



# QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR GEMS & JEWELLERYINDUSTRY



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1.	Introduction and Contacts P1
2.	Qualifications Pack P2
3.	OS Units P3
4.	Glossary of Key TermsP20
5.	Nomenclature of OP& NOSP22

# 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 – Final Quality Inspector (Cast Jewellery)**

**SECTOR: GEMS & JEWELLERY** 

**SUB-SECTOR:** Cast and Diamonds-Set Jewellery

**OCCUPATION:** Quality Checking

REFERENCE ID: G&J/Q3501

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

**Final Quality Inspector:** Also known as 'Quality Checker', the Final Quality Inspector is responsible for allowing the finished jewellery piece to be shipped out to customer, after having checked quality parameters thoroughly. It is an important job role.

**Brief Job Description:** The individual at work ensures that the jewellery piece manufactured is as per design and defect-free before allowing it to be dispatched to the customer.

**Personal Attributes:** The job requires the individual to have: attention to details; good eyesight; steady hands; ability to communicate to bench workers and supervisors and creativity to work processes.





Qualifications Pack Code		G&J/Q3501	
Job Role	Fir	nal Quality Inspector	
Credits(NSQF)	TBD	Version number	1.0
Sector	Gems &Jewellery	Drafted on	29/05/13
Sub-sector	Cast and Diamond-set Jewellery	Last reviewed on	13/08/14
Occupation	Quality Checking	Next review date	12/08/14

Job Role	Final Quality Inspector	
	Also known as 'Quality Checker'	
Role Description	Checking finished jewellery for defects related to workmanship, utility of wearing and design match before allowing it to be tagged and labelled for dispatch to customer	
NVEQF/NVQF level	5	
Minimum Educational Qualifications  Maximum Educational Qualifications	Minimum: 10 <sup>th</sup> Standard passed	
Training	Not applicable	
Experience	Minimum 3 years in jewellery manufacturing	
Applicable National Occupational Standards (NOS)	Compulsory:  1. G&J/N3501 Check quality of jewellery before dispatch  2. G&J/N9901 Respect and maintain IPR  3. G&J/N9902 Coordinate with others  4. G&J/N9905 Maintain occupational health and safety  Optional:  Not applicable	
Performance Criteria	As described in the relevant OS units	



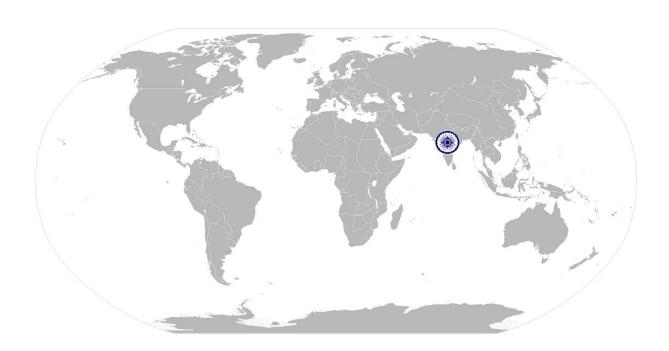






Check quality of jewellery before dispatch

# **National Occupational** Standard



# **Overview**

This unit is about the final step in cast and diamond-set jewellery manufacturing, i.e., checking the manufactured jewellery piece for any defects related to design mismatch, finish, workmanship and utility of wearing, before allowing it to be dispatched to customer.







# Check quality of jewellery before dispatch

Unit Code	G&J/N3501
Unit Title (Task)	Check quality of jewellery before dispatch
Description	This OS unit is about ensuring that the jewellery dispatched to customer is defect-free
Scope	The unit/ task covers the following:
	Receive jewellery from Supervisor or directly from production department
	Check quality of jewellery piece for defects related to
	Return checked jewellery
	Report problems arising from anticipated delays that may adversely affect
	delivery
	delivery
Performance Criteria(P	PC) w.r.t. the Scope
Element	Performance Criteria
Quality checking	To be competent, the user/individual on the job must be able to:
,	PC1. receive jewellery from the Supervisor or directly from production department
	for checking
	PC2. receive jewellery from the Supervisor or directly from production department
	for rechecking, after defects have been rectified
	PC3. check design number of jewellery as per job sheet
	PC4. understand details of the design in terms of gold weight; types of
	diamonds/gemstones, their size and weight and finish of overall jewellery
	PC5. check mismatch with design
	PC6. check filing defects, e.g., no rough edges or uneven surface
	PC7. check polishing, e.g., finish matt or plain or shiny
	PC8. check linking and soldering, e.g., loose links or durability, gaps
	PC9. check rhodium or plating, e.g., uneven colour or not matching design
	PC10. check sizing, e.g., size of jewellery, components or stones not matching design
	PC11. check setting, e.g., securely fixed stones and placed correctly in collet
	PC12. check casting, e.g., porosity, blisters, bubbles and cracks
	PC13. check aesthetic look of the jewellery as per the design requirement PC14. check utility, e.g., clip proper or not
	PC15. check cleaning, e.g., near joints
	PC16. check cleaning, e.g., riear joints  PC16. check quality of diamond/gemstone quality as per job sheet
	PC17. weigh the jewellery piece
	PC18. check any loose pieces or stones should be returned to Production Manager
	PC19. accurately identify all defects so that the customer gets a defect-free jewellery
	piece
	PC20. report to Supervisor or Production Department with details of defects to be
	rectified
	PC21. document defects and jewellery specifications
	PC22. identify recurring defects in order to improve processes and productivity







# G&J/N3501 Check quality of jewellery before dispatch

Achieving	To be competent, the user/individual on the job must be able to:
productivity	PC1. check targeted number of jewellery pieces for quality
	PC2. send maximum number of pieces for dispatch by working closely with
	production department
Handling problems	To be competent, the user/individual on the job must be able to:
	PC3. anticipate problems well in advance in order to rectify it and deliver complete
	product on time
Knowledge and Unders	standing (K)
A. Organizational	The individual on the job needs to know and understand:
Context	KA1. company's policies on: delivery timelines; safety and hazards; integrity and IPR;
(Knowledge of the	and personnel management
company /	KA2. work flow involved in company's jewellery manufacturing process
• • •	KA3. importance of the individual's role in the workflow
organization and	KA4. reporting structure
its processes)	
B. Technical	The individual on the job needs to know and understand:
Knowledge	KB1. jewellery quality parameters in different market and customer preferences
	KB2. different types of precious metal alloys, diamonds and gemstones (4Cs)
	KB3. thoroughly, the jewellery making process of the organisation
	KB4. stage-wise defects
	KB5. utility aspects of each type of jewellery product
	KB6.
Skills (S) [Optional]	
A. Core Skills/	Basic reading and writing skills
A. Core Skills/ Generic Skills	The user/individual on the job needs to know and understand how:
	The user/individual on the job needs to know and understand how: SA1. to read notes and put notes on design
	The user/individual on the job needs to know and understand how: SA1. to read notes and put notes on design SA2. to document defects or job sheet
	The user/individual on the job needs to know and understand how: SA1. to read notes and put notes on design SA2. to document defects or job sheet  Measuring and geometry skills
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### Check quality of jewellery before dispatch

### **Decision making skills**

The individual on the job needs to know and understand:

SB4. different quality parameters for products, clients, markets and accept or reject the finished products accordingly

### Using tools and machines

The user/individual on the job needs to know and understand how:

- SB5. to use eye glass/optivisor or lights for checking quality
- SB6. to use weighing machine
- SB7. to use scoop and forceps to lift small jewellery pieces
- SB8. to use hand gloves in order to deliver scratch free or clean products
- SB9. to work in a safe environment, i.e., without injuries

### **Reflective thinking**

The user/individual on the job needs to know and understand how to:

- SB10. work in sitting position for long hours with correct posture
- SB11. maintain clean work environment and organise tools for ease of use

### **Critical thinking**

The user/individual on the job needs to know and understand how:

SB12. to spot process disruptions and delays









# Check quality of jewellery before dispatch

# **NOS Version Control**

NOS Code	G&J/N3501		
Credits(NSQF)	TBD	Version number	1.0
Industry	Gems &Jewellery	Drafted on	29/05/13
Industry Sub-sector	Cast and Diamond-set Jewellery	Last reviewed on	13/08/14
Occupation	Quality Checking	Next review date	12/08/14





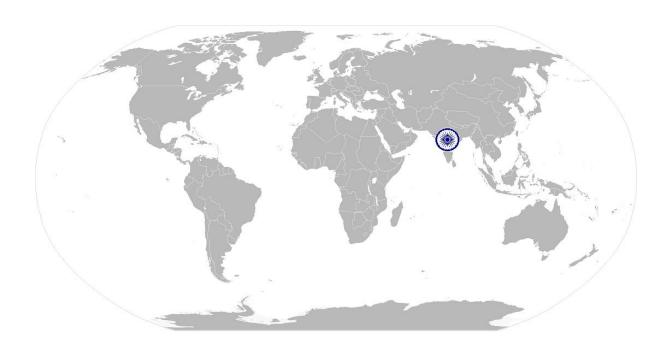






Respect and maintain IPR

# **National Occupational** Standard



# **Overview**

This unit is about respecting intellectual property rights of the company's products and designs as well as avoiding infringement on IPR of other companies.







# Respect and maintain IPR

Unit Code	G&J/N9901
Unit Title (Task)	Maintain IPR of company and respect IPR of other companies
Description	This OS unit is about protecting company's IPR and avoiding infringement to IPR of other companies
Scope	This unit/task covers the following:
	<ul> <li>Protect company's Intellectual Property Rights (IPR)</li> <li>Avoid infringement to IPR of other companies</li> </ul>
Performance Criteria(P	C) w.r.t. the Scope
Element	Performance Criteria
Respecting and Maintaining IPR	To be competent, the user/individual on the job must be able to: PC1. prevent leak of new designs to competitors by reporting on time PC2. be aware of any of company's product or design patents PC3. report IPR violations observed in the market, to supervisor or company heads PC4. read copyright clause of the material published on the internet and any other printed material PC5. consult supervisor or senior management when in doubt about using publicly available information PC6. report any infringement observed in the company PC7. spot plagiarism and report PC8. understand significance of patents and IPR PC9. avoid being involved in IPR violations
Knowledge and U	Jnderstanding (K)
B. Organizational Context	The user/individual on the job needs to know and understand: KA1. company's policies on IPR and plagiarism KA2. reporting structure KA3. company's unique product range
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. patents and IPR laws KB2. how IPR protection is important for competitiveness of a company
Skills (S) [Optional]	
C. Core Skills/ Generic Skills	Communication skills  The user/ individual on the job needs to know and understand how to:  SA1. effectively communicate any observed IPR violations or order leaks
D. Professional Skills	Decision making
2. Troicosional salis	The user/individual on the job needs to know and understand how to: SA1. report potential sources of violations

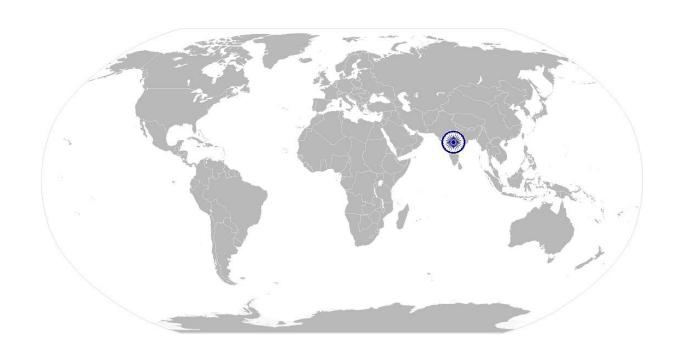






### G&J/N9901 Respect and maintain IPR

Respect and maintain 11 K	
Reflective thinking	
The user/individual on the job needs to know and understand to:	
SA2. learn from past mistakes and report IPR violations on time	
Critical thinking	
The user/individual on the job needs to know and understand how to:	
SA3. spot signs of violations and alert authorities in time	









# Respect and maintain IPR

# **NOS Version Control**

NOS Code	G&J/N9901		
Credits(NSQF)	TBD	Version number	1.0
Industry	Gems &Jewellery	Drafted on	29/05/13
Industry Sub-sector	Cast and Diamond-set Jewellery	Last reviewed on	13/08/14
		Next review date	12/08/14



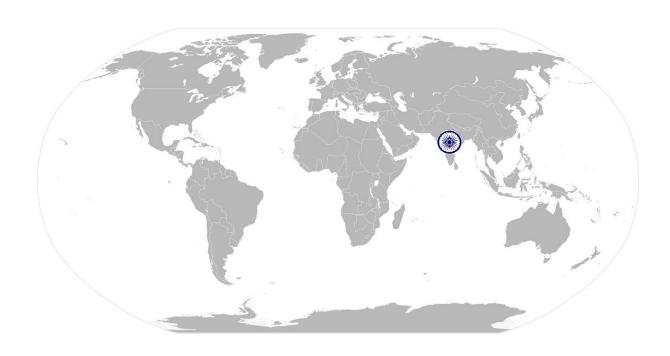






Coordinate with others

# National Occupational Standard



# **Overview**

This unit is about team work and level of communication with colleagues or clients. It determines the ability to work as a team member, share work and multi-task in order to achieve the deliverables on schedule.







# **Coordinate with others**

Unit Code	G&J/N9902
Unit Title (Task)	Interact with colleagues and seniors
Description	This OS unit is about communicating with colleagues and seniors in order to achieve smooth and hazard-free work flow
Scope	<ul> <li>This unit/task covers the following:</li> <li>Interact with supervisor</li> <li>Interact with colleagues within and outside the department</li> </ul>
Performance Criteria(P	PC) w.r.t. the Scope
Element	Performance Criteria
Interaction with supervisor  Interactions with colleagues and other departments	To be competent, the user/individual on the job must be able to: PC1. receive work instructions and raw materials from reporting supervisor PC2. communicate to reporting supervisor about process-flow improvements, product defects received from previous process, repairs and maintenance of tools and machinery as required PC3. communicate any potential hazards or expected process disruptions PC4. handover completed work to supervisor PC5. understand the work output requirements PC6. comply with company policy and rule PC7. deliver quality work on time as required by reporting any anticipated reasons for delays  To be competent, the user/individual on the job must be able to: PC8. work as a team with colleagues and share work as per their or own work load and skills PC9. work with colleagues of other departments PC10. communicate and discuss work flow related difficulties in order to find solutions with mutual agreement PC11. receive feedback from qc and rework in order to complete work on time PC12. put team over individual goals PC13. be able to resolve conflicts PC14. learn how to multi-task relevant activities
Knowledge and Unders	
A. Organizational Context	The user/individual on the job needs to know and understand:  KA1. company's policies on: preferred language of communication, reporting and escalation policy, quality delivery standards, and personnel management  KA2. reporting structure
B. Technical Knowledge	The user/individual on the job needs to know and understand how to: KB1. communicate effectively KB2. build team coordination







# **Coordinate with others**

Ski	lls (S) [Optional]				
Α.	Core Skills/	Communication skills			
Generic Skills		The individual on the job needs to know and understand how to:			
		SA1. read and write preferred language of communication as prescribed by the			
		company			
		SA2. read job sheets and interpret technical details mentioned in the jobsheet			
B.	<b>Professional Skills</b>	Decision making			
		The individual on the job needs to know and understand:			
		SB1. how to spot and communicate potential areas of disruptions to work process			
		and report the same			
		SB2. when to report to supervisor and when to deal with a colleague individually,			
		depending on the type of concern			
		Reflective thinking			
		The individual on the job needs to know and understand how to:			
		SB3. improve work processes by interacting with others and adopting best			
		practices			
		Critical thinking			
		The individual on the job needs know and understand how to:			
		SB4. spot process disruptions and delays and report and communicate with			
		solutions			



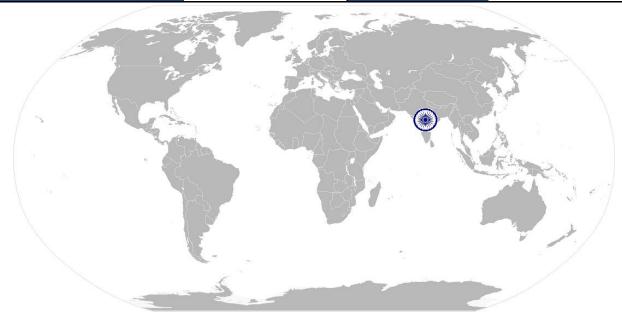




# **Coordinate with others**

# **NOS Version Control**

NOS Code	G&J/N9902		
Credits(NSQF)	TBD	Version number	1.0
Industry	Gems &Jewellery	Drafted on	29/05/13
Industry Sub-sector	Cast and diamond-set jewellery	Last reviewed on	13/08/14
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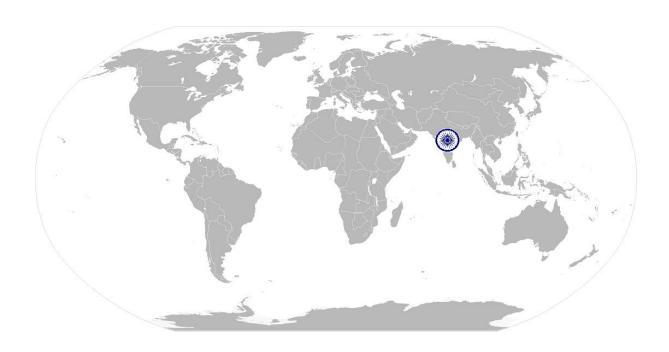




G&J/N9905 Maintain occupational health and safety



# National Occupational Standard



# **Overview**

This unit is about commitment towards reporting potential hazards, taking preventive measures to contain accidents in order to make the work environment safe for self and colleagues and maintaining occupational health and safety.







# Maintain occupational health and safety

Unit Code	G&J/N9905
Unit Title (Task)	Maintain occupational health and safety
Description	This OS unit is about being aware of, communicating and taking steps towards minimizing potential hazards and dangers of accidents on the job and maintaining occupational health and safety
Scope	This unit/task covers the following:
	Understand potential sources of accidents
	Use safety gear to avoid accidents
	Actively participate in the health and safety awareness campaigns
	Communicate to reporting supervisor about:
Performance Criteria(P	C) w.r.t. the Scope
Element	Performance Criteria
Communicating potential accident points  Using safety gear	To be competent, the user/individual on the job must be able to:  PC1. understand potential sources of accidents in order to avoid accidents related to use of potentially dangerous chemicals, sharp tools, hazards from machines and other equipment such as heating tamps  PC2. spot and report potential hazards on time  PC3. follow company policy and rules regarding use of hazardous materials  PC4. attend and actively participate in the health and safety campaigns organised by the company  PC5. Process flow improvements that can reduce anticipated or repetitive hazards  PC6. Mishandling of tools, machines or hazardous materials  PC7. Electrical problems that could result in accident  To be competent, the user/individual on the job must be able to:  PC8. use or wear safety gear as per the rules of the company  PC9. attend fire drills organised by the company or industrial zone  PC10. learn first aid procedure  PC11. be alert about designated assembly area in the event of an emergency  PC12. read and understand the evacuation and emergency procedures
Knowledge and Unders	
A. Organizational Context	The user/individual on the job needs to know and understand: KA1. company's policies on: safety and hazards and personnel management KA2. reporting structure
B. Technical Knowledge	The user/individual on the job needs to know and understand:  KB1. how different chemicals react and what could be the danger from them  KB2. how to use machines and tools without suffering bodily harm







# G&J/N9905 Maintain occupational health and safety

Skills (S) [Optional]					
A. Core Skills/	Communication skills				
Generic Skills	The individual on the job needs to know and understand how to:				
	SA1. effectively communicate the danger				
	Organising skills				
	The individual on the job needs to know and understand how to:				
	SA2. keep all the tools in an organised manner so as to avoid accidents				
	SA3. keep the work environment safe and clean				
B. Professional Skills	Decision making				
	The individual on the job needs to know and understand how to:				
	SB1. report potential sources of danger				
	SB2. follow prescribed procedure in the event of an accident				
	SB3. wear appropriate safety gear to avoid an accident				
	Reflective thinking				
	The individual on the job needs to know and understand to:				
	SB4. learn from past mistakes regarding use of hazardous machines or chemicals				
	Critical thinking				
	The individual on the job needs to know and understand how to:				
	SB5. spot dangers				
	Decision making				
	The individual on the job needs to know and understand how to:				
	SB6. report potential sources of danger				
	SB7. follow prescribed procedure in the event of an accident				
	SB8. wear appropriate safety gear to avoid an accident				



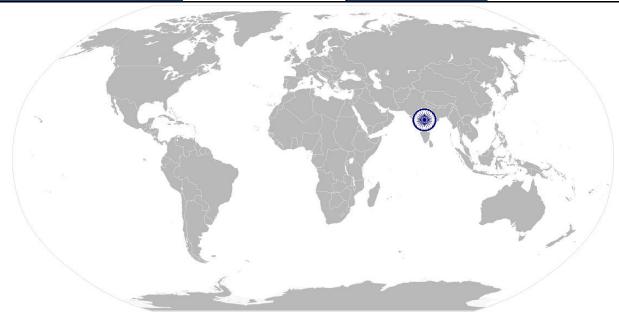




# Maintain occupational health and safety

# **NOS Version Control**

NOS Code	G&J/N9905		
Credits(NSQF)	TBD	Version number	1.0
Industry	Gems & Jewellery	Drafted on	29/05/13
Industry Sub-sector	Cast and diamond-set jewellery	Last reviewed on	13/08/14
		Next review date	12/08/14







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	Knowledge and understanding are statements which together specify the
Understanding	technical, generic, professional and organisational specific knowledge
Organisational Context	that an individual needs in order to perform to the required standard.  Organisational context includes the way the organisation is structured
Organisational Context	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



# Qualifications Pack for Final QC Inspector



	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 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
CAD	Computer Aided Design
CAM	Computer Aided Manufacturing
IPR	Intellectual Property Rights
NOS	National Occupational Standard(s)
NVQF	National Vocational Qualifications Framework
NSQF	National Qualifications Framework
NVEQF	National Vocational Education Qualifications Framework
QP	Qualifications Pack

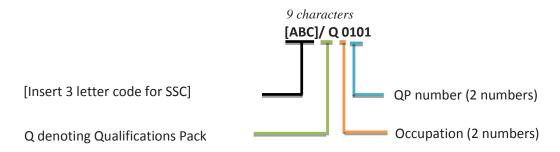




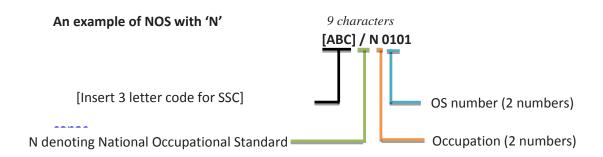
# **Annexure**

# **Nomenclature for QP and NOS**

# **Qualifications Pack**



# **Occupational Standard**



Back to top...



# Qualifications Pack for Final QC Inspector



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

Sub-sector	Range of Occupation numbers
Handmade gold and gems-set jewellery	01-20
Cast and diamond-set jewellery	21-40
Diamond processing	41-60
Gemstone processing	61-80
Jewellery retailing	81-99

Sequence	Description	Example
Three letters	Industry name	G&J
Slash	/	/
Next letter	Whether <b>Q</b> P or <b>N</b> OS	N
Next two numbers	Occupation code	01
Next two numbers	OS number	01





CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role Qualification Pack Sector Skill Council Final QC Inspector Final QC Inspector GEMS & JEWELLERY

To pass the Assessment, a candidate needs to score 50% in Theory and 70% in Practical

		Assessment Strategy	Marks	Allocation
NOS	Elements	Performance Criteria	Theory	Practical
		PC1. accurately identify all defects so that the customer gets a defect-free jewellery piece	2	12
		PC2. report defects to respective processes or departments	2	12
	Quality checking	PC3. document defects and jewellery specifications	2	11
G&J/N3501 Check quality of		PC4. identify recurring defects in order to improve processes and productivity	2	11
jewellery before		PC5. check targeted number of jewellery pieces for quality	1	8
dispatch	Productivity	PC6. send maximum number of pieces for dispatch by working closely with production department	1	8
	Problems handling	PC7. anticipate problems well in advance in order to rectify it and deliver complete product on time	0	8
		Sub Total	10	70
	Respecting & Maintaining IPR	PC1. be able to spot plagiarism and report	1	0
2. G&J/N9901		PC2. be aware of patents and IPR	1	0
Respect & Maintaining If		PC3. not be involved in IPR violations	1	0
		Sub Total	3	0
	Interaction with superior	PC1. understand the work output requirements	1	2
		PC2. comply with company policy and rule	1	2
3. G&J/N9902 Coordinate with others		PC3. deliver quality work on time as required by reporting any anticipated reasons for delays	1	1
	Interactions with	PC4. put team over individual goals	1	1
		PC5. resolve conflicts and multi-task	1	1
	colleagues, customers and/or vendors	PC6. take appropriate action taken at the right time as per company policy	0	0
	33, 3	Sub Total	5	7



### Qualifications Pack for Final QC Inspector



CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role Final QC Inspector

Qualification Pack Final QC Inspector

Sector Skill Council GEMS & JEWELLERY

To pass the Assessment, a candidate needs to score 50% in Theory and 70% in Practical

		Assessment Strategy	Marks	Allocation
4. G&J/N9905    Maintain		PC1. spot and report potential hazards on time	1	1
	Communicating potential	PC2. follow company policy and rules regarding use of hazardous materials	1	1
	accident points	PC3. deliver quality work on time as required by reporting any anticipated reasons for delays	0	1
	Using safety gear	PC4. use or wear safety gear as per the rules of the company	0	0
		Sub Total	2	3
		Total	20	80

