



## 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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### Contents

1. Introduction and Contacts.....P1
2. Qualifications Pack.....P2
3. Glossary of Key Terms.....P3
4. OS Units.....P5
5. Nomenclature for QP & OS.....P29
6. Assessment Criteria.....P31

### Introduction

## Qualifications Pack – Quality Check Technician (Ceramics)

**SECTOR:** HANDICRAFTS & CARPET

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

**OCCUPATION:** Quality Check

**REFERENCE ID:** HCS/Q1001

**ALIGNED TO:** NCO-2004/7329.35

**Quality Check Technician:** The quality check technician is responsible for understanding the quality parameters and checking the samples

**Brief Job Description:** The individual at job receives and understands the quality check parameters after which he / she checks random samples from the various product lines for fidelity to the quality parameters

**Personal Attributes:** The job requires the individual to have: high concentration, excellent vision, eye for detail, communication and hand eye coordination



Job Details

Qualifications Pack Code	HCS/Q1001		
Job Role	Quality check technician (Ceramics)		
Credits(NSQF)	TBD	Version number	1.0
Sector	Handicrafts & Carpet	Drafted on	27/02/2015
Sub-sector	Ceramics	Last reviewed on	09/07/2015
Occupation	Quality Check	Next review date	09/07/2017
NSQC Clearance on	05/08/2015		

Job Role	Quality check technician (Ceramics)
Role Description	Understanding the quality parameters and checking the samples
NSQF level	4
Minimum Educational Qualifications	Diploma
Maximum Educational Qualifications	Not Applicable
Training (Suggested but not mandatory)	Not Applicable
Minimum Job Entry Age	15 years
Experience	3 years experience in ceramics manufacturing
Applicable National Occupational Standards (NOS)	<p><b>Compulsory:</b></p> <ol style="list-style-type: none"> <li><a href="#">HCS/N1001 Understand the quality parameters</a></li> <li><a href="#">HCS/N1002 Perform quality check</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> </ol> <p><b>Optional:</b> Not applicable</p>
Performance Criteria	As described in the relevant OS units



Definitions

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

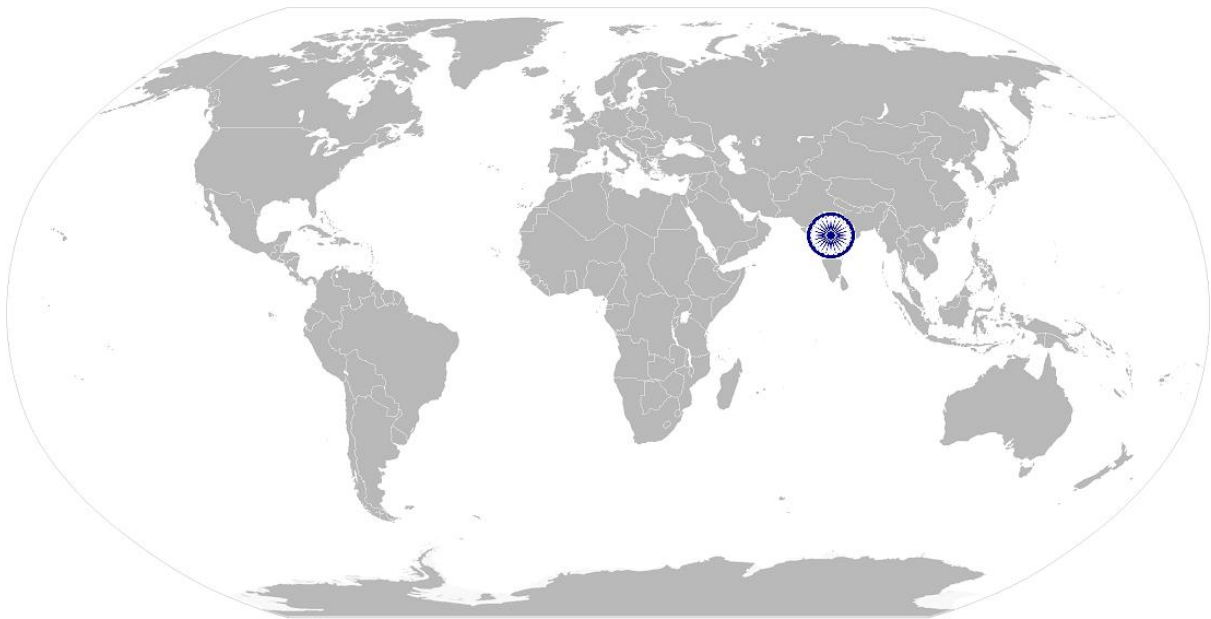


Context	operates. It includes elements of operational knowledge contents defined in relation to functioning of an organization that a skilled professional need to possess specific to its precise areas of responsibility.
Technical Knowledge	Technical Knowledge is the specific domain knowledge needed to 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 OS unit is about understanding the various quality parameters that are defined for the quality checking



HCS/N1001

Understand the quality parameters

National Occupational Standard

<b>Unit Code</b>	HCS/N1001
<b>Unit Title (Task)</b>	Understand the quality parameters
<b>Description</b>	This OS unit is about understanding the various quality parameters that are defined for the quality checking
<b>Scope</b>	This unit/ task covers the following: <ul style="list-style-type: none"> <li>• Receive the quality check parameters and schedule</li> <li>• Understand the quality check parameters</li> <li>• Understand QC reporting</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Receive the quality check parameters and schedule</b>	To be competent, the user/ individual must be able to: <ul style="list-style-type: none"> <li>PC1. communicate with the qc head</li> <li>PC2. receive the quality parameters from qc head</li> <li>PC3. discuss the parameters with the qc team</li> <li>PC4. clarify any doubts on the qc parameters with the qc head</li> <li>PC5. analyze the job sheet</li> <li>PC6. receive and analyse the qc schedule</li> <li>PC7. highlight any discrepancies if observed</li> <li>PC8. highlight missing/required qc parameters</li> </ul>
<b>Understand the quality check parameters</b>	To be competent, the user/ individual must be able to: <ul style="list-style-type: none"> <li>PC9. understand the rationale behind the defined parameters</li> <li>PC10. relate the stage of production which is associated with the parameters</li> <li>PC11. understand how to apply the parameters when doing the check</li> <li>PC12. plan the qc check in line with the schedule and stage of production</li> <li>PC13. understand what aids must be used for checking</li> <li>PC14. know the precise manner of examining the products</li> <li>PC15. explain the same to the team if required</li> </ul>
<b>Understand QC reporting</b>	To be competent, the user/ individual must be able to: <ul style="list-style-type: none"> <li>PC16. understand the manner in which qc data has to be recorded</li> <li>PC17. understand the implications of qc reporting</li> <li>PC18. help in creation of the appropriate quality check templates</li> <li>PC19. fill the template with correct data and interpretation</li> </ul>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Knowledge</b>	The individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KA1. company's policies on: personnel management, relevant legislation, standards, policies, and procedures followed in the company</li> <li>KA2. organization's history and culture</li> <li>KA3. organisation structure</li> <li>KA4. company's policies related to dress code and etiquette</li> <li>KA5. the locations where the materials are typically stored</li> <li>KA6. the key product lines of the company</li> <li>KA7. the usually used qc parameters</li> </ul>



HCS/N1001

**Perform quality check**

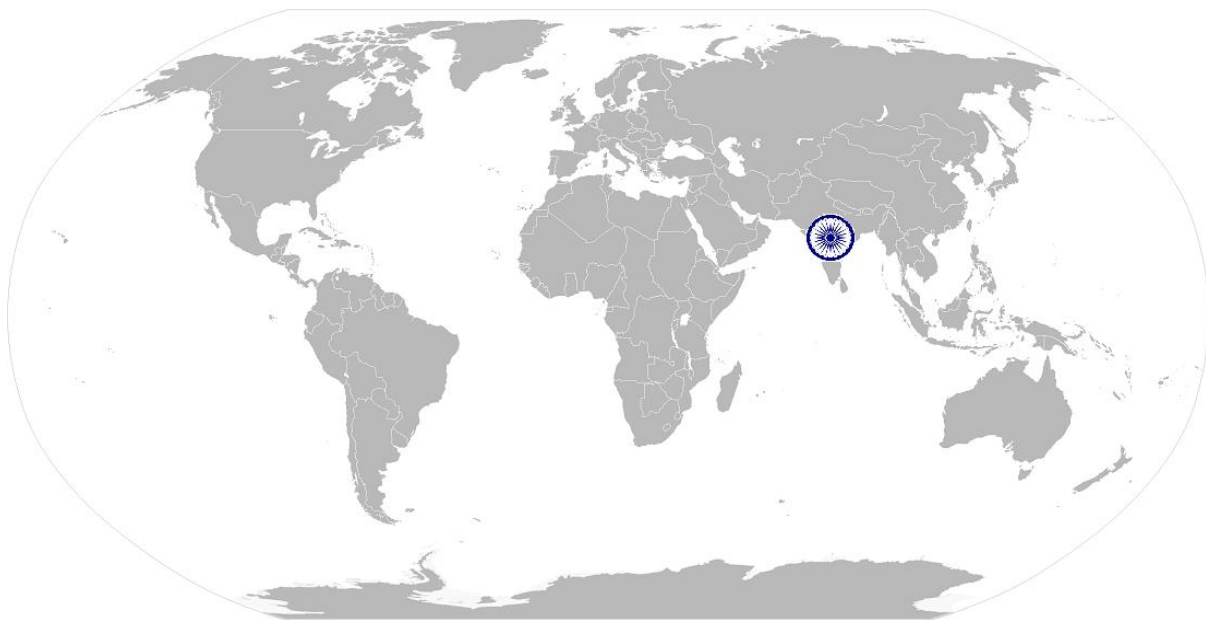
<p><b>B. Technical knowledge</b></p>	<p>The individual on the job needs to know and understand:</p> <p>KB1. importance of qc</p> <p>KB2. the qc techniques in ceramics industry</p> <p>KB3. reporting formats</p> <p>KB4. effective inter-team communication</p> <p>KB5. quality parameters in ceramic craft</p> <p>KB6. managing his/her time to QC the products</p> <p>KB7. appropriately scheduling QC so that there is sufficient time for recording the data</p> <p>KB8. handling the ceramics products appropriately</p> <p>KB9. ensuring that there is no mal handling/accidents due to improper handling of the products</p> <p>KB10. applying basic arithmetic in the QC process</p> <p>KB11. equipment, appliances used in QC process and their operation</p> <p>KB12. different product lines and associated qc parameters</p> <p>KB13. various stages of production</p> <p>KB14. recurring challenges in qc</p> <p>KB15. recording and documentation of quality check parameters</p>
<p><b>Skills (S) [Optional]</b></p>	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Writing skills</b></p> <p>The individual on the job needs to know and understand:</p> <p>SA1. make note of industry practices in QC</p> <p>SA2. write basic process notes</p> <p>SA3. deduce information on analysis</p> <p><b>Reading skills</b></p> <p>The individual on the job needs to know and understand:</p> <p>SA4. read about various QC related information</p> <p><b>Communication (Listening and speaking) skills</b></p> <p>The individual on the job needs to know and understand:</p> <p>SA5. interact with employees to work efficiently</p> <p>SA6. interact with the supervisor</p> <p>SA7. communicate the gaps in process, if any to relevant colleagues</p>
<p><b>B. Professional Skills</b></p>	<p><b>Decision making</b></p> <p>The individual on the job needs to know and understand:</p> <p>SB1. apply the QC parameters</p> <p>SB2. make recording templates</p> <p>SB3. schedule the QC appropriately</p> <p><b>Plan and Organize</b></p> <p>The user/individual on the job needs to know and understand how:</p> <p>SB4. to prioritize and organise to achieve the daily targets</p> <p><b>Customer Centricity</b></p> <p>The user/individual on the job needs to know and understand:</p> <p>SB5. the customer preference, taste, etc and accordingly make crafts</p> <p><b>Problem Solving</b></p>



HCS/N1001

**Perform quality check**

	The user/individual on the job needs to know and understand how: SB6. to solve work related problems
	<b>Analytical thinking</b>
	The individual on the job needs to know and understand: SB7. how to analyse the material requirement
	<b>Critical thinking</b>
	The individual on the job needs to know and understand: SB8. spot process disruptions and delays SB9. report on any concerns to superiors without delay





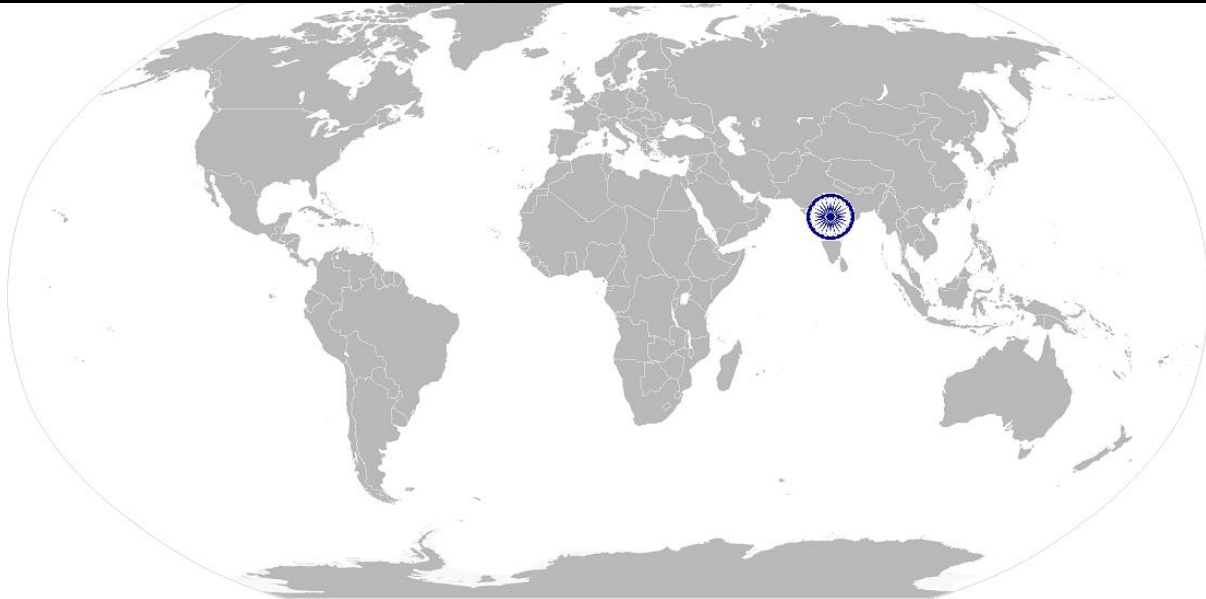


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Perform quality check

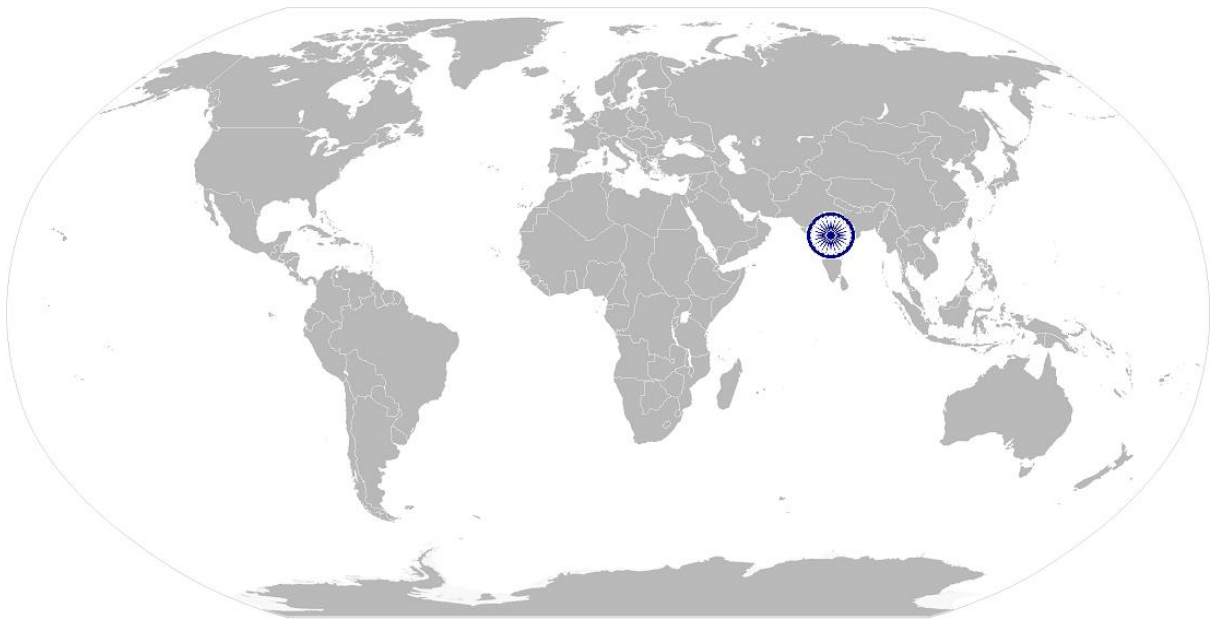
## NOS Version Control

<b>NOS Code</b>	<b>HCS/N1001</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>27/02/2015</b>
<b>Industry Sub-sector</b>	<b>Ceramics</b>	<b>Last reviewed on</b>	<b>09/07/2015</b>
<b>Occupation</b>	<b>Quality Check</b>	<b>Next review date</b>	<b>09/07/2017</b>





# National Occupational Standard



## Overview

This OS unit is about performing the quality check in line with the quality check parameters and schedule



HCS/N1002

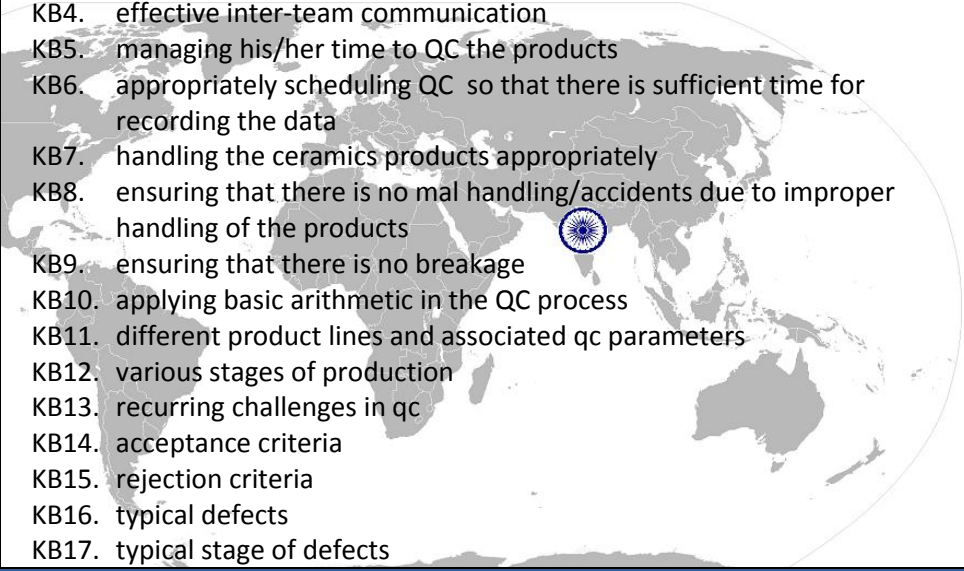
Perform quality check

<b>Unit Code</b>	HCS/N1002
<b>Unit Title (Task)</b>	Perform quality check
<b>Description</b>	This OS unit is about performing the quality check in line with the quality check parameters and schedule
<b>Scope</b>	This unit/ task covers the following: <ul style="list-style-type: none"> <li>• Performing quality check</li> <li>• Documentation of the QC process and findings</li> <li>• Ensure quality and productivity standards</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Performing quality check</b>	To be competent, the user/ individual must be able to: <ul style="list-style-type: none"> <li>PC1. assess the loaded quantity</li> <li>PC2. assess the received quantity</li> <li>PC3. assess the samples for the qc</li> <li>PC4. check the dimension and shape of the craft and compare with design specifications</li> <li>PC5. check for cracks in ceramic products</li> <li>PC6. check for any pin holes in ceramic products</li> <li>PC7. check for any glaze off in ceramic products</li> <li>PC8. check for any other defined quality parameters</li> <li>PC9. check the samples for overall fidelity to the model</li> <li>PC10. replace the product samples in the associated batch</li> <li>PC11. handle the samples carefully</li> <li>PC12. use appropriate aids for the qc check</li> <li>PC13. move proactively in the production cycle looking for any quality related issues</li> </ul>
<b>Documentation of the QC process and findings</b>	To be competent, the user/ individual must be able to: <ul style="list-style-type: none"> <li>PC14. document the checklist of QP parameters and process to be followed</li> <li>PC15. record details of the batch</li> <li>PC16. record the details of the samples</li> <li>PC17. record the details on the product lines</li> <li>PC18. compute the percentages of the quality parameters</li> <li>PC19. interpret the results when required</li> <li>PC20. ensure all results recorded are in line with the template</li> </ul>
<b>Ensure quality and productivity standards</b>	To be competent, the user/ individual must be able to: <ul style="list-style-type: none"> <li>PC21. alert about any recurrent issue</li> <li>PC22. liaison with various internal teams on various quality issues</li> <li>PC23. avoid overall production losses due to quality</li> <li>PC24. communicate where rework is required</li> <li>PC25. perform qc on the targeted number per day</li> <li>PC26. complete all activities as per internal standards</li> </ul>



HCS/N1002

Perform quality check

Knowledge and Understanding (K)	
<b>A. Organizational Knowledge</b>	<p>The individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> <li>KA1. company's policies on: personnel management, relevant legislation, standards, policies, and procedures followed in the company</li> <li>KA2. organization's history and culture</li> <li>KA3. organisation structure</li> <li>KA4. company's policies related to dress code and etiquette</li> <li>KA5. the locations where the materials are typically stored</li> <li>KA6. the key product lines of the company</li> <li>KA7. the usually used QC parameters</li> </ul>
<b>B. Technical knowledge</b>	<p>The individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> <li>KB1. importance of qc</li> <li>KB2. the qc techniques in ceramics industry</li> <li>KB3. reporting formats</li> <li>KB4. effective inter-team communication</li> <li>KB5. managing his/her time to QC the products</li> <li>KB6. appropriately scheduling QC so that there is sufficient time for recording the data</li> <li>KB7. handling the ceramics products appropriately</li> <li>KB8. ensuring that there is no mal handling/accidents due to improper handling of the products</li> <li>KB9. ensuring that there is no breakage</li> <li>KB10. applying basic arithmetic in the QC process</li> <li>KB11. different product lines and associated qc parameters</li> <li>KB12. various stages of production</li> <li>KB13. recurring challenges in qc</li> <li>KB14. acceptance criteria</li> <li>KB15. rejection criteria</li> <li>KB16. typical defects</li> <li>KB17. typical stage of defects</li> </ul> 
Skills (S) [Optional]	
<b>A. Core Skills/ Generic Skills</b>	<p><b>Writing skills</b></p> <p>The individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> <li>SA1. make note of industry practices in QC</li> <li>SA2. write basic process notes</li> <li>SA3. deduce information on analysis</li> </ul> <p><b>Reading skills</b></p> <p>The individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> <li>SA4. read about various QC related information</li> </ul> <p><b>Communication (Listening and speaking) skills</b></p> <p>The individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> <li>SA5. interact with employees to work efficiently</li> <li>SA6. interact with the supervisor</li> <li>SA7. communicate the gaps in process, if any to relevant colleagues</li> </ul>



HCS/N1002

Perform quality check

<b>B. Professional Skills</b>	<b>Decision making</b>
	The individual on the job needs to know and understand: SB1. apply the QC parameters SB2. make recording templates SB3. schedule the QC appropriately
	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand how: SB4. to prioritize and organise to achieve the daily targets
	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand: SB5. the customer preference, taste, etc and accordingly make crafts
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how: SB6. to solve work related problems
	<b>Analytical thinking</b>
	The individual on the job needs to know and understand: SB7. how to analyse the material requirement
	<b>Critical thinking</b>
The individual on the job needs to know and understand: SB8. spot process disruptions and delays SB9. report on any concerns to superiors without delay	



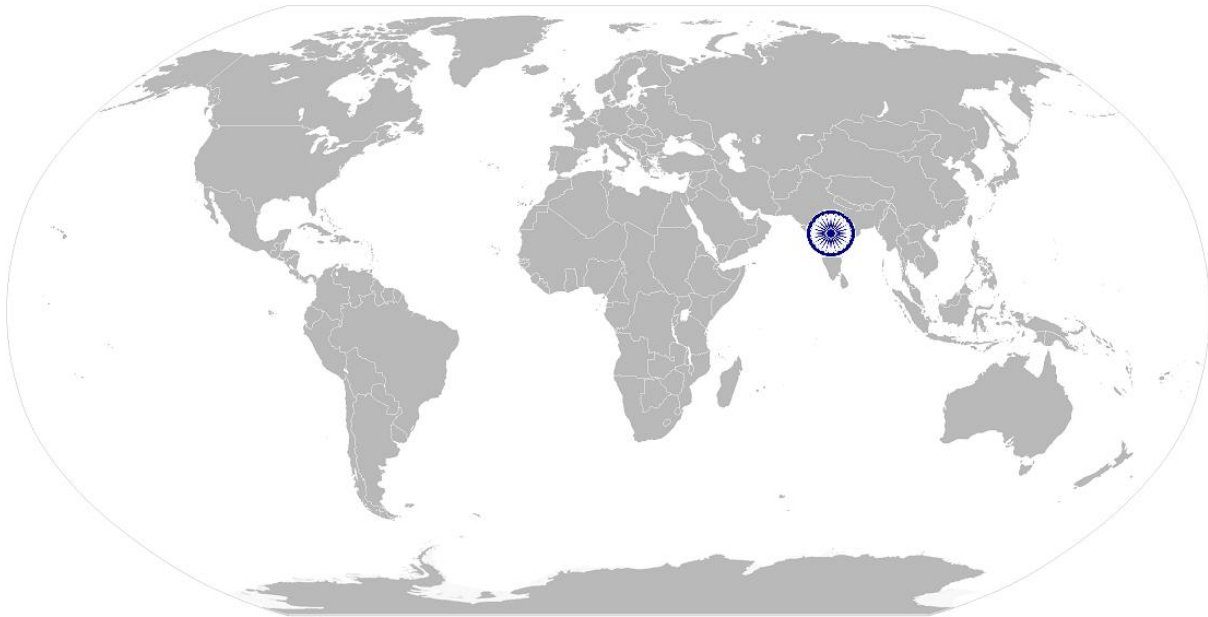


HCS/N1002

Perform quality check

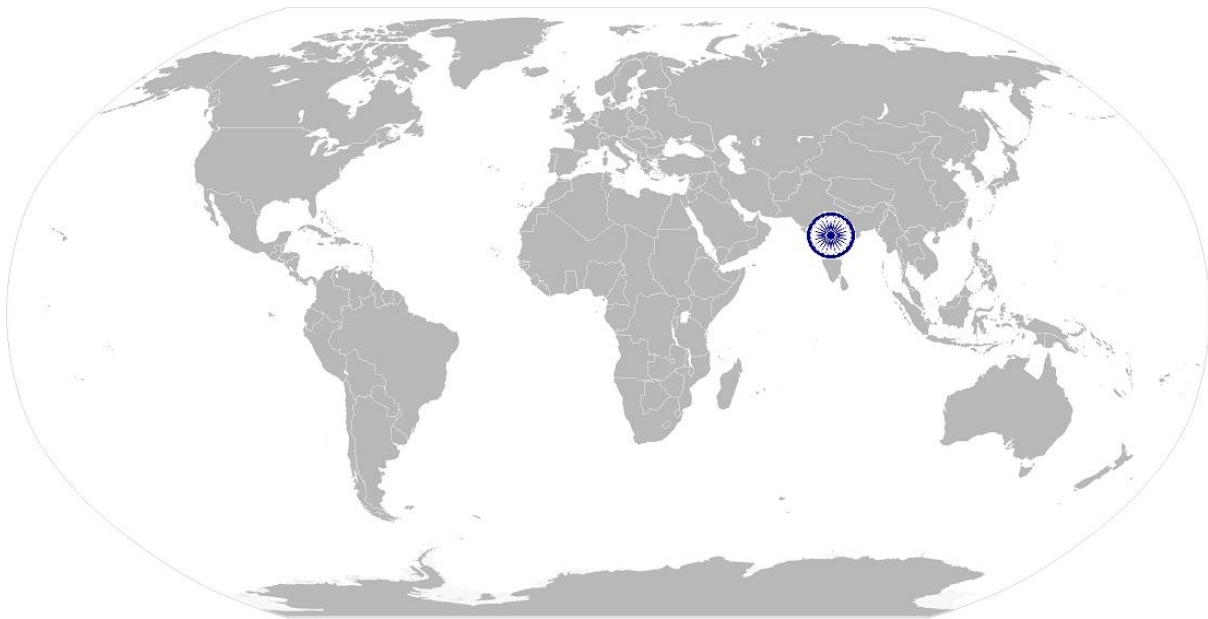
## NOS Version Control

<b>NOS Code</b>	<b>HCS/N1002</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>27/02/2015</b>
<b>Industry Sub-sector</b>	<b>Ceramics</b>	<b>Last reviewed on</b>	<b>09/07/2015</b>
<b>Occupation</b>	<b>Quality Check</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:          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:          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	

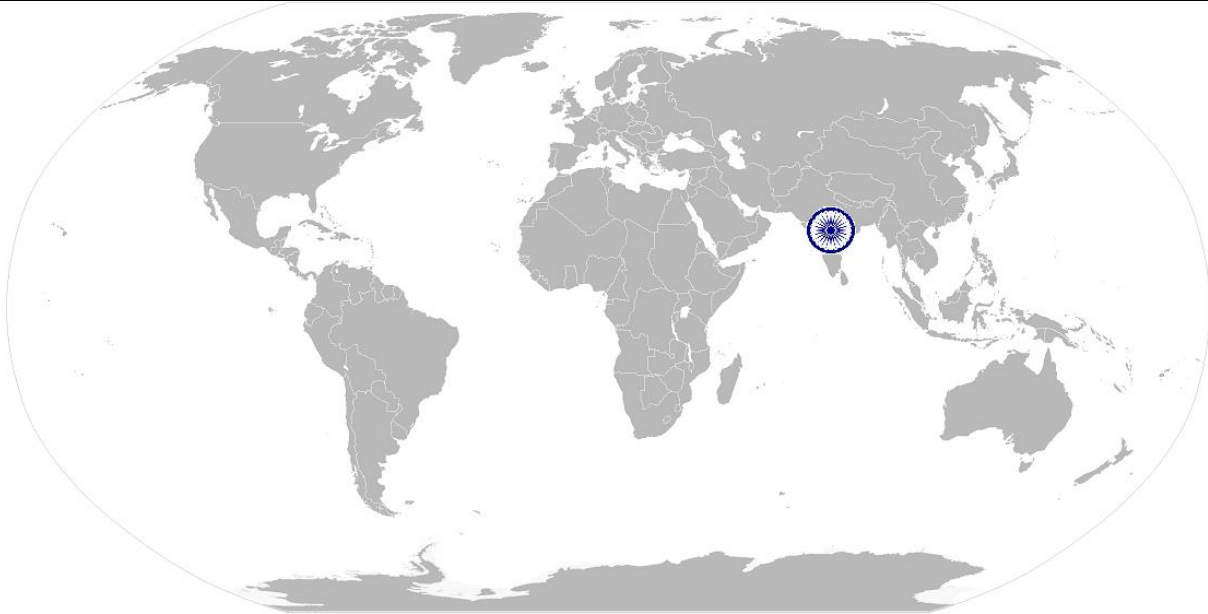


HCS/N9901

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>





HCS/N9902

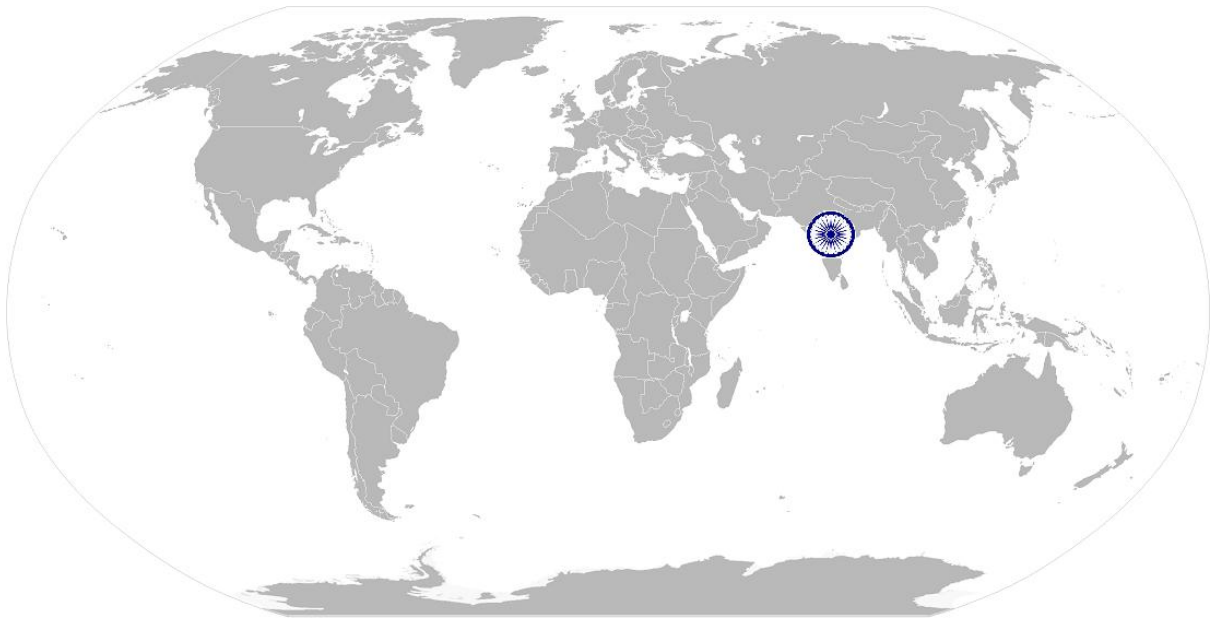
NOS  
National Occupational Standards



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: <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>	To be competent, the user/ individual must be able to: <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)	The individual on the job needs to know and understand: <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

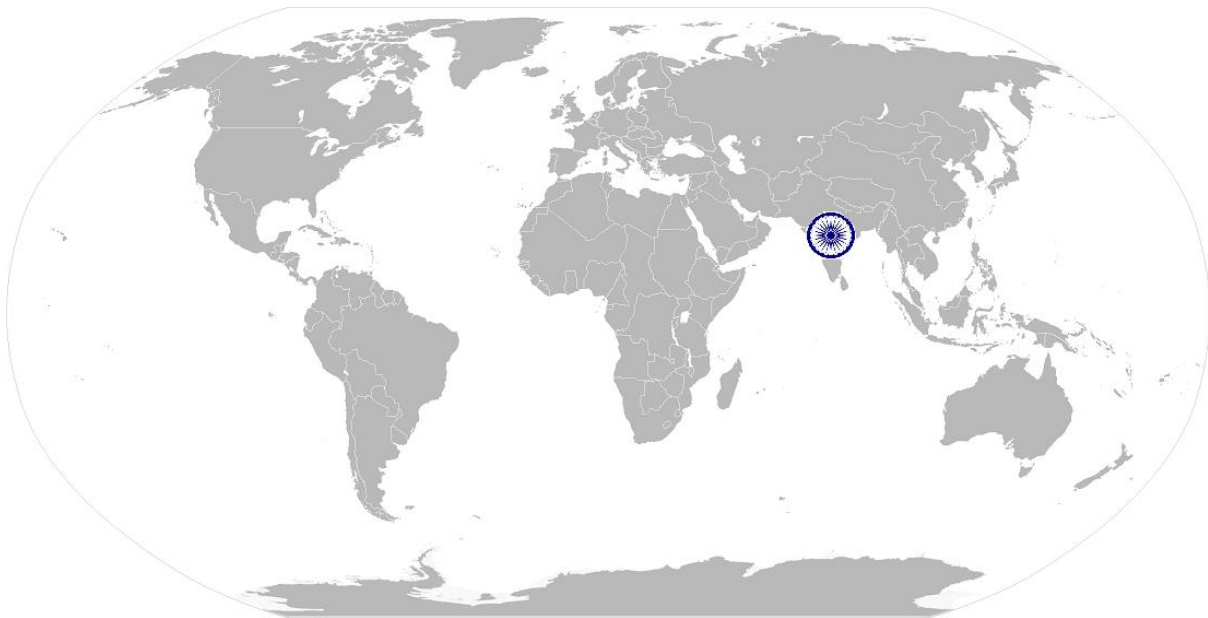
<p><b>B. Technical Knowledge</b></p>	<p>The individual on the job needs to know and understand:</p> <p>KB1. accidental risks to the worker</p> <p>KB2. how to maintain the work area safe and secure</p> <p>KB3. how to perform the duties in a way to minimize accidental risks</p> <p>KB4. how to handle chemicals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



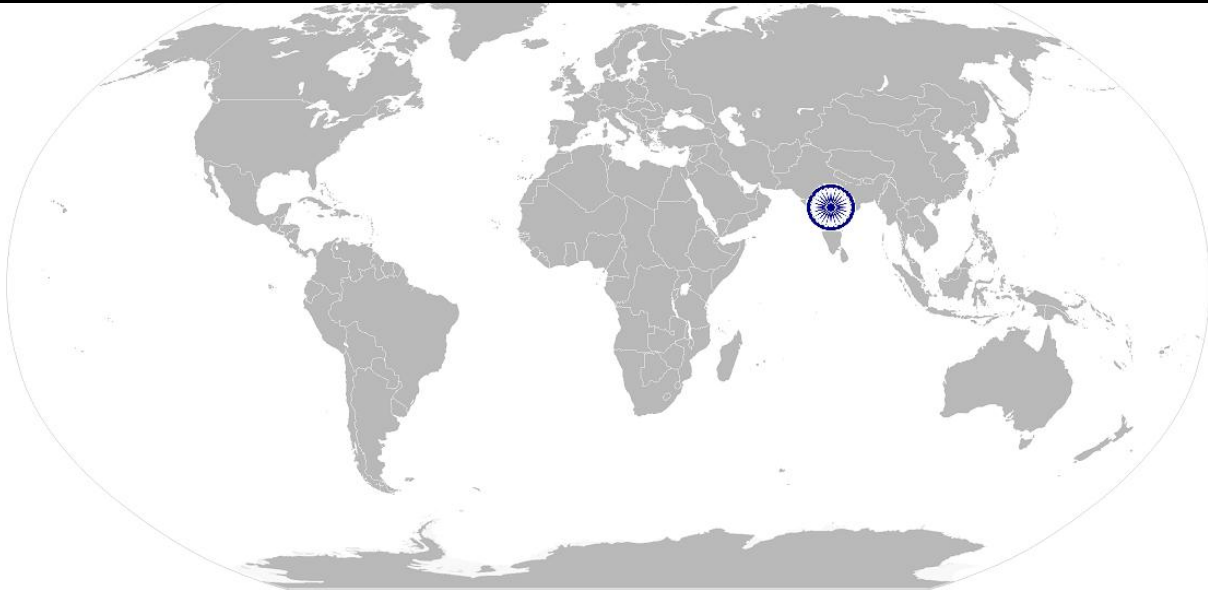


HCS/N9902

Maintain safe work environment

## NOS Version Control

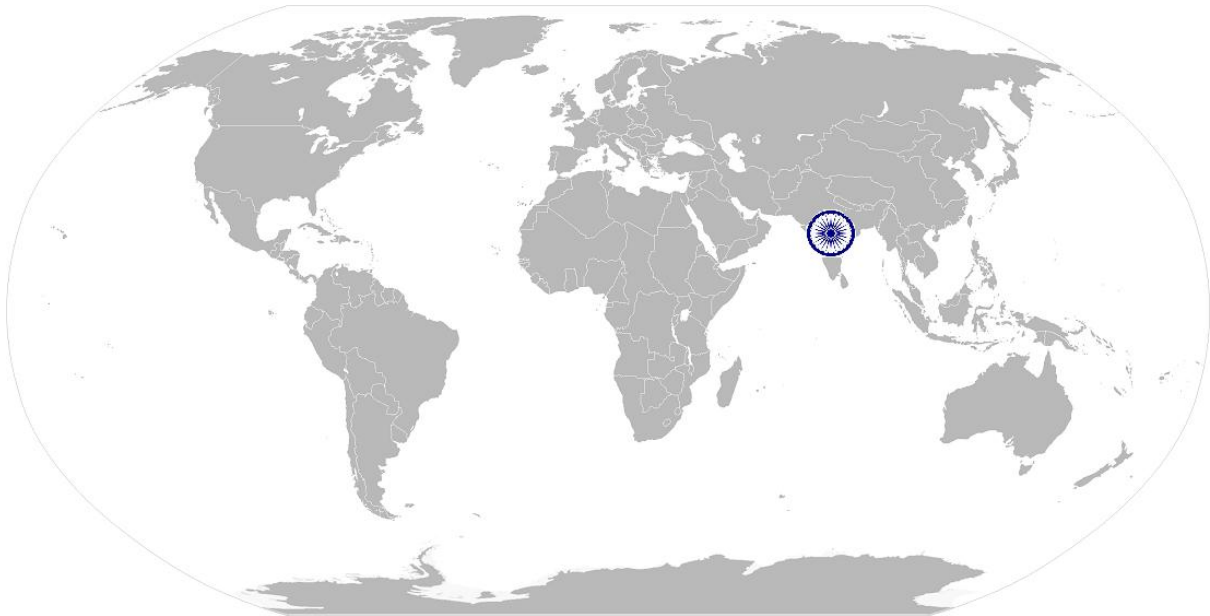
<b>NOS Code</b>	<b>HCS/N9902</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Handicrafts and Carpet</b>	<b>Drafted on</b>	<b>23/02/2015</b>
<b>Industry Sub-sector</b>	<b>Handicrafts</b>	<b>Last reviewed on</b>	<b>26/03/2015</b>
<b>Occupation</b>	<b>Pre-production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







# National Occupational Standard



## Overview

This unit is about managing personal health at work place.



HCS/N9903

Maintain personal health

<b>Unit Code</b>	HCS /N9903
<b>Unit Title (Task)</b>	Maintain personal health
<b>Description</b>	<b>This OS unit is about managing personal health at work place.</b>
<b>Scope</b>	This unit/ task covers the following: <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>	To be competent, the user/ individual must be able to: <p>PC1. always cover the mouth and nose with a dust mask while working and keep on changing when it gets blocked with dust</p> <p>PC2. follow work instructions strictly to reduce the amount of pollution at the work place e.g. wet the rock / craft material before working on it</p> <p>PC3. wear protective goggles over eyes and replace them when scratches on it obscure the vision</p> <p>PC4. wear gloves as per the materials used for making handicraft to avoid blisters; scratches and cuts</p> <p>PC5. undergo preventive health checkups at regular intervals</p> <p>PC6. take prompt treatment from the doctor in case of illness</p> <p>PC7. follow SOPs for dealing with blisters; scratches; accidental fires or any other type of emergencies at work</p>
<b>Achieve work productivity while maintaining health</b>	To be competent, the user/ individual must be able to: <p>PC8. ensure no productivity loss or absenteeism from work due to illness</p> <p>PC9. ensure no long term ill effect on the personal health</p>
<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: <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>	The individual on the job needs to know and understand: <p>KB1. health risks to the worker at the work place</p> <p>KB2. healthy work practices</p> <p>KB3. how to perform the duties in a way to minimize pollution at the work place</p> <p>KB4. what personal protective equipments should be worn and how it is cared for</p> <p>KB5. safe disposal methods for waste</p> <p>KB6. how to provide the first aid treatment at workplace</p> <p>KB7. emergency procedures to be followed in case of an mishap such as fire accidents etc.</p>



HCS/N9903

**Maintain personal health**

Skills (S)	
<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	

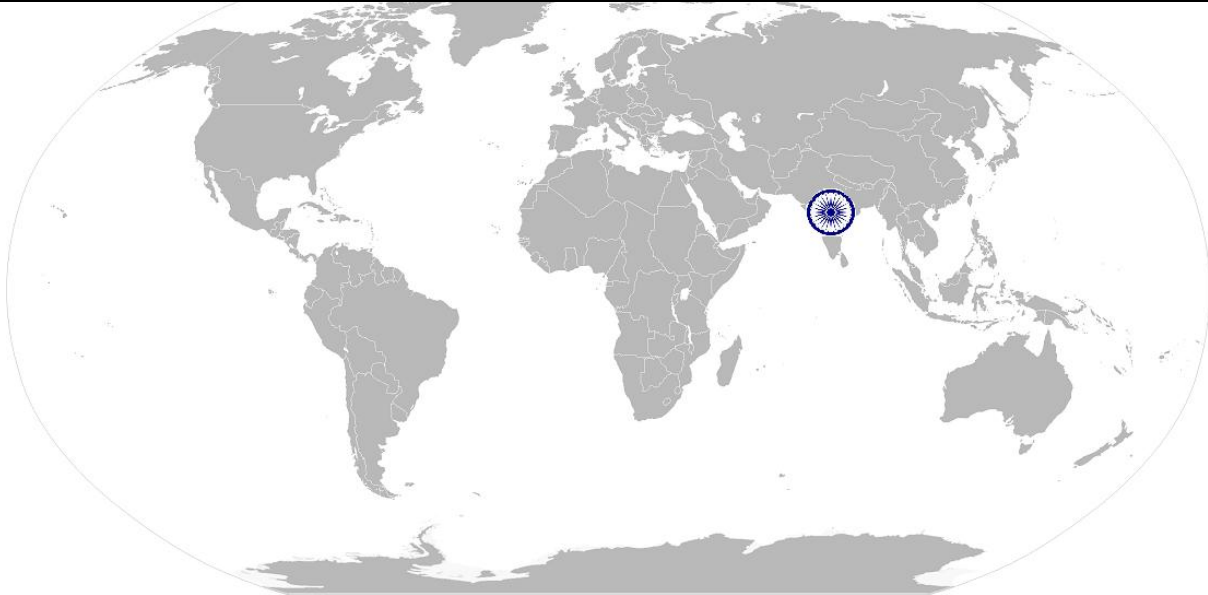


HCS/N9903

Maintain personal health

## NOS Version Control

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<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>

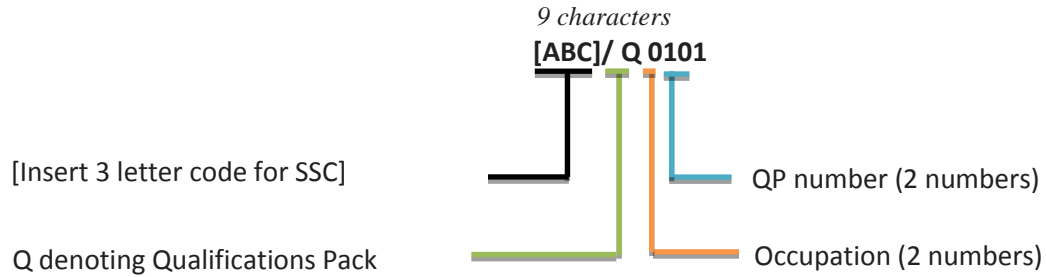




## Annexure

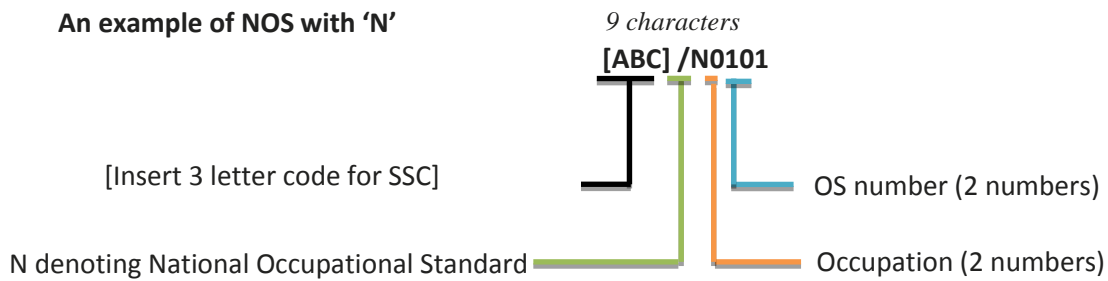
### Nomenclature for QP and NOS

#### 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
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



## CRITERIA FOR ASSESSMENT OF TRAINEES

**Job Role :** Quality Check Technician

**Qualification Pack :** HCS/Q1001

**Sector Skill Council :** Handicrafts & Carpet

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

		Total Marks (500)			
<b>HCS/N1001</b>	<b>Understand quality parameters</b>				
<b>NOS Element</b>	Performance Criteria		<b>Out of</b>	<b>Theory</b>	<b>Skills Practical</b>
<b>Receive the quality check parameters and schedule</b>	PC1. communicate with the qc head	100	4	1	3
	PC2. receive the quality parameters from qc head		2	0	2
	PC3. discuss the parameters with the qc team		3	0	3
	PC4. clarify any doubts on the qc parameters with the qc head		2	0	2
	PC5. analyze the job sheet		4	1	3
	PC6. receive and analyse the qc schedule		4	1	3
	PC7. highlight any discrepancies if observed		2	0	2
	PC8. highlight missing/required qc parameters		9	5	4
<b>Understand the quality check parameters</b>	PC9. understand the rationale behind the defined parameters		9	5	4
	PC10. relate the stage of production which is associated with the parameters		7	4	3
	PC11. understand how to apply the parameters when doing the check		9	5	4
	PC12. plan the qc check in line with the schedule and stage of production		5	2	3
	PC13. understand what aids must be used for checking		6	3	3
	PC14. know the precise manner of examining the products		6	3	3
	PC15. explain the same to the team if required		2	0	2



<b>Understand QC reporting</b>	PC16. understand the manner in which qc data has to be recorded	4	2	2
	PC17. understand the implications of qc reporting	6	2	4
	PC18. help in creation of the appropriate quality check templates	8	4	4
	PC19. fill the template with correct data and interpretation	8	4	4
	<b>TOTAL POINTS</b>	<b>100</b>	<b>42</b>	<b>58</b>

		Total Marks (500)			
HCS / N 1002	Perform quality check				
NOS Element	Performance Criteria		Out of	Theory	Skills Practical
<b>Performing quality check</b>	PC1. assess the loaded quantity	100	3	1	2
	PC2. assess the received quantity		3	1	2
	PC3. assess the samples for the qc		3	1	2
	PC4. check the dimension and shape of the craft and compare with design specifications		5	2	3
	PC5. check for cracks in ceramic products		5	3	2
	PC6. check for any pin holes in ceramic products		5	3	2
	PC7. check for any glaze off in ceramic products		5	3	2
	PC8. check for any other defined quality parameters		5	3	2
	PC9. check the samples for overall fidelity to the model		3	1	2
	PC10. replace the product samples in the associated batch		3	1	2
	PC11. handle the samples carefully		3	1	2
	PC12. use appropriate aids for the qc check		4	2	2
	PC13. move proactively in the production cycle looking for any quality related issues		6	2	4
<b>Documentation of the QC process and findings</b>	PC14. document the checklist of QP parameters and process to be followed	4	2	2	
	PC15. record details of the batch	3	1	2	
	PC16. record the details of the samples	3	1	2	
	PC17. record the details on the product lines	3	1	2	
	PC18. compute the percentages of the quality parameters	4	2	2	
	PC19. interpret the results when required	5	3	2	
	PC20. ensure all results recorded are in line with the template	4	2	2	
<b>Ensure quality</b>	PC21. alert about any recurrent issue	4	2	2	





Qualifications Pack For Quality Check Technician



<b>and productivity standards</b>	PC22. liaison with various internal teams on various quality issues		4	2	2
	PC23. avoid overall production losses due to quality		4	2	2
	PC24. communicate where rework is required		3	1	2
	PC25. perform qc on the targeted number per day		3	1	2
	PC26. complete all activities as per internal standards		3	1	2
<b>TOTAL POINTS</b>			<b>100</b>	<b>45</b>	<b>55</b>

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 materials		4	1	3
	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>		<b>100</b>	<b>40</b>	<b>60</b>

HCS/N9902	Maintain safe work environment				
NOS Element	Performance Criteria		Out of	Theory	Skills Practical
<b>Follow safety procedure and practices</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
	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	100	12	4	8
	PC2. follow work instructions strictly to reduce the amount of pollution at the work place e.g. wet the rock / craft material before working on it		10	2	8
	PC3. wear protective goggles over eyes and replace them when scratches on it obscure the vision		10	2	8
	PC4. wear gloves as per the materials used for making handicraft to avoid blisters; scratches and cuts		10	2	8
	PC5. undergo preventive health checkups at regular intervals		10	2	8
	PC6. take prompt treatment from the doctor in case of illness		11	3	8
	PC7. follow SOPs for dealing with blisters; scratches; accidental fires or any other type of emergencies at work		11	4	7
<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>		<b>100</b>	<b>25</b>	<b>75</b>