

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR GEMS & JEWELLERY INDUSTRY



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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-Issue and Return In-charge

SECTOR: GEMS & JEWELLERY

SUB-SECTOR: Diamond processing

OCCUPATION: Stocking

REFERENCE ID: G&J/Q4301

ALIGNED TO: NCO-2004/ NIL

Issue and Return In-charge: In the Indian diamond processing industry, the Issue and Return In-charge, makes complete note of the diamond assigned to each worker. This is a very important role in each department to maintain security of each diamond.

Brief Job Description: Individuals working on this job use the computer to note all the details of a diamond weight, shape, stage of processing, person issued to or returned from, before issuing it to a worker for processing. Barcoding and scanning process may also be used.

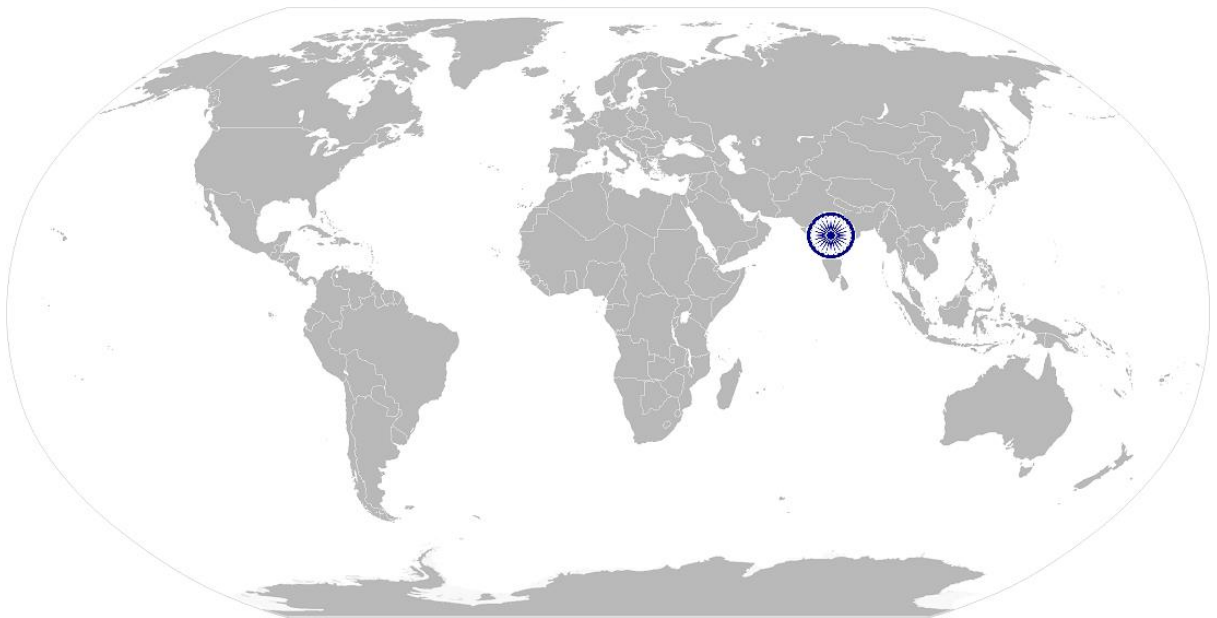
Personal Attributes: The job requires the individual to have: attention to details; sharp observation; ability to work for long hours in sitting position in front of a computer; high level of concentration and a lot of patience.

Job Details

Qualifications Pack Code	G&J/Q4301		
Job Role	Issue/Return In-charge		
Credits(NVEQF/NVQF/NSQF)	TBD	Version number	1.0
Sector	Gems & Jewellery	Drafted on	13/06/13
Sub-sector	Diamond Processing	Last reviewed on	30/07/13
Occupation	Stocking	Next review date	15/07/15

Job Role	Issue and Return In-charge
Role Description	Noting the complete details of the diamond when issuing it to a worker for processing and also on the receipt from the worker after completion
NVEQF/NVQF level	3
Minimum Educational Qualifications	Preferably 10 th Standard Passed
Maximum Educational Qualifications	
Training	Not Applicable
Experience	Not Applicable
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> G&J/N4302 Note the diamond details during issue/return G&J/N9930 Maintain IPR G&J/N9931 Coordinate with team and superiors G&J/N9933 Maintain safety <p>Optional: Not applicable</p>
Performance Criteria	As described in the relevant OS units

National Occupational Standard



Overview

This unit is an important task before giving a diamond to a bench worker for processing or upon return, all its details are noted in the computer system, to be able to check the loss at each stage as well as track the exact status of a diamond at any point in time. This stage is key to ensuring the security of the diamond and can show the person responsible for any loss.

G&J/N4302

Note the diamond details during issue/return

National Occupational Standard

Unit Code	G&J/N4302
Unit Title (Task)	Note the details of the diamond during issue and return
Description	This OS unit is about noting all the details of the diamond like its weight, lot number, stage of processing, person to be issued, time of issuing, etc. before giving it to any worker for processing as well as upon return after processing, to have an updated status and ensure safety
Scope	<p>This unit/task covers the following:</p> <p>Receive the packet of roughs from manager</p> <ul style="list-style-type: none"> • check and count the diamond packets • understand the issuing requirement, i.e. which packet needs to be issued to whom • create individual diamond packets if required <p>Issue the diamonds to the worker/supervisor</p> <ul style="list-style-type: none"> • scan the barcode on the packet or enter the code number mentioned on the packet in the computer • tally the details of the diamond packet with those displayed by the computer • update the current status of the diamond in the computer • note the name of the person to whom the diamond is being issued, his/her supervisor's name, which department, for what purpose, time of issue, etc. • check and hand the diamond packet safely to the worker <p>Note the return of diamonds</p> <ul style="list-style-type: none"> • receive, open and check the diamond packet • scan the barcode on the packet or enter the code number mentioned on the packet in the computer • tally the details of the diamond packet with those displayed by the computer • update the current status of the diamond in the computer • check the weight of the diamond upon return and note the loss, if the loss is beyond acceptable limits, highlight the same to the manager/supervisor • if the work is complete then issue another diamond to the worker <p>Perform a quality check</p> <ul style="list-style-type: none"> • ensure each packet contains a diamond • check the weight of the diamond during issue and return • ensure no packet falls or is lost during the process <p>Report problems about:</p> <ul style="list-style-type: none"> • mismatch in the details of the packet and that mentioned on the computer • higher weight loss than acceptable • computer/software related problems • loss of a diamond

G&J/N4302

Note the diamond details during issue/return

Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Quality of output	To be competent, the user/individual on the job must be able to: PC1. accurately enter all the data in the computer PC2. accurately scan the barcode PC3. perform issue/return procedure smoothly
Productivity	To be competent, the user/individual on the job must be able to: PC4. rapidly perform issue/return procedure
Damage control	To be competent, the user/individual on the job must be able to: PC5. detect any calibration errors of the weighing scale and correct the same PC6. immediately recognize any loss
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The individual on the job needs to know and understand: KA1. company's policies on: acceptable limits of weight loss; incentives; delivery standards; safety practices and hazards; security and performance measurement KA2. work flow involved in company's diamond processing process KA3. importance of the individual's role in the workflow KA4. reporting structure KA5. issue return procedures followed by the company
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. working on a computer and data entry software KB2. use of a weighing scale KB3. use of a barcode scanner
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Reading and writing skills
	The user/individual on the job needs to know and understand how: SA1. to read descriptions on the diamond packets/ bags and match them SA2. to make entries on the computer SA3. to make note of the weight reading SA4. to label the packets prior to issuing or on return SA5. to document work done for status
	Communication skills
	The user/individual on the job needs to know and understand how: SA6. to discuss task, schedules, and work-loads with co-workers and supervisors SA7. to understand instructions and report problems
	Calculation skills
	The user/individual on the job needs to know and understand how: SA8. to count the number of diamonds / diamond packets SA9. to make groups and packets as per instructions

G&J/N4302

Note the diamond details during issue/return

	<p>Teamwork and multitasking skills</p>
	<p>The user/individual on the job needs to know and understand how: SA10. to share work load as required SA11. to assist others who require help SA12. to take feedback from co-workers and supervisor</p>
<p>B. Professional Skills</p>	<p>Using tools and machines</p>
	<p>The user/individual on the job needs to know and understand how: SB1. to work with a computer and the data entry software of the company SB2. to use the instruments like the weighing scale or scanning machine SB3. to maintain tools and machines used</p>
	<p>Plan and organize</p>
	<p>The user/individual on the job needs to know and understand how: SB4. to plan and organize work in order to ensure accurate and timely process SB5. to organize the diamond packets to make entry one after the other</p>
	<p>Decision making</p>
	<p>The user/individual on the job needs to know and understand how: SB6. to decide if a particular amount of weight loss is acceptable or not SB7. to decide if a particular worker must be reported, if suspected of certain malpractice</p>
	<p>Problem solving</p>
	<p>The user/individual on the job needs to know and understand how: SB8. to resolve minor problems while working on the computer SB9. to handle problems with certain workers during issue/return process SB10. to identify immediate or temporary solutions to avoid delays</p>
	<p>Critical thinking</p>
	<p>The user/individual on the job needs to know and understand how: SB11. to spot process disruptions and delays</p>

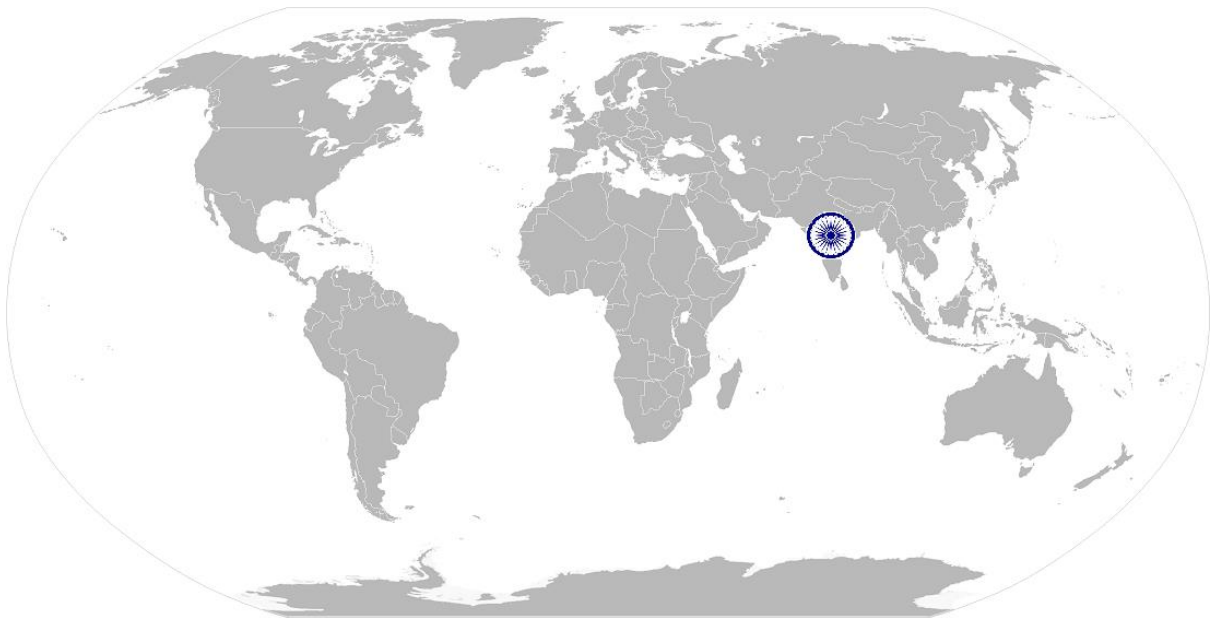
G&J/N4302

Note the diamond details during issue/return

NOS Version Control

NOS Code	G&J/N4302		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	Gems & Jewellery	Drafted on	13/06/13
Industry Sub-sector	Diamond Processing	Last reviewed on	30/07/13
		Next review date	15/07/15

National Occupational Standard



Overview

This unit is about and respecting intellectual property rights (IPR) of the company's products, policies, procedures and orders.

G&J/N9930

Maintain IPR

National Occupational Standard

Unit Code	G&J/N9930
Unit Title (Task)	Respect IPR of company
Description	This OS unit is about maintaining company's intellectual property
Scope	<p>This unit/task covers the following:</p> <p>Protect company's Intellectual Property Rights (IPR)</p> <ul style="list-style-type: none"> • prevent leak of new orders to competitors by reporting on time • prevent leak of the manufacturing processes or the policies followed by the company • be aware of any of company's product patents • report IPR violations observed in the market, to supervisor or company heads
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Respecting IPR	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. spot plagiarism and report</p> <p>PC2. understand rationale of patents and IPR</p> <p>PC3. avoid being involved in IPR violations</p>
Knowledge and Understanding (K)	
A. Organizational Context	<p>The individual on the job needs to know and understand:</p> <p>KA1. company's policies on IPR, plagiarism and order leaks</p> <p>KA2. company's patented products</p> <p>KA3. market trends and company's unique product range</p> <p>KA4. reporting structure</p>
B. Technical Knowledge	<p>The individual on the job needs to know and understand:</p> <p>KB1. basics of patents and IPR laws</p> <p>KB2. how IPR protection is important for competitiveness of a company</p>
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Communication skills
	<p>The user/individual on the job needs to know and understand how:</p> <p>SA1. to effectively communicate any observed IPR violations or leaks</p>
B. Professional Skills	Decision making
	<p>The user/individual on the job needs to know and understand when and how:</p> <p>SB2. to report sources of IPR violations</p>
	Reflective thinking
	<p>The user/individual on the job needs to know and understand how:</p> <p>SB3. to learn from past mistakes and report IPR violations on time</p>
	Critical thinking
<p>The user/individual on the job needs to know and understand how:</p> <p>SB4. to spot signs of violations and alert authorities in time</p>	

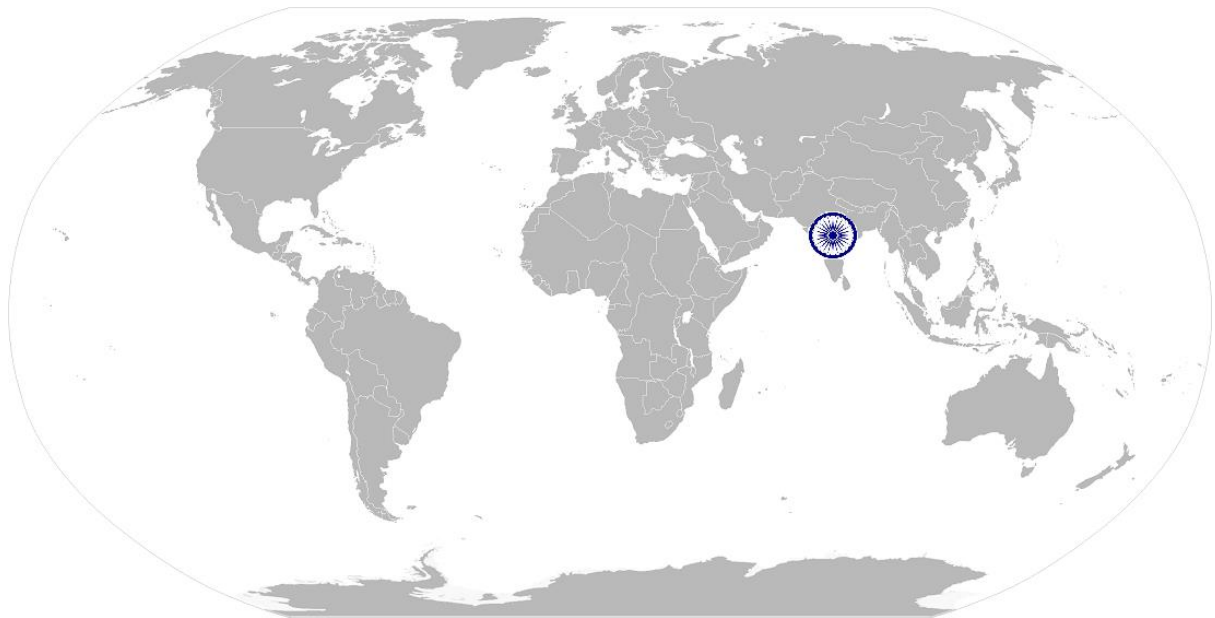
G&J/N9930

Maintain IPR

NOS Version Control

NOS Code	G&J/N9930		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	Gems & Jewellery	Drafted on	13/06/13
Industry Sub-sector	Diamond Processing	Last reviewed on	30/07/13
		Next review date	15/07/15

National Occupational Standard



Overview

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

G&J/N9931

Coordinate with team and superiors

National Occupational Standard

Unit Code	G&J/N6002
Unit Title (Task)	Interact with colleagues and seniors
Description	This OS unit is about communicating with colleagues and seniors in order to maintain smooth and hazards free work flow
Scope	<p>This unit/task covers the following:</p> <p>Interact with supervisor to:</p> <ul style="list-style-type: none"> • receive work instructions and raw materials from reporting supervisor • communicate to reporting supervisor about process flow improvements, product defects received from previous process, repairs and maintenance of tools and machinery as required • communicate any potential hazards or expected process disruptions • handover completed work to supervisor <p>Interact with colleagues within and outside the department to:</p> <ul style="list-style-type: none"> • work as a team with colleagues and share work as per their or own work load and skills • work with colleagues of other departments • communicate and discuss work flow related difficulties in order to find solutions with mutual agreement • receive feedback from QC and rework in order to complete work on time
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Interaction with supervisor	To be competent, the user/individual on the job must be able to: PC1. understand the work output requirements PC2. comply with company policy and rule PC3. deliver quality work on time as required by reporting any anticipated reasons for delays
Interactions with colleagues and other departments	To be competent, the user/individual on the job must be able to: PC4. put team over individual goals PC5. conflicts resolution and multi-tasking
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The individual on the job needs to know and understand: KA1. company's policies on personnel management KA2. work flow involved in company's diamond processing KA3. importance of the individual's role in the workflow KA4. reporting structure
B. Technical Knowledge	The individual on the job needs to know and understand: KB1. how to communicate effectively KB2. how to build team coordination

G&J/N9931

Coordinate with team and superiors

Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Teamwork and some multitasking
	The individual on the job needs to know and understand how: SA1. to share work load as required SA2. to deliver product to next work process on time
B. Professional Skills	Decision making
	The individual on the job needs to know and understand: SB1. how to report potential areas of disruptions to work process SB2. when to report to supervisor and when to deal with a colleague depending on the type of concern
	Reflective thinking
	The individual on the job needs to know and understand: SB3. how to improve work process
	Critical thinking
The individual on the job needs to know and understand: SB4. how to spot process disruptions and delays	

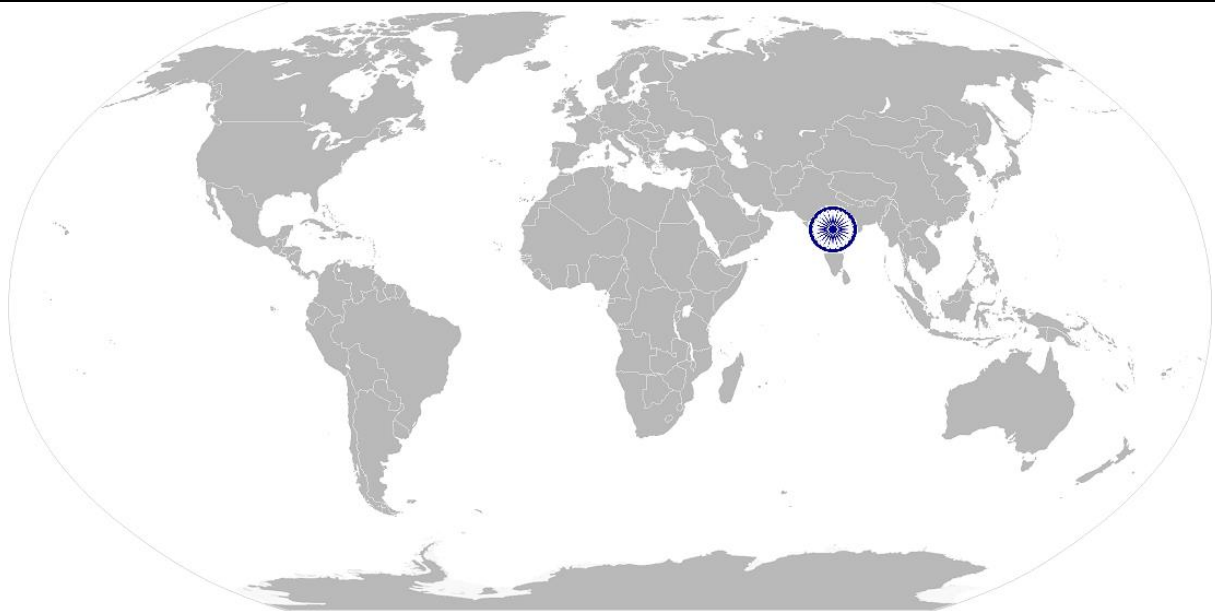


G&J/N9931

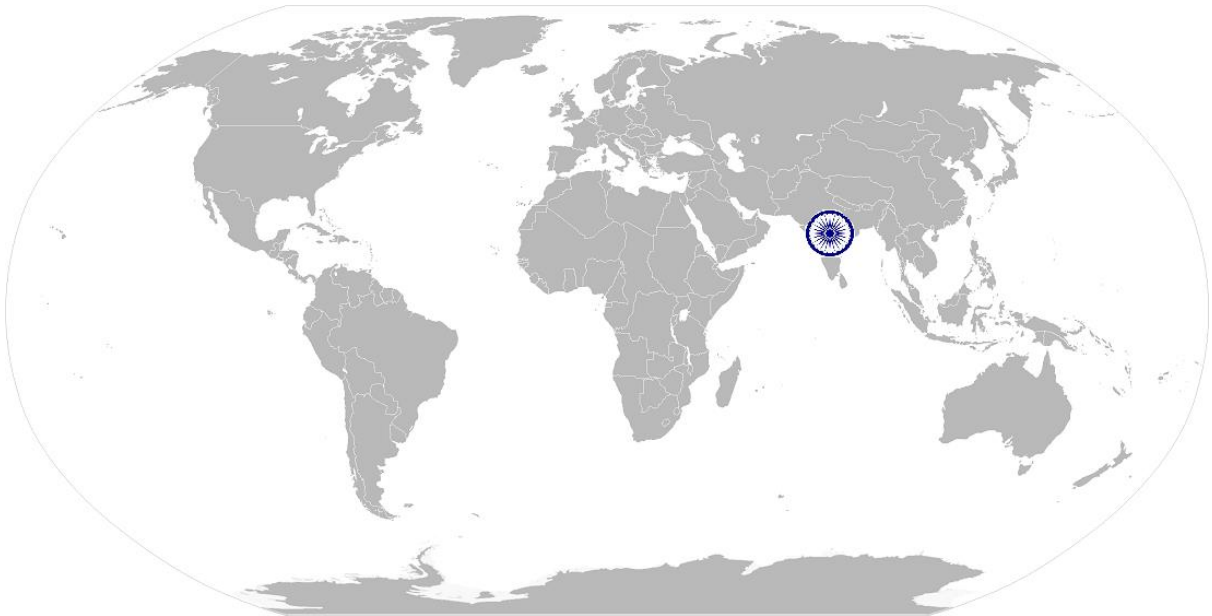
Coordinate with team and superiors

NOS Version Control

NOS Code	G&J/N9931		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	Gems & Jewellery	Drafted on	13/06/13
Industry Sub-sector	Diamond Processing	Last reviewed on	30/07/13
		Next review date	15/07/15



National Occupational Standard



Overview

This unit is about the worker's commitment towards reporting potential hazards and containing accidents in order to make the work environment safe for self and colleagues.

G&J/N9933

Maintain safety

Unit Code	G&J/N9933
Unit Title (Task)	Maintain safety at work
Description	This OS unit is about being aware of and communicating potential hazards and dangers of accidents on the job
Scope	<p>This unit/task covers the following:</p> <p>Understand potential sources of accidents</p> <ul style="list-style-type: none"> to avoid accidents related to use of potentially dangerous chemicals, gases, sharp tools and hazards from machines like rotating scaife, lasers, heating ovens, etc. <p>Use safety gear to avoid accidents</p> <ul style="list-style-type: none"> wear safety gear such as goggles, mask, gloves , jacket , etc. as prescribed for the job <p>Understand the safety procedures followed by the company</p> <ul style="list-style-type: none"> such as fire drills, emergency/ evacuation procedures, first aid, etc., which will be helpful in case of an emergency <p>Communicate to reporting supervisor about:</p> <ul style="list-style-type: none"> process flow improvements to reduce anticipated or repetitive hazards mishandling of tools, machines or hazardous materials electrical problems that could result in accident
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Understanding of potential sources of accidents and communicating	To be competent, the user/individual on the job must be able to: PC1. spot and report potential hazards on time PC2. follow company policy and rules regarding hazardous materials PC3. deliver quality work on time as required by reporting any anticipated reasons for delays
Using safety gear	To be competent, the user/individual on the job must be able to: PC4. understand which safety gear must we used for a particular task
Understanding of safety procedures	To be competent, the user/individual on the job must be able to: PC5. understand and follow the evacuation procedure properly during a fire drill PC6. provide first aid to self or others in case of emergency
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The individual on the job needs to know and understand: KA1. company's policies on handling: harmful chemicals and sharp tools, safety and hazards of machines, fire safety/drill, first aid and, disposal of harmful chemicals and materials KA2. work flow involved in company's diamond processing KA3. importance of the individual's role in the workflow KA4. reporting structure

G&J/N9933

Maintain safety

<p>B. Technical Knowledge</p>	<p>The individual on the job needs to know and understand:</p> <p>KB1. how different chemicals react and what could be the danger from them</p> <p>KB2. how to use machines and tools without causing bodily harm</p> <p>KB3. fire safety education</p> <p>KB4. first aid execution</p> <p>KB5. disposal of hazardous chemicals, tools and materials by following prescribed environmental norms or as per company policy</p>
<p>Skills (S) [Optional]</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Communication skills</p> <p>The individual on the job needs to know and understand how:</p> <p>SA1. to effectively communicate the danger</p>
<p>B. Professional Skills</p>	<p>Decision making</p> <p>The individual on the job needs to know and understand:</p> <p>SB1. importance of reporting potential sources of danger</p> <p>SB2. appropriate actions to be taken in the event of an accident</p> <p>SB3. procedure for disposing of hazardous materials, safely and following environmental guidelines</p> <p>Reflective thinking</p> <p>The individual on the job needs to know and understand how:</p> <p>SB4. to learn from past mistakes regarding use of hazardous machines, tools or chemicals</p> <p>Critical thinking</p> <p>The individual on the job needs to know and understand:</p> <p>SB5. how to spot danger</p> <p>SB6. procedure to follow in the event of a fire or other hazard</p>

G&J/N9933

Maintain safety

NOS Version Control

NOS Code	G&J/N9933		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	Gems & Jewellery	Drafted on	13/06/13
Industry Sub-sector	Diamond Processing	Last reviewed on	30/07/13
		Next review date	15/07/15

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

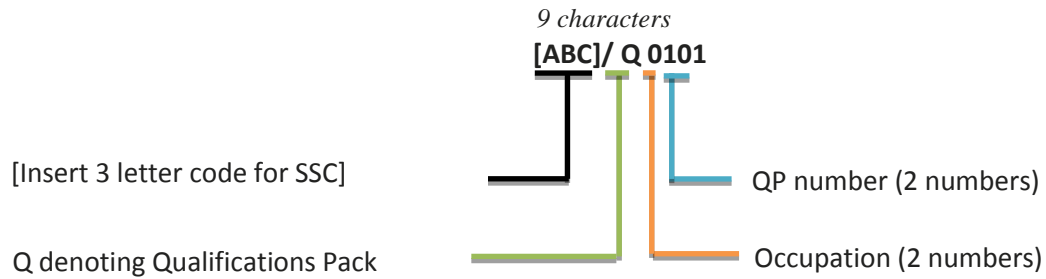
Acronyms

	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
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

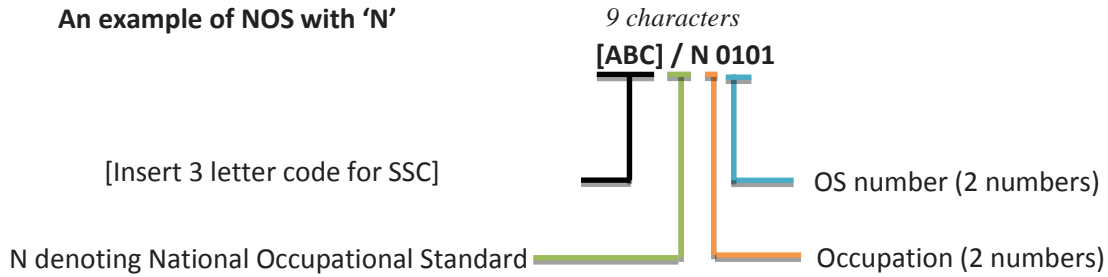
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



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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	81-98

Sequence	Description	Example
Three letters	Industry name	G&J
Slash	/	/
Next letter	Whether QP or NOS	Q
Next two numbers	Occupation code	43
Next two numbers	OS number	03

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role - Issue and return In-Charge
Qualification Pack Issue and return In-Charge

Sector Skill Council
 GEMS & JEWELLERY

Guidelines for Assessment:

1. To pass the Qualification Pack , every trainee should score a minimum of 50% in theory and 70% in practical assessments.

		Marks Allocation	
		Theory	Skills Practical
G&J/N4302 This OS unit is about noting all the details of the diamond like its weight, lot number, stage of processing, person to be issued, time of issuing, etc. before giving it to any worker for processing as well as upon return after processing, to have an updated status and ensure safety	PC1. accurately enter all the data in the computer	2	12
	PC2. accurately scan the barcode	2	15
	PC3. perform issue/return procedure smoothly	0	12
	PC4. rapidly perform issue/return procedure	0	12
	PC5. detect any calibration errors of the weighing scale and correct the same	2	12
	PC6. immediately recognize any loss	2	12
		8	75

G&J/N9930 This OS unit is about maintaining company's intellectual property	PC1. spot plagiarism and report	1	0
	PC2. understand rationale of patents and IPR	1	0
	PC3. avoid being involved in IPR violations	1	0
		3	0
G&J/N9931 This OS unit is about communicating with colleagues and seniors in order to maintain smooth and hazards free work flow	PC1. understand the work output requirements	1	0
	PC2. comply with company policy and rule	1	0
	PC3. deliver quality work on time as required by reporting any anticipated reasons for delays	0	2
	PC4. put team over individual goals	2	0
	PC5. conflicts resolution and multi-tasking	2	0
		6	2
G&J/N9933 This OS unit is about being aware of and communicating potential hazards and dangers of accidents on the job	PC1. spot and report potential hazards on time	1	0
	PC2. follow company policy and rules regarding hazardous materials	1	0
	PC3. deliver quality work on time as required by reporting any anticipated reasons for delays	1	0
	PC4. understand which safety gear must we used for a particular task	0	1

	PC5. understand and follow the evacuation procedure properly during a fire drill	0	1
	PC6. provide first aid to self or others in case of emergency	0	1
		3	3
		20	80
		100	