



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 – Floor Supervisor (Ceramics)

SECTOR: HANDICRAFTS & CARPET

SUB-SECTOR: Handicrafts (Ceramics)

OCCUPATION: Production management

REFERENCE ID: HCS/Q0101

ALIGNED TO: NCO-2004/NIL

Floor Supervisor: The floor supervisor is responsible for managing and monitoring the production process by understanding the process, production cycles and quality parameters; involved in quality check during production

Brief Job Description: The floor supervisor needs to manage and monitor the overall production process by interfacing with all departments of the shop floor and continuously checking the products for quality in the production cycle

Personal Attributes: The job requires the individual to have: leadership skills, ability to manage people, interpersonal skills, attention to detail, motivational skills, managing teams, ability to stand for long time and multitasking



Job Details

Qualifications Pack Code	HCS/Q 0101		
Job Role	Floor supervisor (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	Production management	Next review date	09/07/2017
NSQC Clearance on	05/08/2015		

Job Role	Floor Supervisor Also known as "Production Supervisor", "Shift in charge"
Role Description	Managing and monitoring the production process by understanding the process, production cycles and quality parameters; involved in quality check during production
NSQF level	5
Minimum Educational Qualifications	Diploma in Ceramic Engineering
Maximum Educational Qualifications	Not Applicable
Training (Suggested but not mandatory)	Not Applicable
Minimum Job Entry Age	18 years
Experience	3 years in ceramics production
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> HCS/N0101 Oversee production process HCS/N0102 Perform inline quality check HCS/N9901 Coordinate with colleagues and work as a team HCS/N9902 Maintain safe work environment HCS/N9903 Maintain personal health HCS/N9904 Basic business management <p>Optional: Not applicable</p>
Performance Criteria	As described in the relevant OS units



Definitions

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

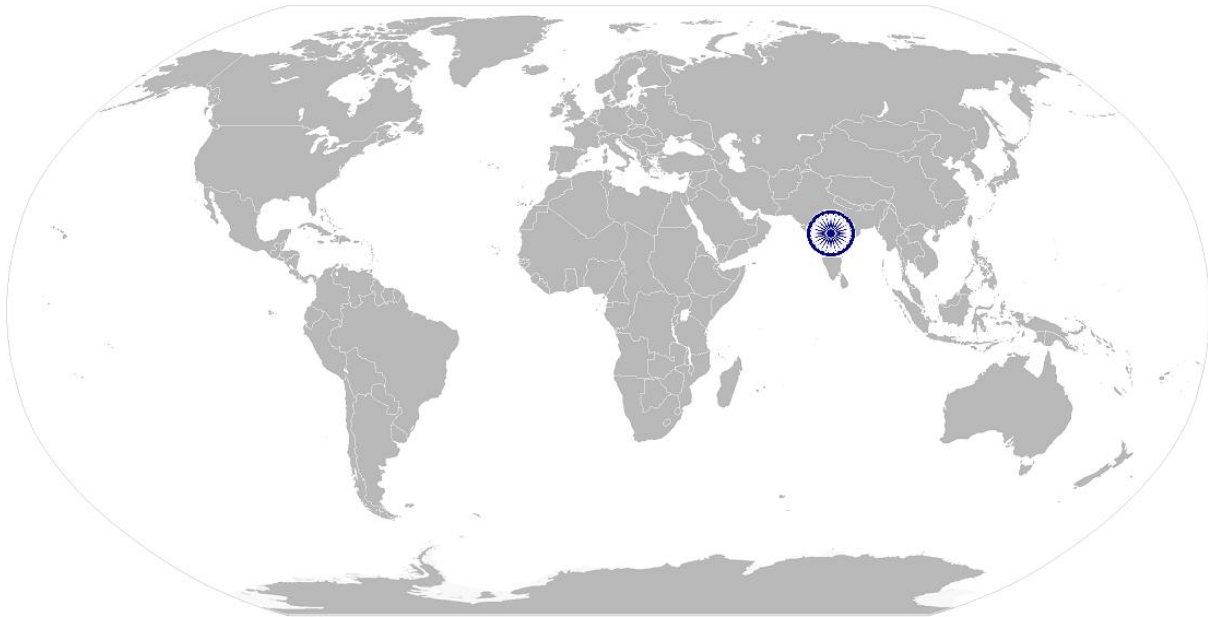


Context	operates. It includes elements of operational knowledge contents defined in relation to functioning of an organization that a skilled professional need to possess specific to its precise areas of responsibility.
Technical Knowledge	Technical Knowledge is the specific domain knowledge needed to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

Acronyms



National Occupational Standard



Overview

This OS unit is about overseeing the production process by adhering to the production schedules and interfacing with multiple teams to ensure the production process is hassle free



HCS/N0101

Oversee the production process

National Occupational Standard

Unit Code	HCS/N0101
Unit Title (Task)	Oversee production process
Description	This OS unit is about overseeing the production process by adhering to the production schedules and interfacing with multiple teams to ensure the production process is hassle free
Scope	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> • Understand production schedule • Ensure production schedule compliant processes • Manage human resources • Manage any challenges • Ensure quality and production standards • Record production process related data
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Understand production schedule	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. understand the various aspects of the production schedule</p> <p>PC2. form ideas on the indicative time required for each module of production</p> <p>PC3. interface with various heads to discuss on the schedule</p> <p>PC4. plan the time required for completing each block of work efficiently</p> <p>PC5. manage the resources required for the production</p> <p>PC6. ensure the tools and other equipment are in order to meet the schedule</p> <p>PC7. assess if the shop floor is equipped to adhere to the schedule</p>
Ensure production schedule compliant process	<p>To be competent, the user/ individual must be able to:</p> <p>PC8. ensure that the production moves smoothly from one department to the other</p> <p>PC9. interface with various teams to check if the process flow is smooth</p> <p>PC10. actively engage in process where required</p> <p>PC11. predict key result areas that are critical for the production</p> <p>PC12. monitor the overall time spent in each sub task</p> <p>PC13. proactively speed up the processes that lag</p> <p>PC14. interact with various department heads on the progress</p> <p>PC15. move around in the production floor observing processes</p>
Manage human resources	<p>To be competent, the user/ individual must be able to:</p> <p>PC16. allot work appropriately</p> <p>PC17. train the employees on the production floor when required</p> <p>PC18. engage with all employees</p> <p>PC19. promote open communication</p> <p>PC20. motivate and keep the spirits high</p> <p>PC21. assess the performance of the employees</p> <p>PC22. prevent any employee conflict</p> <p>PC23. resolve conflicts when required</p>



HCS/N0101

Oversee the production process

	PC24. ensure high performing employees are rewarded
Manage any challenges	To be competent, the user/ individual must be able to: PC25. pre-empt any problems in production and avoid the same PC26. handle any technical issues in production PC27. ensure the same issue does not come up in the future PC28. arrange for quick replacements where required PC29. manage any equipment failures
Ensure quality and productivity standards	To be competent, the user/ individual must be able to: PC30. able to visually examine the entire process PC31. ensure that there is no wastage of the materials PC32. ensure overall cleanliness PC33. ensure there is no dilution in quality
Record production process related data	To be competent, the user/ individual must be able to: PC34. make formats for recording various data PC35. record all production related data PC36. keep track of all material movement PC37. record the material and store data PC38. record the packing related information PC39. ensure proper documentation is followed across respective teams PC40. make notes on employee and team productivity
Knowledge and Understanding (K)	
A. Organizational Knowledge	The individual on the job needs to know and understand: KA1. company's policies on: personnel management, relevant legislation, standards, policies, and procedures followed in the company KA2. organization's history and culture KA3. organisation structure KA4. company's policies related to dress code and etiquette KA5. The locations where the materials are typically stored KA6. The key product lines of the company KA7. production schedule KA8. skill levels of employees
B. Technical knowledge	The individual on the job needs to know and understand: KB1. ceramics manufacturing process KB2. production planning KB3. machine and tools required for the manufacturing KB4. managing his/her time to oversee the process and the employee time KB5. handling the raw materials appropriately KB6. ensuring that there is no mal handling/accidents due to improper handling of the raw materials KB7. storing the raw materials appropriately KB8. handling the tools KB9. ensuring that there is no mal handling/accidents due to improper handling of the equipments KB10. operating various equipments KB11. human resource management KB12. cost benefit analysis KB13. raw materials and their properties



HCS/N0101

Oversee the production process

	KB14. typical production issues KB15. optimal manufacturing techniques KB16. monitoring stage-wise outputs KB17. typical production timings for every stage of production KB18. efficient processing techniques
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Writing skills
	The individual on the job needs to know and understand: SA1. write process notes SA2. write production cycles related data
	Reading skills
	The individual on the job needs to know and understand: SA3. read about various ceramics manufacturing related information
B. Professional Skills	Communication (Listening and speaking) skills
	The individual on the job needs to know and understand: SA4. interact with employees to work efficiently SA5. interact with the various department heads SA6. communicate the gaps in process, if any to relevant colleagues
	Decision making
	The individual on the job needs to know and understand how to: SB1. allot work SB2. adhere to the production schedule SB3. identify critical processes
	Plan and Organize
	The user/individual on the job needs to know and understand how: SB4. to prioritize and organise to achieve the daily targets
	Customer Centricity
	The user/individual on the job needs to know and understand: SB5. the customer preference, taste, etc and accordingly make crafts
	Problem Solving
	The user/individual on the job needs to know and understand how: SB6. to solve work related problems
Analytical thinking	
The individual on the job needs to know and understand: SB7. how to analyse the material requirement	
Critical thinking	
The individual on the job needs to know and understand: SB8. spot process disruptions and delays SB9. report on any concerns to superiors without delay	

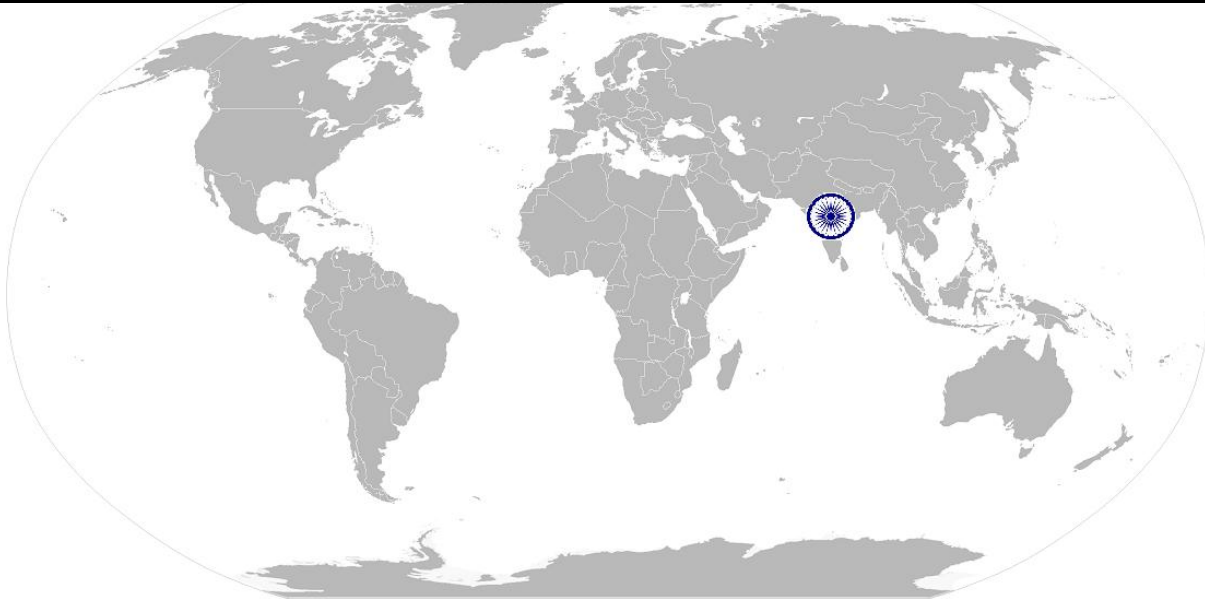


HCS/N0101

Oversee the production process

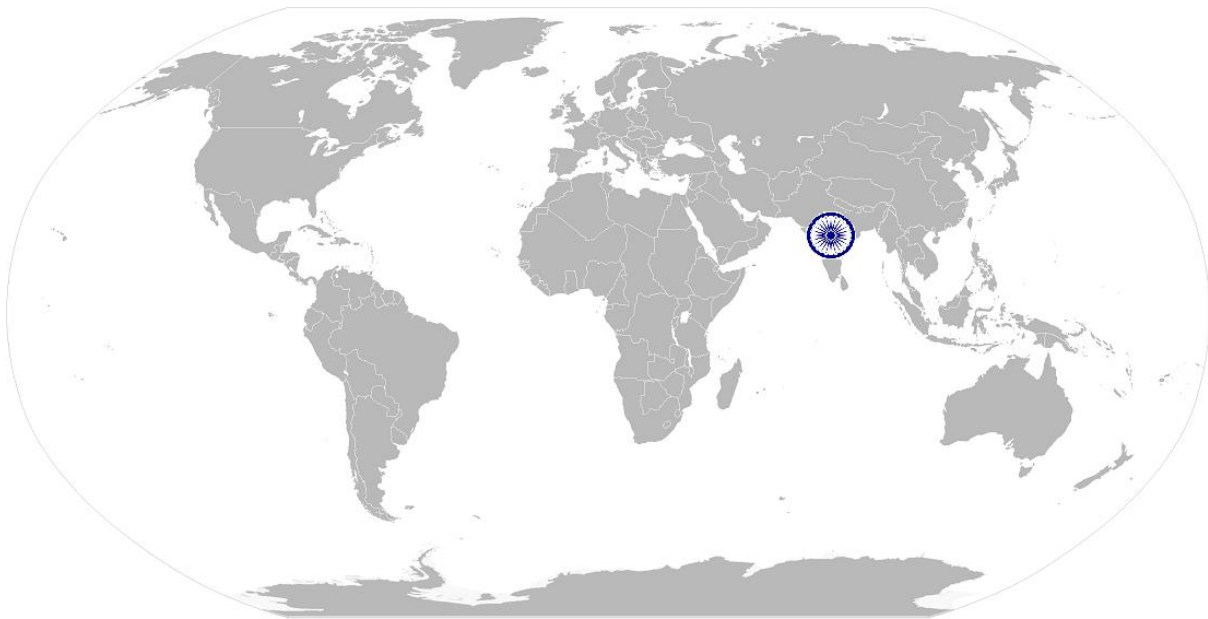
NOS Version Control

NOS Code	HCS/N0101		
Credits(NSQF)	TBD	Version number	1.0
Industry	Handicrafts and Carpet	Drafted on	27/02/2015
Industry Sub-sector	Ceramics	Last reviewed on	09/07/2015
Occupation	Production management	Next review date	09/07/2017





National Occupational Standard



Overview

This OS unit is about performing in line quality checks across the different stages of production to ensure that the end products are of high quality



HCS/N0102

Perform inline quality check

Unit Code	HCS/N0102
Unit Title (Task)	Perform inline quality check
Description	This OS unit is about performing in line quality checks across the different stages of production to ensure that the end products are of high quality
Scope	This unit/ task covers the following: <ul style="list-style-type: none"> • Understand quality parameters • Perform the inline quality checks • Record quality related data
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Understand quality parameters	To be competent, the user/ individual must be able to: <ul style="list-style-type: none"> PC1. understand the various aspects of quality for the different stages of production PC2. appreciate the rationale behind the defined parameters PC3. formulate the parameters where not defined PC4. communicate the parameters to the teams PC5. interface with various heads to ensure all the parameters are captured PC6. estimate the typical loss generating activities PC7. assign order of importance to the quality parameters PC8. interface specifically QC team
Perform inline quality checks	To be competent, the user/ individual must be able to: <ul style="list-style-type: none"> PC9. move across the shop floor inspecting various aspects of production PC10. spot any deviation from the production models PC11. actively engage with employees to understand the overall process flow PC12. take samples from various stages of production PC13. examine these samples for quality PC14. apply various scientific and visual methods to ensure the quality parameters are met PC15. interface with the departments in the case of deviation PC16. analyze past data to understand the causes
Record quality related data	To be competent, the user/ individual must be able to: <ul style="list-style-type: none"> PC17. make formats for recording various data PC18. record all quality related data PC19. record the data with the appropriate specifications PC20. analyze the data when required PC21. ensure proper documentation is followed across respective teams PC22. make notes on department specific quality aspects observed
Knowledge and Understanding (K)	
A. Organizational Knowledge	The individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. company's policies on: personnel management, relevant legislation, standards, policies, and procedures followed in the company KA2. organization's history and culture



HCS/N0102

Perform inline quality check

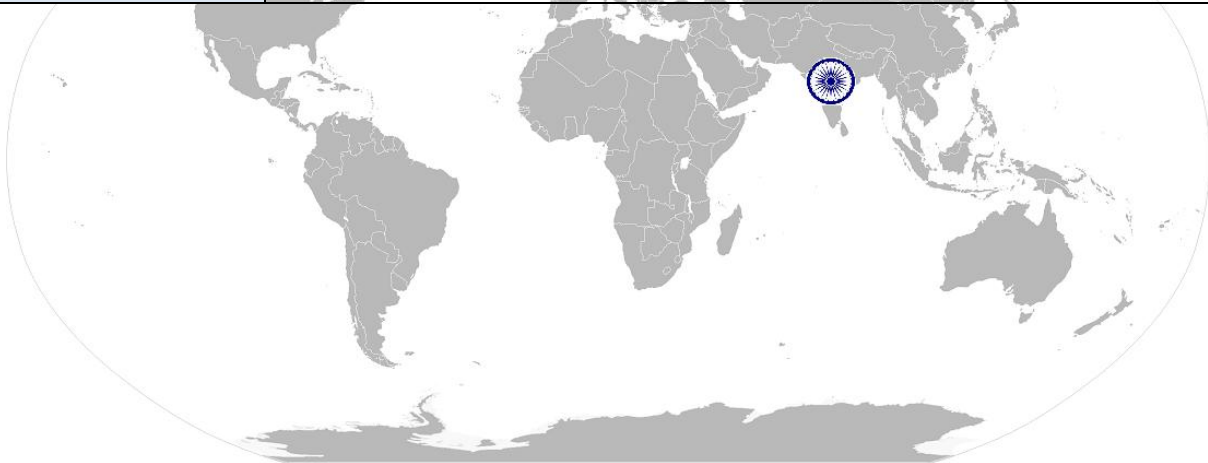
	<p>KA3. organisation structure</p> <p>KA4. company's policies related to dress code and etiquette</p> <p>KA5. the locations where the materials are typically stored</p> <p>KA6. the key product lines of the company</p> <p>KA7. quality parameters</p>
B. Technical knowledge	<p>The individual on the job needs to know and understand:</p> <p>KB1. ceramics manufacturing process</p> <p>KB2. QC parameters</p> <p>KB3. visual QC techniques</p> <p>KB4. sampling techniques</p> <p>KB5. past data analysis techniques</p> <p>KB6. handling the tools</p> <p>KB7. ensuring that there is no mal handling/accidents due to improper handling of the equipments</p> <p>KB8. operating various equipments</p> <p>KB9. managing his/her time to oversee the process</p> <p>KB10. managing the employee time</p> <p>KB11. handling the raw materials appropriately</p> <p>KB12. ensuring that there is no mal handling/accidents due to improper handling of the raw materials</p> <p>KB13. storing the raw materials appropriately</p> <p>KB14. data interpretation</p> <p>KB15. loss assessment techniques</p> <p>KB16. machine and tools required for the manufacturing</p> <p>KB17. cost benefit analysis</p> <p>KB18. raw materials and their properties</p> <p>KB19. various quality decreasing causes</p> <p>KB20. total quality management</p>
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Writing skills
	The individual on the job needs to know and understand:
	SA1. write process notes
	SA2. write process related data
Reading skills	The individual on the job needs to know and understand:
	SA3. read about various ceramics manufacturing quality related information
	Communication (Listening and speaking) skills
B. Professional Skills	The individual on the job needs to know and understand:
	SA4. interact with employees to work efficiently
	SA5. interact with the various department heads
Decision making	The individual on the job needs to know and understand:
	SB1. pick the appropriate samples
	SB2. apply the relevant tests



HCS/N0102

Perform inline quality check

	SB3. identify critical stages of production for QC
	Plan and Organize
	The user/individual on the job needs to know and understand how: SB4. to prioritize and organise to achieve the daily targets
	Customer Centricity
	The user/individual on the job needs to know and understand: SB5. the customer preference, taste, etc and accordingly make crafts
	Problem Solving
	The user/individual on the job needs to know and understand how: SB6. to solve work related problems
	Analytical thinking
	The individual on the job needs to know and understand: SB7. how to analyse the material requirement
	Critical thinking
The individual on the job needs to know and understand: SB8. spot process disruptions and delays SB9. report on any concerns to superiors without delay	



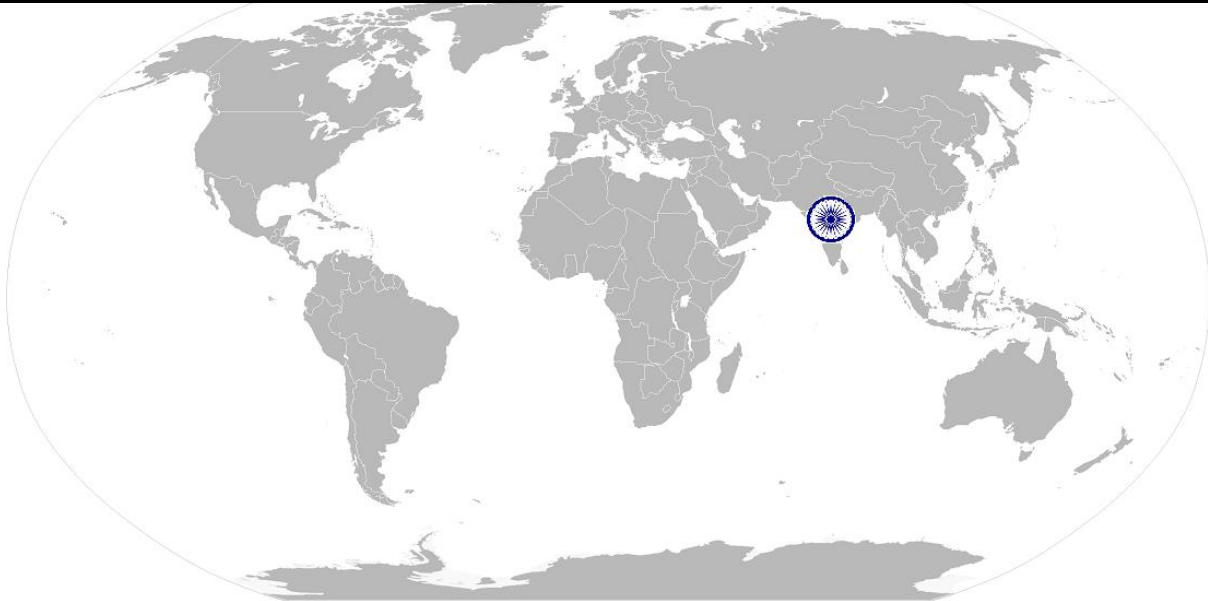


HCS/N0102

Perform inline quality check

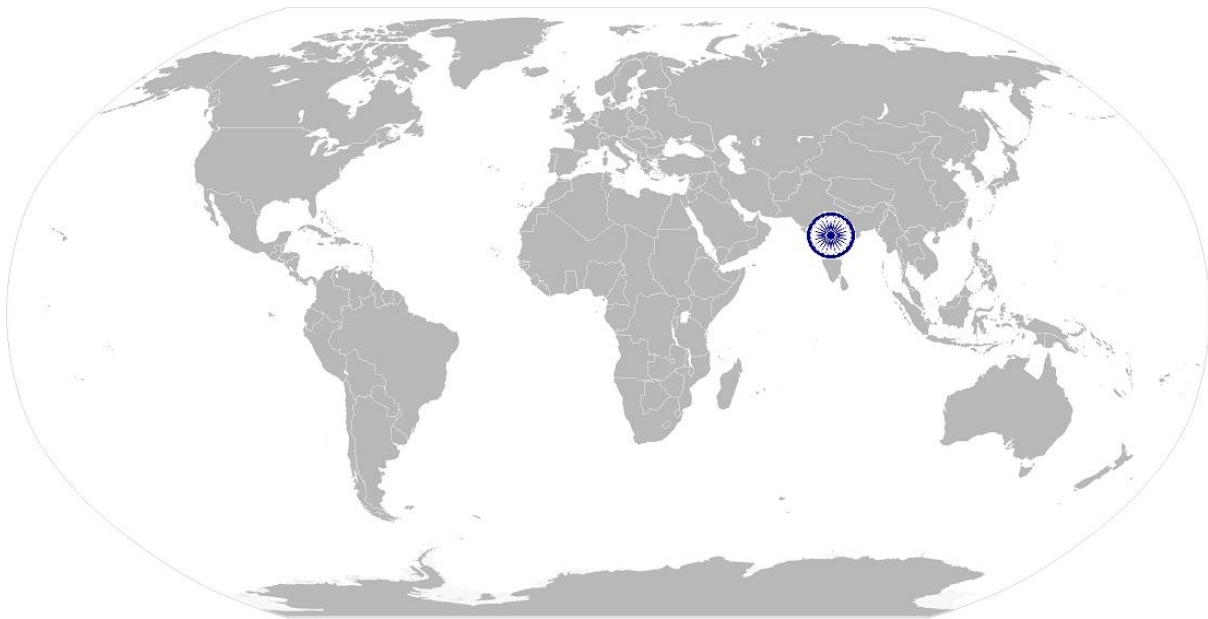
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NOS Code	HCS/N0102		
Credits(NSQF)	TBD	Version number	1.0
Industry	Handicrafts and Carpet	Drafted on	27/02/2015
Industry Sub-sector	Ceramics	Last reviewed on	09/07/2015
Occupation	Production management	Next review date	09/07/2017





National Occupational Standard



Overview

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



HCS/N9901

Coordinate with colleagues and work as a team

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



HCS/N9901

Coordinate with colleagues and work as a team

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

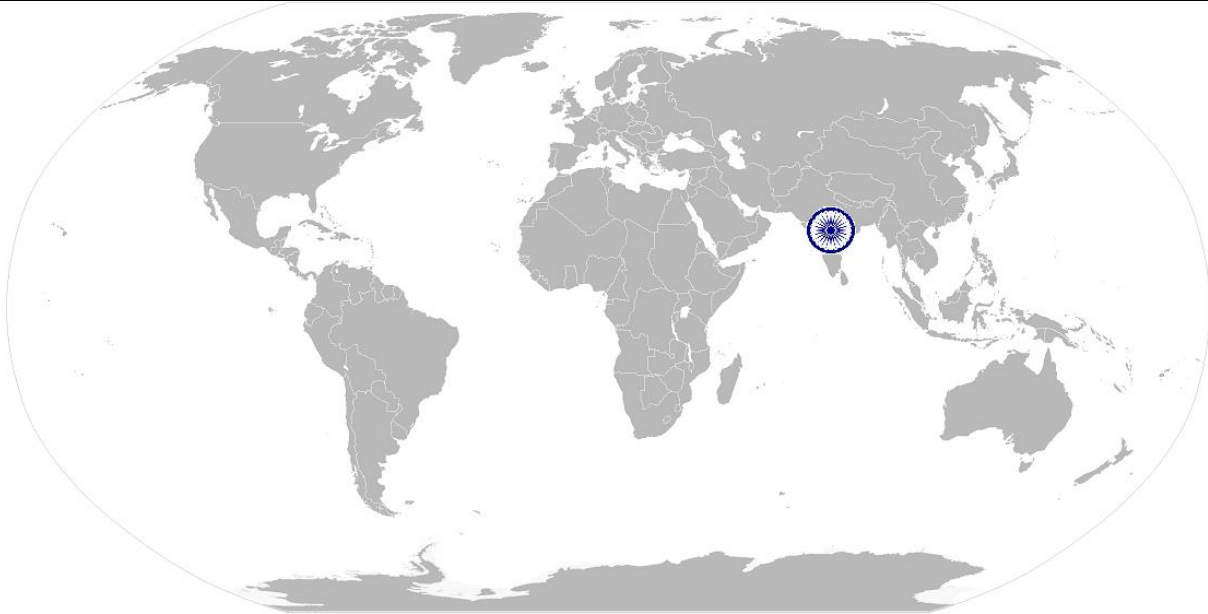


HCS/N9901

Coordinate with colleagues and work as a team

NOS Version Control

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





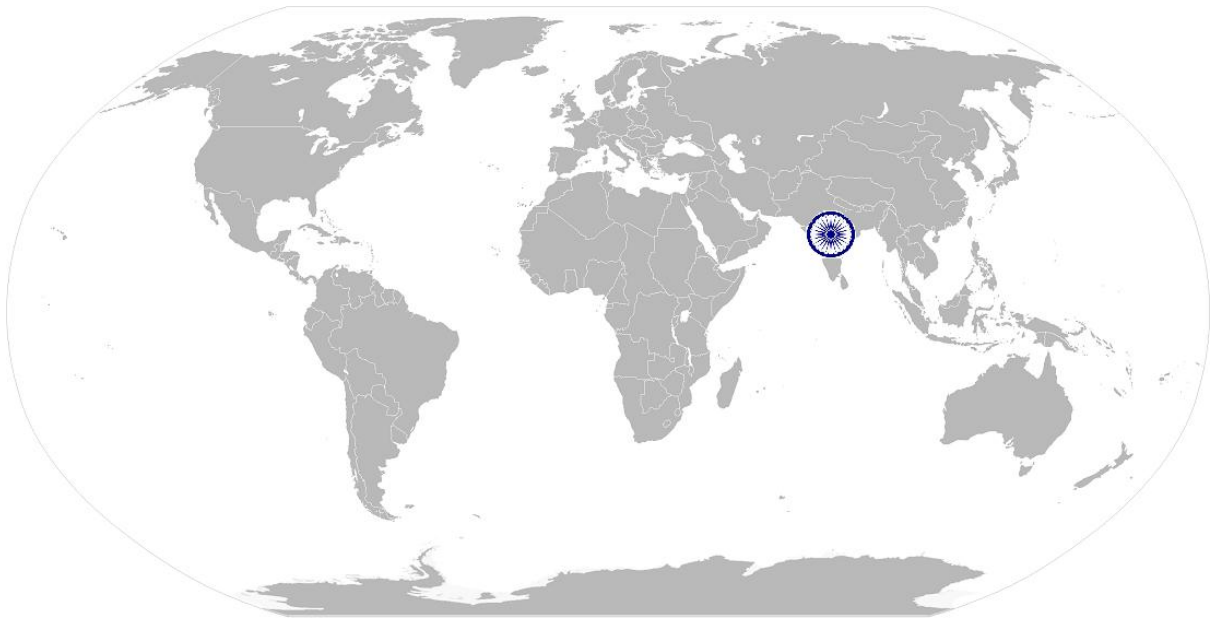
HCS/N9902

NOS
National Occupational Standards

Maintain safe work environment



National Occupational Standard



Overview

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



HCS/N9902

Maintain safe work environment

Unit Code	HCS/N9902
Unit Title (Task)	Maintain safe work environment
Description	This OS unit is about following adequate safety procedures to make work environment safe.
Scope	This unit/ task covers the following: <ul style="list-style-type: none"> Follow safety procedure and practices Achieve safety standards
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Follow safety procedure and practices	To be competent, the user/ individual must be able to: <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>
Achieve safety standards	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>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The individual on the job needs to know and understand: <p>KA1. company's policies on 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

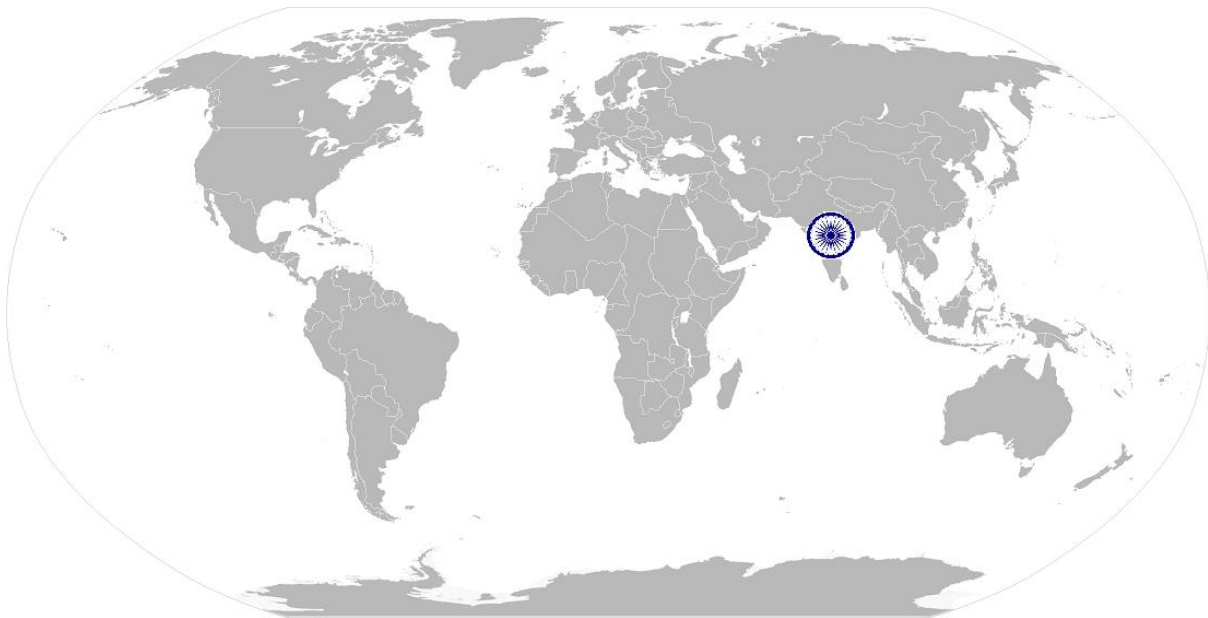
<p>B. Technical Knowledge</p>	<p>The individual on the job needs to know and understand:</p> <p>KB1. accidental risks to the worker</p> <p>KB2. how to maintain the work area safe and secure</p> <p>KB3. how to perform the duties in a way to minimize accidental risks</p> <p>KB4. how to handle chemicals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



HCS/N9902

Maintain safe work environment

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



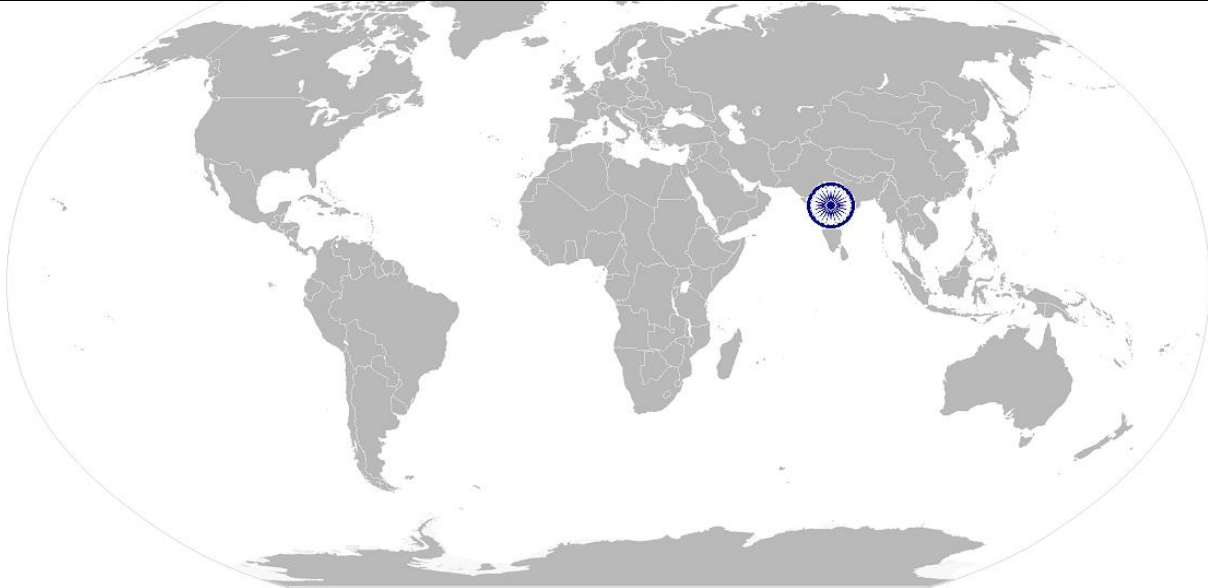


HCS/N9902

Maintain safe work environment

NOS Version Control

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

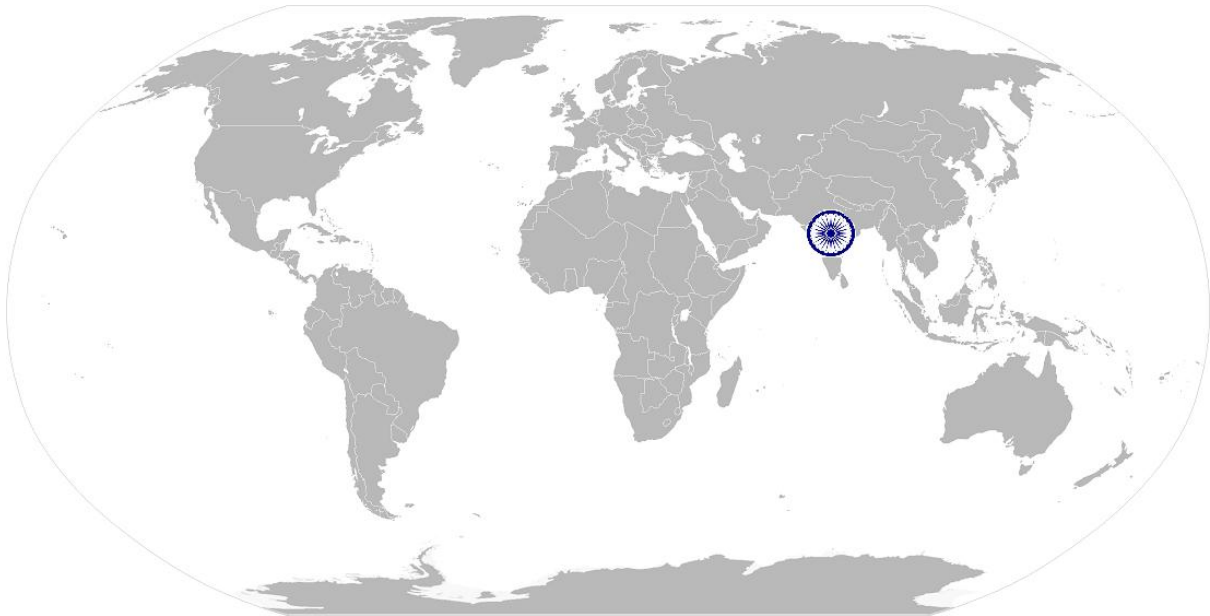




HCS/N9903

Maintain personal health

National Occupational Standard



Overview

This unit is about managing personal health at work place.



HCS/N9903

Maintain personal health

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



HCS/N9903

Maintain personal health

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

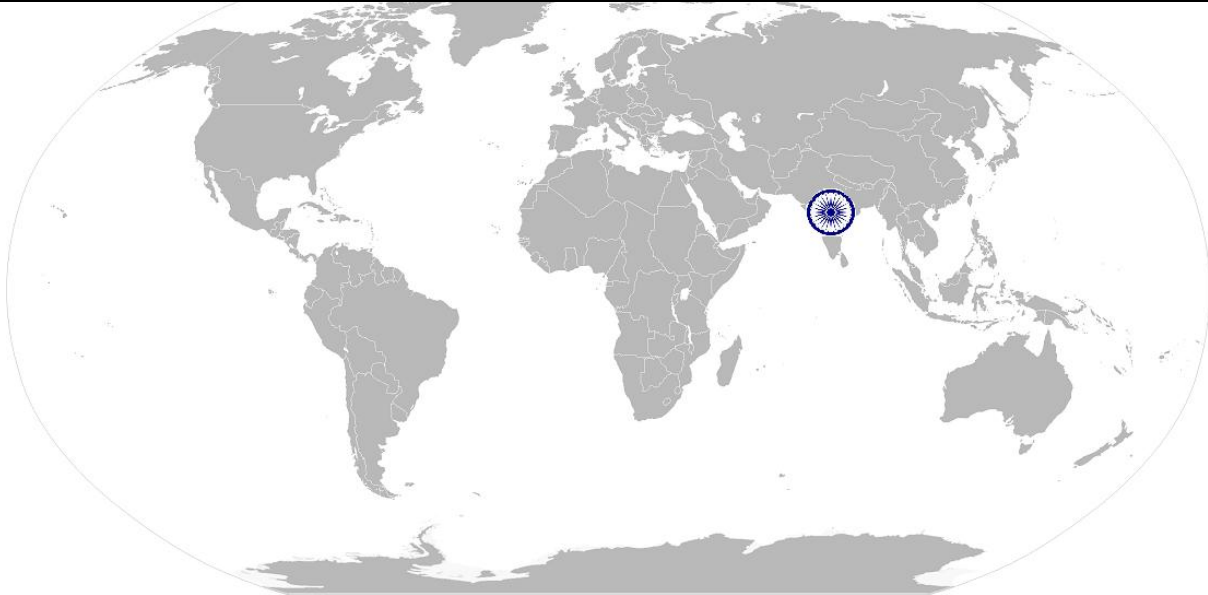


HCS/N9903

Maintain personal health

NOS Version Control

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





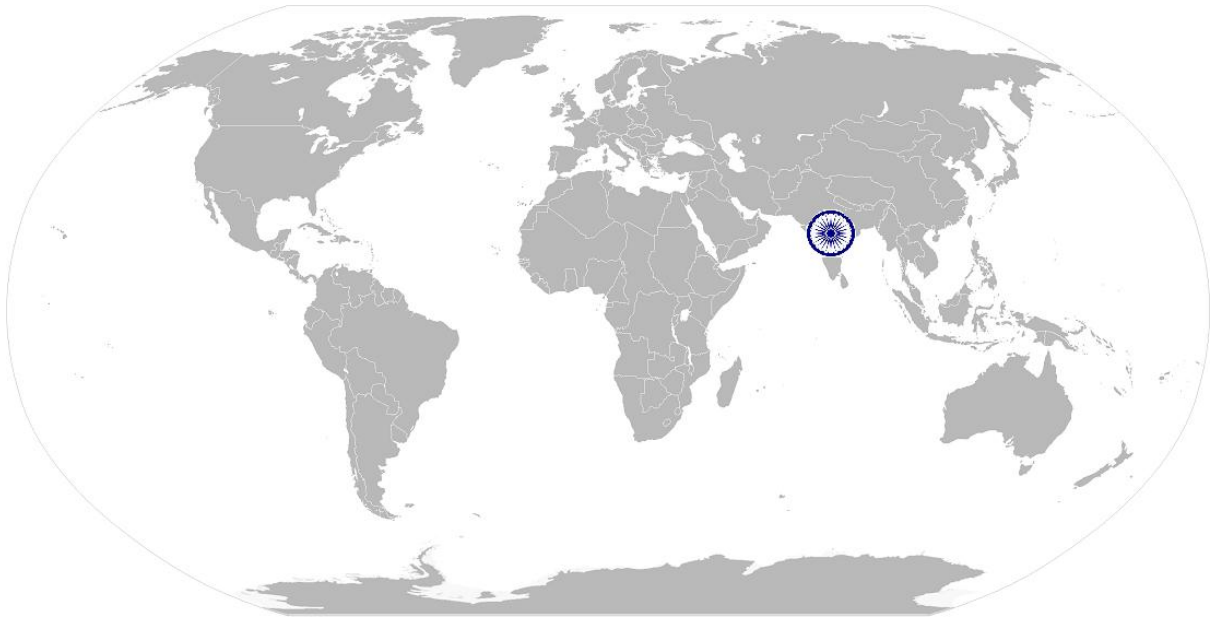
HCS/N9904

NOS
National Occupational Standards

Basic business management



National Occupational Standard



Overview

This unit is about successful basic business management in handicraft units



HCS/N9904

Basic business management

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



HCS/N9904

Basic business management

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



HCS/N9904

Basic business management

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

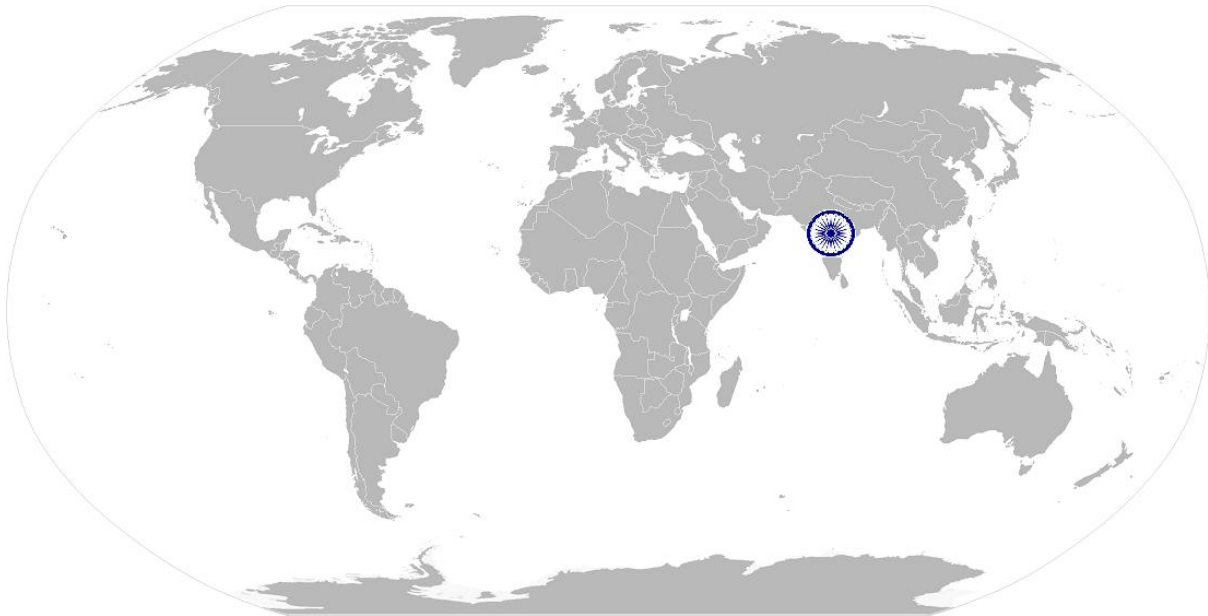


HCS/N9904

Basic business management

NOS Version Control

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

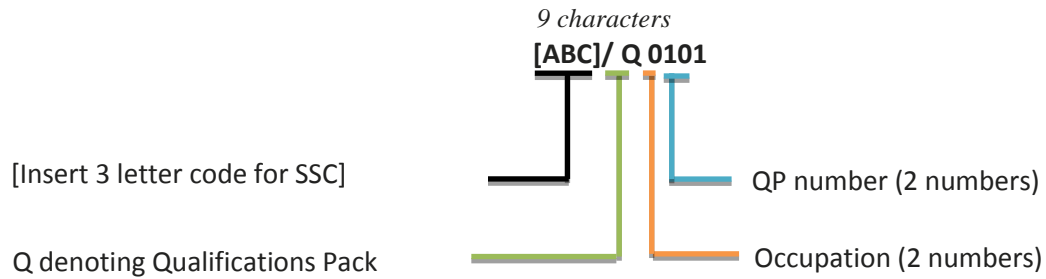




Annexure

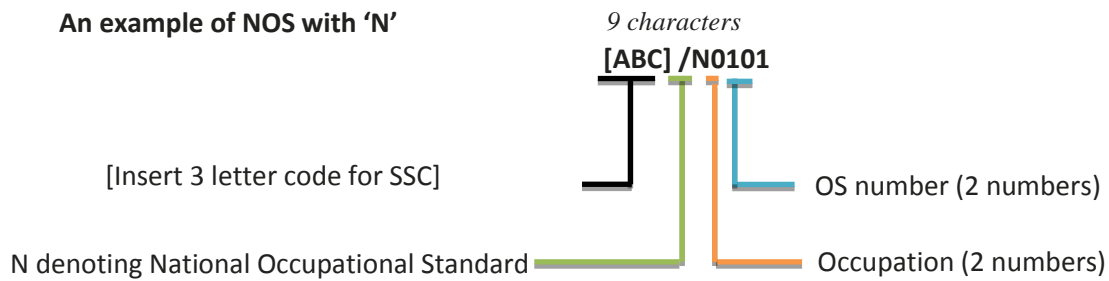
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'





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

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

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



CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role : Floor Supervisor

Qualification Pack : HCS/Q0101

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 (600)				
HCS / N 0101	Oversee production process					
NOS Element	Performance Criteria		Out of	Theory	Skills Practical	
Understand production schedule	PC1. understand the various aspects of the production schedule	100	3	1	2	
	PC2. form ideas on the indicative time required for each module of production		3	1	2	
	PC3. interface with various heads to discuss on the schedule		3	1	2	
	PC4. plan the time required for completing each block of work efficiently		3	1	2	
	PC5. manage the resources required for the production		3	1	2	
	PC6. ensure the tools and other equipment are in order to meet the schedule		2	1	1	
	PC7. assess if the shop floor is equipped to adhere to the schedule		2	1	1	
Ensure production schedule compliant process	PC8. ensure that the production moves smoothly from one department to the other			2	1	1
	PC9. interface with various teams to check if the process flow is smooth			3	1	2
	PC10. actively engage in process where required			4	1	3
	PC11. predict key result areas that are critical for the production			3	1	2



Qualifications Pack For Floor Supervisor



	PC12. monitor the overall time spent in each sub task		3	1	2
	PC13. proactively speed up the processes that lag		3	1	2
	PC14. interact with various department heads on the progress		2	1	1
	PC15. move around in the production floor observing processes		2	1	1
Manage human resources	PC16. allot work appropriately		3	1	2
	PC17. train the employees on the production floor when required		3	1	2
	PC18. engage with all employees		2	1	1
	PC19. promote open communication		2	1	1
	PC20. motivate and keep the spirits high		2	1	1
	PC21. assess the performance of the employees		3	1	2
	PC22. prevent any employee conflict		2	1	1
	PC23. resolve conflicts when required		3	1	2
Manage any challenges	PC24. ensure high performing employees are rewarded		3	1	2
	PC25. pre-empt any problems in production and avoid the same		4	1	3
	PC26. handle any technical issues in production		4	1	3
	PC27. ensure the same issue does not come up in the future		2	1	1
	PC28. arrange for quick replacements where required		2	1	1
Ensure quality and productivity standards	PC29. manage any equipment failures		2	1	1
	PC30. able to visually examine the entire process		2	1	1
	PC31. ensure that there is no wastage of the materials		2	1	1
	PC32. ensure overall cleanliness		2	1	1
Record production process related data	PC33. ensure there is no dilution in quality		2	1	1
	PC34. make formats for recording various data		2	1	1
	PC35. record all production related data		2	1	1
	PC36. keep track of all material movement		2	1	1
	PC37. record the material and store data		2	1	1
	PC38. record the packing related information		2	1	1
	PC39. ensure proper documentation is followed across respective teams		2	1	1
PC40. make notes on employee and team productivity		2	1	1	
	TOTAL POINTS		100	40	60

		Total Marks (600)			
HCS / N 0102	Perform inline quality check				



Qualifications Pack For Floor Supervisor

NOS Element	Performance Criteria			Theory	Skills Practical
Understand quality parameters	PC1. understand the various aspects of quality for the different stages of production	100	6	2	4
	PC2. appreciate the rationale behind the defined parameters		6	2	4
	PC3. formulate the parameters where not defined		6	2	4
	PC4. communicate the parameters to the teams		3	1	2
	PC5. interface with various heads to ensure all the parameters are captured		3	1	2
	PC6. estimate the typical loss generating activities		6	2	4
	PC7. assign order of importance to the quality parameters		6	2	4
	PC8. interface specifically QC team		3	1	2
Perform inline quality checks	PC9. move across the shop floor inspecting various aspects of production		4	2	2
	PC10. spot any deviation from the production models		6	2	4
	PC11. actively engage with employees to understand the overall process flow		4	1	3
	PC12. take samples from various stages of production		5	2	3
	PC13. examine these samples for quality		5	2	3
	PC14. apply various scientific and visual methods to ensure the quality parameters are met		8	3	5
	PC15. interface with the departments in the case of deviation		3	1	2
	PC16. analyze past data to understand the causes		5	2	3
Record quality related data	PC17. make formats for recording various data		3	1	2
	PC18. record all quality related data		3	1	2
	PC19. record the data with the appropriate specifications		4	2	2
	PC20. analyze the data when required		5	1	4
	PC21. ensure proper documentation is followed across respective teams		3	1	2
	PC22. make notes on department specific quality aspects observed		3	1	2
TOTAL POINTS			100	35	65

HCS/N9901	Coordinate with colleagues and work as a team				
NOS Element	Performance Criteria		Out of	Theory	Skills Practical
Interact with supervisor	PC1. receive job order and instructions from reporting supervisor	100	4	3	1
	PC2. understand the work output requirements, targets, performance indicators and incentives		5	4	1



Qualifications Pack For Floor Supervisor

	PC3. deliver quality work on time and report any anticipated reasons for delays	5	1	4
	PC4. report on any grievances, production defects and any potential hazards	4	2	2
	PC5. communicate on process flow improvements	4	2	2
	PC6. communicate maintenance and repair schedule proactively to the supervisor	4	1	3
	PC7. receive feedback on work standards	4	2	2
	PC8. interact and clarify doubts on design, usage of materials & tools, quality & standards compliance, etc	5	2	3
	PC9. report in time for shortage or need of raw materials	4	1	3
	PC10. handover completed work to supervisor	4	2	2
Work as a team by coordinating with colleagues within and outside the department	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



Qualifications Pack For Floor Supervisor

Report and Document	PC22. document all the details accurately relating to one's role as required		4	1	3
	PC23. report on the work completed and keep it in records		4	1	3
	TOTAL POINTS		100	40	60

HCS/N9902	Maintain safe work environment				
NOS Element	Performance Criteria		Out of	Theory	Skills Practical
Follow safety procedure and practices	PC1. comply with safety procedures while on work to prevent accidents	100	8	2	6
	PC2. take adequate safety measures while handling materials, chemicals and tools		8	2	6
	PC3. wear appropriate personal protective gears such as gloves, protective goggles, masks etc. while working		8	2	6
	PC4. undertake basic safety checks before operation of all tools and electrical equipments		9	2	7
	PC5. wear appropriate and recommended 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
Achieve safety standards	PC11. ensure zero accident at workplace		10	2	8
	PC12. adhere to safety standards and ensure no material damage		10	2	8
	TOTAL POINTS		100	28	72

HCS/N9903	Maintain personal health				
NOS Element	Performance Criteria		Out of	Theory	Skills Practical
Adopt healthy	PC1. always cover the mouth and nose with a dust mask while working and keep on changing	100	12	4	8



Qualifications Pack For Floor Supervisor



work practices	when it gets blocked with dust			
	PC2. follow work instructions strictly to reduce the amount of pollution at the work place e.g. wet the rock / craft material before working on it	10	2	8
	PC3. wear protective goggles over eyes and replace them when scratches on it obscure the vision	10	2	8
	PC4. wear gloves as per the materials used for making handicraft to avoid blisters; scratches and cuts	10	2	8
	PC5. undergo preventive health checkups at regular intervals	10	2	8
	PC6. take prompt treatment from the doctor in case of illness	11	3	8
	PC7. follow SOPs for dealing with blisters; scratches; accidental fires or any other type of emergencies at work	11	4	7
Achieve work productivity while maintaining health	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
TOTAL POINTS		100	25	75

HCS/N9904	Basic business management				
NOS Element	Performance Criteria		Out of	Theory	Skills Practical
People management	PC1. allot work to the employees of the unit according to their skill and experience	100	3	1	2
	PC2. train the employees of his/her unit with the appropriate skills required to make market relevant and quality products		3	1	2
	PC3. motivate the employees		2	1	1
	PC4. handle the grievances/issues that are raised by the employees		2	1	1
	PC5. manage the employee expectations		2	1	1
Product planning	PC6. gather and analyse the cues from the market		2	1	1
	PC7. ascertain the customer preference		3	1	2
	PC8. create product lines based on current market preference		3	1	2
	PC9. create product lines that are unique and able to price high		3	1	2
	PC10. price the products according to market		3	1	2



Qualifications Pack For Floor Supervisor



	trends			
	PC11. decide the best way to market the product lines	3	1	2
Procurement of raw materials	PC12. make a list of raw materials required according to the product lines	2	0	2
	PC13. ascertain the quantity and right price to procure the materials	3	1	2
	PC14. identify the right locations/agents from where the raw materials can be procured	3	1	2
	PC15. negotiate to get the best price	3	0	3
	PC16. ensure quality materials are procured	4	1	3
	PC17. ensure the procured materials are stored in appropriate conditions	3	1	2
	PC18. maintain the bills and record the prices of procurement for future reference	3	1	2
	PC19. maintain healthy vendor relationships	3	1	2
Market interfacing	PC20. identify the nearest market	3	1	2
	PC21. analyze the prevalent price for product lines	3	2	1
	PC22. decide on the most effective means to 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
Financial management	PC26. analyze and ascertain the cost of production	3	1	2
	PC27. maintain the book of accounts related to the business	3	1	2
	PC28. own and operate a bank account	4	2	2
	PC29. identify cost effective means of running business	3	1	2
Record keeping	PC30. identify various aspects of business that require recording	3	2	1
	PC31. create formats for recording	3	2	1
	PC32. make various records pertaining to all aspects of business	3	2	1
	PC33. maintain these records with periodic updation	3	2	1
	PC34. maintain necessary documents as per local government and regulatory requirement	3	2	1
	PC35. analyze the records and glean various trends from the same	3	2	1
	TOTAL POINTS	100	40	60