

## 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

**SECTOR: GEMS & JEWELLERY**

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

**OCCUPATION:** Marketing

**REFERENCE ID:** G&J/Q2202

**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 jewellery manufacturing 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 jewellery order. The details on the job sheet serve as a blueprint for the subsequent processes in the jewellery piece's manufacturing.

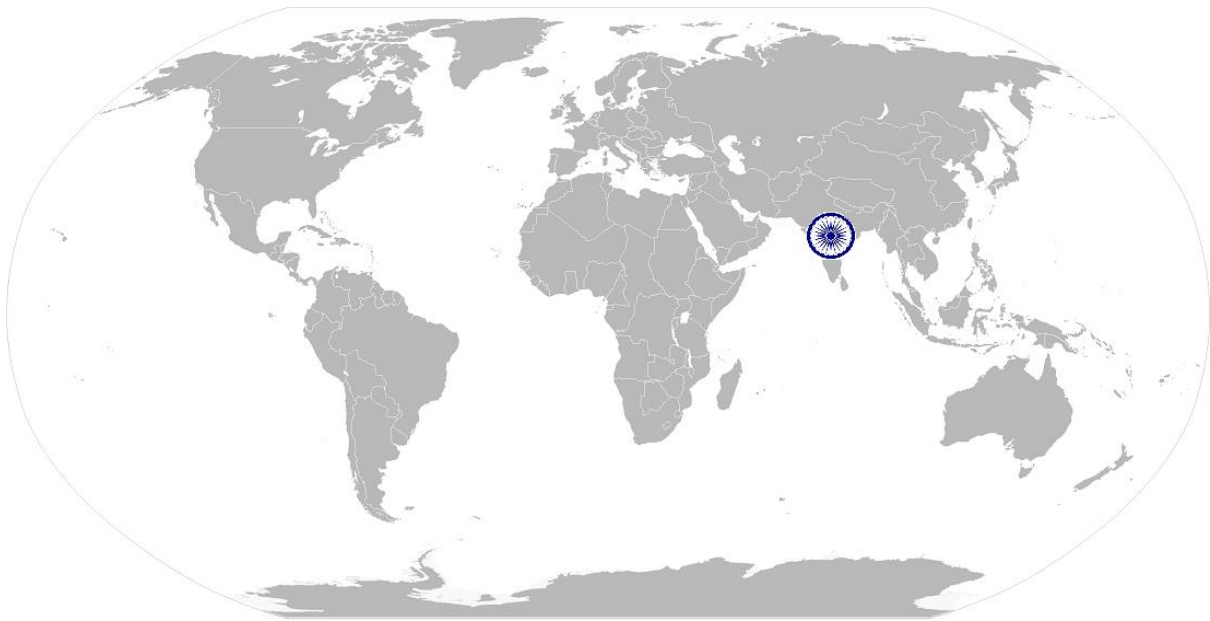
**Personal Attributes:** The job requires the individual to have: attention to details and ability to work on computers for long hours. The individual must also be able to use reflective skills in order to develop improved work processes.

Job Details

Qualifications Pack Code	G&J/Q2202		
Job Role	Order Processor (Cast Jewellery)		
Credits(NSQF)	TBD	Version number	1.0
Sector	Gems & Jewellery	Drafted on	29/05/13
Sub-sector	Cast and Diamond-set Jewellery	Last reviewed on	13/08/14
Occupation	Marketing	Next review date	12/08/15

Job Role	Order Processor Also called 'Order Taker', 'Order Preparer'
Role Description	Receiving customer order for jewellery and recording on the job sheet or order form, details such as size, weight, model, delivery due date, type of product, raw materials
NSQF level	3
Minimum Educational Qualifications	Preferably 10 <sup>th</sup> Standard Passed
Maximum Educational Qualifications	
Training	Not applicable
Experience	Not applicable
Applicable National Occupational Standards (NOS)	<b>Compulsory:</b> <ol style="list-style-type: none"> <li><a href="#">G&amp;J/N2201 Prepare order form</a></li> <li><a href="#">G&amp;J/N9901 Respect and maintain IPR</a></li> <li><a href="#">G&amp;J/N9902 Coordinate with others</a></li> <li><a href="#">G&amp;J/N9905 Maintain occupational health and safety</a></li> </ol> <b>Optional:</b> Not applicable
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 manufacturing a jewellery piece or a bulk order, which is one of the first steps in the jewellery manufacturing process work flow.

**G&J/N2201**

**Prepare order form**

National Occupational Standard

<b>Unit Code</b>	<b>G&amp;J/N2201</b>
<b>Unit Title (Task)</b>	<b>Prepare order form or job sheet</b>
<b>Description</b>	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 manufacturing and delivering it
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Receive customer's order</li> <li>• Prepare order form or job sheet</li> <li>• Call or contact customer to confirm order, incorporate changes based on customer's feedback and to send final order form to customer and superior for validation</li> <li>• Interact with other departments to check with stores department for raw materials available such as components, precious metal, and gemstones/ diamonds</li> <li>• Share new order form with Production Manager, Quality Check department and seniors</li> <li>• Track order to follow-up with supervisors on delivery schedule, jewellery manufacturing status</li> <li>• Report problems related to computer failure, design mismatch between order received and that in design bank or catalogue and delivery schedule mismatch</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Order processing</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Receive customer's order by e-mail, on telephone, by printed communication, by electronic data information (EDI), from sales executive, as queries from exhibitions, from online shop</p> <p>PC2. match order with existing design or model</p> <p>PC3. save a copy of order on computer</p> <p>PC4. record customer's details such as name, contact person, domestic or exports and other relevant details</p> <p>PC5. record jewellery design type ordered with details such as from catalogue or design bank or fresh, design number or model number, product type, e.g., necklace, bangle</p> <p>PC6. record detailing of jewellery ordered such as size, weight of gold and stones, details such bangle as with clip or without clip</p> <p>PC7. record type of manufacturing process, i.e., casting or handmade</p> <p>PC8. note casting requirement such as number of pieces to be made</p> <p>PC9. record additional information such as different types of plating,</p>

**G&J/N2201**

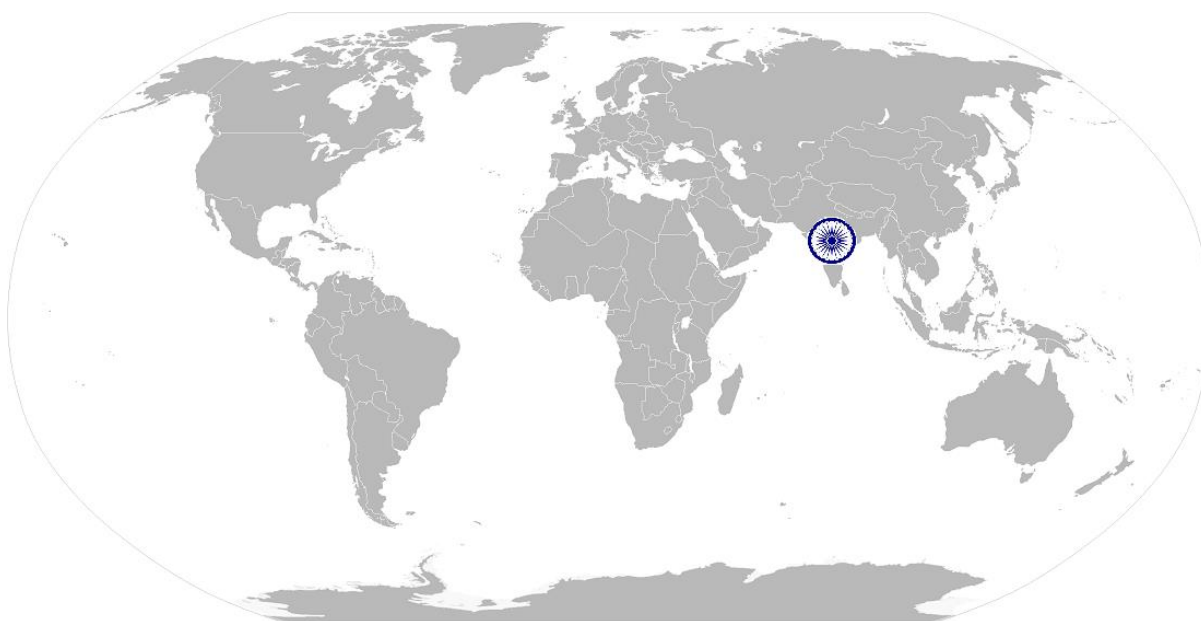
**Prepare order form**

	<p>PC10. record amount of raw materials required and permitted gold loss</p> <p>PC11. record delivery due date</p> <p>PC12. make timely delivery of order form to Production department</p> <p>PC13. accurately match customer's sample with design bank or catalogue</p> <p>PC14. accurately record detailing requirement of jewellery ordered</p> <p>PC15. accurately assess time required for delivery</p> <p>PC16. maintain order track for timely delivery of product</p> <p>PC17. receive customer's and senior's consent on order form</p>
<b>Handling problems</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC18. check availability of materials and equipment</p> <p>PC19. decide whether the design ordered can be made by casting process</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	<p>The individual on the job needs to know and understand:</p> <p>KA1. company's policies on: Acceptable limits of gold loss per product type; delivery timelines; safety and hazards; integrity; and personnel management</p> <p>KA2. work flow involved in company's jewellery manufacturing process and time required to complete each stage</p> <p>KA3. importance of the individual's role in the workflow</p> <p>KA4. reporting structure</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. the different types of jewellery available with the company</p> <p>KB2. terminologies used in jewellery manufacturing, both local and global</p> <p>KB3. types of precious metals and gemstones</p> <p>KB4. different types of jewellery and their making technique</p>
<b>Skills (S) [Optional]</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Basic reading and typing skills</b>
	<p>The user/individual on the job needs to know and understand how:</p> <p>SA1. to read design requirements of customer</p> <p>SA2. to write job sheet or order form</p> <p>SA3. to communicate with customer</p>
	<b>Calculation skills</b>
	<p>The user/individual on the job needs to know and understand how:</p> <p>SA4. to assess the material requirement for making the jewellery ordered</p>
	<b>Communication skills</b>
	<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> <p>SA6. to educate the customer if the design required cannot be made by casting process</p>
<b>B. Professional Skills</b>	<b>Computer skills</b>
	<p>The user/individual on the job needs to know and understand how:</p> <p>SB1. to use software for generating job sheet</p>

**G&J/N2201**

**Prepare order form**

	SB2. to use MS Office tools for writing and recording
	SB3. to import photograph in data bank and match
	<b>Decision making</b>
	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 making new jewellery



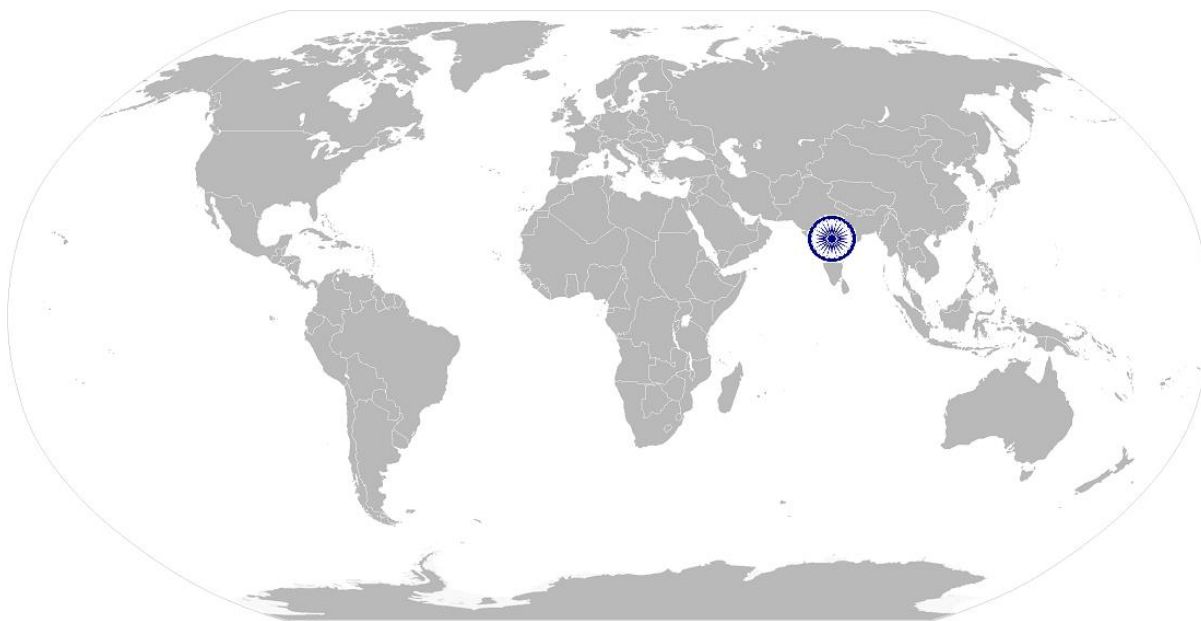


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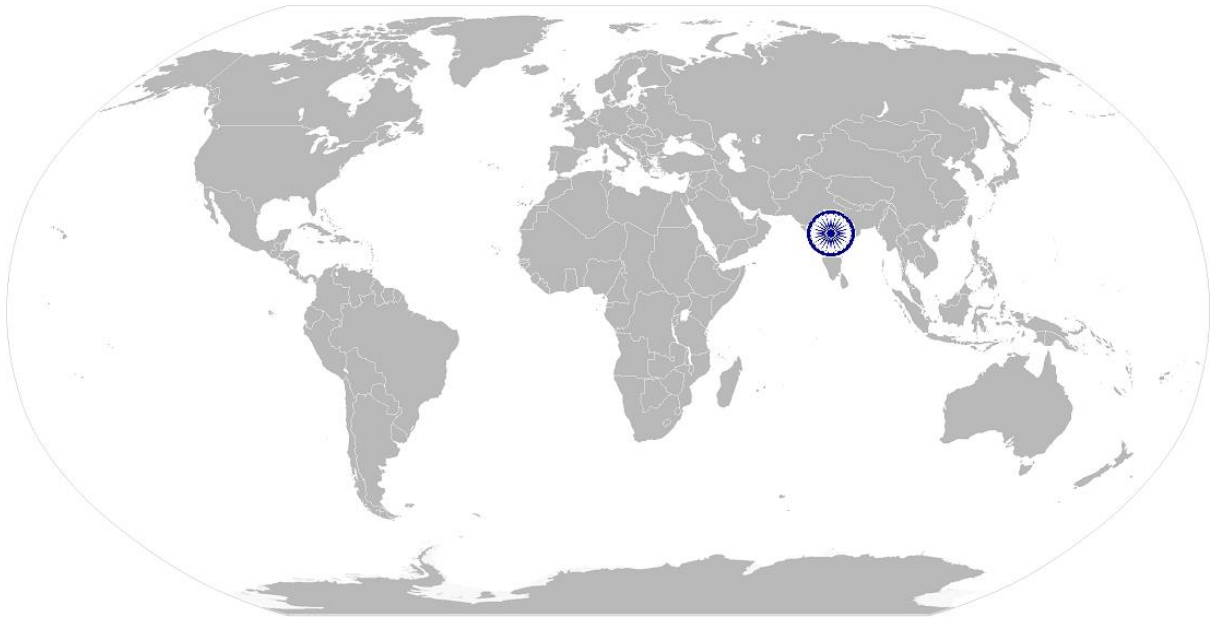
**Prepare order form**

## **NOS Version Control**

NOS Code	G&J/N2201		
Credits(NSQF)	TBD	Version number	1.0
Industry	Gems & Jewellery	Drafted on	29/05/13
Industry Sub-sector	Cast and Diamond-set Jewellery	Last reviewed on	13/08/14
Occupation	Marketing	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 as well as avoiding infringement on IPR of other companies.



**G&J/N9901**

**Respect and maintain IPR**

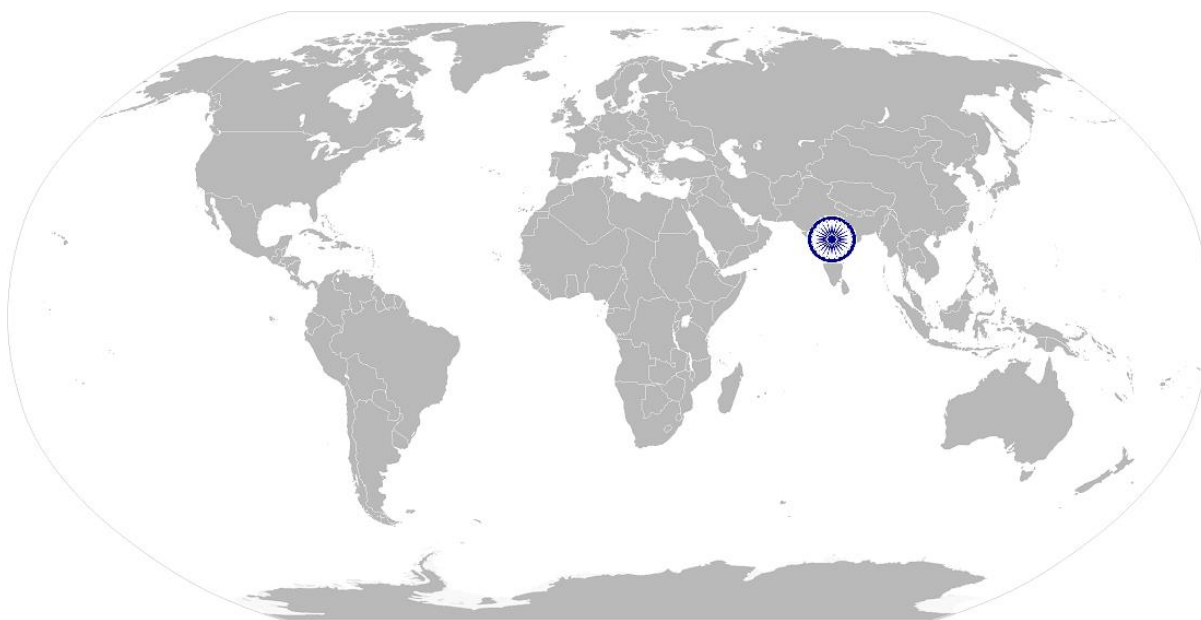
**National Occupational Standard**

<b>Unit Code</b>	<b>G&amp;J/N9901</b>
<b>Unit Title (Task)</b>	<b>Maintain IPR of company and respect IPR of other companies</b>
<b>Description</b>	This OS unit is about protecting company's IPR and avoiding infringement to IPR of other companies
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>Protect company's Intellectual Property Rights (IPR)</li> <li>Avoid infringement to IPR of other companies</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Respecting and Maintaining IPR</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. prevent leak of new designs to competitors by reporting on time</p> <p>PC2. be aware of any of company's product or design patents</p> <p>PC3. report IPR violations observed in the market, to supervisor or company heads</p> <p>PC4. read copyright clause of the material published on the internet and any other printed material</p> <p>PC5. consult supervisor or senior management when in doubt about using publicly available information</p> <p>PC6. report any infringement observed in the company</p> <p>PC7. spot plagiarism and report</p> <p>PC8. understand significance of patents and IPR</p> <p>PC9. avoid being involved in IPR violations</p>
<b>Knowledge and Understanding (K)</b>	
<b>B. Organizational Context</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on IPR and plagiarism</p> <p>KA2. reporting structure</p> <p>KA3. company's unique product range</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. patents and IPR laws</p> <p>KB2. how IPR protection is important for competitiveness of a company</p>
<b>Skills (S) [Optional]</b>	
<b>C. Core Skills/ Generic Skills</b>	<b>Communication skills</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. effectively communicate any observed IPR violations or order leaks</p>
<b>D. Professional Skills</b>	<b>Decision making</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA1. report potential sources of violations</p>
	<b>Reflective thinking</b>

**G&J/N9901**

**Respect and maintain IPR**

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

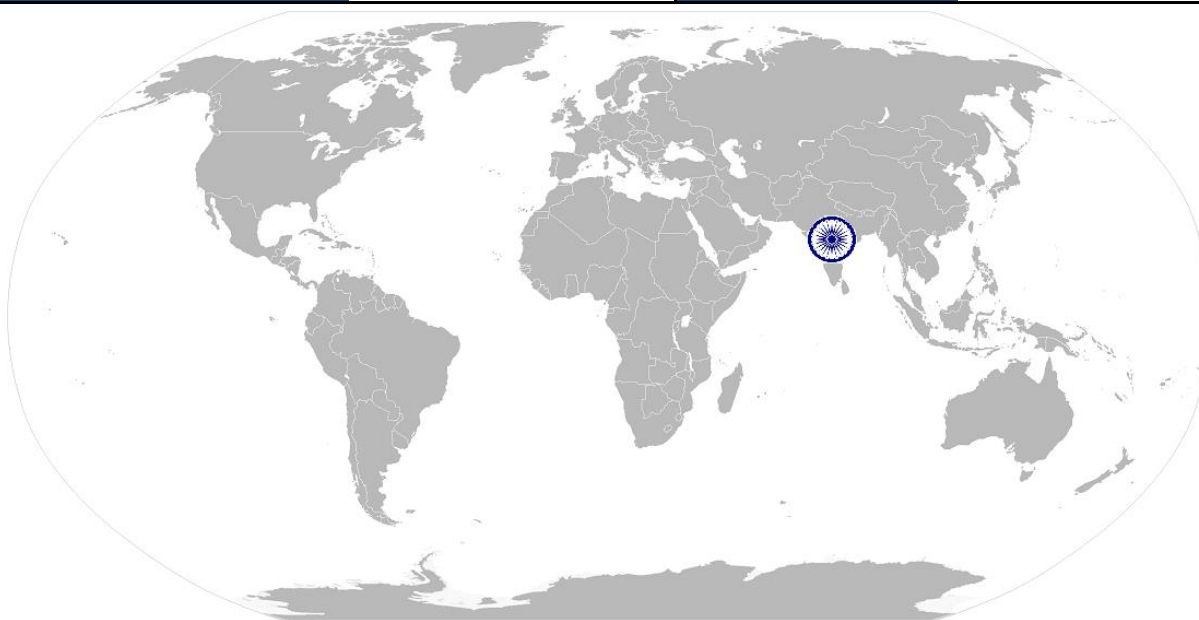


**G&J/N9901**

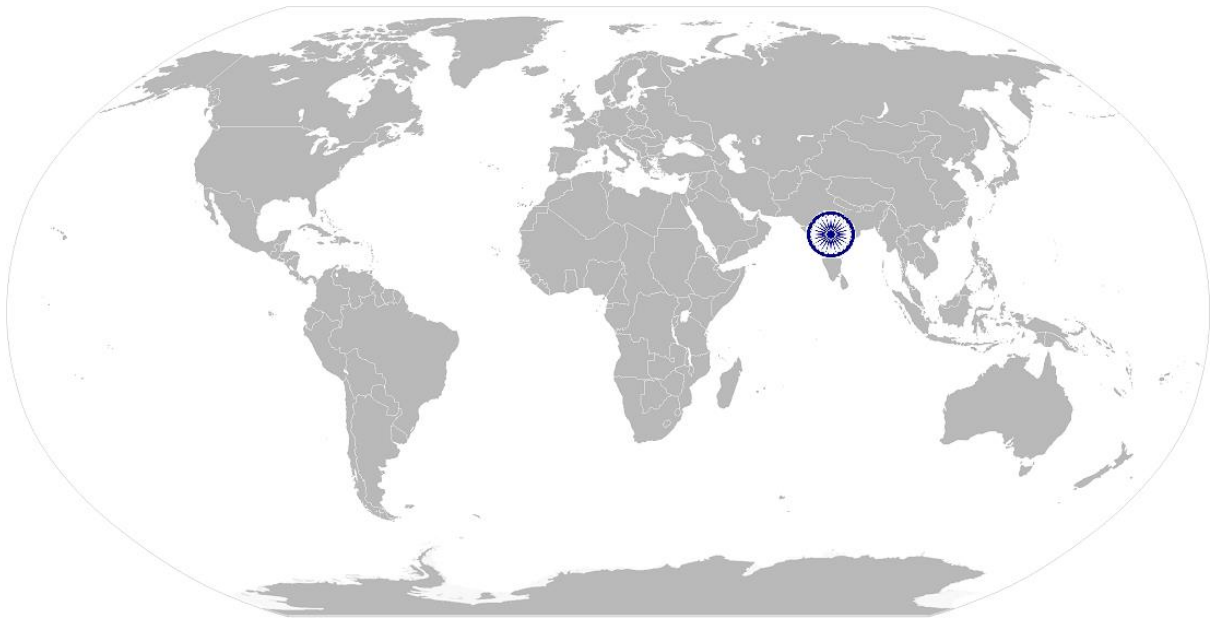
**Respect and maintain IPR**

## **NOS Version Control**

NOS Code	G&J/N9901		
Credits(NSQF)	TBD	Version number	1.0
Industry	Gems & Jewellery	Drafted on	29/05/13
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		Next review date	12/08/15



# National Occupational Standard



## Overview

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

**G&J/N9902**

**Coordinate with others**

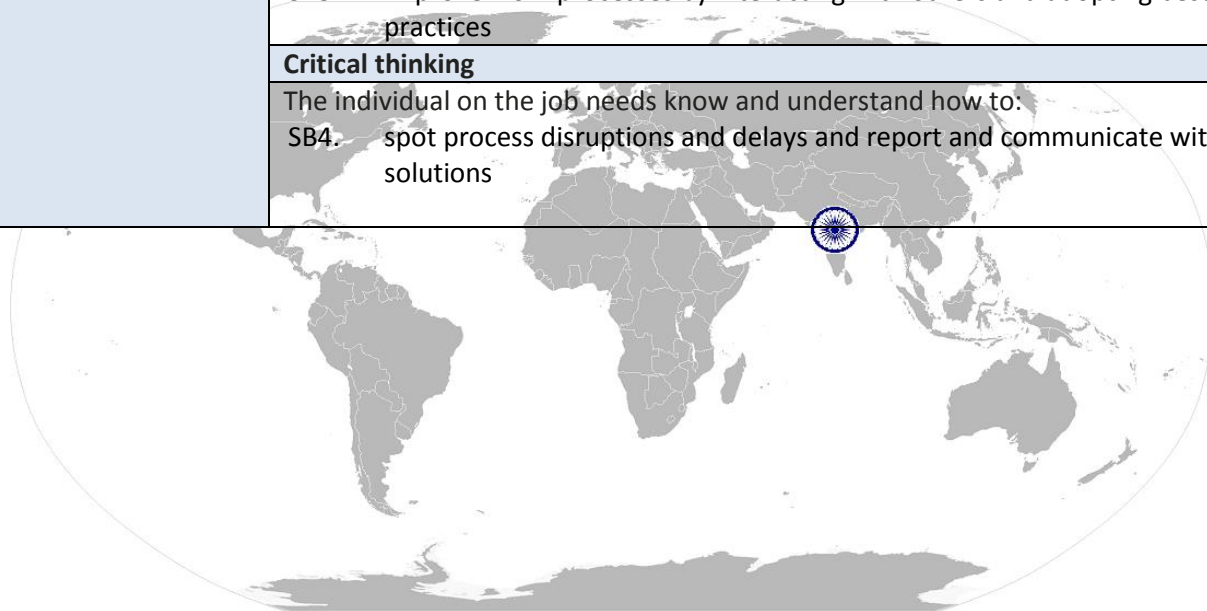
National Occupational Standard

<b>Unit Code</b>	<b>G&amp;J/N9902</b>
<b>Unit Title (Task)</b>	<b>Interact with colleagues and seniors</b>
<b>Description</b>	This OS unit is about communicating with colleagues and seniors in order to achieve smooth and hazard-free work flow
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>Interact with supervisor</li> <li>Interact with colleagues within and outside the department</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Interaction with supervisor</b>	<p>To be competent, the user/individual on the job must be able to:</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>
<b>Interactions with colleagues and other departments</b>	<p>To be competent, the user/individual on the job must be able to:</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. be able to resolve conflicts</p> <p>PC14. learn how to multi-task relevant activities</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on: preferred language of communication, reporting and escalation policy, quality delivery standards, and personnel management</p> <p>KA2. reporting structure</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand how to:</p> <p>KB1. communicate effectively</p> <p>KB2. build team coordination</p>

**G&J/N9902**

**Coordinate with others**

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



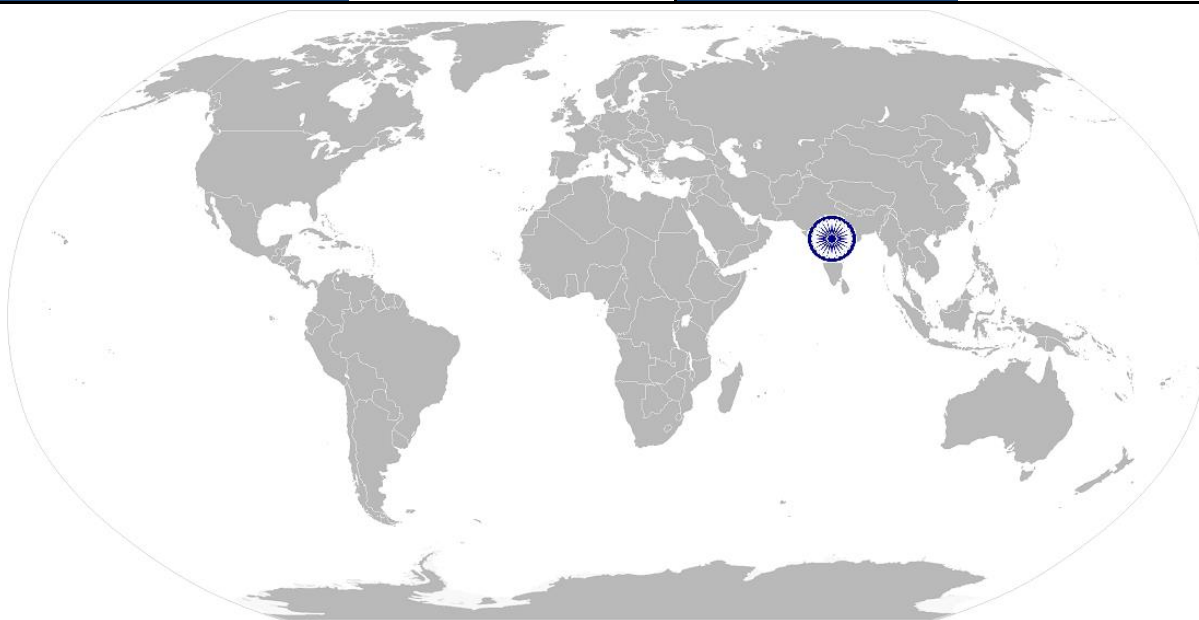


**G&J/N9902**

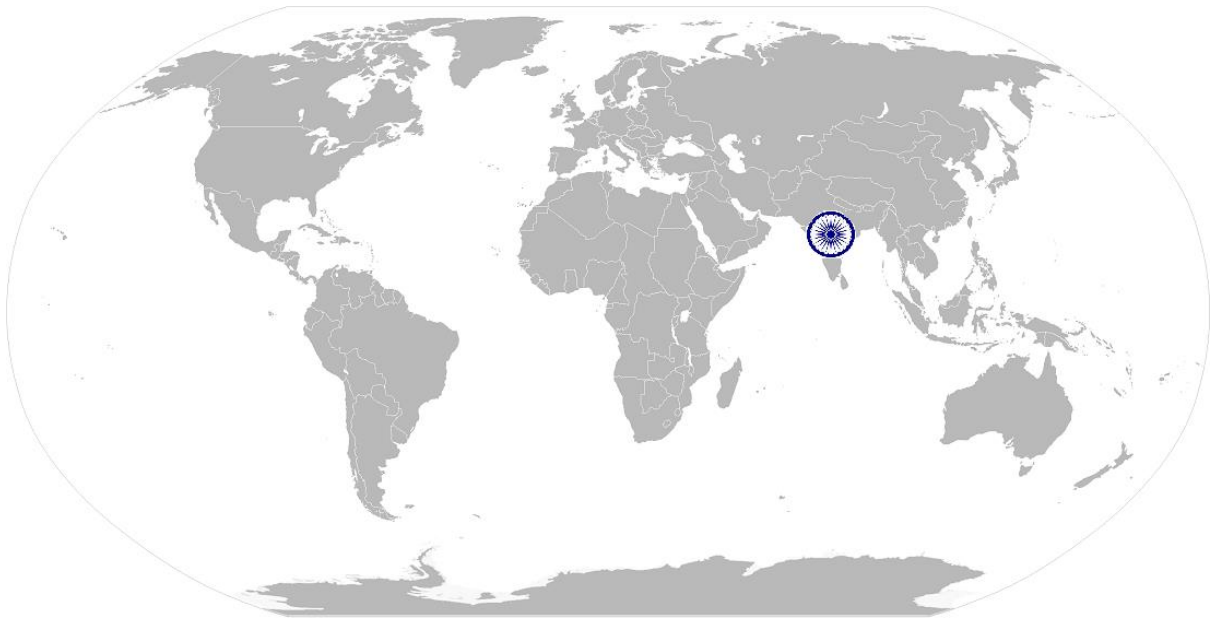
**Coordinate with others**

## **NOS Version Control**

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

**G&J/N9905**

**Maintain occupational health and safety**

<b>Unit Code</b>	<b>G&amp;J/N9905</b>
<b>Unit Title (Task)</b>	<b>Maintain occupational health and safety</b>
<b>Description</b>	This OS unit is about being aware of, communicating and taking steps towards minimizing potential hazards and dangers of accidents on the job and maintaining occupational health and safety
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Understand potential sources of accidents</li> <li>• Use safety gear to avoid accidents</li> <li>• Actively participate in the health and safety awareness campaigns</li> <li>• Communicate to reporting supervisor about:</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Communicating potential accident points</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. understand potential sources of accidents in order to avoid accidents related to use of potentially dangerous chemicals, sharp tools, hazards from machines and other equipment such as heating lamps</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. attend and actively participate in the health and safety campaigns organised by the company</p> <p>PC5. Process flow improvements that can reduce anticipated or repetitive hazards</p> <p>PC6. Mishandling of tools, machines or hazardous materials</p> <p>PC7. Electrical problems that could result in accident</p>
<b>Using safety gear</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC8. use or wear safety gear as per the rules of the company</p> <p>PC9. attend fire drills organised by the company or industrial zone</p> <p>PC10. learn first aid procedure</p> <p>PC11. be alert about designated assembly area in the event of an emergency</p> <p>PC12. read and understand the evacuation and emergency procedures</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on: safety and hazards and personnel management</p> <p>KA2. reporting structure</p>
<b>B. Technical Knowledge</b>	<p>The user/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 suffering bodily harm</p>
<b>Skills (S) [Optional]</b>	
<b>A. Core Skills/ Generic Skills</b>	<p><b>Communication skills</b></p> <p>The individual on the job needs to know and understand how to:</p> <p>SA1. effectively communicate the danger</p>

**G&J/N9905**

**Maintain occupational health and safety**

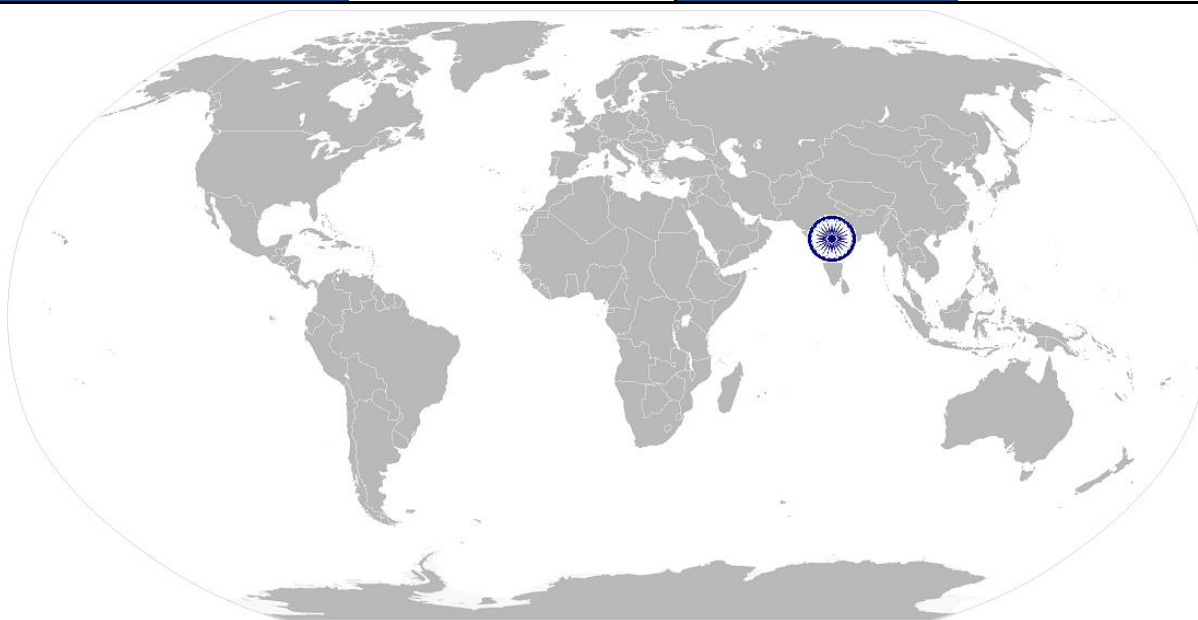
	<b>Organising skills</b>
	The individual on the job needs to know and understand how to: SA2. keep all the tools in an organised manner so as to avoid accidents SA3. keep the work environment safe and clean
<b>B. Professional Skills</b>	<b>Decision making</b>
	The individual on the job needs to know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

**G&J/N9905**

**Maintain occupational health and safety**

## **NOS Version Control**

NOS Code	G&J/N9905		
Credits(NSQF)	TBD	Version number	1.0
Industry	Gems & Jewellery	Drafted on	29/05/13
Industry Sub-sector	Cast and diamond-set jewellery	Last reviewed on	13/08/14
		Next review date	12/08/15



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

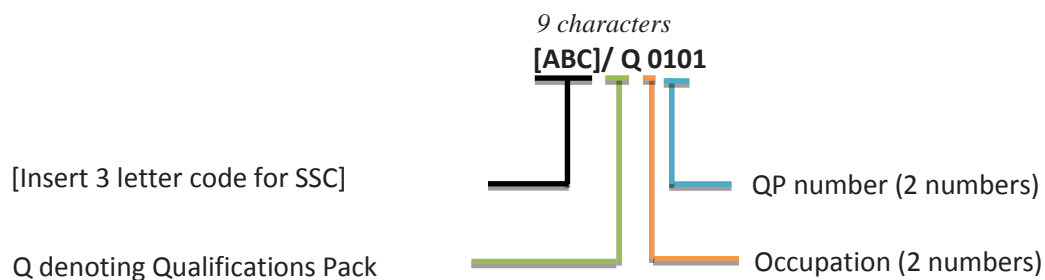


	specific designated responsibilities.
Core Skills/ Generic Skills	Core skills or generic skills are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Keywords /Terms	Description
CAD	Computer Aided Design
CAM	Computer Aided Manufacturing
IPR	Intellectual Property Rights
NOS	National Occupational Standard(s)
NVQF	National Vocational Qualifications Framework
NSQF	National Qualifications Framework
NVEQF	National Vocational Education Qualifications Framework
QP	Qualifications Pack

## Annexure

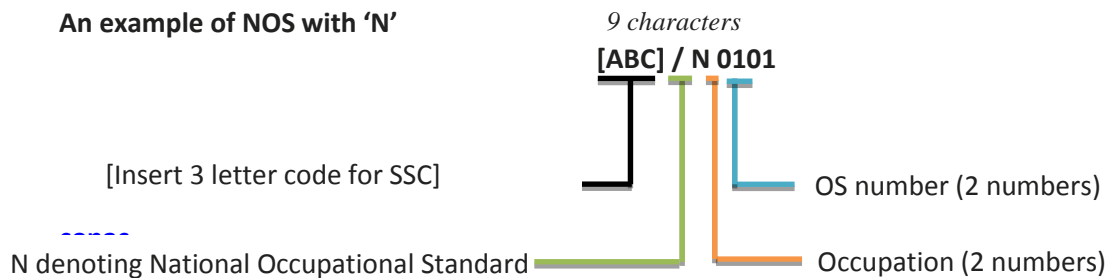
### Nomenclature for QP and NOS

#### Qualifications Pack



#### Occupational Standard

##### 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 <b>QP</b> or <b>NOS</b>	N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

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/N2201 Prepare order form	Order processing	PC1. make timely delivery of order form to Production department	2	14
		PC2. accurately match customer’s sample with design bank or catalogue	2	12
		PC3. accurately record detailing requirement of jewellery ordered	1	10
		PC4. accurately assess time required for delivery	1	9
		PC5. maintain order track for timely delivery of product	1	8
		PC5. receive customer’s and senior’s consent on order form	1	6
	Handling Problems	PC6. check availability of materials and equipment	1	6
		PC7. Decide whether the design ordered can be made by casting process	1	5
		Sub Total	10	70
2. G&J/N9901 Respect & Maintain IPR	Respecting & Maintaining IPR	PC1. be able to spot plagiarism and report	1	0
		PC2. be aware of patents and IPR	1	0
		PC3. not be involved in IPR violations	1	0
		Sub Total	3	0
3. G&J/N9902 Coordinate with others	Interaction with superior	PC1. understand the work output requirements	2	2
		PC2. comply with company policy and rule	1	1
		PC3. deliver quality work on time as required by reporting any anticipated reasons for delays	1	1
	Interactions with colleagues, customers and/or vendors	PC4. put team over individual goals	1	0
		PC5. resolve conflicts and multi-task	0	1
		PC6. take appropriate action taken at the right time as per company policy	0	1
		Sub Total	5	6

CRITERIA FOR ASSESSMENT OF TRAINEES				
4. G&J/N9905 Maintain occupational health and safety	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
		<b>Sub Total</b>	<b>2</b>	<b>4</b>
		<b>Total</b>	<b>20</b>	<b>80</b>

