

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-Sales & Exports Manager (Gemstones)

SECTOR: GEMS & JEWELLERY

SUB-SECTOR: Gemstone Processing

OCCUPATION: Marketing

REFERENCE ID: G&J/Q6101

ALIGNED TO: NCO-2004/NIL

Sales and Exports Manager: Also known as Marketing Manager, the Sales and Exports Manager is responsible for generating local and overseas business.

Brief Job Description: The individual at work generates business for gemstones polished through several modes such as shows, distribution network, broker network, Internet and auction websites.

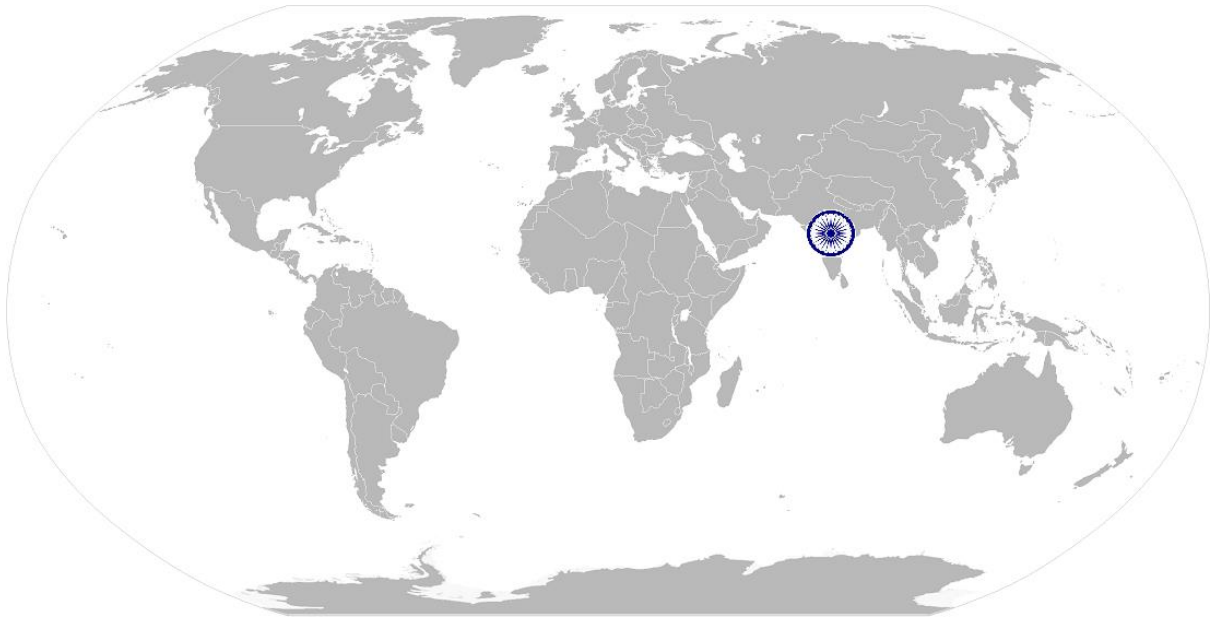
Personal Attributes: The job requires the individual to have: attention to details, ability to develop interpersonal relations, sharp memory and willingness to travel.

Job Details

| | | | |
|---------------------------------|----------------------------------|-------------------------|-----------------|
| Qualifications Pack Code | G&J/Q6101 | | |
| Job Role | Sales and Exports Manager | | |
| Credits(NSQF) | TBD | Version number | 1.0 |
| Sector | Gems & Jewellery | Drafted on | 23/08/13 |
| Sub-sector | Gemstone Processing | Last reviewed on | 13/08/14 |
| Occupation | Marketing | Next review date | 12/08/15 |

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| Job Role | Sales and Exports Manager Also known as 'Marketing Manager' |
| Role Description | Selling gemstones polished by the company in domestic and overseas markets |
| NSQF level | 6 |
| Minimum Educational Qualifications | Minimum: 12 th Standard passed |
| Maximum Educational Qualifications | |
| Training | Not applicable |
| Experience | Preferably 3 years in sales |
| Applicable National Occupational Standards (NOS) | <p>Compulsory:</p> <ol style="list-style-type: none"> G&J/N6101 Sell and market polished gemstones G&J/N6103 Prepare documents for exports G&J/N9920 Maintain IPR at work G&J/N9923 Communicate with colleagues, customers and vendors <p>Optional: Not applicable</p> |
| Performance Criteria | As described in the relevant OS units |

National Occupational Standard



Overview

This unit is about selling polished gemstones in the domestic and overseas markets.

G&J/N6101

Sell and market polished gemstones

| | | |
|--------------------------------|--|--|
| National Occupational Standard | Unit Code | G&J/N6101 |
| | Unit Title (Task) | Sell polished gemstones of the company |
| | Description | This OS unit is about generating business through selling polished gemstones of the company |
| | Scope | <p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Use different medium for making sale • Negotiate pricing • Maintain quality of transactions |
| | Performance Criteria(PC) w.r.t. the Scope | |
| | Element | Performance Criteria |
| | Using different medium for making sale | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. use different medium for making sale such as direct sales; door-to-door sales; domestic and international shows; through agents; overseas office; Internet or web-based; e-auctions</p> <p>PC2. achieve orders received against target for the period</p> <p>PC3. create and manage distribution chains as per company's policy and target</p> <p>PC4. successfully organise shows in domestic and local market</p> <p>PC5. take care of logistics and security of gemstones on display for no loss</p> <p>PC6. take care of documents to the satisfaction of Customs Department</p> <p>PC7. manage sales staff working under their supervision for meeting target set</p> <p>PC8. create user-friendly website for ease of obtaining information on the product and secure transaction</p> <p>PC9. identify the types of product, e.g., high-value or special, for the right medium of selling</p> <p>PC10. successfully participate in web-based or e-auctions</p> |
| | Negotiating price | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC11. understand the terms and standards or bases used for rough pricing</p> <p>PC12. calculate value addition</p> <p>PC13. conduct research on market demand and supply</p> <p>PC14. assess changing market trends</p> <p>PC15. meet target margin and volume set for the gemstones</p> <p>PC16. generate long term contracts</p> |
| | Maintaining quality of transaction | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC17. check commercial terms agreed to against those adhered to</p> <p>PC18. check packaging for durability and attractiveness</p> <p>PC19. check packet details against order</p> <p>PC20. arrange for required insurance</p> <p>PC21. adhere to international norms for exports packaging and dispatch</p> <p>PC22. record transaction details</p> |

G&J/N6101

Sell and market polished gemstones

| | |
|---|--|
| | <p>PC23. conform to agreed terms of dispatch or international trade standards, as applicable, with zero error</p> <p>PC24. generate repeat business from happy customers because of quality of service</p> <p>PC25. successfully conduct third-party or buyer representatives' inspections</p> <p>PC26. complete transactions in time by executing the shipment</p> |
| Knowledge and Understanding (K) | |
| <p>A. Organizational Context</p> | <p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on: sales targets, growth strategy, rough procuring, pricing, stone loss at different stages of processing, integrity, and personnel management</p> <p>KA2. work flow involved in gemstones processing</p> <p>KA3. importance of the individual's role in the workflow</p> <p>KA4. reporting structure</p> |
| <p>B. Technical Knowledge</p> | <p>The user/individual on the job needs to know and understand:</p> <p>KB1. basic knowledge of gemstones and 4Cs as well as newly popular gemstones</p> <p>KB2. rough pricing and margin calculations based on input costs such as labour, consumables, packaging, logistics and sales and advertising</p> <p>KB3. concepts such as lost-sales, relationship building, closing sale, forward cover</p> <p>KB4. technical aspects of exports sales such as role of Indian Missions; foreign market identification; products for exports; quoting price as ex-factory or FOB or CIF; trade show schedules and costing; temporary importation bonds (TIB) and ATA Carnet</p> <p>KB5. business ethics and vendor code of conduct</p> <p>KB6. market scenario in terms of demand and supply</p> <p>KB7. changing market trends, e.g., more demand for semi-precious, more NRI buyers or seasonal demand from domestic and overseas locations</p> <p>KB8. documentation for exports and insurance</p> <p>KB9. use of barcoding system</p> <p>KB10. use of computer systems</p> |
| Skills (S) [Optional] | |
| <p>A. Core Skills/ Generic Skills</p> | <p>Communication skills</p> |
| | <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. effectively communicate to initiate and conclude sale</p> <p>SA2. create effective marketing campaigns</p> <p>SA3. gather information from different stakeholders</p> <p>SA4. communicate over e-mail, telephone and other means</p> <p>SA5. communicate effectively to team about target, training and conflict resolution</p> <p>SA6. correspond with seniors and make presentations</p> |
| | <p>Interpersonal skills</p> |
| <p>The user/individual on the job needs to know and understand how to:</p> <p>SA7. build relationships with superiors, clients, colleagues and vendors</p> <p>SA8. handle Government agencies and related Departments</p> | |

G&J/N6101

Sell and market polished gemstones

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|-------------------------------|---|
| B. Professional Skills | Selling and marketing |
| | The user/individual on the job needs to know and understand how to: SB1. use different medium for sale SB2. cost and price the products SB3. initiate sale, educate about product on offer, follow-up, quote price, assure of quality, close transaction, ensure timely dispatch, meet service requirements and follow-up for satisfaction report SB4. conclude inspections by third party of buyer’s representatives SB5. ensure quality of sale as agreed SB6. display gemstones at shows and on website SB7. create and run marketing campaigns and strategic sale SB8. manage smooth and efficient transaction SB9. report non-compliance and take corrective action |
| | Conducting market research |
| | The user/individual on the job needs to know and understand how to: SB10. conduct surveys to understand market demand-supply scenario SB11. assess changing market trends and expected impact on sales SB12. devise sales and marketing strategies based on market trends SB13. compile and refine lists of prospective buyers as well as shows, etc. |
| | Reflective thinking |
| | The user/individual on the job needs to know and understand how to: SB14. improve work processes for sales growth SB15. anticipate problem areas and find solutions |

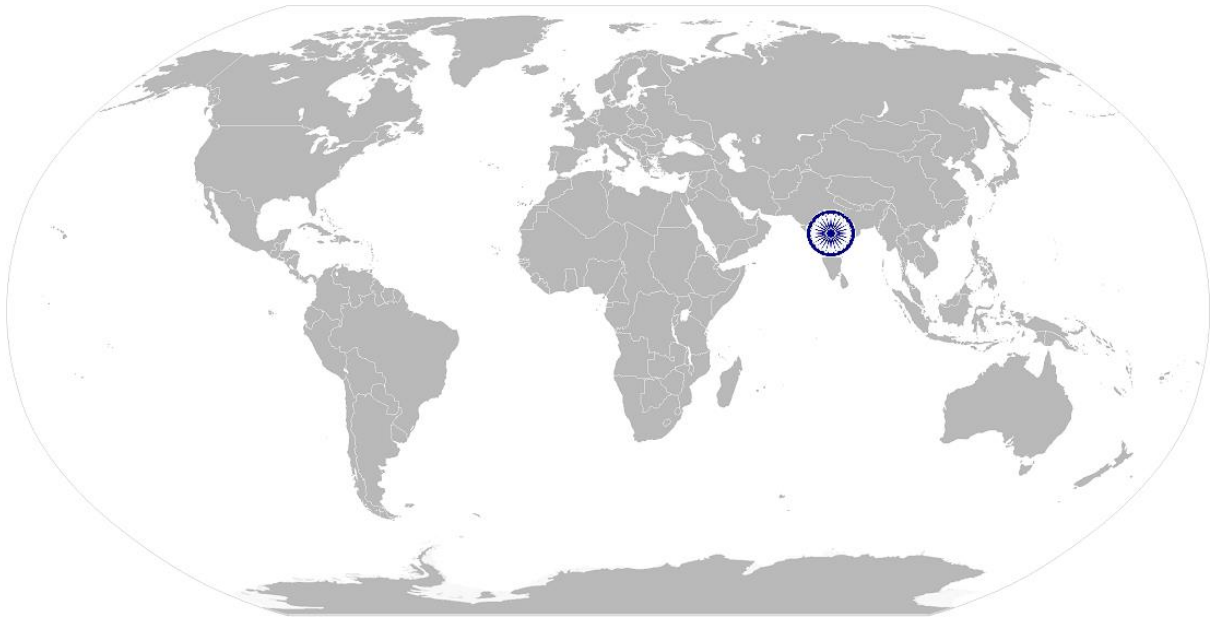
G&J/N6101

Sell and market polished gemstones

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| | | | |
|----------------------------|-----------------------------|-------------------------|-----------------|
| NOS Code | G&J/N6101 | | |
| Credits(NSQF) | TBD | Version number | 1.0 |
| Industry | Gems & Jewellery | Drafted on | 23/08/13 |
| 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 preparing and maintaining documentation for the purpose of exports of gemstones consignments so that international transactions and shows conclude without any disruptions.

G&J/N6103

Prepare documents for exports

| | | |
|--------------------------------|--|---|
| National Occupational Standard | Unit Code | G&J/N6103 |
| | Unit Title (Task) | Prepare documentation for exports of gemstone consignments |
| | Description | This OS unit is about preparing and maintaining documents required by Government authorities such as Customs Department for smooth transactions during international: sale or sample display at shows and exhibitions |
| | Scope | This unit/task covers the following: <ul style="list-style-type: none"> • Prepare documents for sale or sample • Prepare documents for exports or imports |
| | Performance Criteria(PC) w.r.t. the Scope | |
| | Element | Performance Criteria |
| | Preparing documents for sale | To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC1. prepare purchase orders, destination purchase orders PC2. prepare bond obligations PC3. apply for duty free imports PC4. prepare bill of entry and white bill of entry PC5. do the labelling and marking on export cartons PC6. prepare shipment on consignment basis |
| | Preparing documents for exports | To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC1. prepare pre-shipment export documents PC2. prepare principal export documents such as commercial invoice, packing list, Certificate of Origin, shipping advice, e.g., airway bill of lading PC3. prepare insurance policy and bill of exchange PC4. prepare proforma invoice PC5. send intimation for inspection, shipping instructions PC6. obtain Mate's receipt, letter to bank for collection PC7. obtain and prepare Application for Certificate of origin (GSP) PC8. ensure that documents are correctly filled PC9. ensure that documents are dispatched along with shipping consignment or as required PC10. achieve smooth delivery of consignment to destination of export or show |
| | Knowledge and Understanding (K) | |
| | B. Organizational Context | The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. company's policies on: import, exports, sample display for shows, sales and marketing plan, rough procuring, pricing, integrity, and personnel management KA2. work flow involved in gemstone processing KA3. importance of the individual's role in the workflow KA4. reporting structure |

G&J/N6103

Prepare documents for exports

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| <p>B. Technical Knowledge</p> | <p>The user/individual on the job needs to know and understand:</p> <p>KB1. basic knowledge of gemstones</p> <p>KB2. rough pricing and margin calculations</p> <p>KB3. technical aspects of exports sales such as role of Indian Missions; foreign markets; foreign trade agreements; India's foreign policy and any incentives; products meant for exports; quoting price as ex-factory or FOB or CIF; trade show schedules and costing; temporary importation bonds (TIB) and ATA Carnet</p> <p>KB4. scope for error in documentation and changes in rules and tariffs on exports and imports of gemstones</p> <p>KB5. business ethics and vendor code of conduct</p> <p>KB6. documents required to fulfil import, export and insurance obligations</p> <p>KB7. Government departments involved in import, export clearance and foreign trade policy making</p> <p>KB8. international labelling standards and use of barcoding system</p> <p>KB9. use of computer systems</p> |
| <p>Skills (S) [Optional]</p> | |
| <p>A. Core Skills/ Generic Skills</p> | <p>Reading and writing skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA9. read and correctly interpret Government regulations and rules</p> <p>SA10. fill forms and write memos as required</p> <p>SA11. communicate with consignee or Government Department or C&F agents</p> |
| <p>B. Professional Skills</p> | <p>Packing and labelling skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB12. apply international standards of packing and labelling</p> <p>SB13. prepare consignment on shipment basis</p> <p>Reflective thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB14. improve work processes for greater productivity and error-free shipments</p> |

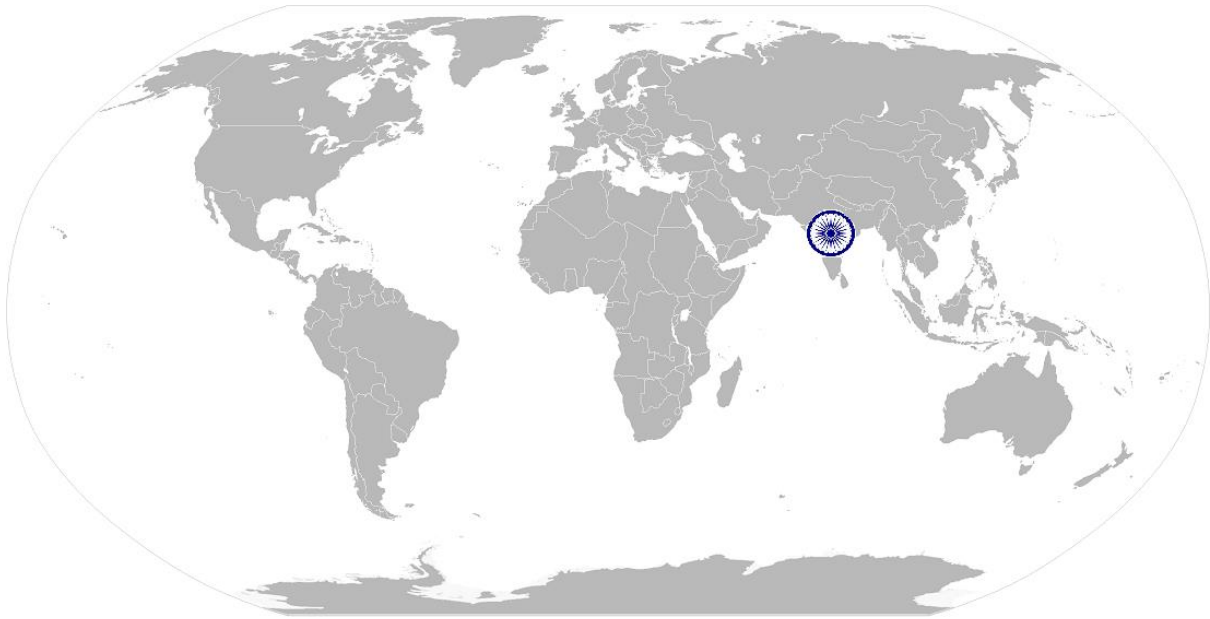
G&J/N6103

Prepare documents for exports

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| NOS Code | G&J/N6103 | | |
| Credits(NSQF) | TBD | Version number | 1.0 |
| Industry | Gems & Jewellery | Drafted on | 23/08/13 |
| 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

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| 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] | |
| C. 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 |
| D. 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 |

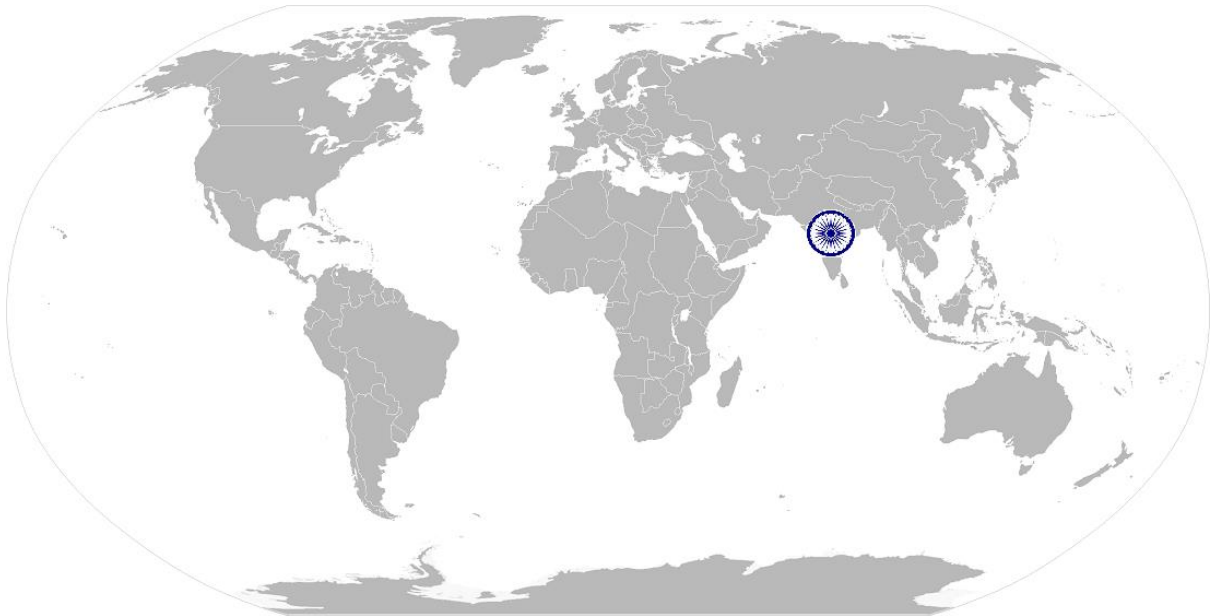
G&J/N9920

Maintain IPR at work

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| | | | |
|----------------------------|-----------------------------|-------------------------|-----------------|
| NOS Code | G&J/N9920 | | |
| Credits(NSQF) | TBD | Version number | 1.0 |
| Industry | Gems & Jewellery | Drafted on | 23/08/13 |
| 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 level of communication with colleagues or customers, Government departments and vendors in order to derive the best quality products available at maximum profit margin to the company. It is also about the Manager's ability to work as a team in order to achieve the required deliverables on schedule.

G&J/N9923

Communicate with colleagues, customers and vendors

| | | |
|--------------------------------|---|--|
| National Occupational Standard | Unit Code | G&J/N9923 |
| | Unit Title (Task) | Communicate with colleagues, customers and vendors |
| | Description | This OS unit is about communicating with colleagues, customers, vendors and Government departments in order to maintain smooth and hazard-free work flow |
| | Scope | <p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Interact with seniors • Interact with colleagues • Interact with Government departments, auditors, customers and/or vendors |
| | Performance Criteria(PC) w.r.t. the Scope | |
| | Element | Performance Criteria |
| | Interaction with seniors | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. receive instructions, plans and targets PC2. devise strategy for customer or vendor management PC3. understand the deliverables to customers PC4. understand the contracts, regulatory and audit requirements PC5. company's procurement and production norms PC6. communicate any potential hazards or expected disruptions PC7. understand the work output requirements PC8. comply with company policy and rule PC9. comply with Government regulations PC10. deliver quality work on time as required by reporting any anticipated reasons for delays</p> |
| | Interactions with colleagues, customers and/or vendors | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC11. work as a team by understanding their requirements PC12. share skills and train PC13. communicate and discuss work flow related difficulties in order to find solutions with mutual agreement PC14. receive feedback and address concerns in order to complete work on time PC15. put team over individual goals PC16. resolve conflicts and meet requirements to the customer's/ colleagues' / vendor's satisfaction PC17. act on contract, audit or Government related queries and legal disputes</p> |
| | Interactions with Government departments, auditors | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. assess their requirements and devise strategy accordingly PC2. to communicate company's quality, quantity and contractual requirements PC3. select the best alternative that suits the customer, the vendor and the company PC4. keep oneself update on market movements and regulatory changes</p> |

G&J/N9923

Communicate with colleagues, customers and vendors

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|---|--|
| | PC5. comply with audit and documentation requirements |
| 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 jewellery manufacturing process 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 KB3. how to develop networks across the market |
| 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 motivate team to work SA2. to convince seniors about significant process changes SA3. to share work load as required SA4. 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 senior and when to deal with a colleague depending on the type of concern SB3. when to escalate customer or vendor related problems to seniors |
| | Reflective thinking |
| | The individual on the job needs to know and understand: SB4. how to improve work process |
| | Critical thinking |
| | The individual on the job needs to know and understand: SB5. how to spot process disruptions and delays |

G&J/N9923

Communicate with colleagues, customers and vendors

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|----------------------------|-----------------------------|-------------------------|-----------------|
| NOS Code | G&J/N9923 | | |
| Credits(NSQF) | TBD | Version number | 1.0 |
| Industry | Gems & Jewellery | Drafted on | 23/08/13 |
| Industry Sub-sector | Gemstone Processing | Last reviewed on | 13/08/14 |
| | | Next review date | 12/08/15 |

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 specific designated responsibilities. |
| Core Skills/ Generic | Core skills or generic skills are a group of skills that are the key to learning |

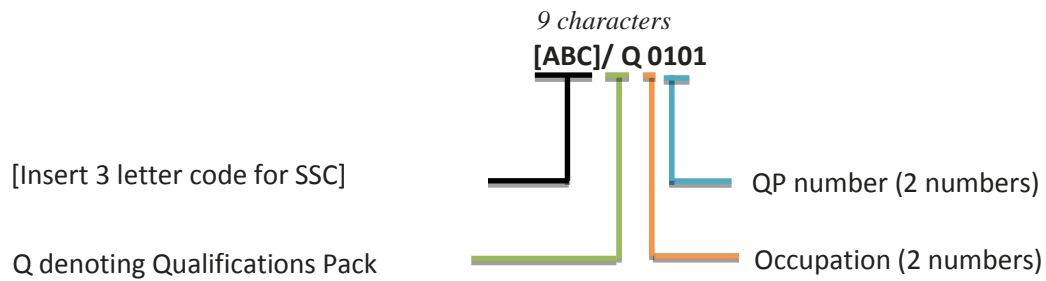
Acronyms

| Skills | 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 |
| NOS | National Occupational Standard(s) |
| NVQF | National Vocational Qualifications Framework |
| NSQF | National Qualifications Framework |
| NVEQF | National Vocational Education Qualifications Framework |
| QP | Qualifications Pack |

Annexure

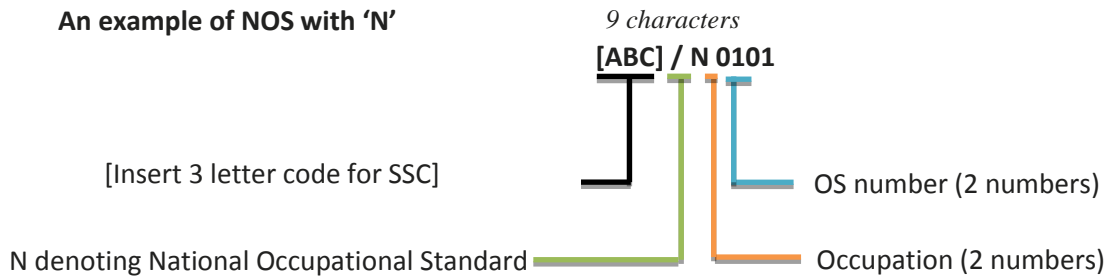
Nomenclature for QP and NOS

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 | N |
| Next two numbers | Occupation code | 01 |
| Next two numbers | OS number | 01 |

| CRITERIA FOR ASSESSMENT OF TRAINEES | | | | | |
|---|--|--|-----------|------------------|-----------|
| Job Role | | Sales & Export Manager | | | |
| Qualification Pack | | Sales & Export Manager | | | |
| 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/N6101 Sell and market polished gemstones | Using different medium for making sale | PC.1 achieve orders received against target for the period | | 1 | 10 |
| | | PC.2 create and manage distribution chains as per company's policy and target | | 1 | 10 |
| | | PC.3 successfully organise shows in domestic and local market | | 2 | 8 |
| | | PC.4 take care of logistics and security of gemstones on display for no loss | | 1 | 8 |
| | | PC.5 take care of documents to the satisfaction of Customs Department | | 1 | 6 |
| | | PC.6 manage sales staff working under their supervision for meeting target set | | 1 | 6 |
| | | PC.7 create user-friendly website for ease of obtaining information on the product and secure transaction | | 1 | 4 |
| | | PC.8 identify the types of product, e.g., high-value or special, for the right medium of selling | | 1 | 4 |
| | | PC.9. successfully participate in web-based or e-auctions | | 1 | 4 |
| | Negotiating price | PC10. meet target margin and volume set for the gemstones | | 0 | 2 |
| | | PC11. generate long term contracts | | 0 | 2 |
| | Checking quality of transaction | PC12. conform to agreed terms of dispatch or international trade standards, as applicable, with zero error | | 0 | 2 |
| | | PC13. generate repeat business from happy customers because of quality of service | | 0 | 2 |
| | | PC14. successfully conduct third-party or buyer representatives' inspections | | 0 | 1 |
| | | PC15. complete transactions in time by executing the shipment | | 0 | 1 |
| | | Sub Total | 10 | 70 | |
| 2. G&J/N6103 Prepare Documents for Exports | Preparing documents for sale and exports | PC1. ensure that documents are correctly filled | | 1 | 1 |
| | | PC2. ensure that documents are dispatched along with shipping consignment or as required | | 2 | 1 |
| | | PC3. achieve smooth delivery of consignment to destination of export or show | | 1 | 0 |
| | | Sub Total | 4 | 2 | |
| 3. G&J/N8001 Maintain IPR at work | Reducing stone loss and maintaining IPR | PC1. be aware of patents and IPR | | 2 | 0 |
| | | PC2. not be involved in IPR violations | | 1 | 0 |
| | | Sub Total | | 3 | 0 |
| 4. G&J/N8004 | Interaction with | PC1. understand the work output requirements | | 0 | 2 |

| <u>CRITERIA FOR ASSESSMENT OF TRAINEES</u> | | | | |
|--|--|---|------------------|-----------|
| Communicate with colleagues, customers and vendors | seniors | PC2. comply with company policy and rule | 1 | 1 |
| | | PC3. comply with Government regulations | 1 | 1 |
| | | PC4. deliver quality work on time as required by reporting any anticipated reasons for delays | 0 | 1 |
| | Interactions with colleagues, customers and/or vendors | PC5. put team over individual goals | 0 | 1 |
| | | PC6. resolve conflicts and meet requirements to the customer's/ colleagues' / vendor's satisfaction | 1 | 1 |
| | | PC7. act on contract, audit or Government related queries and legal disputes | 0 | 1 |
| | | | Sub Total | 3 |
| | | Total | 20 | 80 |

