



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.....	1
2. Qualifications Pack.....	2
3. Glossary of Key Terms.....	3
4. OS Units.....	5
5. Annexure: Nomenclature for QP & OS.....	29
6. Assessment Criteria.....	31

Introduction

Qualifications Pack- Decorative Cutter — Glassware

SECTOR: HANDICRAFTS AND CARPET

SUB-SECTOR: Glassware

OCCUPATION: Decoration (Etching, Pasting & Painting)

REFERENCE ID: HCS/Q2501

ALIGNED TO: NCO-2004/NIL

This job holder makes decorative design on the handicrafts glass items as per given instructions

Brief Job Description: The decorative cutter-glassware makes required decorative shapes on glass articles with the help of cutting machine. To perform the work competently the person is required to work with precision in delivering outcomes with the help of appropriate cutting techniques. The individual works under supervision and follows instructions related to the work.

Personal Attributes: Needs to be focused, alert and physically active as well as capable of working for long hours in sitting position. Must understand the importance of quality work. He should have to ability to handle glassware safely during the cutting process.



Job Details	Qualifications Pack Code	HCS/Q2501		
	Job Role	Decorative Cutter - Glassware		
	Credits	TBD	Version number	1.0
	Sector	Handicrafts and Carpet	Drafted on	22/01/2016
	Sub-sector	Handicrafts (Glassware)	Last reviewed on	22/01/2016
	Occupation	Decoration (Etching, Pasting & Painting)	Next review date	22/01/2018
	NSQC Clearance on	NA		

Job Role	Decorative Cutter—Glassware
Role Description	Decorative cutter performs cutting operation on glassware articles to make decorative shapes on it.
NSQF level	4
Minimum Educational Qualifications	5 th Standard pass, preferably
Maximum Educational Qualifications	NA
Training (Suggested but not mandatory)	NA
Minimum Job Entry Age	18 Years
Experience	NA
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> 1. HCS/N2501 Prepare for making decorative design on glass articles 2. HCS/N2502 Make decorative design using glass cutting machine 3. HCS/N9907 Use basic health and safety practices appropriate to working with glassware crafts 4. CSC/N1336 Work effectively with others <p>Optional: NA</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 business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or an area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Sub-function	Sub-functions are sub-activities essential to fulfil the achieving the objectives of the function.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance criteria are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (OS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.
Knowledge and Understanding	Knowledge and understanding are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills	Core skills or generic skills are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work

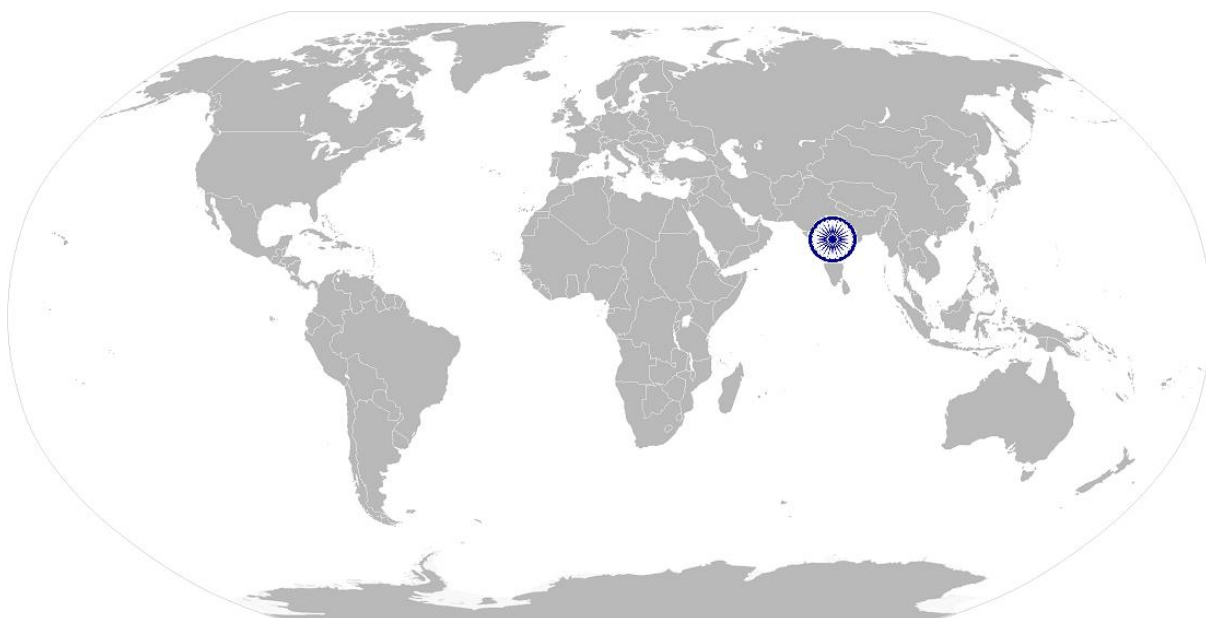


Acronyms

	environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Keywords /Terms	Description
NOS	National Occupational Standard (s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
W.R.T.	With Respect To
NA	Not applicable
TBD	To be decided



National Occupational Standard



Overview

This unit refers to the key skills and knowledge required for a decorative cutter to prepare for making decorative design on glass articles using cutting machine as per design specifications.



HCS/N2501

Prepare for making decorative design on glass articles

Unit Code	HCS/N2501
Unit Title (Task)	Prepare for making decorative design on glass articles
Description	Decorative glass cutter makes required decorative shapes on glass articles with the help of cutting machine. To perform the work competently the person is required to work with precision in delivering outcomes with the help of appropriate cutting techniques.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Prepare work area for making decorative design on glass articles • Work safely
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Prepare work area for making decorative design on glass articles	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. obtain job instructions from responsible personnel Job instruction: Design, cutting requirement, dimensions of the product to be cut, area etc.</p> <p>PC2. read and confirm that the given instructions and design are complete and correct</p> <p>PC3. obtain appropriate machine and materials suitable for the required work Machine: Basic cutting machines Raw materials: Glass articles</p> <p>PC4. report on any shortage or defect of raw materials to the concerned person before commencement of work Concerned person: Supervisor, line in charge, store keeper etc.</p> <p>PC5. plan out an efficient sequence of work as per the job requirement in accordance with approved procedure</p> <p>PC6. check that the selected tools and machine are in safe working condition and ready to use</p> <p>PC7. select wheel for cutting machine as per design requirement</p> <p>PC8. use approved procedures to inspect glass articles visually for any possible defects as per required standard parameters prior to work Defects: Unevenness, chipped glass, holes on surface, rough texture, etc.</p> <p>PC9. identify the surfaces and dimensions of the article</p> <p>PC10. fix wheel on cutting machine for making decorative design on glass articles</p>
Work safely	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC11. comply with health and safety requirements and procedures for decorative glass cutting at all the times</p> <p>PC12. work safely at all times, complying with health and safety legislation, regulations and other relevant guidelines</p>



HCS/N2501

Prepare for making decorative design on glass articles

	<p>PC13. maintain correct body postures while seating for long hours in allocated work space</p> <p>PC14. lift, carry or move glass articles from one place to another using safe working practices</p> <p>PC15. ensure that the work area is free of clutters and the environment favourable to carry out glass cutting work</p> <p>Suitable environment: Proper ventilation, lighting, spacious, clear of wastes, etc.</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. relevant legislation, standards, policies, and procedures followed in the company</p> <p>KA2. relevant health and safety requirements applicable in the work place</p> <p>KA3. own job role and responsibilities and sources for information pertaining to employment terms, entitlements, job role and responsibilities</p> <p>KA4. who to approach for support in order to obtain work related instructions, clarifications and support</p> <p>KA5. importance of following health, hygiene, safety and quality standards and the impact of not following the standards on consumers and the business</p> <p>KA6. relevant people and their responsibilities within the work area</p> <p>KA7. documentation and related procedures applicable in the context of employment and work</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. importance of using personal protective equipment appropriate to the glass cutting work</p> <p>KB2. hazards and risks associated with glass cutting and how to minimize accidents and injury to self and others</p> <p>KB3. different types of machines and raw material and their uses</p> <p>Machine: Basic cutting machines</p> <p>Raw materials: Glass articles</p> <p>KB4. machine preparation process and tasks including testing machines for work readiness</p> <p>KB5. different defects in machinery that can increase risk or damage production</p> <p>KB6. importance of documenting completed work in relevant service logbooks, data book, register</p> <p>KB7. safe disposal of glass wastes materials importance of maintaining healthy work environment</p> <p>KB8. different types of tools and machine and their uses</p> <p>KB9. different kinds of wheel for cutting machine as per design requirement</p> <p>KB10. importance of storing glass scraps in secure location after the completion of work</p> <p>KB11. actions to be taken in case of malfunction of machines</p>



HCS/N2501 Prepare for making decorative design on glass articles

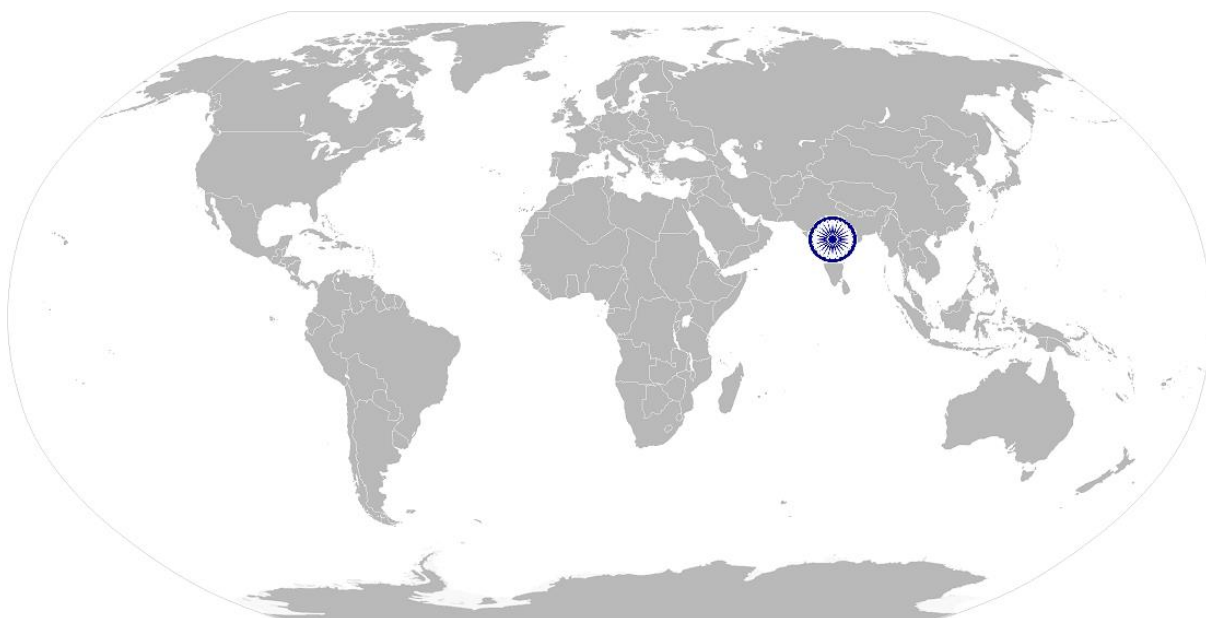
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. take notes in local language or Hindi of instructions received from supervisor SA2. how to keep log book and details of work done
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA3. interpret pictorial representations and written signs or instructions mentioned in work specification document SA4. read and interpret numbers written in Hindi or local language SA5. understand safety symbols and basic warning signs wherever needed SA6. read the job specification provided in local language or Hindi SA7. read instructions from supervisor provided in local language or Hindi
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA8. inform supervisor or co-workers of work related problems in any locally understood language SA9. take instructions completely so that no instruction is missed or misunderstood SA10. seek clarification on any unclear instructions in locally understood language
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. how to decide on material requirement for cutting operation SB2. make decisions pertaining to the concerned area of work
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB3. plan and organize own work in a way that all activities are completed in time and as per specifications SB4. basic concepts of working effectively including waste reduction, recycle use of glass scraps, efficient material usage, and optimization of time
	Customer Centricity
	NA
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB5. determine timely correction of errors to minimize rejection of pieces SB6. resolve problems / conflicts through proper communication
	Analytical Thinking
	NA
	Critical Thinking
	NA



HCS/N2501 Prepare for making decorative design on glass articles

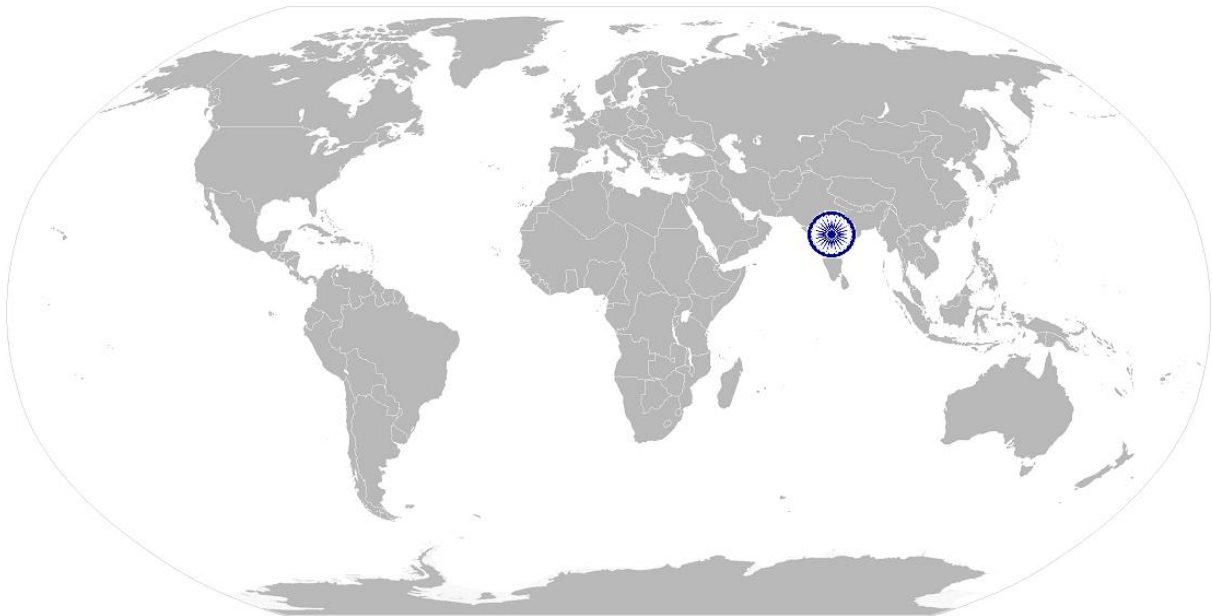
NOS Version Control

NOS Code	HCS/N2501		
Credits	TBD	Version number	1.0
Industry	Handicrafts and Carpet	Drafted on	22/01/2016
Industry Sub-sector	Handicrafts (Glassware)	Last reviewed on	22/01/2016
Occupation	Decoration (Etching, Pasting & Painting)	Next review date	22/01/2018





National Occupational Standard



Overview

This unit refers to the key skills and knowledge required for a decorative cutter to make decorative design on glass articles using cutting machine as per design specifications.



HCS/N2502

Make decorative design using glass cutting machine

Unit Code	HCS/N2502
Unit Title (Task)	Make decorative design using glass cutting machine
Description	Decorative glass cutter makes required decorative shapes on glass articles with the help of cutting machine. To perform the work competently the person is required to work with precision in delivering outcomes with the help of appropriate cutting techniques.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Establish work requirements Make decorative design on glass article using cutting machine Work safely
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Establish work requirements	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. obtain job instructions and design from responsible personnel Job instruction: Design, cutting requirement, dimensions of the product to be cut, area etc.</p> <p>PC2. read and confirm that the given instructions and design are complete and correct</p> <p>PC3. obtain appropriate tools, materials and accessories suitable for the required work Machine: Cutting machine Raw materials: Glass articles</p> <p>PC4. report on any shortage or defect of raw materials to the concerned person before commencement of work Concerned person: Supervisor, line in charge, store keeper etc.</p> <p>PC5. plan out an efficient sequence of work as per the job requirement in accordance with approved procedure</p> <p>PC6. check that the selected tools and machine are in safe working condition and ready to use</p> <p>PC7. identify wheel for cutting machine as per design requirement</p> <p>PC8. check the wheel on cutting machine if it is as per the requirement of the decorative design on glass articles</p> <p>PC9. select appropriate methods and work area to make decorative design on glass articles</p> <p>PC10. use approved procedures to inspect glass articles visually for any possible defects as per required standard parameters prior to work Defects: Unevenness, chipped glass, holes on surface, rough texture, etc.</p> <p>PC11. identify the surfaces and dimensions of the article</p> <p>PC12. copy the design on the glass article with the help of the marker</p>



HCS/N2502

Make decorative design using glass cutting machine

Make decorative design on glass article using cutting machine	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC13. operate cutting machine to make decorative design on glass articles as per design specification</p> <p>PC14. maintain required production output and product quality Production output: Timely completion of daily and weekly targets as per company standards Product quality: Quality compliance in terms of neatness, cleanliness, optimum utilisation etc.</p> <p>PC15. apply appropriate pressure and technique on the glass article to achieve desired design Appropriate: Equal pressure at all times, not too high not too less to achieve indent as per design requirement Apply technique: Looking at the article dimension moving it on the cutting wheel correctly and in right direction</p>
Work safely	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC16. comply with health and safety requirements and procedures for decorative glass cutting at all the times</p> <p>PC17. work safely at all times, complying with health and safety legislation, regulations and other relevant guidelines</p> <p>PC18. maintain correct body postures while seating for long hours in allocated work space</p> <p>PC19. lift, carry or move glass articles from one place to another using safe working practices</p> <p>PC20. ensure that the work area is free of clutters and the environment favourable to carry out glass cutting work Suitable environment: Proper ventilation, lighting, spacious, clear of wastes, etc.</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. relevant legislation, standards, policies, and procedures followed in the company</p> <p>KA2. relevant health and safety requirements applicable in the work place</p> <p>KA3. own job role and responsibilities and sources for information pertaining to employment terms, entitlements, job role and responsibilities</p> <p>KA4. own job role and responsibilities and sources for information pertaining to employment terms, entitlements, job role and responsibilities</p> <p>KA5. who to approach for support in order to obtain work related instructions, clarifications and support</p> <p>KA6. importance of following health, hygiene, safety and quality standards and the impact of not following the standards on consumers and the business</p> <p>KA7. relevant people and their responsibilities within the work area</p>



HCS/N2502

Make decorative design using glass cutting machine

	KA8. documentation and related procedures applicable in the context of employment and work
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. importance of using personal protective equipment appropriate to the glass cutting work</p> <p>KB2. basic drawing concepts such as line and other geometrical shapes</p> <p>KB3. interpreting and importing basic drawing concepts to glass cutting work</p> <p>KB4. machine speed for symmetrical design and proper finish</p> <p>KB5. approved techniques used to mark out desired shapes on glass articles</p> <p>KB6. methods of holding and centering work piece</p> <p>KB7. processes involved in cutting and shaping design on glass articles</p> <p>KB8. hazards and risks associated with glass cutting and how to minimize accidents and injury to self and others</p> <p>KB9. importance of maintaining healthy work environment</p> <p>KB10. different types of glass cutting tools and machine and their uses</p> <p>KB11. different kinds of wheel for glass cutting machine as per design requirement</p> <p>KB12. importance of storing glass scraps in secure location after the completion of work</p> <p>KB13. safe disposal of glass wastes materials</p> <p>KB14. importance of documenting completed work in relevant service logbooks, data book, register</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. take notes in local language or Hindi of instructions received from supervisor</p> <p>SA2. how to keep log book and details of work done</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. interpret pictorial representations and written signs or instructions mentioned in work specification document</p> <p>SA4. read and interpret numbers written in Hindi or local language</p> <p>SA5. understand safety symbols and basic warning signs wherever needed</p> <p>SA6. read the job specification provided in local language or Hindi</p> <p>SA7. read instructions from supervisor provided in local language or Hindi</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. inform supervisor or co-workers of work related problems in any locally understood language</p> <p>SA9. take instructions completely so that no instruction is missed or misunderstood</p> <p>SA10. seek clarification on any unclear instructions in locally understood language</p>



HCS/N2502

Make decorative design using glass cutting machine

B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. how to decide on material requirement for cutting operation SB2. make decisions pertaining to the concerned area of work
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB3. plan and organize own work in a way that all activities are completed in time and as per specifications SB4. basic concepts of working effectively including waste reduction, recycle use of glass scraps, efficient material usage, and optimization of time
	Customer Centricity
	NA
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB5. determine timely correction of errors to minimize rejection of pieces SB6. resolve problems / conflicts through proper communication
	Analytical Thinking
	NA
	Critical Thinking
	NA

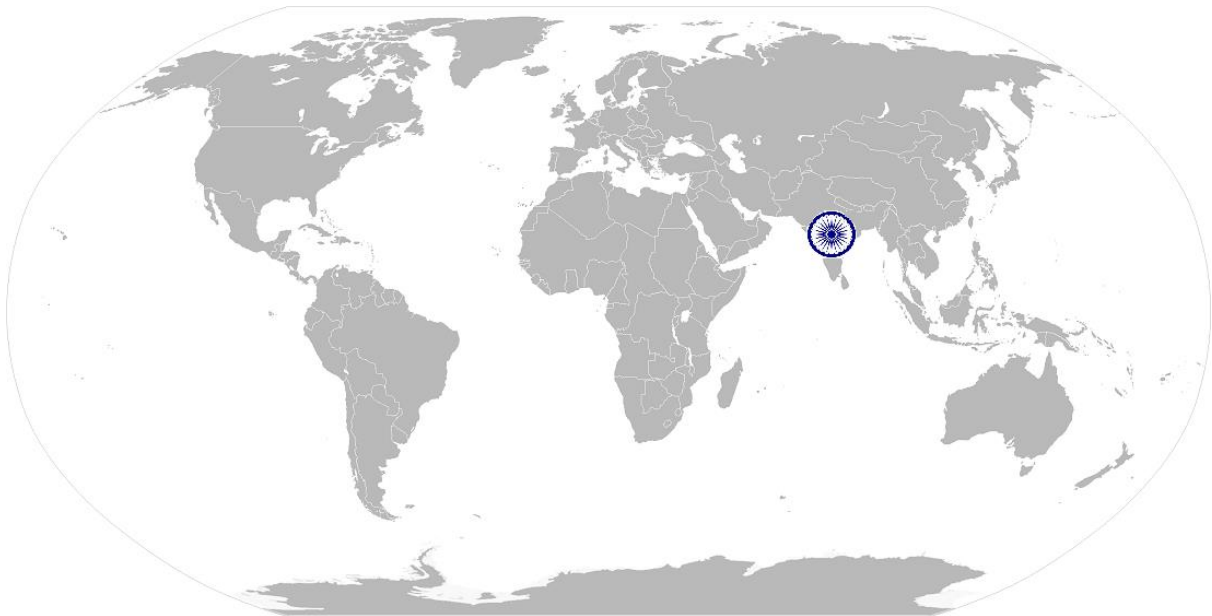


HCS/N2502

Make decorative design using glass cutting machine

NOS Version Control

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Credits	TBD	Version number	1.0
Industry	Handicrafts and Carpet	Drafted on	22/01/2016
Industry Sub-sector	Handicrafts (Glassware)	Last reviewed on	22/01/2016
Occupation	Decoration (Etching, Pasting & Painting)	Next review date	22/01/2018





HCS/N9907 Use basic health and safety practices appropriate to working with glassware crafts

National Occupational Standard



Overview

This unit covers health, safety and security at the workplace. This includes procedures and practices that candidates need to follow to help maintain a healthy, safe and secure work environment.



HCS/N9907 Use basic health and safety practices appropriate to working with glassware crafts

Unit Code	HCS/N9907
Unit Title (Task)	Use basic health and safety practices appropriate to working with glassware crafts
Description	This OS unit is about knowledge and practices relating to health, safety and security that the candidate need to use in the workplace. It covers responsibilities toward self, other and the organization.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Health and safety • Fire safety • Emergencies, rescue and first-aid procedures
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Health and safety	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. take safety measures while handling glass, materials, chemicals and tools</p> <p>PC2. use appropriate personal protective gears such as gloves, protective goggles, masks etc. while working</p> <p>PC3. perform basic safety checks before operation of all machines, tools and electrical equipment</p> <p>PC4. follow recommended material handling procedure to control damage and personal injury</p> <p>PC5. dispose of waste safely and correctly in a designated area as per company's standard operating procedures</p> <p>PC6. report any accidents, incidents or problems without delay to the supervisor and take necessary immediate action to reduce further danger</p> <p>PC7. state the name and location of people responsible for health and safety in the workplace</p> <p>PC8. identify job-site hazardous work and state possible causes of risk or accident in the workplace</p> <p>Hazards: Sharp edged tools; hazardous surfaces (sharp, slippery, uneven, chipped, broken, etc.); physical hazards (working at heights, manual handling, sharp equipment, sharp and piercing objects, excessive noise, confined spaces, improper lightings, fumes release during metal dipping, metal dust, metal scraps, extremely hot molten materials, poor ventilation, over stacked shelves and packages, etc.) electrical hazards (power supply and points, loose and naked cables and wires, equipment malfunctions, etc.)</p> <p>Possible causes of risk and accident: Physical actions; not listening to given instructions; inattention; improper disposal of toxic and nontoxic wastes; sickness and incapacity (such as drunkenness); health hazards</p>



HCS/N9907 Use basic health and safety practices appropriate to working with glassware crafts

	<p>(such as untreated injuries and contagious illness)</p> <p>PC9. carry out safe working practices while dealing with hazards to ensure the safety of self and others</p> <p>Safe working practices: Using protective clothing and equipment; putting up and reading safety signs; handle tools in the correct manner and store and maintain them properly; keep work area clear of clutter, spillage and unsafe object lying casually; while working with electricity take all electrical precautions like insulated clothing, adequate equipment insulation, use of control equipment, dry work area, switch off the power supply when not required, etc.; safe lifting and carrying practices; use equipment that is working properly and is well maintained; take due measures for safety while working in confined places, trenches or at heights, etc. including good ventilation, lighting, etc.</p> <p>PC10. state methods of accident prevention in the work environment of the job role</p> <p>Methods of accident prevention: Training in health and safety procedures; using health and safety procedures; use of equipment and working practices (such as safe carrying procedures); safety notices, advice; instruction from colleagues and supervisors</p> <p>PC11. state location of general health and safety equipment in the workplace</p> <p>General health and safety equipment: fire extinguishers; first aid equipment; safety instruments and clothing; safety installations (e.g. fire exits, exhaust fans)</p> <p>PC12. apply good housekeeping practices at all times</p> <p>Good housekeeping practices: clean/tidy work areas, removal/disposal of waste products, protect surfaces</p> <p>PC13. identify common hazard signs displayed in various areas</p> <p>Various areas: On chemical containers; equipment; packages; inside buildings; in open areas and public spaces, etc.</p> <p>PC14. adhere to relevant occupational safety policies while handling sharp handicrafts tools</p> <p>PC15. comply with restrictions imposed on harmful chemicals inside work area during working hours</p> <p>PC16. lift, carry or move objects from one place to another using appropriate safe working practices</p> <p>PC17. maintain correct body posture while working in designated location for long hours</p> <p>PC18. ensure work area is well-lit and ventilated</p>
Fire safety	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC19. use the various appropriate fire extinguishers on different types of fires correctly</p> <p>Types of fires: Class A: e.g. ordinary solid combustibles, such as wood,</p>



HCS/N9907 Use basic health and safety practices appropriate to working with glassware crafts

	<p>paper, cloth, plastic, charcoal, etc.; Class B: flammable liquids and gases, such as gasoline, propane, diesel fuel, tar, cooking oil, and similar substances; Class C: e.g. electrical equipment such as appliances, wiring, breaker panels, etc. (These categories of fires become Class A, B, and D fires when the electrical equipment that initiated the fire is no longer receiving electricity); Class D: combustible metals such as magnesium, titanium, and sodium (These fires burn at extremely high temperatures and require special suppression agents)</p> <p>PC20. demonstrate rescue techniques applied during fire hazard</p> <p>PC21. demonstrate good housekeeping in order to prevent fire hazards</p> <p>PC22. demonstrate the correct use of a fire extinguisher</p>
Emergencies, rescue and first-aid procedures	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC23. demonstrate how to free a person from electrocution</p> <p>PC24. administer appropriate first aid to victims where required e.g. in case of bleeding, burns, choking, electric shock, poisoning, etc.</p> <p>PC25. demonstrate basic techniques of bandaging</p> <p>PC26. respond promptly and appropriately to an accident situation or medical emergency in real or simulated environments</p> <p>PC27. perform and organize loss minimization or rescue activity during an accident in real or simulated environments</p> <p>PC28. administer first aid to victims in case of a heart attack or cardiac arrest due to electric shock, before the arrival of emergency services in real or simulated cases</p> <p>PC29. demonstrate the artificial respiration and the CPR Process</p> <p>PC30. participate in emergency procedures: Raising alarm, safe/efficient, evacuation, correct means of escape, correct assembly point, roll call, correct return to work</p> <p>PC31. complete a written accident/incident report or dictate a report to another person, and send report to person responsible Incident Report includes details of: name, date/time of incident, date/time of report, location, environment conditions, persons involved, sequence of events, injuries sustained, damage sustained, actions taken, witnesses, supervisor/manager notified</p> <p>PC32. demonstrate correct method to move injured people and others during an emergency</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company /	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. names (and job titles if applicable), and where to find, all the people responsible for health and safety in a workplace</p>



HCS/N9907 Use basic health and safety practices appropriate to working with glassware crafts

organization and its processes)	KA2. names and location of documents that refer to health and safety in the workplace
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. meaning of “hazards” and “risks”</p> <p>KB2. health and safety hazards commonly present in the work environment and related precautions</p> <p>KB3. possible causes of risk, hazard or accident in the workplace and why risk and/or accidents are possible</p> <p>KB4. possible causes of risk and accident Possible causes of risk and accident: Physical actions; not listening to given instructions; inattention; improper disposal of carcass wastes & fluids; sickness and incapacity (such as drunkenness); health hazards (such as untreated injuries and contagious illness)</p> <p>KB5. methods of accident prevention Methods of accident prevention: Training in health and safety procedures; using health and safety procedures; use of equipment and working practices (such as safe carrying procedures); safety notices, advice; instruction from colleagues and supervisors</p> <p>KB6. safe working practices when working with tools and equipment</p> <p>KB6. safe working practices while working at various hazardous sites</p> <p>KB7. where to find all the general health and safety equipment in the workplace</p> <p>KB8. various dangers associated with the use of electrical equipment</p> <p>KB9. preventative and remedial actions to be taken in the case of exposure to toxic materials Exposure: Ingested, contact with skin, inhaled Preventative action: Ventilation, masks, protective clothing/ equipment); Remedial action: immediate first aid, report to supervisor Toxic materials: Solvents, flux, lead</p> <p>KB10. importance of using protective clothing/equipment while working</p> <p>KB11. adherence to environmental management policies</p> <p>KB12. safe disposal of metal scraps in appropriate locations</p> <p>KB13. precautionary activities to prevent the fire accident</p> <p>KB14. various causes of fire Causes of fires: Heating of metal; spontaneous ignition; sparking; electrical heating; Loose fires (smoking, welding, etc.); chemical fires; etc.</p> <p>KB15. techniques of using the different fire extinguishers</p> <p>KB16. different methods of extinguishing fire</p> <p>KB17. different materials used for extinguishing fire Materials: Sand, water, foam, CO₂, dry powder</p> <p>KB19. rescue techniques applied during a fire hazard</p>



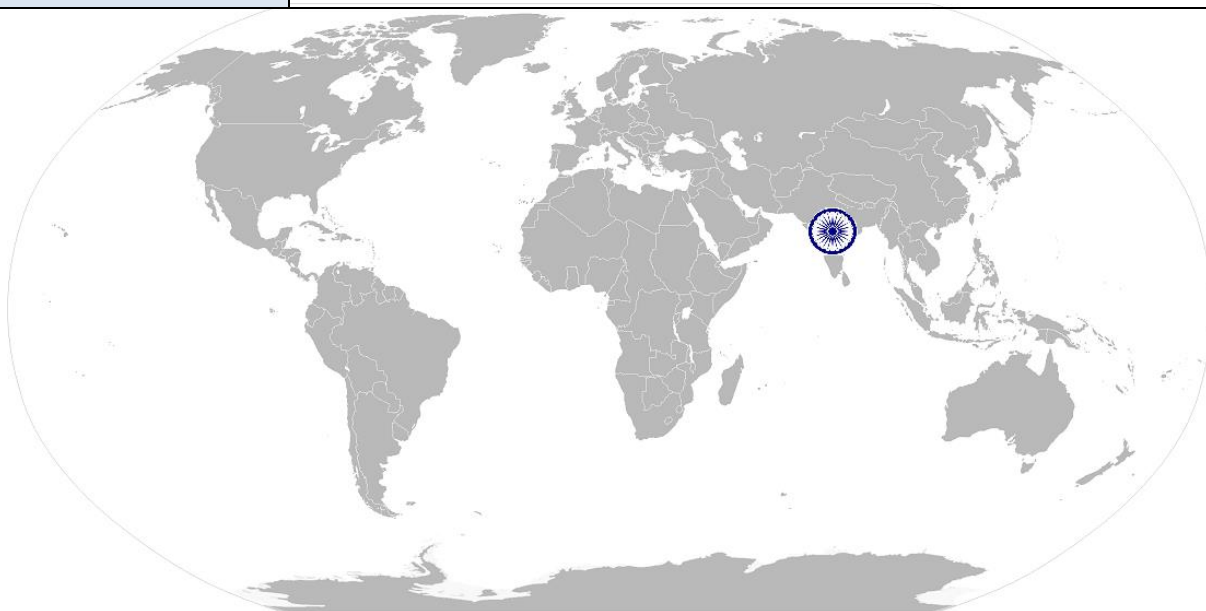
HCS/N9907 Use basic health and safety practices appropriate to working with glassware crafts

	<p>KB18. various types of safety signs and what they mean</p> <p>KB19. appropriate basic first aid treatment relevant to the condition eg. shock, electrical shock, bleeding, breaks to bones, minor burns, resuscitation, poisoning, eye injuries, etc.</p> <p>KB20. content of written accident report</p> <p>KB21. potential injuries and ill health associated with incorrect manual handling</p> <p>KB22. safe lifting and carrying practices</p> <p>KB23. personal safety, health and dignity issues relating to the movement of a person by others</p> <p>KB24. potential impact to a person who is moved incorrectly</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. take notes in local language or Hindi of instructions received from supervisor</p> <p>SA2. how to keep log book and details of work done</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. interpret pictorial representations and written signs or instructions mentioned in work specification document</p> <p>SA4. read and interpret numbers written in Hindi or local language</p> <p>SA5. understand safety symbols and basic warning signs wherever needed</p> <p>SA6. read the job specification provided in local language or Hindi</p> <p>SA7. read instructions from supervisor provided in local language or Hindi</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. inform supervisor or co-workers of work related problems in any locally understood language</p> <p>SA9. take instructions completely so that no instruction is missed or misunderstood</p> <p>SA10. seek clarification on any unclear instructions in locally understood language</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. how to decide on material requirement for painting operation</p> <p>SB2. make decisions pertaining to the concerned area of work</p>
	Plan and Organize
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. plan and organize own work in a way that all activities are completed in</p>



HCS/N9907 Use basic health and safety practices appropriate to working with glassware crafts

	time and as per specifications
	SB4. basic concepts of working effectively including waste reduction, recycle use of metal scraps, efficient material usage, and optimization of time
	Customer Centricity
	NA
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB5. determine timely correction of errors to minimize rejection of pieces SB6. resolve problems / conflicts through proper communication
	Analytical Thinking
	NA
	Critical Thinking
	NA

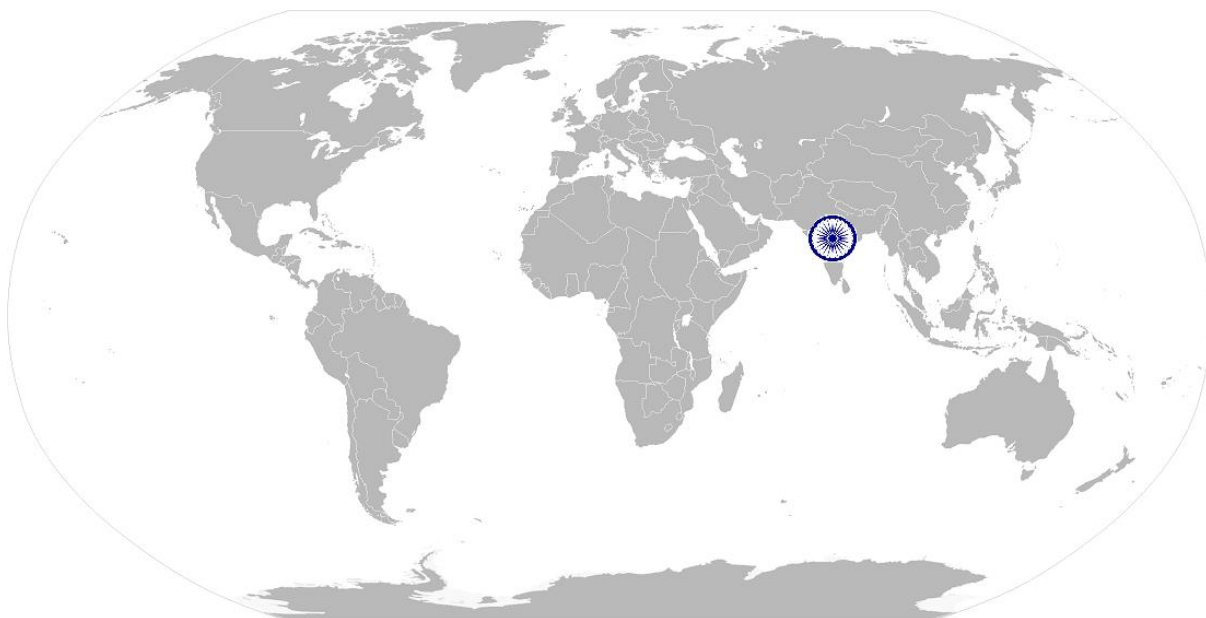




HCS/N9907 Use basic health and safety practices appropriate to working with glassware crafts

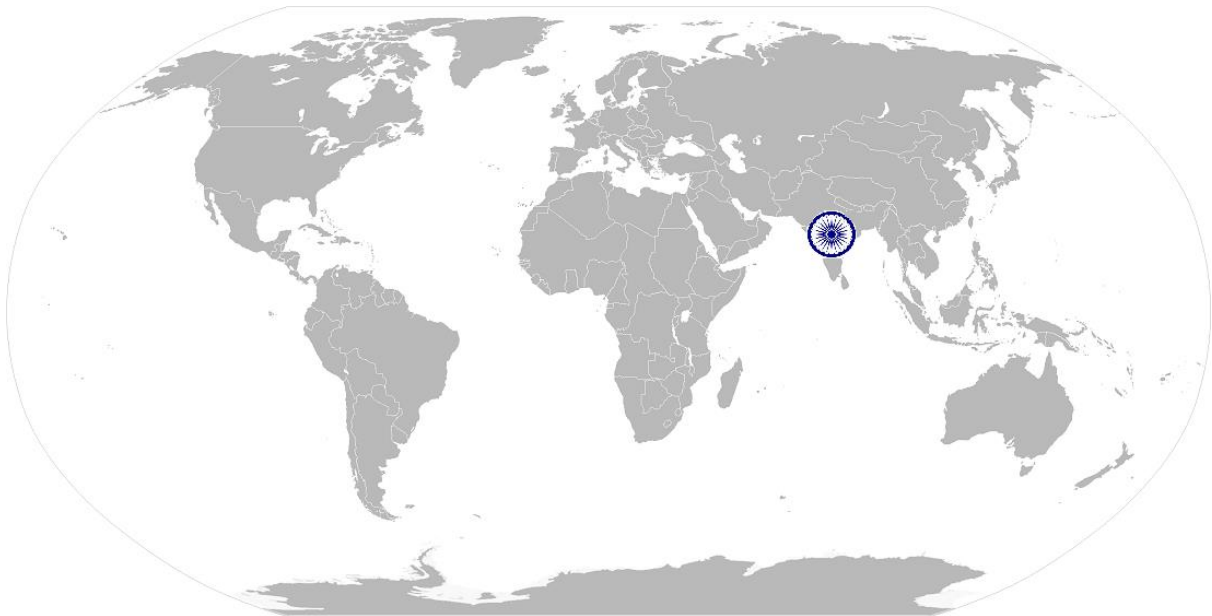
NOS Version Control

NOS Code	HCS/N9907		
Credits	TBD	Version number	1.0
Industry	Handicrafts and Carpet	Drafted on	22/01/2016
Industry Sub-sector	Handicrafts (Glassware)	Last reviewed on	22/01/2016
Occupation	All Occupations	Next review date	22/01/2018





National Occupational Standard



Overview

This unit covers basic practices that improve effectiveness of working with others in an organizational set-up.



CSC/N1336

Work effectively with others

Unit Code	CSC/N1336
Unit Title (Task)	Work effectively with others
Description	This unit covers basic etiquette and competencies that a candidate is required to possess and demonstrate in their behavior and interactions with others at the workplace. These cover areas such as communication etiquette, discipline, listening, handling conflict and grievances.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Work with others
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Work with others	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. accurately receive information and instructions from the supervisor and fellow workers, getting clarification where required</p> <p>PC2. accurately pass on information to authorized persons who require it and within agreed timescale and confirm its receipt</p> <p>PC3. give information to others clearly, at a pace and in a manner that helps them to understand</p> <p>PC4. display helpful behaviour by assisting others in performing tasks in a positive manner, where required and possible</p> <p>PC5. consult with and assist others to maximize effectiveness and efficiency in carrying out tasks</p> <p>PC6. display appropriate communication etiquette while working Communication etiquette: Do not use abusive language; use appropriate titles and terms of respect; do not eat or chew while talking (vice versa) etc.</p> <p>PC7. display active listening skills while interacting with others at work</p> <p>PC8. use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism</p> <p>PC9. demonstrate responsible and disciplined behaviours at the workplace Disciplined behaviours: e.g. punctuality; completing tasks as per given time and standards; not gossiping and idling time; eliminating waste, honesty, etc.</p> <p>PC10. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. legislation, standards, policies, and procedures followed in the company relevant to own employment and performance conditions</p> <p>KA2. reporting structure, inter-dependent functions, lines and procedures in the work area</p>



CSC/N1336

Work effectively with others

its processes)	<p>KA3. relevant people and their responsibilities within the work area</p> <p>KA4. escalation matrix and procedures for reporting work and employment related issues clarifications and support</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. various categories of people that one is required to communicate and coordinate with in the organization</p> <p>KB2. importance of effective communication in the workplace</p> <p>KB3. importance of teamwork in organizational and individual success</p> <p>KB4. various components of effective communication</p> <p>KB5. key elements of active listening</p> <p>KB6. value and importance of active listening and assertive communication</p> <p>KB7. barriers to effective communication</p> <p>KB8. importance of tone and pitch in effective communication</p> <p>KB9. importance of avoiding casual expletives and unpleasant terms while communicating professional circles</p> <p>KB10. how poor communication practices can disturb people, environment and cause problems for the employee, the employer and the customer</p> <p>KB11. importance of ethics for professional success</p> <p>KB12. importance of discipline for professional success</p> <p>KB13. what constitutes disciplined behavior for a working professional</p> <p>KB14. common reasons for interpersonal conflict</p> <p>KB15. importance of developing effective working relationships for professional success</p> <p>KB16. expressing and addressing grievances appropriately and effectively</p> <p>KB17. importance and ways of managing interpersonal conflict effectively</p>
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. read basic terms and terminologies to accurately interpret work related documents, labels, supervisor instructions in the local language</p> <p>SA2. read and interpret accurate information from various relevant work instructions and records</p>
	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA3. write clear and legible notes to self, colleagues and seniors to pass messages, keep records, prepare to-do lists, take down instructions</p> <p>SA4. write basic numbers, quantities and work related terminology for operational requirements in the local language</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. interact with the supervisor appropriately (correct protocol and manner of</p>



CSC/N1336

Work effectively with others

	<p>speaking) in order to understand the basic requirements of the product, production plans and other associated requirements</p> <p>SA6. give clear instructions to co-workers about the type of output required and answer queries</p> <p>SA7. display active listening skills while interacting with co-workers and other in the workplace</p>
B. Professional Skills	Decision Making
	NA
	Plan and Organize
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. use appropriate planning to maintain a smooth relationship with fellow team members</p> <p>SB2. take steps within one's limits of authority to initiate modification in plan if the circumstances require it</p>
	Customer Centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. check that work meets customer requirements</p> <p>SB4. deliver consistent and reliable service to internal and external customers</p>
	Problem Solving
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. work with co-workers and supervisor to resolve any issues that threaten disruption, increase risk, cause delays or under-achievement of quality and targets as per the planned schedule</p>
	Analytical Thinking
	NA
	Critical Thinking
	NA



CSC/N1336

Work effectively with others

NOS Version Control

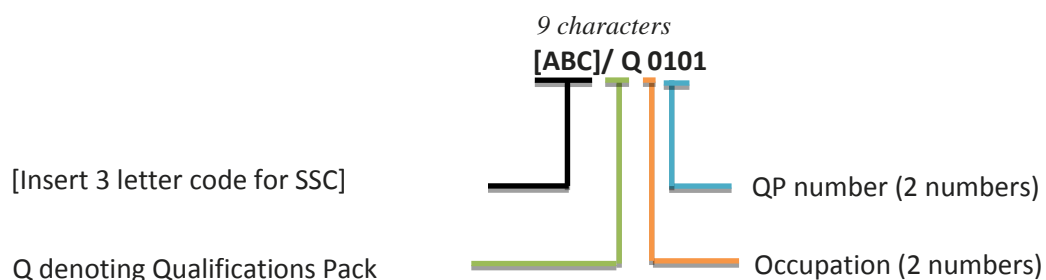
NOS Code	CSC/N1336		
Credits	TBD	Version number	1.0
Industry	Handicrafts and Carpet	Drafted on	22/01/2016
Industry Sub-sector	Ceramics Fashion Jewellery Stoneware Glassware Metalware crafts Leather crafts Paper Mache Carpets & rugs Horn bone & shell craft Wood ware, dolls & toys Hand printed, Embroidered / knitted & crocheted textiles Agarbatti Paper crafts NER crafts Miscellaneous crafts Generic Occupation	Last reviewed on	22/01/2016
Occupation	All Occupations	Next review date	22/01/2018



Annexure

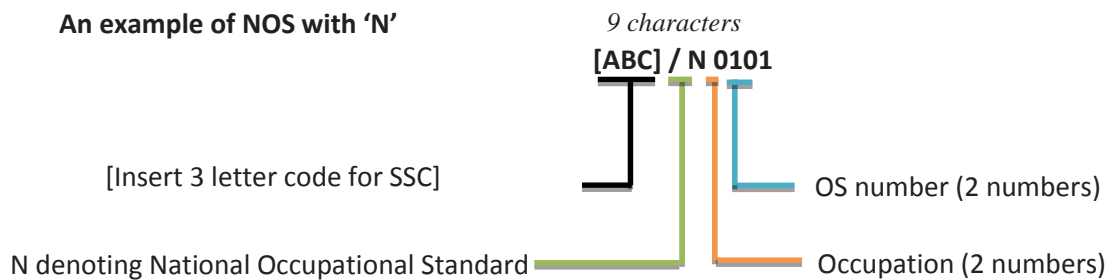
Nomenclature for QP and NOS

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	HCS
Slash	/	/
Next letter	Whether QP or NOS	N
Next two numbers	Occupation code	01
Next two numbers	OS number	01



CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role: Decorative Cutter— Glassware

Qualification Pack: HCS/Q2501

Sector Skill Council: Handicrafts and Carpet

Guidelines for Assessment:

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 Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on these criteria.
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 theQualification Pack.

Assessable Outcomes	Assessment Criteria	Total Marks	Out of	Theory	Practical Skills
HCS/N2501 Prepare for making decorative design on glass articles	PC1. obtain job instructions from responsible personnel	100	8	2	6
	PC2. read and confirm that the given instructions and design are complete and correct		8	2	6
	PC3. obtain appropriate machine and materials suitable for the required work		8	2	6
	PC4. report on any shortage or defect of raw materials to the concerned person before commencement of work		6	2	4
	PC5. plan out an efficient sequence of work as per the job requirement in accordance with approved procedure		6	2	4
	PC6. check that the selected tools and machine are in safe working condition and ready to use		6	0	6
	PC7. select wheel for cutting machine as per design requirement		6	0	6
	PC8. use approved procedures to inspect glass articles visually for any possible defects as per required standard parameters prior to work		6	1	5
	PC9. identify the surfaces and dimensions of the article		9	2	7



	PC10. fix wheel on cutting machine for making decorative design on glass articles		9	3	6
	PC11. comply with health and safety requirements and procedures for decorative glass cutting at all the times		8	3	5
	PC12. work safely at all times, complying with health and safety legislation, regulations and other relevant guidelines while seating for long hours in allocated work space		6	2	4
	PC13. maintain correct body postures		6	2	4
	PC14. lift, carry or move glass articles from one place to another using safe working practices		4	1	3
	PC15. ensure that the work area is free of clutters and the environment favourable to carry out glass cutting work		4	1	3
	Total	100	25	75	
HCS/N2502 Make decorative design using glass cutting machine	PC1. obtain job instructions and design from responsible personnel	100	5	2	3
	Job instruction: design, cutting requirement, dimensions of the product to be cut, area etc.		4	1	3
	PC2. read and confirm that the given instructions and design are complete and correct		5	2	3
	PC3. obtain appropriate tools, materials and accessories suitable for the required work		5	1	4
	PC4. report on any shortage or defect of raw materials to the concerned person before commencement of work		3	0	3
	PC5. plan out an efficient sequence of work as per the job requirement in accordance with approved procedure		4	0	4
	PC6. check that the selected tools and machine are in safe working condition and ready to use		4	0	4
	PC7. identify wheel for cutting machine as per design requirement		4	1	3
	PC8. check the wheel on cutting machine if it is as per the requirement of the decorative design on glass articles		5	0	5
	PC9. select appropriate methods and work area to make decorative design on glass articles				



	PC10. use approved procedures to inspect glass articles visually for any possible defects as per required standard parameters prior to work		5	2	3
	PC11. identify the surfaces and dimensions of the article		5	0	5
	PC12. trace the design on the glass article with the help of the marker		4	2	2
	PC13. operate cutting machine to make decorative design on glass articles as per design specification		10	4	6
	PC14. maintain required production output and product quality		5	2	3
	PC15. apply appropriate pressure and technique on the glass article to achieve desired design		8	2	6
	PC16. comply with health and safety requirements and procedures for decorative glass cutting at all the times		5	1	4
	PC17. work safely at all times, complying with health and safety legislation, regulations and other relevant guidelines		4	1	3
	PC18. maintain correct body postures while seating for long hours in allocated work space		5	2	3
	PC19. lift, carry or move glass articles from one place to another using safe working practices		5	2	3
	PC20. ensure that the work area is free of clutters and the environment favourable to carry out glass cutting work		5	0	5
		Total	100	25	75
HCS/N9907 Use basic health and safety practices appropriate to working with glassware crafts	PC1. take safety measures while handling glass, materials, chemicals and tools	100	3	1	2
	PC2. use appropriate personal protective gears such as gloves, protective goggles, masks etc. while working		4	2	2
	PC3. Perform basic safety checks before operation of all machines, tools and electrical equipment		4	2	2
	PC4. follow recommended material handling procedure to control damage and personal injury		3	1	2
	PC5. dispose of waste safely and correctly in a designated area as per company's SOP		2	0	2



PC6. report any accidents, incidents or problems without delay to the supervisor and take necessary immediate action to reduce further danger	3	1	2
PC7. state the name and location of people responsible for health and safety in the workplace	5	1	4
PC8. identify job-site hazardous work and state possible causes of risk or accident in the workplace	3	0	3
PC9. carry out safe working practices while dealing with hazards to ensure the safety of self and others	3	0	3
PC10. state methods of accident prevention in the work environment of the job role	4	1	3
PC11. state location of general health and safety equipment in the workplace	3	0	3
PC12. apply good housekeeping practices at all times	4	1	3
PC13. identify common hazard signs displayed in various areas	3	1	2
PC14. adhere to relevant occupational safety policies while handling sharp handicrafts tools	3	1	2
PC15. comply with restrictions imposed on harmful chemicals inside work area during working hours	4	2	2
PC16. lift, carry or move objects from one place to another using appropriate safe working practices	3	1	2
PC17. maintain correct body posture while working in designated location for long hours	2	0	2
PC18. ensure work area is well-lighted and ventilated	3	1	2
PC19. use the various appropriate fire extinguishers on different types of fires correctly	5	2	3
PC20. demonstrate rescue techniques applied during fire hazard	3	1	2
PC21. demonstrate good housekeeping in order to prevent fire hazards	2	0	2
PC22. demonstrate the correct use of a fire extinguisher	3	0	3



	PC23. demonstrate how to free a person from electrocution		3	1	2
	PC24. administer appropriate first aid to victims where required e.g. in case of bleeding, burns, choking, electric shock, poisoning, etc.		3	1	2
	PC25. demonstrate basic techniques of bandaging		1	0	1
	PC26. respond promptly and appropriately to an accident situation or medical emergency in real or simulated environments		4	1	3
	PC27. perform and organize loss minimization or rescue activity during an accident in real or simulated environments		3	1	2
	PC28. administer first aid to victims in case of a heart attack or cardiac arrest due to electric shock, before the arrival of emergency services in real or simulated cases		4	1	3
	PC29. demonstrate the artificial respiration and the CPR Process		2	0	2
	PC30. participate in emergency procedures		2	0	2
	PC31. complete a written accident/incident report or dictate a report to another person, and send report to person responsible		3	1	2
	PC32. demonstrate correct method to move injured people and others during an emergency		3	0	3
		Total	100	25	75
CSC/N1336 Work effectively with others	PC1. accurately receive information and instructions from the supervisor and fellow workers, getting clarification where required	100	10	3	7
	PC2. accurately pass on information to authorized persons who require it and within agreed timescale and confirm its receipt		10	3	7
	PC3. give information to others clearly, at a pace and in a manner that helps them to understand		10	3	7
	PC4. display helpful behavior by assisting others in performing tasks in a positive manner, where required and possible		10	3	7
	PC5. consult with and assist others to maximize effectiveness and efficiency in carrying out tasks		10	3	7
	PC6. display appropriate communication etiquette while working Communication.		10	3	7



	PC7. display active listening skills while interacting with others at work		10	3	7
	PC8. use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism		10	3	7
	PC9. demonstrate responsible and disciplined behaviors at the workplace		10	3	7
	PC10. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict		10	3	7
		Total	100	30	70