

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-Wholesale Sales Executive (Gemstones)

SECTOR: GEMS & JEWELLERY

SUB-SECTOR: Gemstone Processing

OCCUPATION: Wholesaling

REFERENCE ID: G&J/Q7101

ALIGNED TO: NCO-2004/ NIL

Wholesale Sales Executive: The Wholesale Sales Executive is responsible for generating local and overseas business for wholesale gemstones.

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

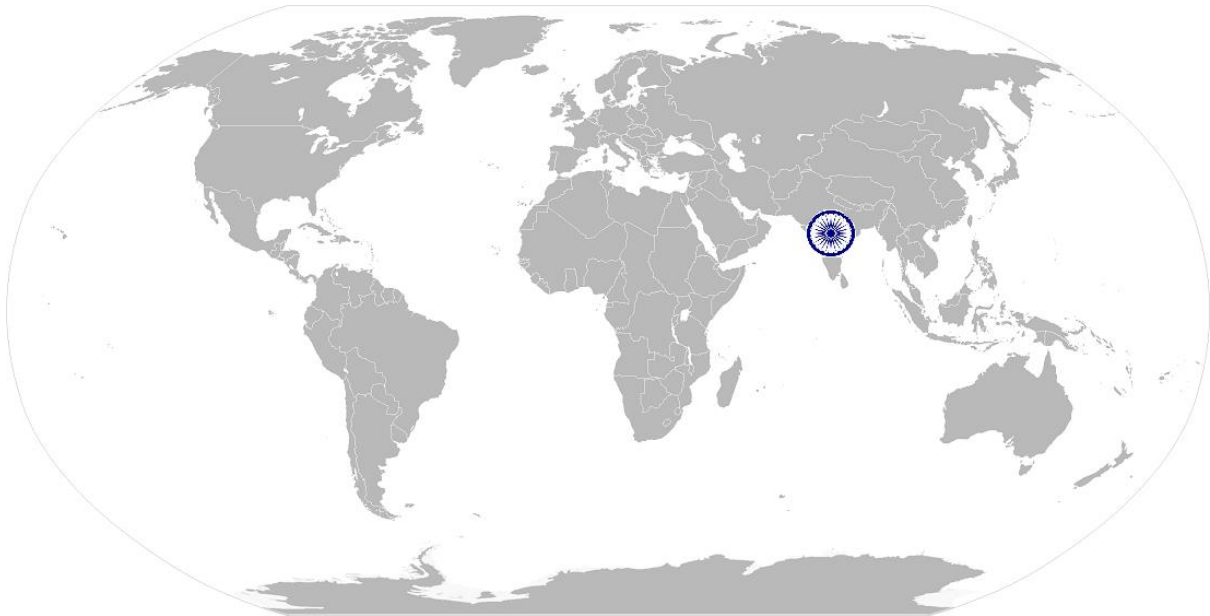
Personal Attributes: The job requires the individual to have: attention to details, ability to develop interpersonal relations, sharp memory and willingness to travel.

Job Details

Qualifications Pack Code	G&J/Q7101		
Job Role	Wholesale Sales Executive (Gemstones)		
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	Wholesaling	Next review date	12/08/15

Job Role	Wholesale Sales Executive (Gemstones)
Role Description	Selling gemstones stocked on wholesale basis in domestic and overseas markets
NSQF level	5
Minimum Educational Qualifications	Minimum: 12 th Standard passed
Maximum Educational Qualifications	
Training	Not applicable
Experience	Preferably 1 year in sales
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> G&J/N7101 Sell and market wholesale gemstones G&J/N6103 Prepare documents for exports <p>Optional: Not applicable</p>
Performance Criteria	As described in the relevant OS units

National Occupational Standard



Overview

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

G&J/N7101

Sell and market wholesale gemstones

National Occupational Standard

Unit Code	G&J/N7101
Unit Title (Task)	Sell polished gemstones of the company
Description	This OS unit is about generating business for wholesale stocks of gemstones
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Use different medium for making sale • Stock gemstones and negotiate pricing • Maintain quality of transaction
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 including domestic and international shows; through agents; overseas office; Internet or web-based; e-auctions;</p> <p>PC2. stock the stones that are most in demand</p> <p>PC3. achieve orders received against target for the period</p> <p>PC4. manage distribution chains as per company's policy and target</p> <p>PC5. successfully organise shows in domestic and local market</p> <p>PC6. take care of logistics and security of gemstones on display for no loss</p> <p>PC7. take care of documents to the satisfaction of Customs Department</p> <p>PC8. create user-friendly website for ease of obtaining information on the product and secure transaction</p> <p>PC9. 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>PC10. conduct research on market demand and supply</p> <p>PC11. assess changing market trends</p> <p>PC12. meet target margin and volume set for the gemstones</p> <p>PC13. 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>PC14. check commercial terms agreed to</p> <p>PC15. check packaging for durability and attractiveness</p> <p>PC16. check packet details against order</p> <p>PC17. arrange for required insurance</p> <p>PC18. adhere to international norms for exports packaging and dispatch</p> <p>PC19. record transaction details</p> <p>PC20. conform to agreed terms of dispatch or international trade standards, as applicable, with zero error</p> <p>PC21. generate repeat business from happy customers because of quality of service</p> <p>PC22. successfully conduct third-party or buyer representatives' inspections</p> <p>PC23. complete transactions in time by executing the shipment</p>

G&J/N7101

Sell and market wholesale gemstones

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: sales targets, growth strategy, pricing and integrity</p> <p>KA2. work flow involved in gemstones wholesaling</p> <p>KA3. importance of the individual's role in the workflow</p> <p>KA4. reporting structure</p>
B. Technical Knowledge	<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. gemstone costing, pricing and wholesale margins</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</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]	
A. Core Skills/ Generic Skills	Communication skills
	<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 networks</p> <p>SA3. gather information from different stakeholders</p> <p>SA4. communicate over e-mail, telephone and other means</p> <p>SA5. correspond with seniors and make presentations</p>
	Interpersonal skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. build relationships with superiors, clients, colleagues and suppliers</p> <p>SA7. handle Government agencies and related Departments</p>
B. Professional Skills	Selling and marketing
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. use different medium for sale</p> <p>SB2. cost and price the products</p> <p>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</p> <p>SB4. conclude inspections by third party of buyer's representatives</p>

G&J/N7101

Sell and market wholesale gemstones

	<p>SB5. ensure quality of sale as agreed</p> <p>SB6. display gemstones at shows and on website</p> <p>SB7. create and run marketing campaigns and strategic sale</p> <p>SB8. manage smooth and efficient transaction</p> <p>SB9. report non-compliance and take corrective action</p> <p>SB10. State minimum lot size for sale</p>
	<p>Market research</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB11. conduct surveys to understand market demand-supply scenario</p> <p>SB12. assess changing market trends and expected impact on sales</p> <p>SB13. devise sales and marketing strategies based on market trends</p> <p>SB14. compile and refine lists of prospective buyers as well as shows, etc.</p>
	<p>Reflective thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB15. improve work processes for sales growth</p> <p>SB16. anticipate problem areas and find solutions</p>

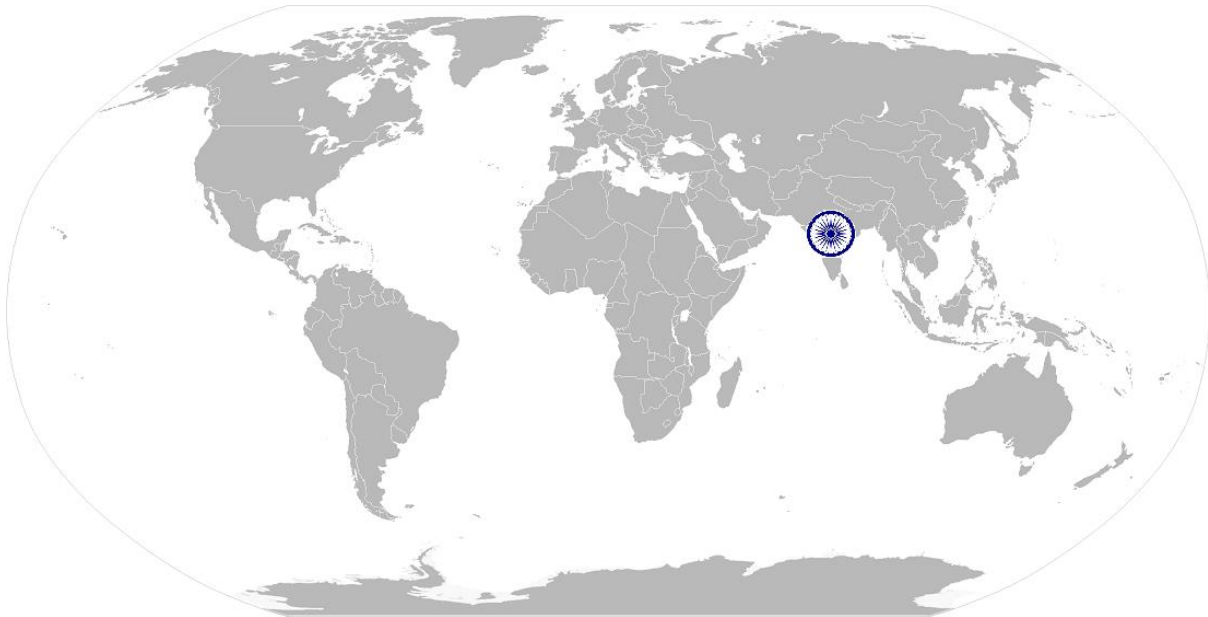


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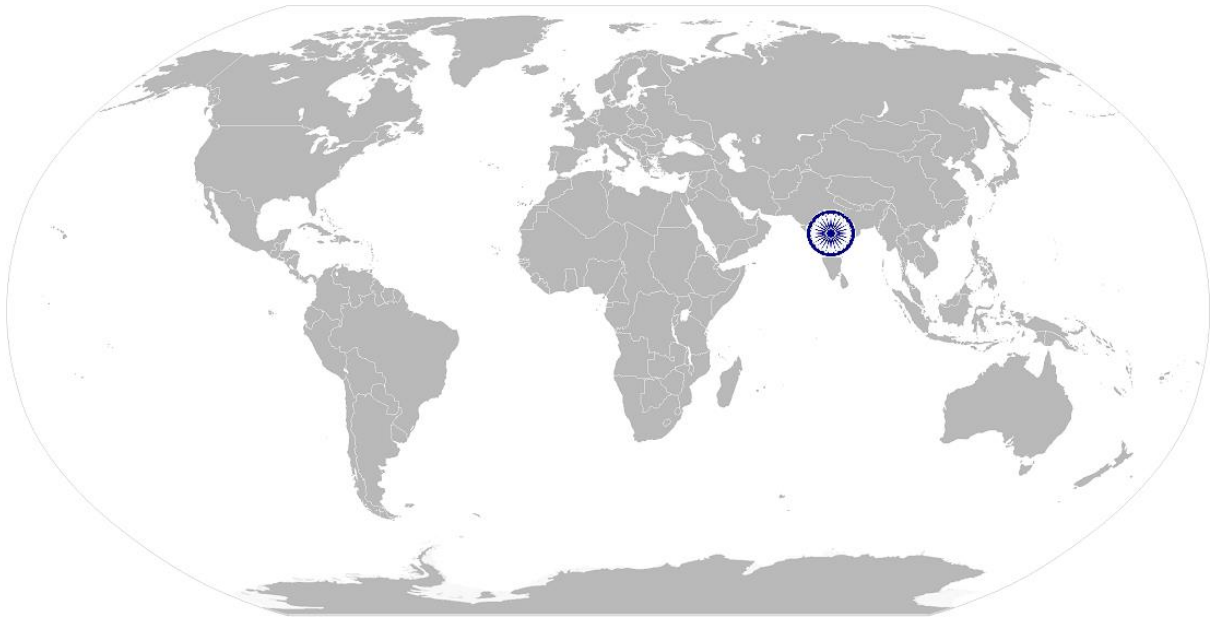
Sell and market wholesale gemstones

NOS Version Control

NOS Code	G&J/N7101		
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

<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>SA8. read and correctly interpret Government regulations and rules</p> <p>SA9. fill forms and write memos as required</p> <p>SA10. 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

NOS Version Control

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

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.

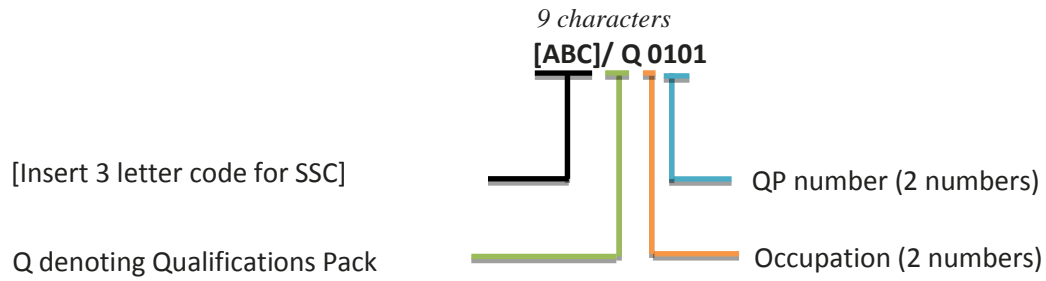
Acronyms

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

Annexure

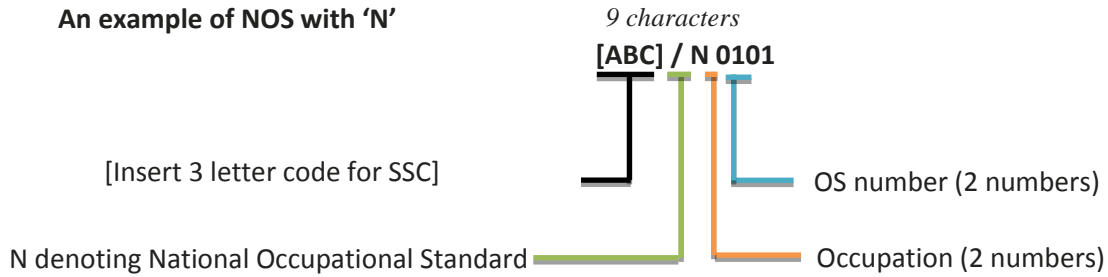
Nomenclature for QP and NOS

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

Job Role		CRITERIA FOR ASSESSMENT OF TRAINEES		
Qualification Pack		Wholesale Sales Executive		
Sector Skill Council		Wholesale Sales Executive		
		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/N7002 Check final quality of gemstones polished and grade	Quality checking and grading	PC1. accurately assess the quality as per company's standards and design parameters	2	10
		PC2. maintain global standards of quality	1	10
		PC3. understand the globally acceptable grading system for gemstones	1	10
		PC4. accurately decide on the 4Cs of the sample checked	1	9
		PC5. consistently assign grades that are acceptable to customers and the company	1	8
		PC6. alert about any recurrent quality problems	1	7
	Productivity	PC7. deliver the number and carats of stones per day against target given	1	6
		PC8. complete work as per customer's satisfaction	0	6
	Handling problems	PC9. resolve problems related to recurrent problems	2	4
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
3. G&J/N8003 Interact with others	Interaction with seniors	PC1. understand the work output requirements	0	2
		PC2. comply with company policy and rule	0	2
		PC3. comply with Government regulations	0	1
	Interactions with colleagues, customers and/or vendors	PC4. put team over individual goals	1	0
		PC5. resolve conflicts and multi-task	1	1
Sub Total			2	6
4. G&J/N8005 Maintain safe work environment	Communicating potential accident points	PC1. spot and report potential hazards on time	1	0
		PC2. follow company policy and rules regarding use of hazardous materials	2	1
		PC3. deliver quality work on time as required by reporting any anticipated reasons for delays	1	1
	Using safety gear	PC4. use or wear safety gear as per the rules of the company	0	1

<u>CRITERIA FOR ASSESSMENT OF TRAINEES</u>				
	Cleanliness and hygiene	PC5. clean the work station	1	1
		PC6. organise tools and equipment in use	1	0
		Sub Total	6	4
		Total	20	80

