



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

Contact Us:

Handicrafts and Carpet
Sector Skill Council
(HCSSC),
OCF, Plot No. 2,
Pocket 9, Sector B,
Vasant Kunj,
New Delhi-110070

E-mail:
hcssc@hcssc.in



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Introduction

Qualifications Pack- Washer (Carpets)

SECTOR: HANDICRAFTS AND CARPET

SUB-SECTOR: Carpet

OCCUPATION: Processing

REFERENCE ID: HCS/Q5301

ALIGNED TO: NCO-2015/NIL

Brief Job Description: The washer is responsible for washing the carpet by applying chemicals and cleansing agents with scraper. He will ensure the excess dirt and color should be removed to make the carpet softer.

Personal Attributes: The job requires an individual to have accurate estimation of chemicals to be used for washing. He also needs to have good eyesight ability to judge the impact of chemical and washing process on color, texture, sheen & softness of carpet, etc.



Job Details	Qualifications Pack Code	HCS/Q5301		
	Job Role	Washer (Carpets)		
	Credits (NSQF)	TBD	Version number	1.0
	Sector	Handicrafts and Carpet	Drafted on	30/04/15
	Sub-sector	Carpet	Last reviewed on	27/05/15
	Occupation	Processing	Next review date	26/05/16

Job Role	Washer (Carpets)
Role Description	Washer performs the activities to remove excess dye and dirt in the carpet and bring softness to carpet (same as above)
NSQF level	3
Minimum Educational Qualifications	Class 5th
Maximum Educational Qualifications	Not Applicable
Training (Suggested but not mandatory)	Not Applicable
Experience	Min. 5 years of exp in carpet washing
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> HCS/N5301 Understanding of basic activities involved in washing HCS/N9913 Maintain health, safety and security at workplace
Performance Criteria	As described in the relevant OS units



Glossary of Key Terms

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 to fulfill 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 organization.
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 (NOS)	NOS are Occupational Standards which apply uniquely in the Indian context.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack(QP)	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Unit Code	Unit Code is a unique identifier for an OS unit, which can be denoted with either an 'O' or 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 the 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 the quality of performance required.

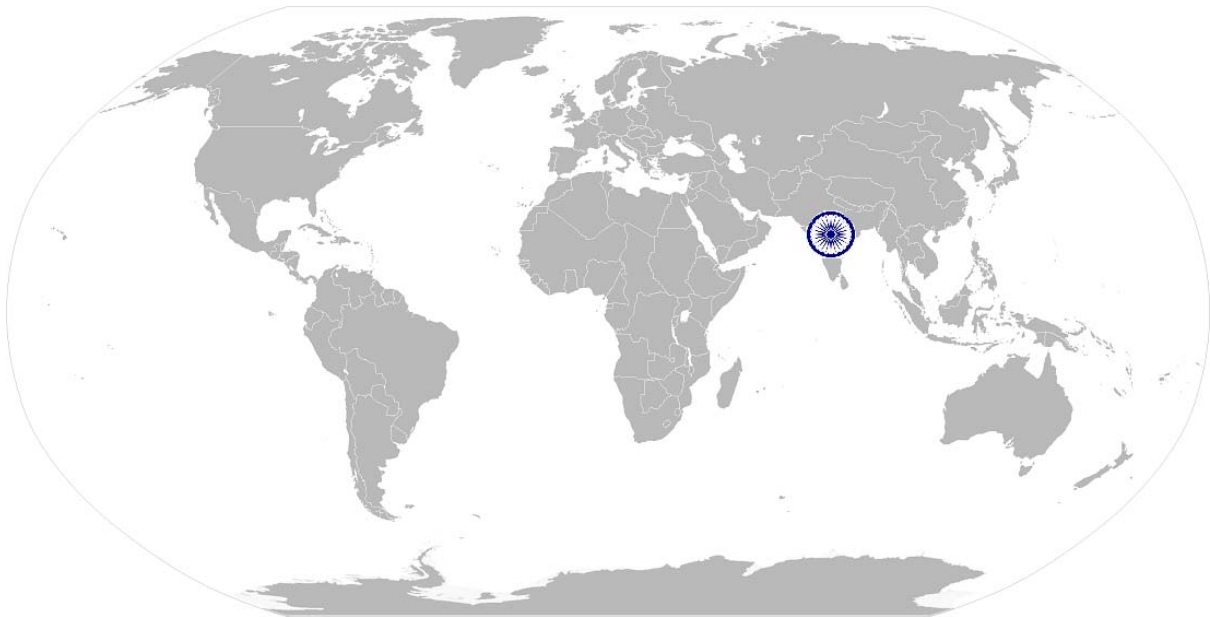


Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
Organizational Context	Organizational Context includes the way the organization 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 key to learning and working 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.
Helpdesk	Helpdesk is an entity to which the customers will report their IT problems. IT Service Helpdesk Attendant is responsible for managing the helpdesk.
Keywords /Terms	Description
SSC	Sector Skill Council
OS	Occupational Standard(s)
NOS	National Occupational Standard(s)
QP	Qualifications Pack
UGC	University Grants Commission
MHRD	Ministry of Human Resource Development
MoLE	Ministry of Labor and Employment
NVQF	National Vocational Qualifications Framework
HCSSC	Handicraft and Carpet Sector Skill Council
TBD	To Be Determined
NSDC	National Skill Development Corporation
M/C	Machine

Acronyms



National Occupational Standard



Overview

This unit is about capturing skills and attributes required to wash the carpets to bring required finishing and quality



HCS/N5301 Understanding of basic activities involved in washing

National Occupational Standard	Unit Code	HCS/N5301
	Unit Title (Task)	Understanding of basic activities involved in washing
	Description	This unit is about having a basic understanding of activities involved in washing.
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Examination of Carpet • Mixing of chemicals as per the requirement: • Scraping • Drying of carpet • Process Compliance
	Performance Criteria (PC) w.r.t. the Scope	
	Examination of carpet	To be competent, the user/individual on the job must be able to: PC1. analyse the type of carpet and extent of dye used in manufacturing PC2. analyze the carpet in such a way so that right type & quantity of bleaching agent should be used PC3. prepare an instruction card before starting washing process PC4. understanding of the chemical to be used and in what quantity PC5. ensure correct proportion while mixing the chemicals
	Preparation of cleaning agent Preparation of cleaning agent	PC6. decide and mix the different cleaning agents to prepare a final solution PC7. check and ascertain the concentration of solution before using it for washing
	Scraping	PC8. use the cleaning agent and water to wash the carpet PC9. use the scraper with long wooden handle to clean the carpet PC10. remove excess dirt and dye to obtain the desired quality PC11. clean and check if the fabric is soften, if not repeat the washing process 2-3 times again PC12. obtain help or advice from specialist if the problem is beyond his/her area of competence or experience
	Drying	PC13. dry the carpet in sunlight to stabilize the color and softness
	Process Compliances	PC14. comply with relevant legislation, standards, policies and procedures
Knowledge and Understanding (K)		
A. Organizational Context (Knowledge of the company/ organization and its processes)	The user/individual on the job needs to know and understand: KA1. relevant legislation, standards, policies, and procedures followed in the company KA2. how to engage with both internal and external specialists for support in order to resolve incidents KA3. service request procedures, tools, and techniques KA4. role and importance in supporting business operations KA5. the service life cycle and type of service offered by the organization	
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. how to check the quality of carpet and decide the type of cleaning agents to	



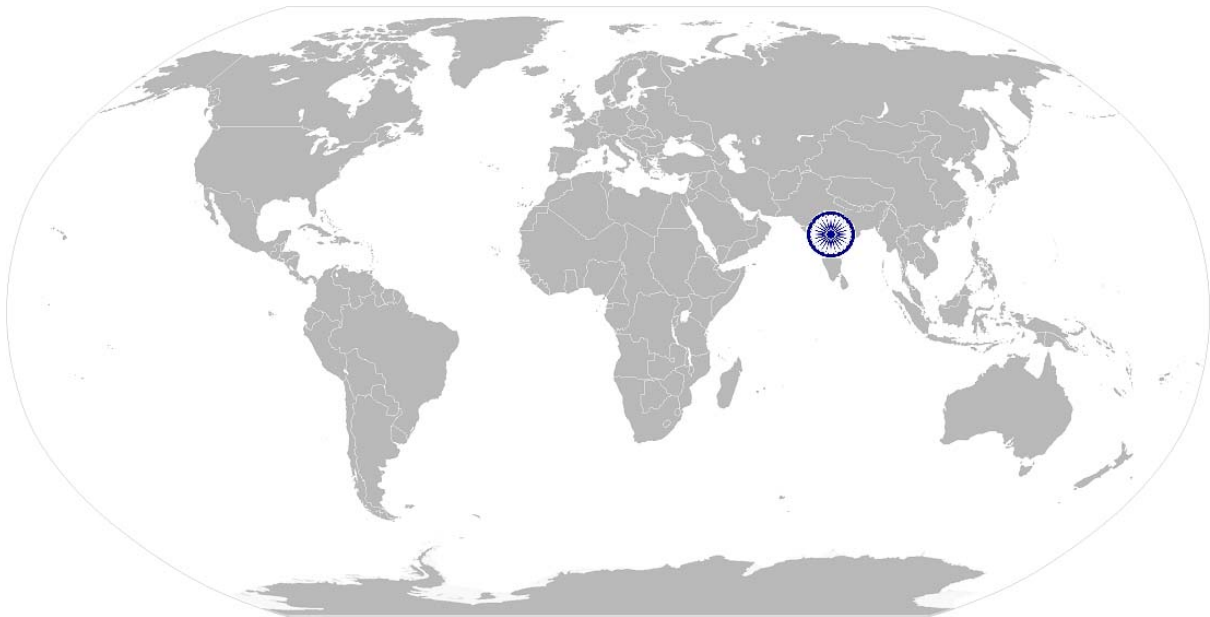
HCS/N5301 Understanding of basic activities involved in washing

	<p>be used in cleaning process</p> <p>KB2. the importance of having proper knowledge of dyes and impact of cleaning process on color of carpet</p> <p>KB3. typical response time of carpet washing</p> <p>KB4. the importance of maintaining a knowledge-base of the known problems</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/individual on the job needs to know and understand how to:
	SA1. document call logs, reports, task lists, and schedules with co-workers
	SA2. prepare status and progress reports
	SA3. record customers' discussions in the call logs
	SA4. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets
	Reading Skills
	The user/individual on the job needs to know and understand how to:
	SA5. read about new products and services with reference to the organization and also from external forums such as websites and blogs
	SA6. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets
	SA7. read comments, suggestions, and responses to frequently asked questions (faqs) posted on the helpdesk portal
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA8. discuss task lists, schedules, and work-loads with co-workers
	SA9. question store-keeper about turnaround time and expected outcome
	SA10. understand expectation and communicate timelines
	SA11. keep supervisor informed about progress
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to:
	SB1. 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:
	SB2. plan and organize washing process and deliver
	Customer Centricity
	The user/individual on the job needs to know and understand how to:
	SB3. manage relationships with customers
	SB4. build customer relationships and use customer centric approach
Problem Solving	
The user/individual on the job needs to know and understand how to:	
SB5. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)	
SB6. identify immediate or temporary solutions to resolve delays	
Analytical Thinking	
The user/individual on the job needs to know and understand how to:	



HCS/N5301 Understanding of basic activities involved in washing

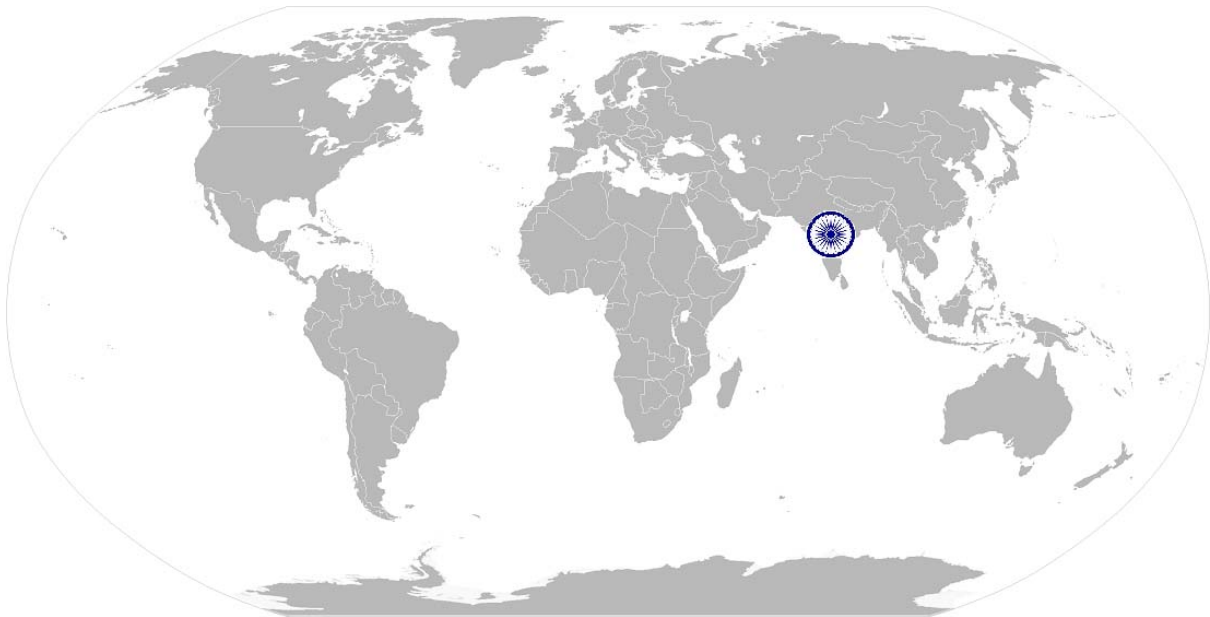
	SB7. use the existing data to arrive at specific data points
	SB8. use the existing data points for improving the call resolution time
	SB9. use the existing data points to generate required reports for business
Critical Thinking	
The user/individual on the job needs to know and understand how to:	
SB10. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action	





HCS/N5301 Understanding of basic activities involved in washing
NOS Version Control

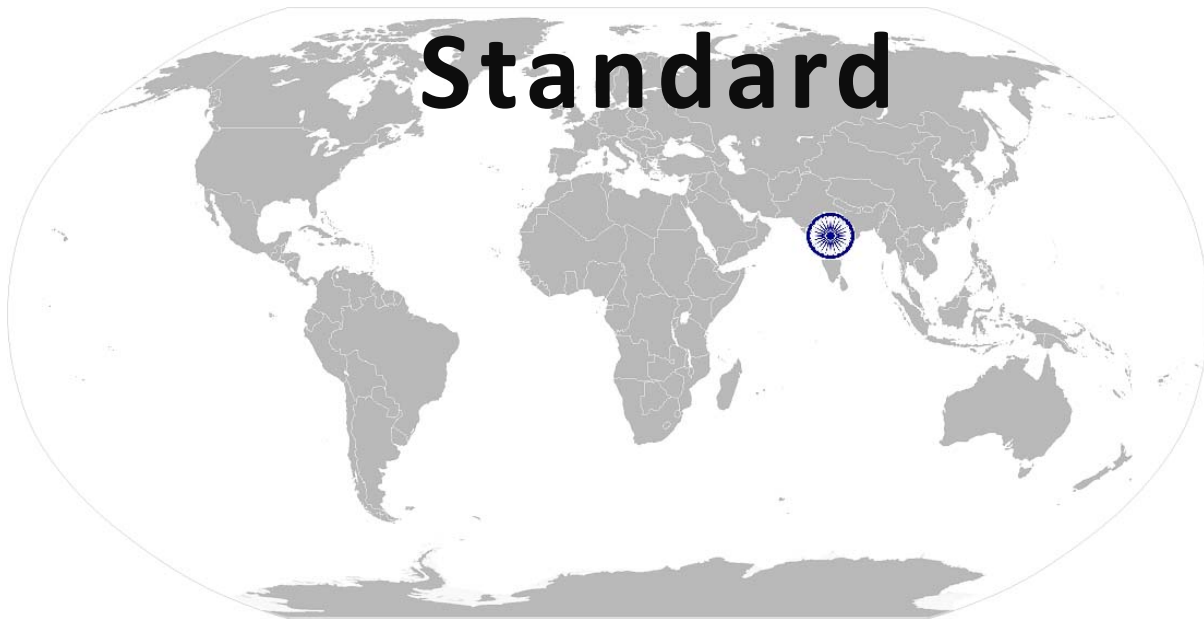
NOS Code	HCS/N5301		
Credits(NSQF)	TBD	Version number	1.0
Industry	Handicrafts and Carpet Sector	Drafted on	30/04/15
Industry Sub-sector	Carpet	Last reviewed on	27/05/15
Occupation	Processing	Next review date	26/05/16





HCS/N9913 Maintain health, safety and security at workplace

National Occupational Standard



Overview

This unit is about maintaining work areas and activities to ensure health, safety & security are maintained as per norms.



HCS/N9913 Maintain health, safety and security at workplace

National Occupational Standard	Unit Code	HCS/N9913
	Unit Title (Task)	Maintain health, safety and security at workplace
	Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required to comply with health, safety and security requirements at the workplace and covers procedures to prevent, control and minimise risk to self and others.
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> Comply with health, safety and security requirements at work
	Performance Criteria(PC)w.r.t the Scope	
	Elements	Performance Criteria
	Comply with health, safety and security requirements at work	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC1. Comply with health and safety related instructions applicable to the workplace. PC2. Use and maintain personal protective equipment as per protocol. PC3. Carry out own activities in line with approved guidelines and procedures. PC4. Maintain a healthy lifestyle and guard against dependency on intoxicants. PC5. Follow environment management system related procedures. PC6. Store materials and tools in line with manufacturer's and organisational requirements. PC7. Safely handle and move waste and debris. PC8. Minimize health and safety risks to self and others due to own actions. PC9. Seek clarifications, from supervisors or other authorized personnel in case of perceived risks. PC10. Monitor the workplace and work processes for potential risks and threats. PC11. Carry out periodic walk-through to keep work area free from hazards and obstructions, if assigned. PC12. Report hazards and potential risks/ threats to supervisors or other authorized personnel. PC13. Participate in mock drills/ evacuation procedures organized at the workplace. PC14. Undertake first aid, fire-fighting and emergency response training, if asked to do so. PC15. Take action based on instructions in the event of fire, emergencies or accidents. PC16. Follow organisation procedures for evacuation when required.
	Knowledge and Understanding (K)w.r.t. the Scope	
	Elements	Knowledge and Understanding
	A. Organizational context	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. Health and safety related practices applicable at the workplace. KA2. Potential hazards, risks and threats based on nature of operations. KA3. Organizational procedures for safe handling of tools.



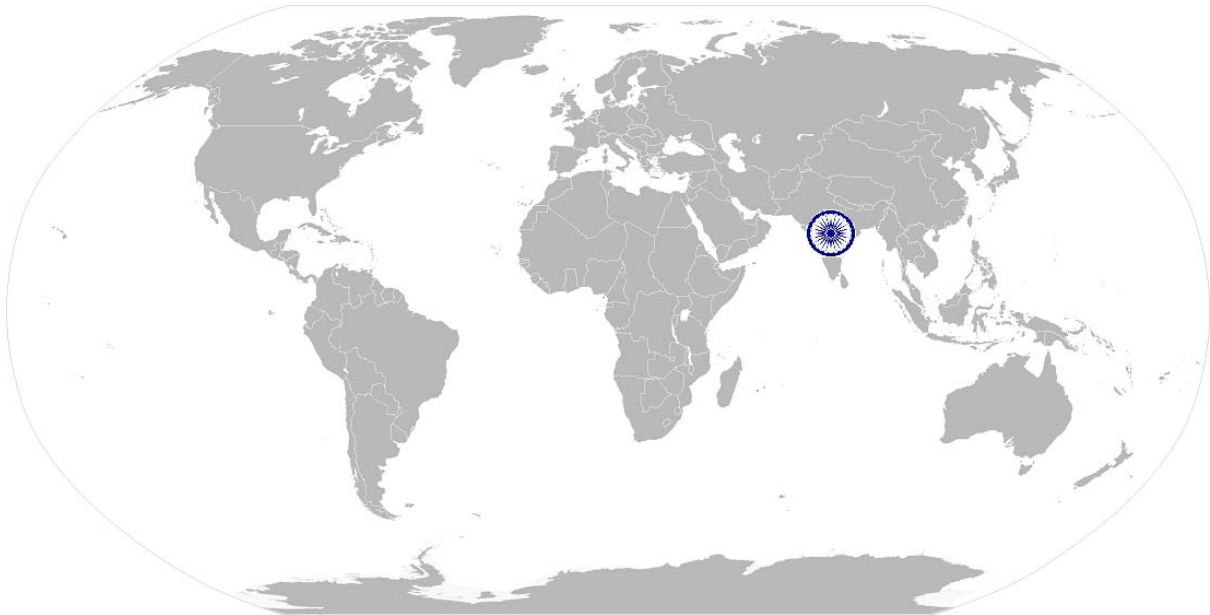
HCS/N9913 Maintain health, safety and security at workplace

	<p>KA4. Potential risks due to own actions and methods to minimize these.</p> <p>KA5. Environmental management system related procedures at the workplace.</p> <p>KA6. Layout of the plant and details of emergency exits, escape routes, emergency equipment and assembly points.</p> <p>KA7. Potential accidents and emergencies and response to these scenarios.</p> <p>KA8. Reporting protocol and documentation required.</p> <p>KA9. Details of personnel trained in first aid, fire-fighting and emergency response.</p> <p>KA10. Actions to take in the event of a mock drills/ evacuation procedures or actual accident, emergency or fire.</p>
A. Technical/ Domain Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Occupational health and safety risks and methods.</p> <p>KB2. Personal protective equipment and method of use.</p> <p>KB3. Identification, handling and storage of hazardous substances.</p> <p>KB4. Proper disposal system for waste and by-products.</p> <p>KB5. Signage related to health and safety and their meaning.</p> <p>KB6. Importance of sound health, hygiene and good habits.</p> <p>KB7. Ill-effects of alcohol, tobacco and drugs.</p>
Skills (S) w.r.t the Scope	
Elements	Skills
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Write in local language.
	Reading Skills
	The user/ individual on the job needs to know and understand how to: SA2. Read measurement instructions.
	Oral Communication (Listening and Speaking skills)
	The user/ individual on the job needs to know and understand how to: SA3. Communicate orally with colleagues.
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Follow organization rule-based decision making process. SB2. Take decision with systematic course of actions and/or response.
	Plan and Organize
	The user/ individual on the job needs to know and understand how to: SB3. Plan and organize your work to achieve targets and deadlines.
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB4. Manage relationships with customers. SB5. Build customer relationships and use customer centric approach.
	Problem Solving
	The user/ individual on the job needs to know and understand how to: SB6. Think through the problem, evaluate the possible solution(s) and suggest an



HCS/N9913 Maintain health, safety and security at workplace

	optimum /best possible solution(s).
	Analytical Thinking
	The user/ individual on the job needs to know and understand how to: SB7. Identify immediate or temporary solutions to resolve delays. SB8. Analyze data and activities.
	Critical Thinking
	The user/ individual on the job needs to know and understand how to: SB9. Pass on relevant information to others. SB10. Apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action.





HCS/N9913 Maintain health, safety and security at workplace

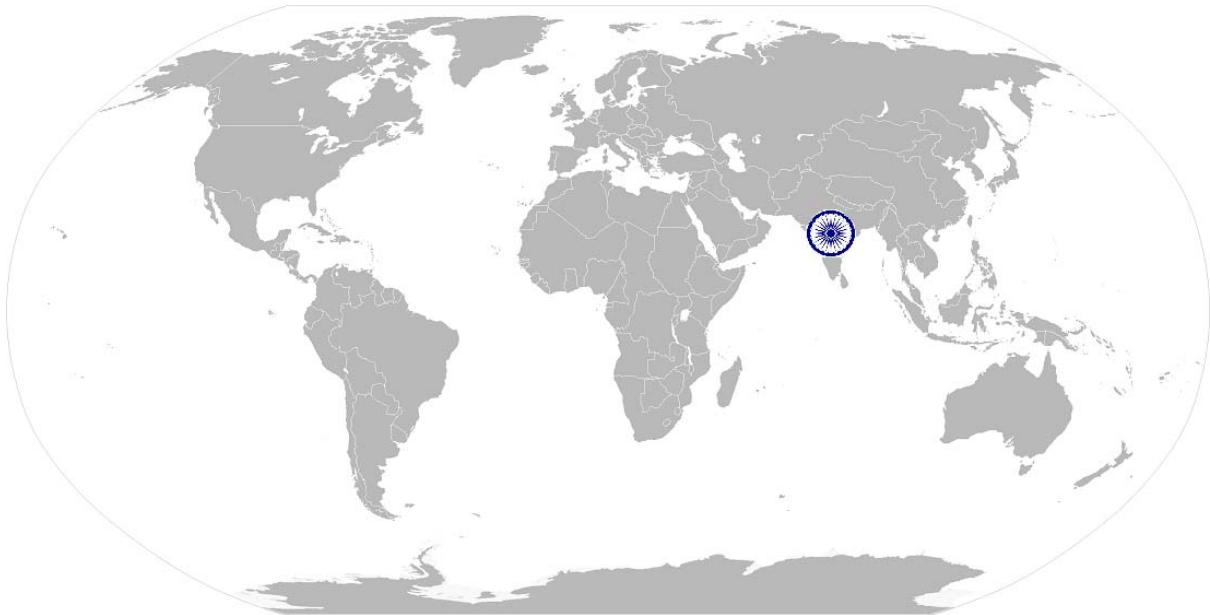
NOS Version Control

NOS Code	HCS/N9913		
Credits (NSQF)	TBD	Version number	1.0
Industry	Handicrafts and Carpet Sector	Drafted on	09/10/15
Industry Sub-sector	Hand Crafted Textiles, Hand Crocheted Textiles, Handicrafts (Agarbatti), Handicrafts (Bamboo).	Last reviewed on	25/11/16
Occupation	Traditional Hand Embroiderer, Master Hand Embroiderer, Embroidery finishing, Design Tracer, Hand Block Printer, Block Print Supervisor, Hand Embroidery, Crochet Lace Maker, Master Crochet Lace Maker, Crochet Lace Tailor, Handmade Bamboo Agarbatti Stick Maker, Semi-Mechanized Bamboo Stick Maker, Automatic Stick Making M/C Operator, Hand Rolled Agarbatti Maker, Pedal Operated Machine Agarbatti Maker, Automatic Machine Rolled Agarbatti Maker, Agarbatti Perfume Applicator, Bamboo Processor and Dyer, Bamboo Mat Weaver, Handmade Bamboo Stick Maker (for Woven Mats), Bamboo Basket Maker, Bamboo Utility Handicraft Assembler,	Next review date	25/11/19



HCS/N9913 Maintain health, safety and security at workplace

**Bamboo Utility Product
Tailor, Bamboo Artwork
Maker.**

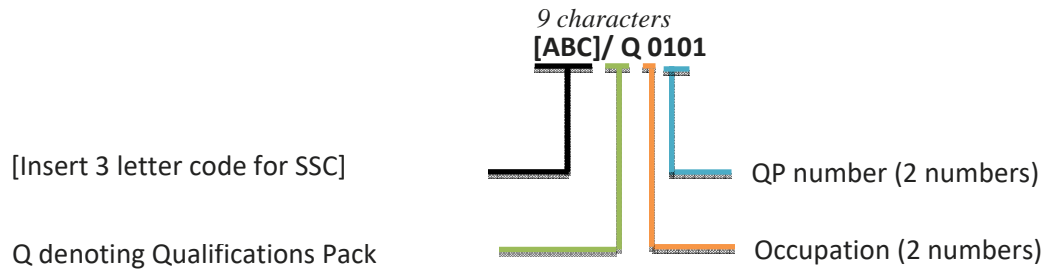




Annexure

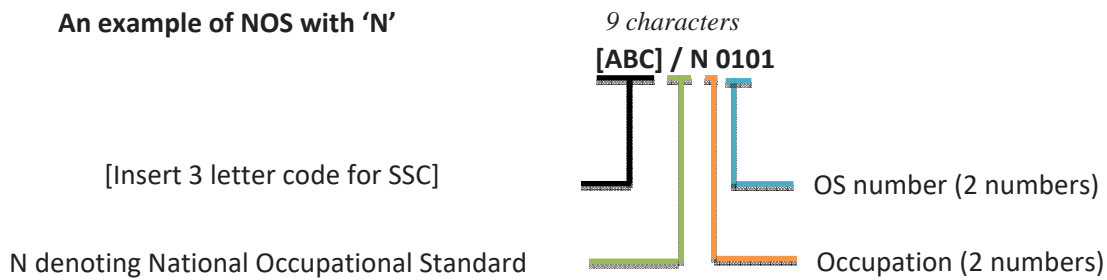
Nomenclature for QP and NOS

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	Handicraft 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: Washer (Carpets)

Qualification Pack: HCS/Q5301, v1.0

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 this 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 the Qualification Pack.

Total Marks: 200				Marks Allocation	
Assessment Outcomes	Assessment Criteria for Outcomes	Total Mark	Out of	Theory	Skill Practical
1. HCS/N5402 - Applying latex	PC1. analyse the type of carpet and extent of dye used in manufacturing	100	7	2	5
	PC2. analyze the carpet in such a way so that right type & quantity of bleaching agent should be used		7	2	5
	PC3. prepare an instruction card before starting washing process		8	3	5
	PC4. understanding of the chemical to be used and in what quantity		7	2	5
	PC5. ensure correct proportion while mixing the chemicals		7	2	5
	PC6. decide and mix the different cleaning agents to prepare a final solution		8	3	5
	PC7. check and ascertain the concentration of solution before using it for washing		7	2	5
	PC8. use the cleaning agent and water to wash the carpet		7	2	5
	PC9. use the scraper with long wooden handle to clean the carpet		7	2	5



	PC10. remove excess dirt and dye to obtain the desired quality		7	2	5
	PC11. clean and check if the fabric is softer, if not repeat the washing process 2-3 times again		7	2	5
	PC12. obtain help or advice from specialist if the problem is beyond his/her area of competence or experience		7	2	5
	PC13. dry the carpet in sunlight to stabilize the color and softness		7	2	5
	PC14. comply with relevant legislation, standards, policies and procedures		7	2	5
	Total		100	30	70
2. HCS/N9913 Maintain health, safety and security at workplace	PC1. Comply with health and safety related instructions applicable to the workplace.	100	8	2	6
	PC2. Use and maintain personal protective equipment as per protocol.		8	2	6
	PC3. Carry out own activities in line with approved guidelines and procedures.		8	2	6
	PC4. Maintain a healthy lifestyle and guard against dependency on intoxicants.		8	2	6
	PC5. Follow environment management system related procedures.		6	2	4
	PC6. Store materials and tools in line with manufacturer's and organisational requirements.		5	2	3
	PC7. Safely handle and move waste and debris.		4	1	3
	PC8. Minimize health and safety risks to self and others due to own actions.		6	2	4
	PC9. Seek clarifications, from supervisors or other authorized personnel in case of perceived risks.		4	1	3
	PC10. Monitor the workplace and work processes for potential risks and threats.		4	1	3
	PC11. Carry out periodic walk-through to keep work area free from hazards and obstructions, if assigned.		5	2	3
	PC12. Report hazards and potential risks/ threats to supervisors or other authorized personnel.		7	3	4



Qualifications Pack For Washer (Carpets)

	PC13. Participate in mock drills/ evacuation procedures organized at the workplace.		5	2	3
	PC14. Undertake first aid, fire-fighting and emergency response training, if asked to do so.		6	2	4
	PC15. Take action based on instructions in the event of fire, emergencies or accidents.		8	2	6
	PC16. Follow organisation procedures for evacuation when required.		8	2	6
	Total		100	30	70