

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR GEMS & JEWELLERY INDUSTRY

What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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Introduction

Qualifications Pack-Order Processor (Gemstones)

SECTOR: GEMS & JEWELLERY

SUB-SECTOR: Gemstone Processing

OCCUPATION: Production Planning

REFERENCE ID: G&J/Q6302

ALIGNED TO: NCO-2004/ NIL

Order processor: Also known as 'Order Taker' or 'Order Preparer', the Order Processor is among the first set of individuals working in the gemstone processing chain. Order Processor prepares the job sheet or order form based on customer order.

Brief Job Description: The individual prepares a job sheet based on design parameters of a gemstone order. The details on the job sheet serve as a blueprint for the subsequent processes in the gemstone's processing.

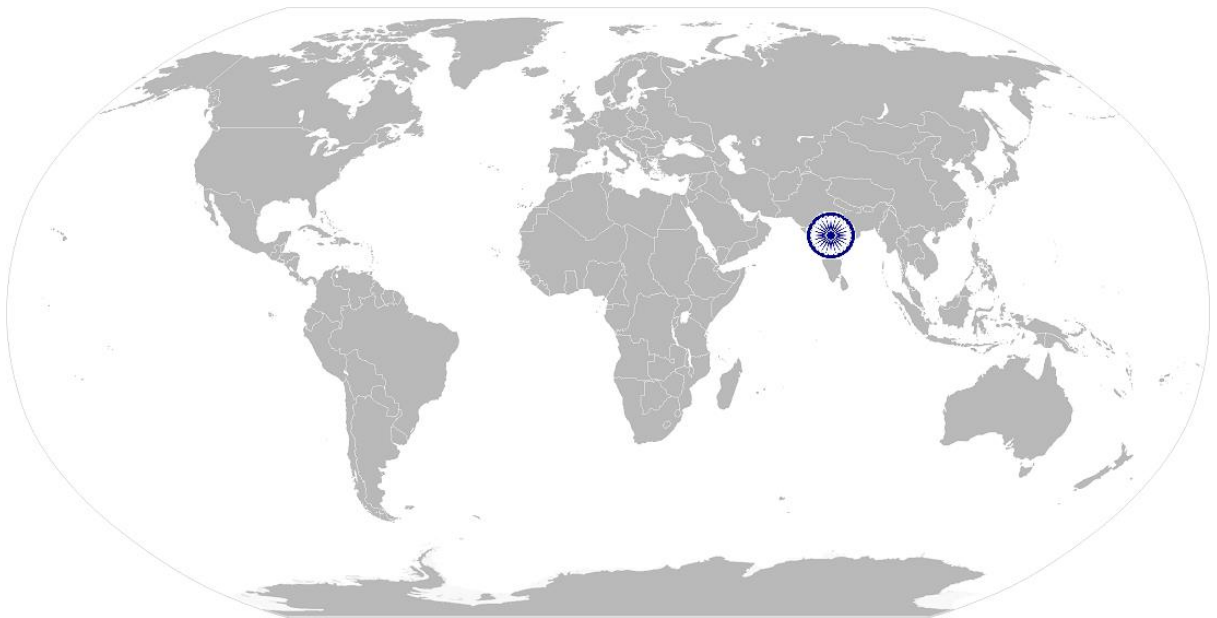
Personal Attributes: The job requires the individual to have: attention to details and ability to work on computers for long hours.

Job Details

Qualifications Pack Code	G&J/Q6302		
Job Role	Order Processor (Gemstones)		
Credits(NSQF)	TBD	Version number	1.0
Sector	Gems & Jewellery	Drafted on	14/08/13
Sub-sector	Gemstones Processing	Last reviewed on	13/08/14
Occupation	Production Planning	Next review date	12/08/15

Job Role	Order Processor Also called 'Order Taker', 'Order Preparer'
Role Description	Receiving customer order for gemstones and recording on the job sheet or order form, details such as size, weight, shape, type of finish and delivery due date
NSQF level	3
Minimum Educational Qualifications	Preferably 10 th Standard Passed
Maximum Educational Qualifications	
Training	Not Applicable
Experience	Computer Operations preferable
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> G&J/N6301 Prepare job sheet G&J/N9920 Maintain IPR at work G&J/N9921 Coordinate with colleagues G&J/N9924 Maintain safety at work <p>Optional: Not applicable</p>
Performance Criteria	As described in the relevant OS units

National Occupational Standard



Overview

This unit is about preparing the order form or job sheet based on customer order received for processing precious, semi-precious or synthetic gemstones. It is one of the first steps in the gemstone processing work flow.

G&J/N6301

Prepare job sheet

National Occupational Standard

Unit Code	G&J/N6301
Unit Title (Task)	Prepare order form or job sheet
Description	This OS unit is about processing customer order in order to prepare a job sheet or order form for use in subsequent work flow of processing the gemstone(s) and delivering it
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Receive customer's order • Prepare order form or job sheet • Call or contact customer to confirm • Interact with other departments • Track the order • Report problems in time
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Receiving customer's order	To be competent, the user/individual on the job must be able to receive order: PC1. by e-mail, on telephone, via printed communication, from sales executive, as queries from exhibitions, from online shop
Order processing	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC2. prepare job sheet</p> <p>PC3. record customer's details such as name, contact person and details</p> <p>PC4. record gemstone design type ordered with details such as design number or model number, precious or semi-precious or synthetic</p> <p>PC5. record detailing of the gemstone ordered such as size, weight, shape, colour, identical or not, inclusions or clarity, cut</p> <p>PC6. record the type of pre-shaping, faceting and polishing required</p> <p>PC7. record delivery due date and number of gemstones to be polished</p> <p>PC8. make timely delivery of job sheet to Production department</p> <p>PC9. accurately match customer's sample with design available</p> <p>PC10. accurately record detailing requirement of gemstones ordered</p> <p>PC11. accurately assess time required for delivery</p> <p>PC12. maintain order track for timely delivery of product</p> <p>PC13. receive customer's and senior's consent on order form or job sheet</p> <p>PC14. check with stores department for raw materials available such as gemstones and consumables</p> <p>PC15. share new order sheet with Production and Quality Control departments</p>

G&J/N6301

Prepare job sheet

<p>Tracking order and interacting with other departments</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC16. order as per job sheet prepared PC17. to make changes based on customer’s feedback PC18. to send final job sheet to customer and superior for validation PC19. follow-up with department supervisors on delivery schedule PC20. track the gemstone processing status as per order form details PC21. ensure timely delivery PC22. make timely delivery of job sheet to Production department</p>
<p>Handling problems</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC23. report computer failure in time PC24. identify difficulty in matching customer’s requirement PC25. follow order tracking and delivery schedule mismatch PC26. check availability of materials and equipment before finalising job sheet</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The individual on the job needs to know and understand:</p> <p>KA1. company’s policies on: Acceptable limits of stone loss per gemstone type; incentives; delivery standards; safety and hazards; integrity; and personnel management KA2. work flow involved in company’s gemstone processing and time required to complete each stage KA3. importance of the individual’s role in the workflow KA4. reporting structure</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. the different types of gemstones processed in the company KB2. terminologies used in gemstone processing, both local and global KB3. gemstone product trends KB4. different types of gemstones and their making technique, e.g., cabochon or faceted; with inclusions or clear; transparent or opaque KB5. different types of consumables used in gemstone processing</p>
<p>Skills (S) [Optional]</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Basic reading and typing skills</p> <p>The user/individual on the job needs to know and understand how:</p> <p>SA1. to read design requirements of customer SA2. to write job sheet or order form SA3. to communicate with customer</p> <p>Calculation skills</p> <p>The user/individual on the job needs to know and understand how:</p> <p>SA4. to assess the material requirement for processing the gemstone ordered</p> <p>Communication skills</p> <p>The user/individual on the job needs to know and understand how:</p> <p>SA5. to communicate effectively with customer, seniors and colleagues</p>

G&J/N6301

Prepare job sheet

B. Professional Skills	Computer skills
	The user/individual on the job needs to know and understand how: SB1. to use software for generating job sheet SB2. to use MS Office tools for writing and recording SB3. to import photograph in data bank and match
	Decision making
	The user/individual on the job needs to know and understand how: SB4. to inform customer about any mismatch of expectations SB5. to assess raw materials required for processing the gemstone SB6. to assess value of the gemstone and corresponding stone loss standards

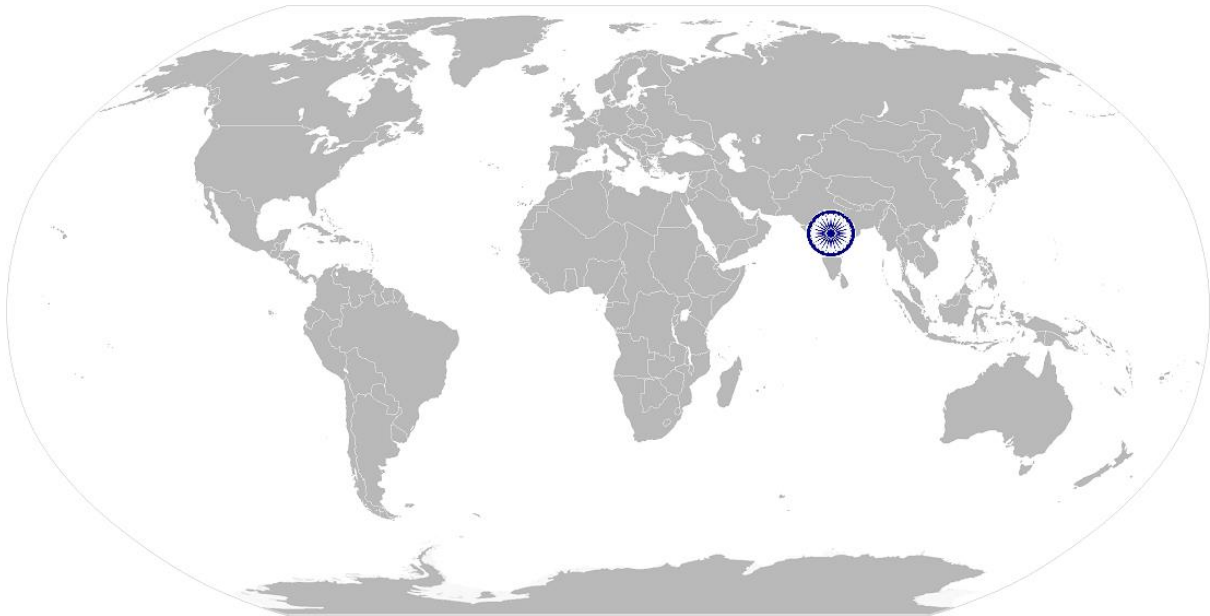
G&J/N6301

Prepare job sheet

NOS Version Control

NOS Code	G&J/N6301		
Credits(NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	Gems & Jewellery	Drafted on	14/08/13
Industry Sub-sector	Gemstone Processing	Last reviewed on	13/08/14
		Next review date	12/08/15

National Occupational Standard



Overview

This unit is about respecting intellectual property rights of the company's products and designs.

G&J/N9920

Maintain IPR at work

National Occupational Standard

Unit Code	G&J/N9920
Unit Title (Task)	Maintain IPR at work
Description	This OS unit is about protecting company's Intellectual Property Rights
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Protect company's Intellectual Property Rights (IPR)
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Maintaining IPR	To be competent, the user/individual on the job must: <ul style="list-style-type: none"> PC1. prevent leak of new designs/ plans to competitors by reporting on time PC2. be aware of any of company's product, process or design patents PC3. report IPR violations observed in the market, to supervisor or company heads PC4. be aware of patents and IPR PC5. not be involved in IPR violations
Knowledge and Understanding (K)	
A. Organizational Context	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. company's policies on: integrity, IPR and personnel management KA2. work flow involved in gemstone processing of company KA3. importance of the individual's role in the organisation KA4. reporting structure
B. Technical Knowledge	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KB1. patents and IPR laws KB2. how IPR protection is important for competitiveness of a company KB3. market trends
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Communication skills
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SA1. effectively communicate any observed IPR violations or order leaks
B. Professional Skills	Decision making
	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> SB1. when and how to report potential sources of violations
	Reflective thinking
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SB2. 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: <ul style="list-style-type: none"> SB3. spot signs of violations and alert authorities in time

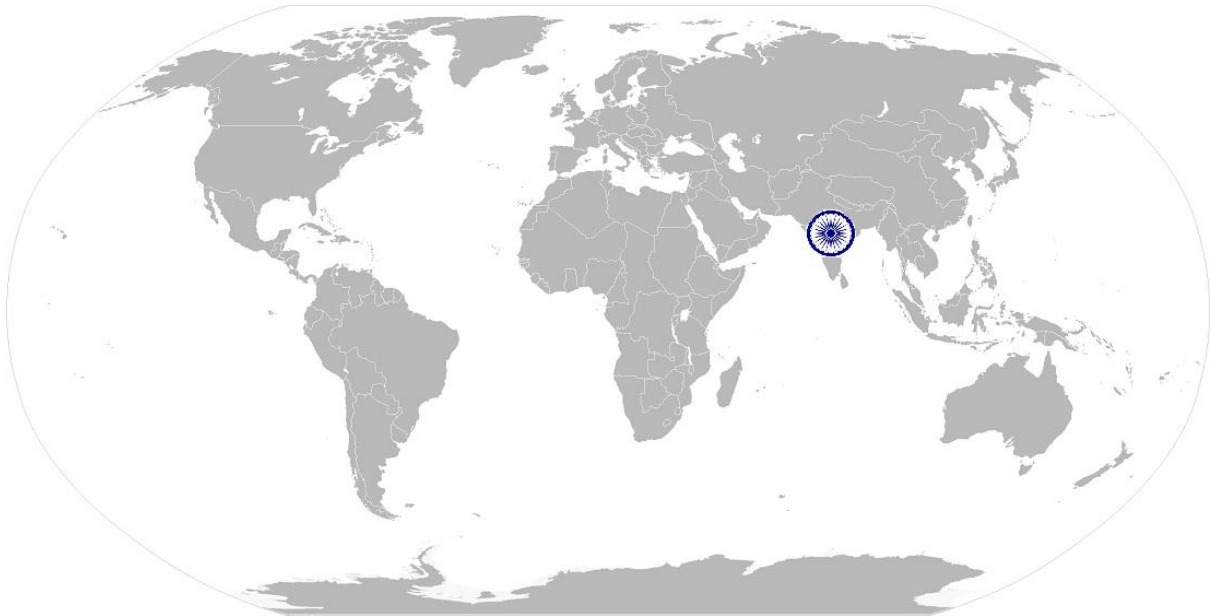
G&J/N9920

Maintain IPR at work

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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 required deliverables on schedule.

G&J/N9921

Coordinate with colleagues

National Occupational Standard

Unit Code	G&J/N9921
Unit Title (Task)	Coordinate with colleagues
Description	This OS unit is about communicating with colleagues and seniors in order to achieve smooth and hazard-free work flow
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Interact with supervisor • Interact with colleagues within and outside the department
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Interaction with supervisor	<p>To be competent, the user/individual on the job must:</p> <p>PC1. receive work instructions and raw materials from reporting supervisor</p> <p>PC2. communicate to reporting supervisor about process-flow improvements, product defects received from previous process, repairs and maintenance of tools and machinery as required</p> <p>PC3. communicate any potential hazards or expected process disruptions</p> <p>PC4. handover completed work to supervisor</p> <p>PC5. understand the work output requirements</p> <p>PC6. comply with company policy and rule</p> <p>PC7. deliver quality work on time as required by reporting any anticipated reasons for delays</p>
Interactions with colleagues and other departments	<p>To be competent, the user/individual on the job must:</p> <p>PC8. work as a team with colleagues and share work as per their or own work load and skills</p> <p>PC9. work with colleagues of other departments</p> <p>PC10. communicate and discuss work flow related difficulties in order to find solutions with mutual agreement</p> <p>PC11. receive feedback from QC and rework in order to complete work on time</p> <p>PC12. put team over individual goals</p> <p>PC13. resolve conflicts and multi-task</p>
Knowledge and Understanding (K)	
A. Organizational Context	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on personnel management</p> <p>KA2. work flow involved in gemstone processing of company</p> <p>KA3. importance of the individual's role in the workflow</p> <p>KA4. reporting structure</p>

G&J/N9921

Coordinate with colleagues

<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand how to:</p> <p>KB1. communicate effectively KB2. build team coordination</p>
<p>Skills (S) [Optional]</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Teamwork and multitasking</p> <p>The individual on the job needs to know and understand:</p> <p>SA1. importance of sharing work load as required SA2. significance of delivering product to next work process on time</p>
<p>B. Professional Skills</p>	<p>Decision making</p> <p>The individual on the job needs to know and understand:</p> <p>SB1. 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</p> <p>Reflective thinking</p> <p>The individual on the job needs to know and understand how to:</p> <p>SB3. improve work processes</p> <p>Critical thinking</p> <p>The individual on the job needs know and understand how to:</p> <p>SB4. spot process disruptions and delays</p>

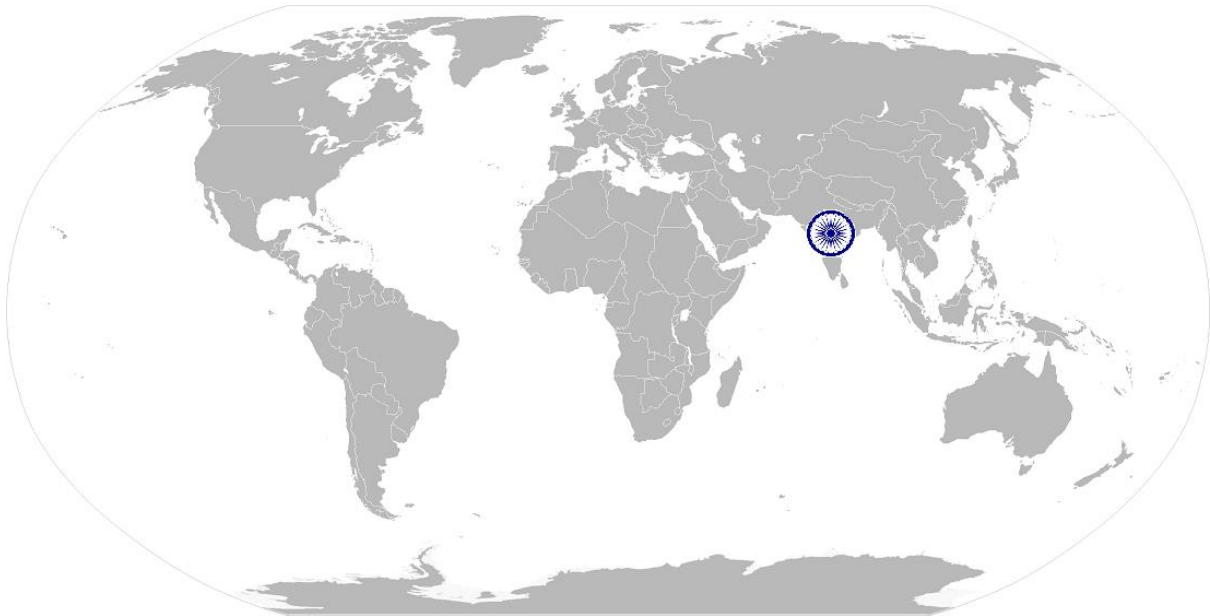
G&J/N9921

Coordinate with colleagues

NOS Version Control

NOS Code	G&J/N9921		
Credits(NSQF)	TBD	Version number	1.0
Industry	Gems & Jewellery	Drafted on	14/08/13
Industry Sub-sector	Gemstone Processing	Last reviewed on	13/08/14
		Next review date	12/08/15

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 a clean working environment.

G&J/N9924

Maintain safety at work

National Occupational Standard

Unit Code	G&J/N9924
Unit Title (Task)	Maintain safety at work
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 a clean work environment
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Understand potential sources of accidents • Use safety gear to avoid accidents • Keep the work environment clean and organised • Communicate to reporting supervisor
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Communicating potential accident points	<p>To be competent, the user/individual on the job must:</p> <p>PC1. to avoid accidents related to use of potentially dangerous chemicals, sharp tools, hazards from machines such as laser sawyer, heating lamps, rotating scaife and lap</p> <p>PC2. spot and report potential hazards on time</p> <p>PC3. follow company policy and rules regarding use of hazardous materials</p> <p>PC4. deliver quality work on time as required by reporting any anticipated reasons for delays</p> <p>PC5. Follow process flow improvements that can reduce anticipated or repetitive hazards</p> <p>PC6. report about mishandling of tools, machines or hazardous materials</p> <p>PC7. inform about electrical problems that could result in accident</p>
Using safety gear	<p>To be competent, the user/individual on the job must:</p> <p>PC8. wear safety gear such as goggles, mask, gloves, ear plugs</p> <p>PC9. use or wear safety gear as per the rules of the company</p>
Cleanliness and hygiene	<p>To be competent, the user/individual on the job must:</p> <p>PC10. keep the work station, machine, tools clean</p> <p>PC11. keep all the tools in an organised manner</p> <p>PC12. not litter or spit on work premises</p> <p>PC13. clean the work station</p> <p>PC14. organise tools and equipment in use</p>

G&J/N9924

Maintain safety at work

Knowledge and Understanding (K)	
A. Organizational Context	The user/individual on the job needs to know and understand: KA1. company's policies on: stone collection, safety and hazards and personnel management KA2. work flow involved in gemstone processing of company KA3. importance of the individual's role in the workflow KA4. reporting structure
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. how different chemicals react and the danger involved KB2. how to use machines and tools without suffering bodily harm
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Communication 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 find them quickly SA3. keep the work environment 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. avoid an accident by wearing appropriate safety gear
	Reflective thinking
	The individual on the job needs to know and understand how 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 SB6. organise tools so as the work process is smooth
	Decision making
The individual on the job needs to know and understand how to: SB7. report potential sources of danger SB8. follow prescribed procedure in the event of an accident	

G&J/N9924

Maintain safety at work

NOS Version Control

NOS Code	G&J/N9924		
Credits(NVEQF/NVQF/NSQF)	TBD	Version number	1.0
Industry	Gems & Jewellery	Drafted on	14/08/13
Industry Sub-sector	Gemstone Processing	Last reviewed on	13/08/14
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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

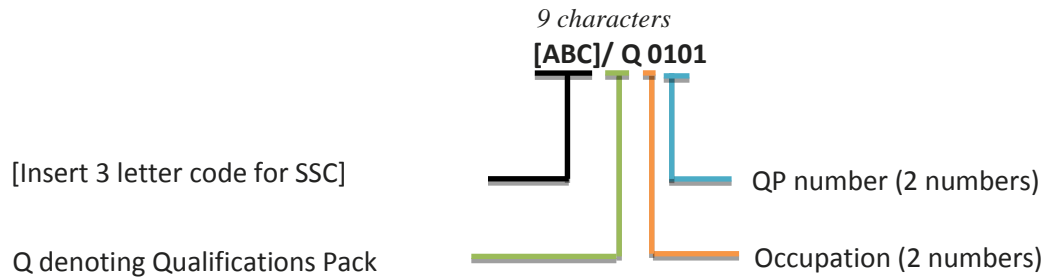
Acronyms

	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

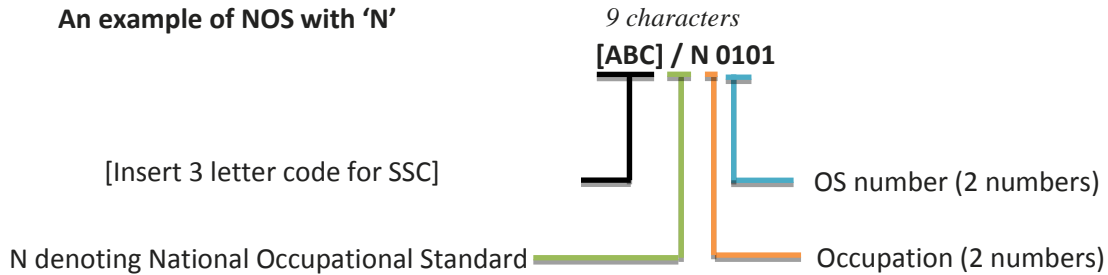
Nomenclature for QP and NOS

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	07
Next two numbers	OS number	02

CRITERIA FOR ASSESSMENT OF TRAINEES					
Job Role		Order Processor			
Qualification Pack		Order Processor			
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	
NOS	Elements	Performance Criteria	Theory	Practical	
1. G&J/N6301 Prepare job sheet	Order processing	PC1. timely delivery of job sheet to Production department	2	14	
		PC2. accurately match customer's sample with design available	2	12	
		PC3. accurately record detailing requirement of gemstones ordered	1	10	
		PC4. accurately assess time required for delivery	1	10	
		PC5. maintain order track for timely delivery of product	2	8	
		PC6. receive customer's and senior's consent on order form or job sheet	1	8	
	Handling problems	PC7. check availability of materials and equipment	1	8	
		Sub Total	10	70	
2. G&J/N8001 Maintain IPR at work	Reducing stone loss and maintaining IPR	PC1. be aware of patents and IPR	1	0	
		PC2. not be involved in IPR violations	1	0	
			Sub Total	2	0
3. G&J/N8002 Coordinate with others	Interaction with supervisors	PC1. understand the work output requirements	1	2	
		PC2. comply with company policy and rule	1	1	
		PC3. comply with Government regulations	1	1	
	Interactions with colleagues, customers and/or vendors	PC4. put team over individual goals	1	1	
		PC5. resolve conflicts and multi-task	1	1	
		Sub Total	5	6	
4. G&J/N8005 Maintain safe work environment	Communicating potential accident points	PC1. spot and report potential hazards on time	1	1	
		PC2. follow company policy and rules regarding use of hazardous materials	1	1	
		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	1	
	Cleanliness and hygiene	PC5. clean the work station	1	0	
		PC6. organise tools and equipment in use	0	0	
		Sub Total	3	4	
		Total	20	80	

