Job Description:** The individual at work is responsible for filling hollow moulds with slip (semi-liquid clay) using hose from slip supply tank or bucket, letting it solidify and then opening the moulds to remove the casting.

**Personal Attributes:** The job requires the individual to have: good eye sight, visual observational ability, health safety, willing to wear protective gears and stamina for working under different environmental conditions in the open area.



Job Details

<b>Qualifications Pack Code</b>	<b>HCS/Q0601</b>		
<b>Job Role</b>	<b>Casting Operator - Ceramics</b>		
<b>Credits(NVEQF/NVQF/NSQF) [OPTIONAL]</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Sector</b>	<b>Handicrafts &amp; Carpet</b>	<b>Drafted on</b>	<b>13/03/2015</b>
<b>Sub-sector</b>	<b>Ceramics</b>	<b>Last reviewed on</b>	<b>09/07/2015</b>
<b>Occupation</b>	<b>Casting</b>	<b>Next review date</b>	<b>09/07/2017</b>

<b>Job Role</b>	<b>Casting Operator - Ceramics</b> <b>Also known as "Caster"</b>
<b>Role Description</b>	Responsible for filling hollow moulds with slip (semi-liquid clay) using hose from slip supply tank or bucket, letting it solidify and then opening the moulds to remove the casting
<b>NVEQF/NVQF level</b>	4
<b>Minimum Educational Qualifications</b>	Preferably 5 <sup>th</sup> pass
<b>Maximum Educational Qualifications</b>	Not Applicable
<b>Training</b> (Suggested but not mandatory)	Not Applicable
<b>Minimum Job Entry Age</b>	15 years
<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/N0601 Prepare the cast</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 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

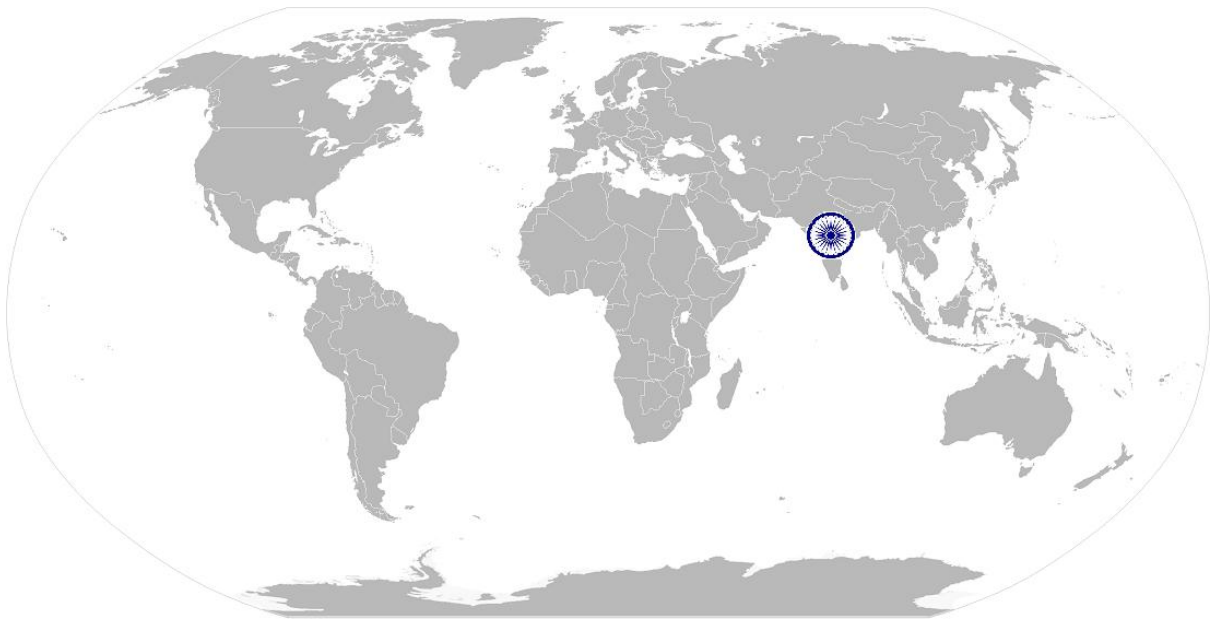


Context	operates. It includes elements of operational knowledge contents defined in relation to functioning of an organization that a skilled professional need to possess specific to its precise areas of responsibility.
Technical Knowledge	Technical Knowledge is the specific domain knowledge needed to 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.
<b>Keywords /Terms</b>	<b>Description</b>
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 unit is about preparing the ceramic cast using slip and permanent moulds as per company's work instructions



HCS/N0601

Prepare the cast

<b>Unit Code</b>	HCS/N0601
<b>Unit Title (Task)</b>	Prepare the cast
<b>Description</b>	This unit is about preparing the ceramic cast using slip and permanent moulds as per company's work instructions
<b>Scope</b>	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> <li>• Preparing for the casting process</li> <li>• Casting the slip</li> <li>• Achieve productivity and quality standards</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Preparing for the casting process</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. place permanent moulds in the working area with their openings upwards</p> <p>PC2. wear personal protective gears as per company's work instructions</p> <p>PC3. collect the slip (semi-liquid clay) in special slip bucket from the furnance in case there is no slip supply tank in the company</p> <p>PC4. follow all the work instructions of carrying the slip in buckets to moulds</p>
<b>Casting the slip</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC5. fill permanent moulds with slip (semi-liquid clay) by pouring it from special slip bucket</p> <p>PC6. fill moulds with slip (semi-liquid clay) using hose from slip supply tank wherever it is available in the company</p> <p>PC7. pour excess slip from moulds when accumulation of clay around inside of mould opening indicates clay shell inside mould has built up to specified thickness</p> <p>PC8. change position of moulds to produce uniform shell thickness of irregularly shaped items</p> <p>PC9. place moulds upside down to drain after slip solidifies</p> <p>PC10. open mould after trimming excess clay from inside mould opening</p> <p>PC11. remove green casting from the mould when casting is firm enough to handle</p> <p>PC12. smooth casting surfaces to remove mould marks using knives and wet sponge</p> <p>PC13. place castings on boards to dry under the sun</p>
<b>Achieving productivity and quality standards</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC14. ensure proper placing and positioning of permanent moulds in the working area</p> <p>PC15. collect slip from the furnance and handle it properly without causing any accident during the work</p> <p>PC16. quickly pour the slip into moulds at specific temperature and pouring rate to ensure quality casting</p> <p>PC17. observe and assess that the slip inside the mould has built up to specified thickness</p>





HCS/N0601

Prepare the cast

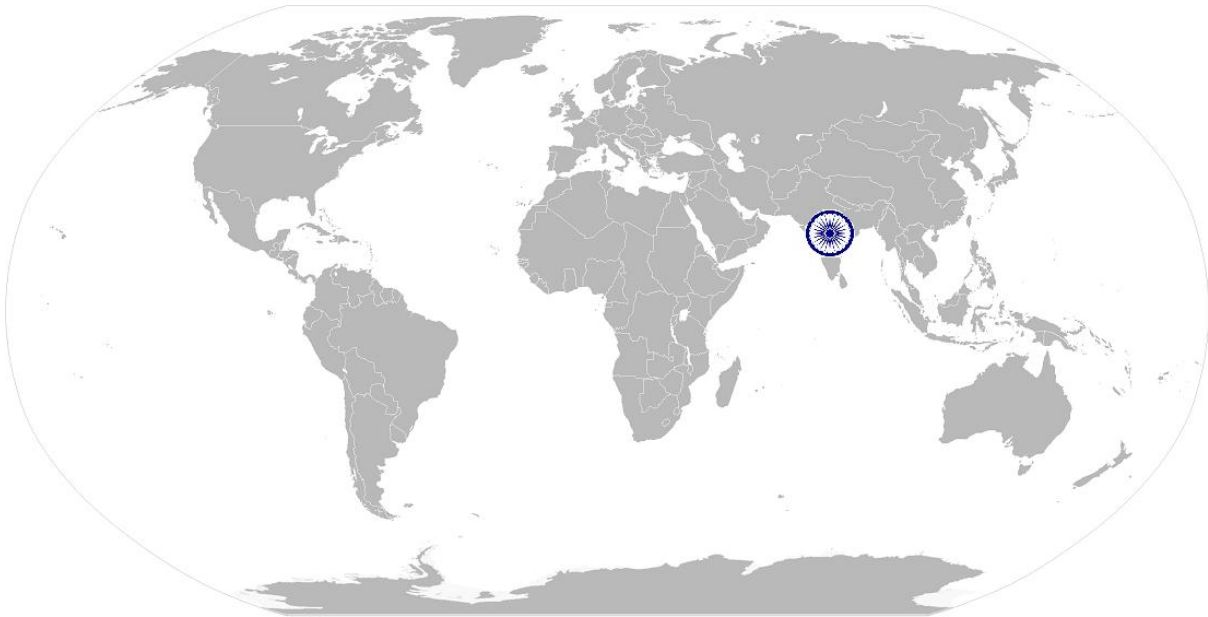
	<p>PC18. change position of the mould as per requirements to get uniform thickness of the cast</p> <p>PC19. remove casting from the mould only when it is firm enough to handle</p> <p>PC20. smoothen the surface without damaging the cast</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	<p>The individual on the job needs understand:</p> <p>KA1. company's policies on: human resource management, benefits and code of conduct</p> <p>KA2. company's products, casting process and quality assurance</p> <p>KA3. organisation culture and typical customer profile</p> <p>KA4. company's reporting structure</p> <p>KA5. company's work instructions</p>
<b>B. Technical Knowledge</b>	<p>The individual on the job needs to know and understand:</p> <p>KB1. the casting process</p> <p>KB2. handling of slip</p> <p>KB3. importance of pouring the slip into mould at specified temperature and rate</p> <p>KB4. usage of tools such as permanenet moulds, slip bucket, knives and sponges</p> <p>KB5. how to assess the thickness of the slip inside the mould</p> <p>KB6. how to open the mould with damaging the cast inside</p>
<b>Skills (S) [Optional]</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing skills</b>
	The individual on the job needs to know and understand: SA1. write notes on the job specification
	<b>Reading skills</b>
	The individual on the job needs to know and understand: SA2. read company policy documents
	<b>Communication (Listening and speaking) skills</b>
	The individual on the job needs to know and understand: SA3. how to seek work instructions from the supervisor SA4. listen to supervisor to know daily targets SA5. seek out and listen to co-workers SA6. express the information, both technical and non-technical, to seniors and colleagues effectively.
<b>B. Professional Skills</b>	<b>Decision making</b>
	The individual on the job needs to know and understand: SB1. identify and decide the critical tools and equipments to be used for casting
	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand how: SB2. to prioritize and organise to achieve the daily targets
	<b>Customer Centricity</b>
The user/individual on the job needs to know and understand: SB3. the customer preference, taste, etc and accordingly make crafts	



**HCS/N0601**

**Prepare the cast**

	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how: SB4. to solve work related problems
	<b>Analytical thinking</b>
	The individual on the job needs to know and understand: SB5. how to analyse the material requirement
	<b>Critical thinking</b>
The individual on the job needs to know and understand: SB6. spot process disruptions and delays SB7. report on any concerns to superiors without delay	







HCS/N0601

Prepare the cast

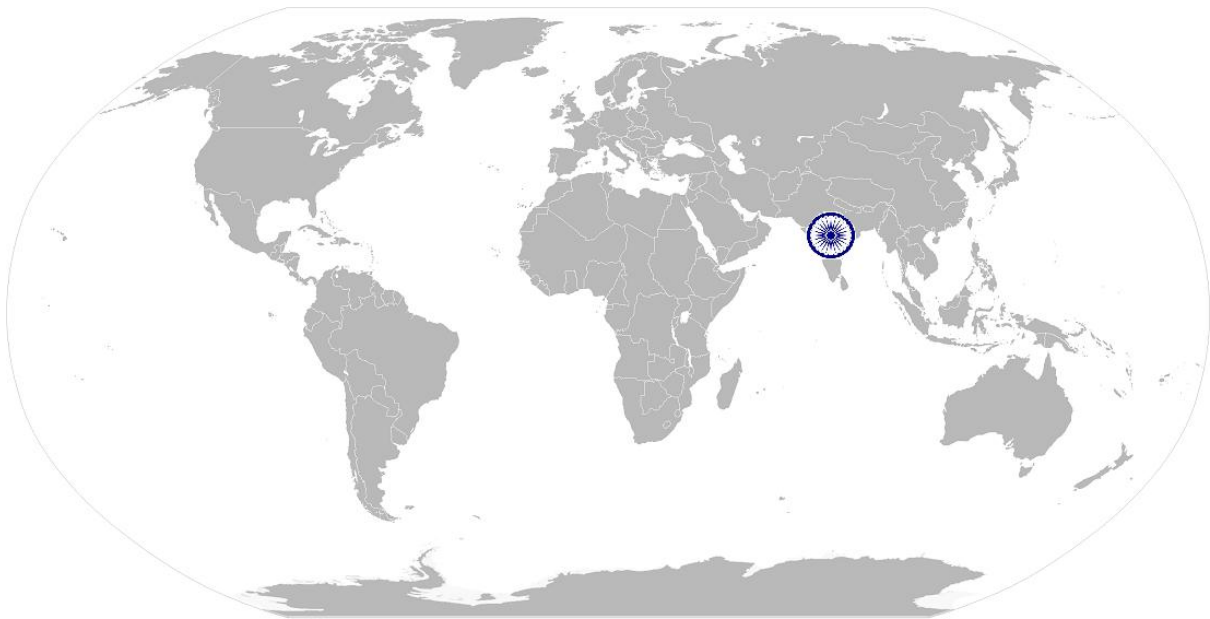
## NOS Version Control

<b>NOS Code</b>	<b>HCS/N0601</b>		
<b>Credits(NVEQF/NVQF/NSQF) [OPTIONAL]</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Handicrafts and Carpet</b>	<b>Drafted on</b>	<b>13/03/2015</b>
<b>Industry Sub-sector</b>	<b>Ceramics</b>	<b>Last reviewed on</b>	<b>09/07/2015</b>
<b>Occupation</b>	<b>Casting</b>	<b>Next review date</b>	<b>09/07/2017</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**

<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>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]	
<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>
	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>B. Professional Skills</b>	<b>Decision making skills</b>
	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
	<b>Plan and Organize</b>
	The individual on the job needs to know and understand how to: SB2. communicate with superiors as required
	<b>Customer centricity</b>
	The individual on the job needs to know and understand how to: SB3. communicate with customers / clients and understand their preferences
	<b>Problem solving</b>
	The individual on the job needs to know and understand how to: SB4. resolve problems / conflicts through proper communication
	<b>Analytical thinking</b>
	The individual on the job needs to know and understand how to: SB5. analyse and communicate as per the requirement
<b>Critical thinking</b>	
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	

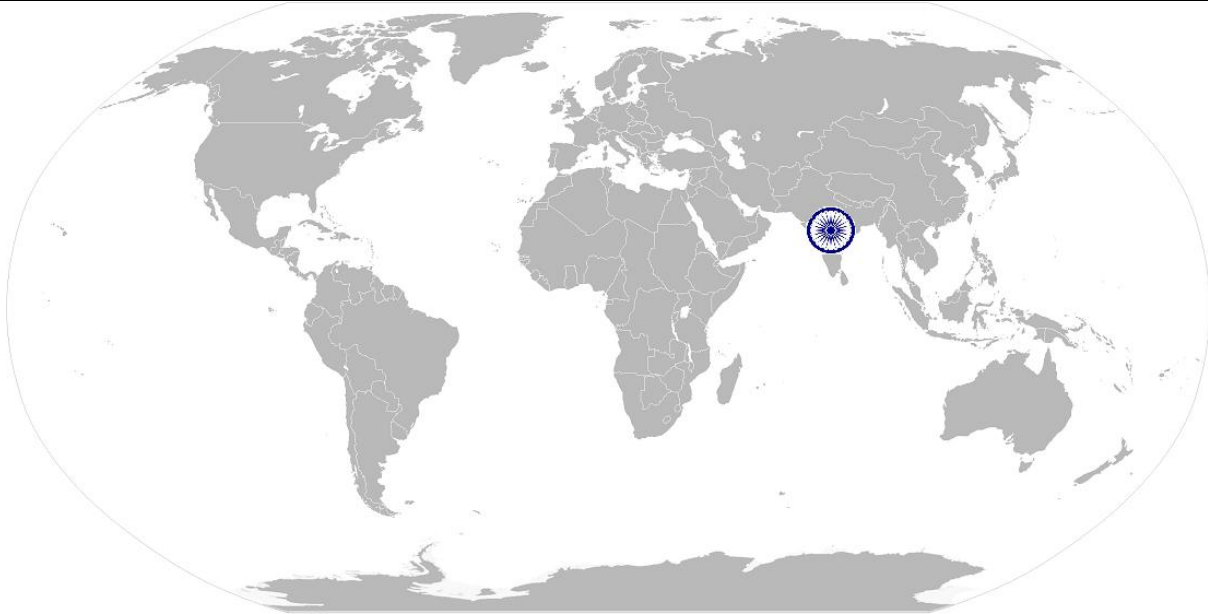


HCS/N9901

Coordinate with colleagues and work as a team

## NOS Version Control

<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>Handicrafts and Carpet</b>	<b>Drafted on</b>	<b>23/02/2015</b>
<b>Industry Sub-sector</b>	<b>Handicrafts</b>	<b>Last reviewed on</b>	<b>26/03/2015</b>
<b>Occupation</b>	<b>Pre-production / Craft making / Finishing</b>	<b>Next review date</b>	<b>26/03/2016</b>







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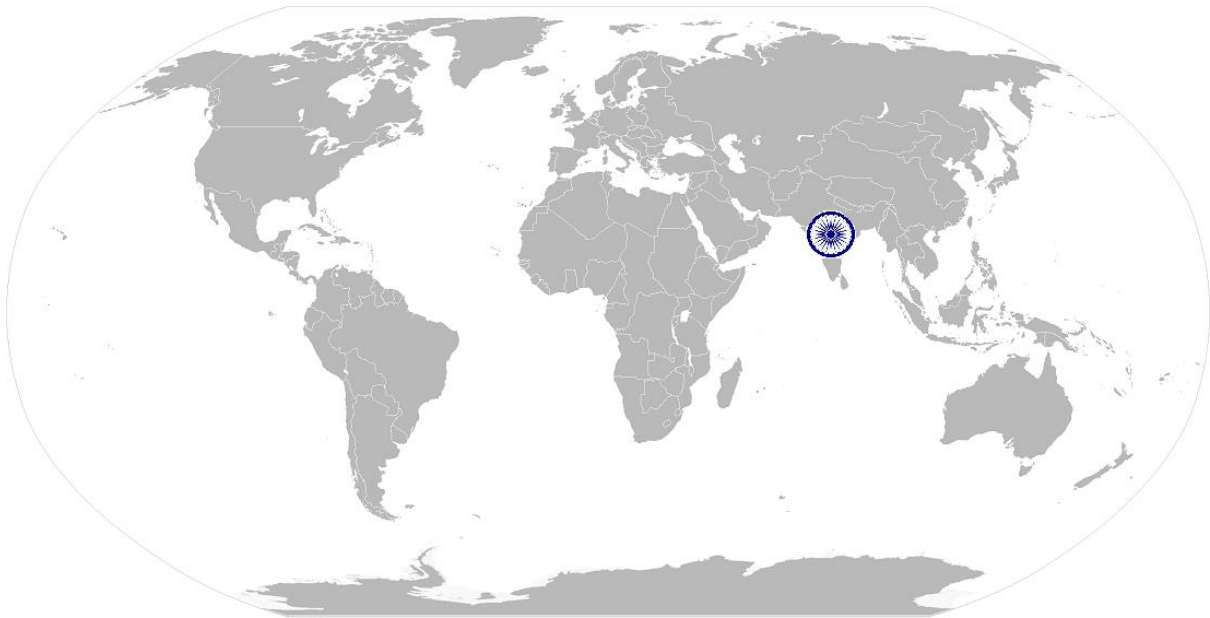


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Skill Development  
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Maintain safe work environment

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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

<b>Unit Code</b>	HCS/N9902
<b>Unit Title (Task)</b>	Maintain safe work environment
<b>Description</b>	This OS unit is about following adequate safety procedures to make work environment safe.
<b>Scope</b>	This unit/ task covers the following: <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>	To be competent, the user/ individual must be able to: <ul style="list-style-type: none"> <li>PC1. comply with safety procedures while on work to prevent accidents</li> <li>PC2. take adequate safety measures while handling materials, chemicals and tools</li> <li>PC3. wear appropriate personal protective gears such as gloves, protective goggles, masks etc. while working</li> <li>PC4. undertake basic safety checks before operation of all tools and electrical equipments</li> <li>PC5. wear appropriate and recommended clothing as per the work environment (eg: working in a furnace area )</li> <li>PC6. follow recommended material handling procedure to control material and personal damage</li> <li>PC7. perform all procedures as per company's work instructions for controlling operational risk</li> <li>PC8. perform the duties in a manner which minimizes environmental damage</li> <li>PC9. dispose of waste safely and correctly in a designated area as per company's SOP</li> <li>PC10. report any accidents, incidents or problems without delay to the supervisor and take necessary immediate action to reduce further danger</li> </ul>
<b>Achieve safety standards</b>	To be competent, the user/ individual must be able to: <ul style="list-style-type: none"> <li>PC11. ensure zero accident at workplace</li> <li>PC12. adhere to safety standards and ensure no material damage</li> </ul>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	The individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KA1. company's policies on work safety and occupational hazard management</li> <li>KA2. company's HR policies</li> <li>KA3. company's reporting structure</li> <li>KA4. company emergency evacuation procedure</li> </ul>



**HCS/N9902**

**Maintain safe work environment**

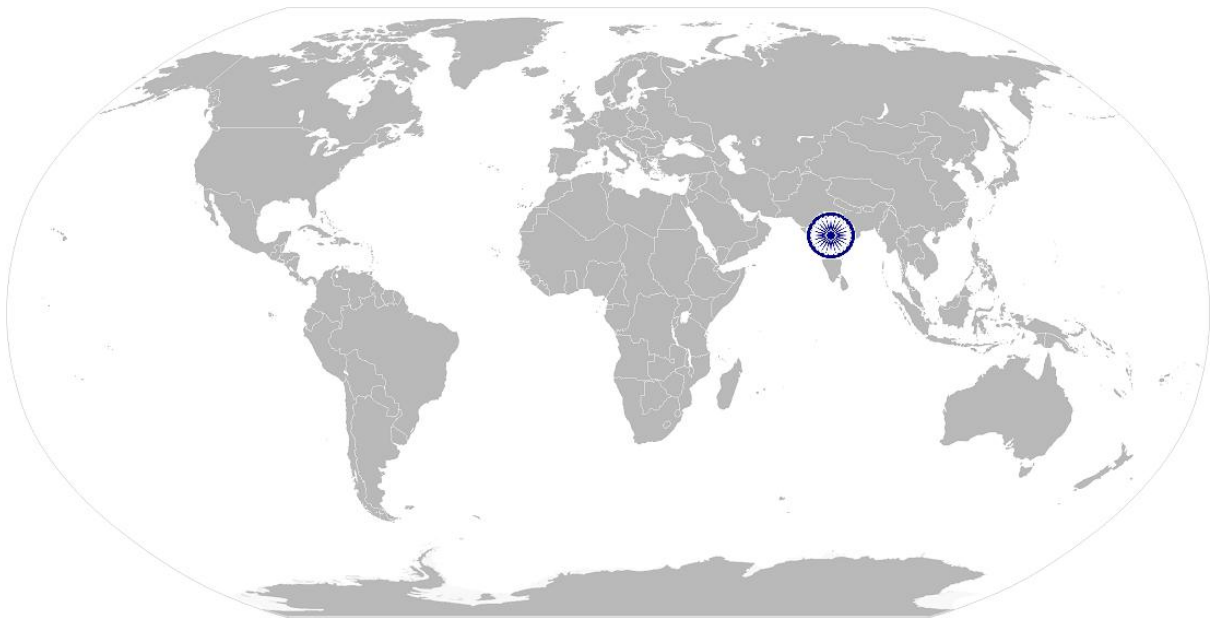
<p><b>B. Technical Knowledge</b></p>	<p>The individual on the job needs to know and understand:</p> <p>KB1. accidental risks to the worker</p> <p>KB2. how to maintain the work area safe and secure</p> <p>KB3. how to perform the duties in a way to minimize accidental risks</p> <p>KB4. how to handle chemicals</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>Plan and Organize</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>Customer centricity</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>Problem solving</b></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**

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



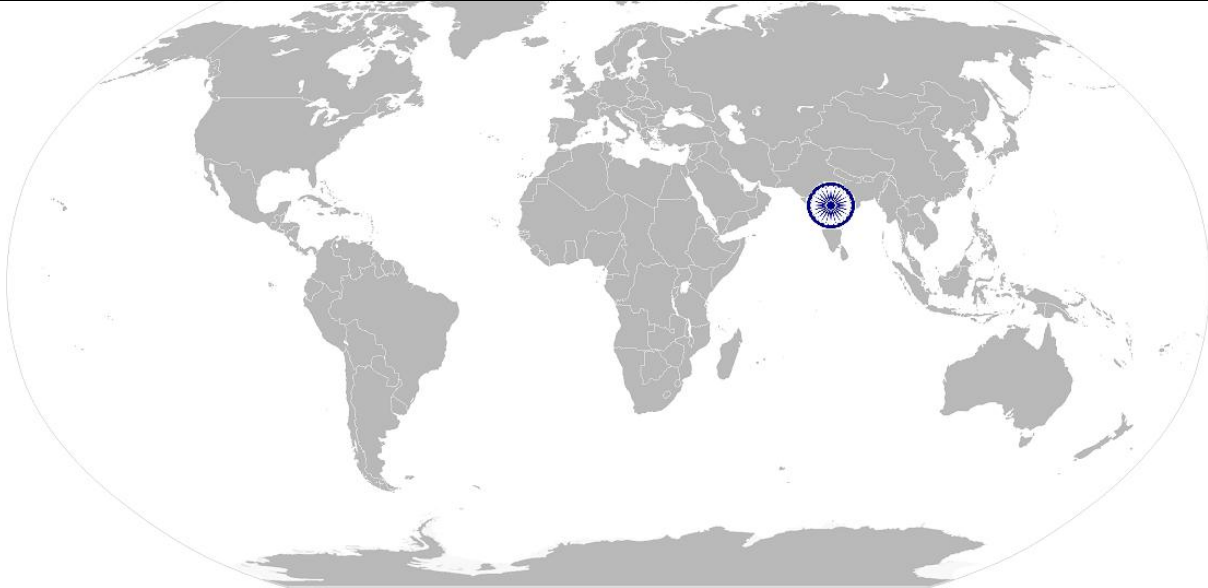


HCS/N9902

Maintain safe work environment

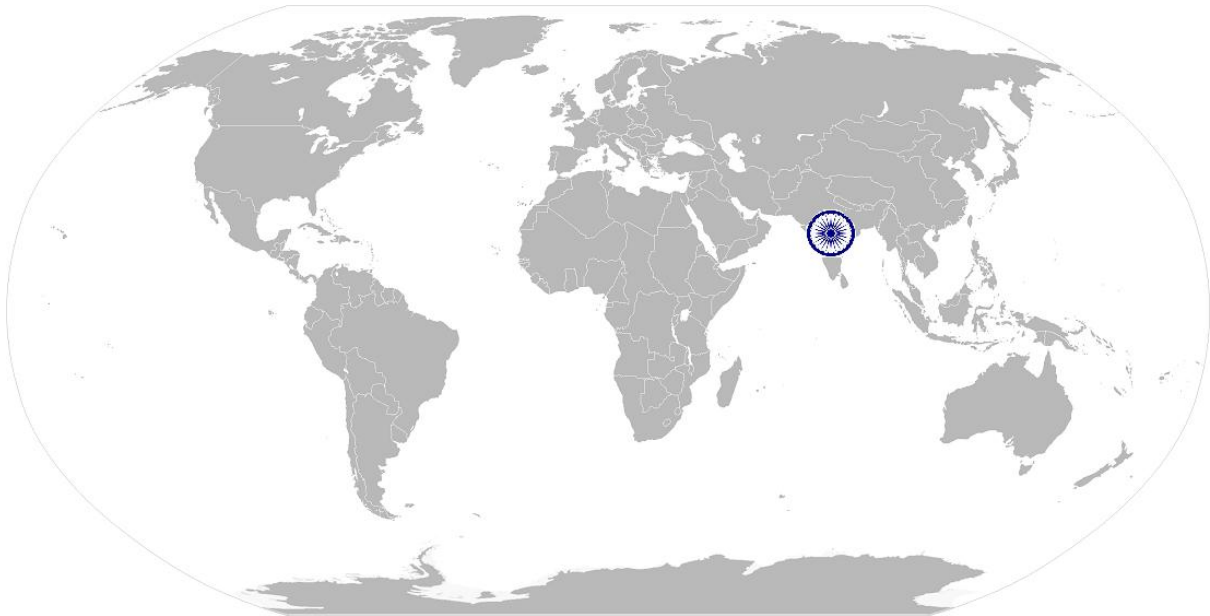
## NOS Version Control

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





# 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

Skills (S)	
<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: SA3. 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>Plan and organize</b>
	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
	<b>Customer centricity</b>
	The user/individual on the job needs to know and understand: SB6. how to use materials that does not affect customer health / make injury
	<b>Problem solving</b>
	The individual on the job needs to know and understand: SB7. improve work processes by adopting best safety practices
	<b>Analytical thinking</b>
	The individual on the job needs to know and understand: SB8. analyse the usage of appropriate tools and consumables
<b>Critical thinking</b>	
The individual on the job needs to know and understand how to: SB9. spot errors and any other disruptions and communicate with solutions	



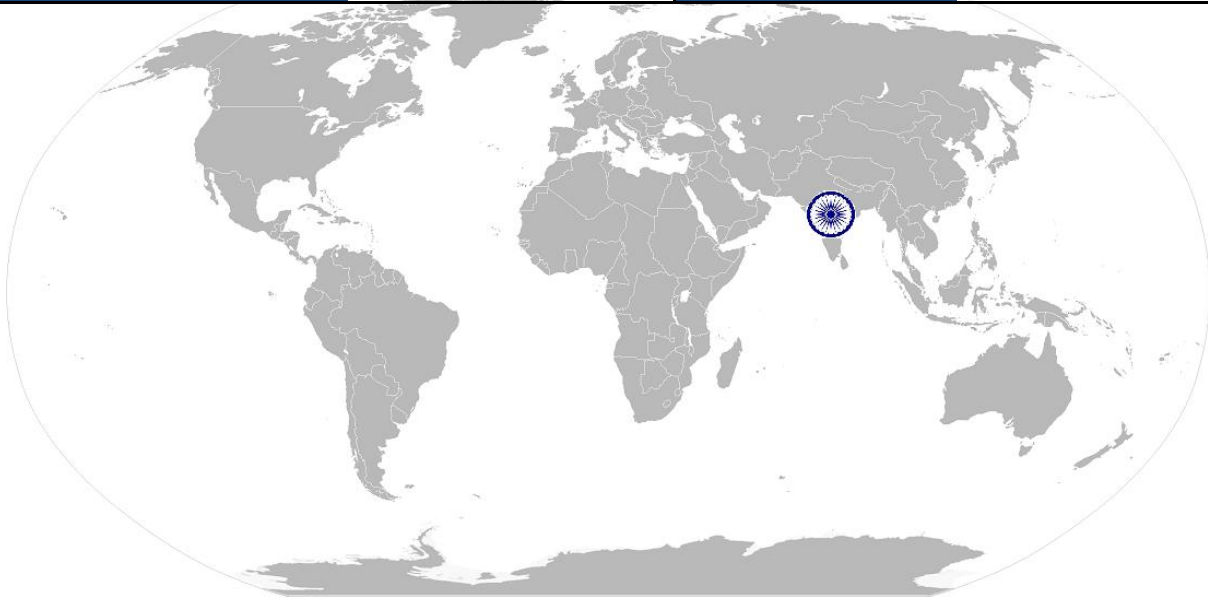


HCS/N9903

Maintain personal health

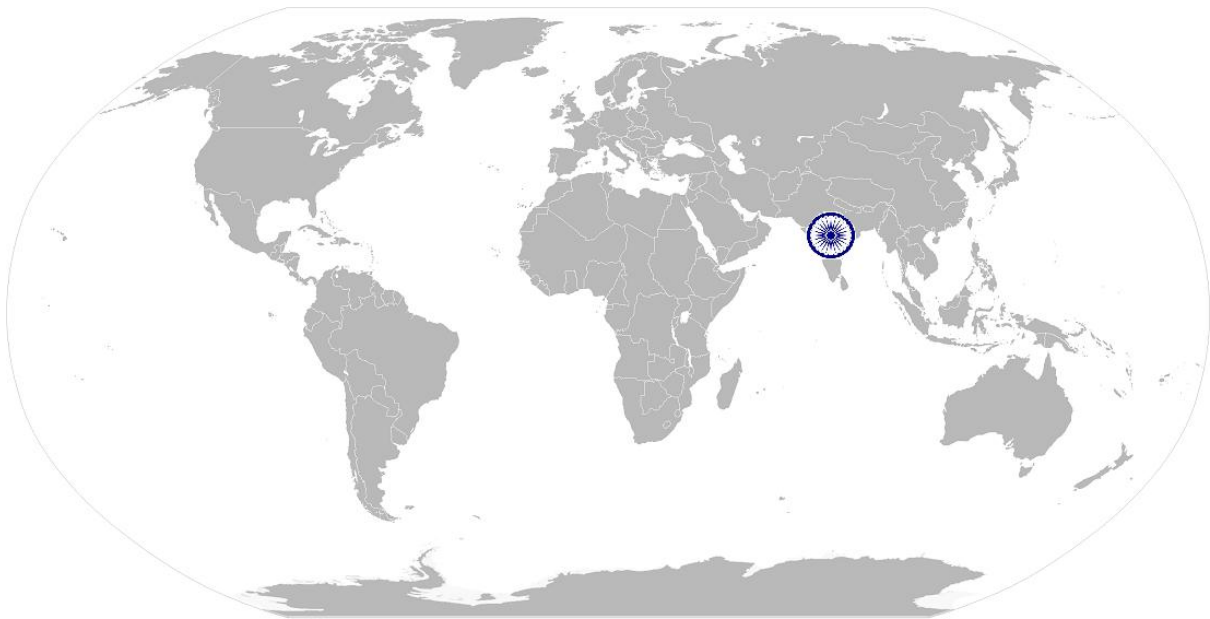
## NOS Version Control

<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>Handicrafts and Carpet</b>	<b>Drafted on</b>	<b>23/02/2015</b>
<b>Industry Sub-sector</b>	<b>Handicrafts</b>	<b>Last reviewed on</b>	<b>26/03/2015</b>
<b>Occupation</b>	<b>Pre-production / Craft making / Finishing</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>

**Knowledge and Understanding (K)**

<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>
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**Skills (S)**

<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>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>



HCS/N9904

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>Plan and organize</b>
	The individual on the job needs to know and understand how to: SB6. schedule production cycles SB7. estimate resources SB8. schedule market visits
	<b>Customer centricity</b>
	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
	<b>Problem solving</b>
	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
	<b>Analytical thinking</b>
	The individual on the job needs to know and understand how to: SB14. analyse the market for increasing the sales
<b>Critical thinking</b>	
The individual on the job needs to know and understand how to: SB15. spot errors and any other disruptions and communicate with solutions	

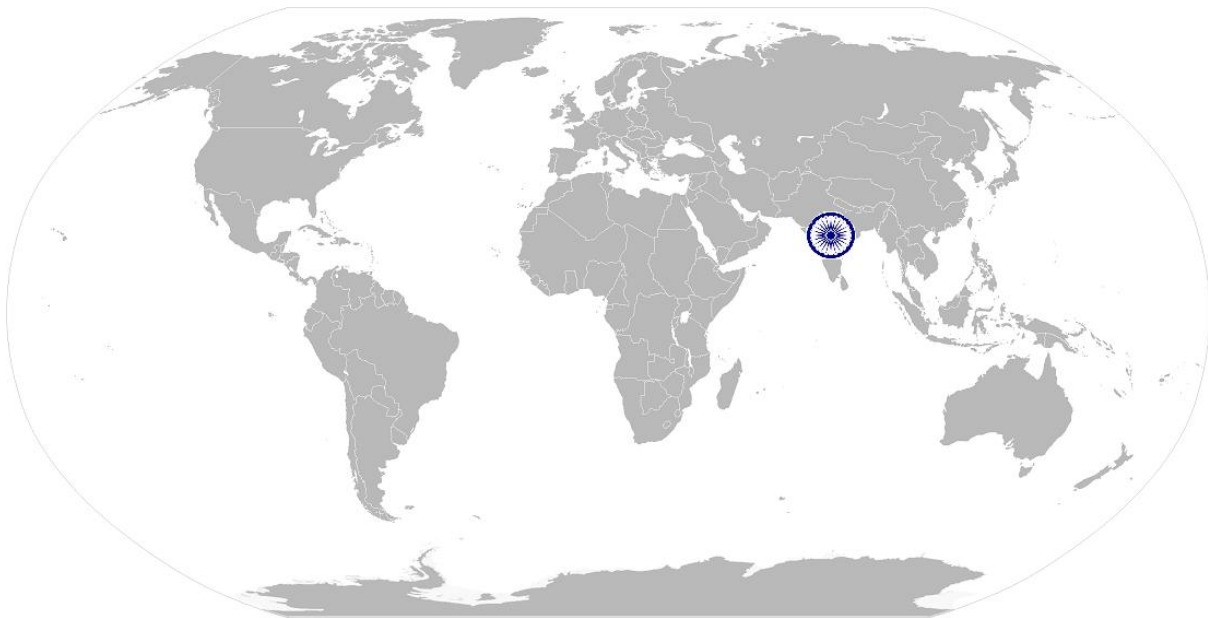


HCS/N9904

Basic business management

## NOS Version Control

<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>Handicrafts and Carpet</b>	<b>Drafted on</b>	<b>23/02/2015</b>
<b>Industry Sub-sector</b>	<b>Handicrafts</b>	<b>Last reviewed on</b>	<b>26/03/2015</b>
<b>Occupation</b>	<b>Pre-production / Craft making / Finishing</b>	<b>Next review date</b>	<b>26/03/2016</b>

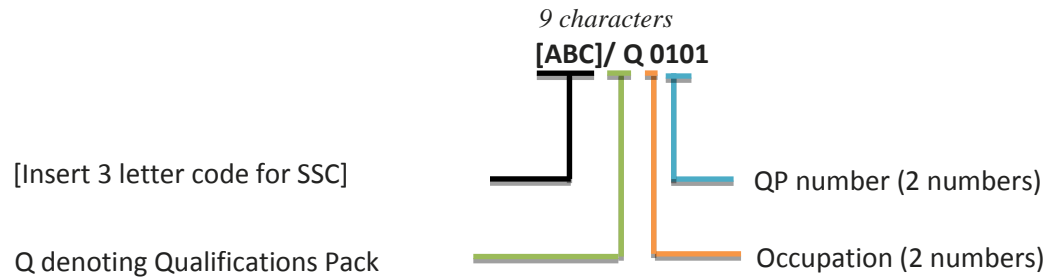




## Annexure

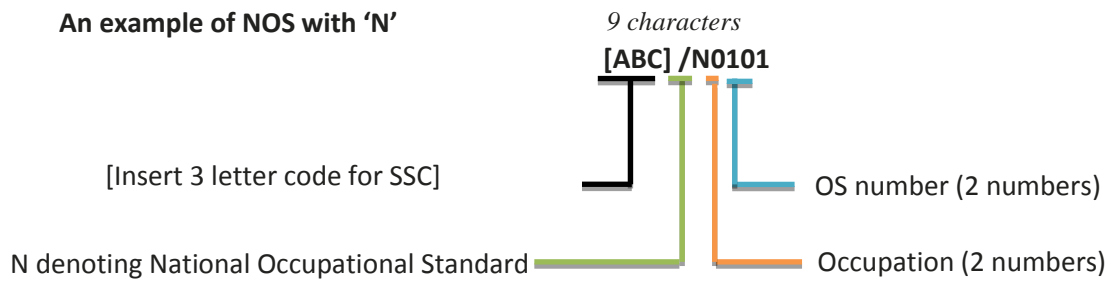
### Nomenclature for QP and NOS

#### 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
<b>Metalcraft</b>	01 - 10
<b>Leather craft</b>	11 - 20
<b>Fashion Jewellery</b>	21 - 30
<b>Ceramics</b>	31 - 40
<b>Glassware</b>	41 - 50
<b>Stoneware</b>	51 - 55
Woodcraft	56 - 60
<b>Bone &amp; Horn</b>	61 - 65
<b>Carpets</b>	66 - 70
<b>Terracota</b>	71 - 75

Sequence	Description	Example
<b>Three letters</b>	Industry name	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



## CRITERIA FOR ASSESSMENT OF TRAINEES

**Job Role :** Casting Operator (Ceramics)

**Qualification Pack :** HCS/Q0601

**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

		<b>Total Marks (500)</b>			
<b>HCS/N0601</b>	<b>Prepare the cast</b>				
<b>NOS Element</b>	Performance Criteria		<b>Out of</b>	<b>Theory</b>	<b>Skills Practical</b>
<b>Preparing for the casting process</b>	PC1. place permanent moulds in the working area with their openings upwards	100	5	2	3
	PC2. wear personal protective gears as per company's work instructions		5	2	3
	PC3. collect the slip (semi-liquid clay) in special slip bucket from the furnace in case there is no slip supply tank in the company		5	2	3
	PC4. follow all the work instructions of carrying the slip in buckets to moulds		5	2	3
<b>Casting the slip</b>	PC5. fill permanent moulds with slip (semi-liquid clay) by pouring it from special slip bucket		5	2	3
	PC6. fill moulds with slip (semi-liquid clay) using hose from slip supply tank wherever it is available in the company		5	2	3
	PC7. pour excess slip from moulds when accumulation of clay around inside of mould opening indicates clay shell inside mould has built up to specified thickness		7	2	5
	PC8. change position of moulds to produce uniform shell thickness of irregularly shaped items		7	2	5



	PC9. place moulds upside down to drain after slip solidifies		7	2	5
	PC10. open mould after trimming excess clay from inside mould opening		7	2	5
	PC11. remove green casting from the mould when casting is firm enough to handle		7	2	5
	PC12. smooth casting surfaces to remove mould marks using knives and wet sponge		7	2	5
	PC13. place castings on boards to dry under the sun		3	1	2
<b>Achieving productivity and quality standards</b>	PC14. ensure proper placing and positioning of permanent moulds in the working area		3	1	2
	PC15. collect slip from the furnace and handle it properly without causing any accident during the work		3	1	2
	PC16. quickly pour the slip into moulds at specific temperature and pouring rate to ensure quality casting		4	1	3
	PC17. observe and assess that the slip inside the mould has built up to specified thickness		4	1	3
	PC18. change position of the mould as per requirements to get uniform thickness of the cast		3	1	2
	PC19. remove casting from the mould only when it is firm enough to handle		4	1	3
	PC20. smoothen the surface without damaging the cast		4	1	3
	<b>TOTAL POINTS</b>		100	32	68

HCS/N9901	Coordinate with colleagues and work as a team				
NOS Element	Performance Criteria		Out of	Theory	Skills Practical
<b>Interact with supervisor</b>	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		4	1	3



	materials				
	PC10. handover completed work to supervisor		4	2	2
<b>Work as a team by coordinating with colleagues within and outside the department</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		5	2	3
	PC12. maintain the etiquettes, use polite language, demonstrate responsible and disciplined behaviours to the colleagues		5	2	3
	PC13. interact with colleagues from different functions and understand the nature of 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
<b>Report and Document</b>	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
	<b>TOTAL POINTS</b>		100	40	60

HCS/N9902	Maintain safe work environment				
NOS Element	Performance Criteria		Out of	Theory	Skills Practical
<b>Follow safety procedure and</b>	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



<b>practices</b>	PC3.	wear appropriate personal protective gears such as gloves, protective goggles, masks etc. while working	8	2	6	
	PC4.	undertake basic safety checks before operation of all tools and electrical equipments	9	2	7	
	PC5.	wear appropriate and recommended clothing as per the work environment (eg: working in a furnace area )	9	2	7	
	PC6.	follow recommended material handling procedure to control material and personal damage	8	2	6	
	PC7.	perform all procedures as per company's work instructions for controlling operational risk	8	4	4	
	PC8.	perform the duties in a manner which minimizes environmental damage	6	2	4	
	PC9.	dispose of waste safely and correctly in a designated area as per company's SOP	8	2	6	
	PC10.	report any accidents, incidents or problems without delay to the supervisor and take necessary immediate action to reduce further danger	8	4	4	
	<b>Achieve safety standards</b>	PC11.	ensure zero accident at workplace	10	2	8
		PC12.	adhere to safety standards and ensure no material damage	10	2	8
<b>TOTAL POINTS</b>			<b>100</b>	<b>28</b>	<b>72</b>	

HCS/N9903	Maintain personal health				
NOS Element	Performance Criteria		Out of	Theory	Skills Practical
<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	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
		100			



	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
<b>Achieve work productivity while maintaining health</b>	PC8. ensure no productivity loss or absenteeism from work due to illness		13	3	10
	PC9. ensure no long term ill effect on the personal health		13	3	10
	<b>TOTAL POINTS</b>		100	25	75

HCS/N9904	Basic business management		Out of	Theory	Skills Practical
<b>NOS Element</b>	Performance Criteria				
<b>People management</b>	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
<b>Product planning</b>	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
<b>Procurement of raw materials</b>	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
<b>Market interfacing</b>	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 access the market		2	1	1
	PC23. plan for cost effective transportation to the market		3	1	2
	PC24. position the product according to market requirements		3	1	2
	PC25. manage customer expectations		2	0	2
<b>Financial management</b>	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
<b>Record keeping</b>	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
	<b>TOTAL POINTS</b>		100	40	60