

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-Rough Procurement Manager

SECTOR: GEMS & JEWELLERY

SUB-SECTOR: Gemstone Processing

OCCUPATION: Raw Material Procurement

REFERENCE ID: G&J/Q6201

ALIGNED TO: NCO-2004/NIL

Rough Procurement Manager: Also known as Merchandiser, the Rough Procurement Manager is responsible for procuring rough gemstones for processing.

Brief Job Description: The individual at work scans the market, i.e., mines, auction sites, and trading centres and procures the best-priced gemstones for anticipated orders or placed by customers, in order to maintain profitability.

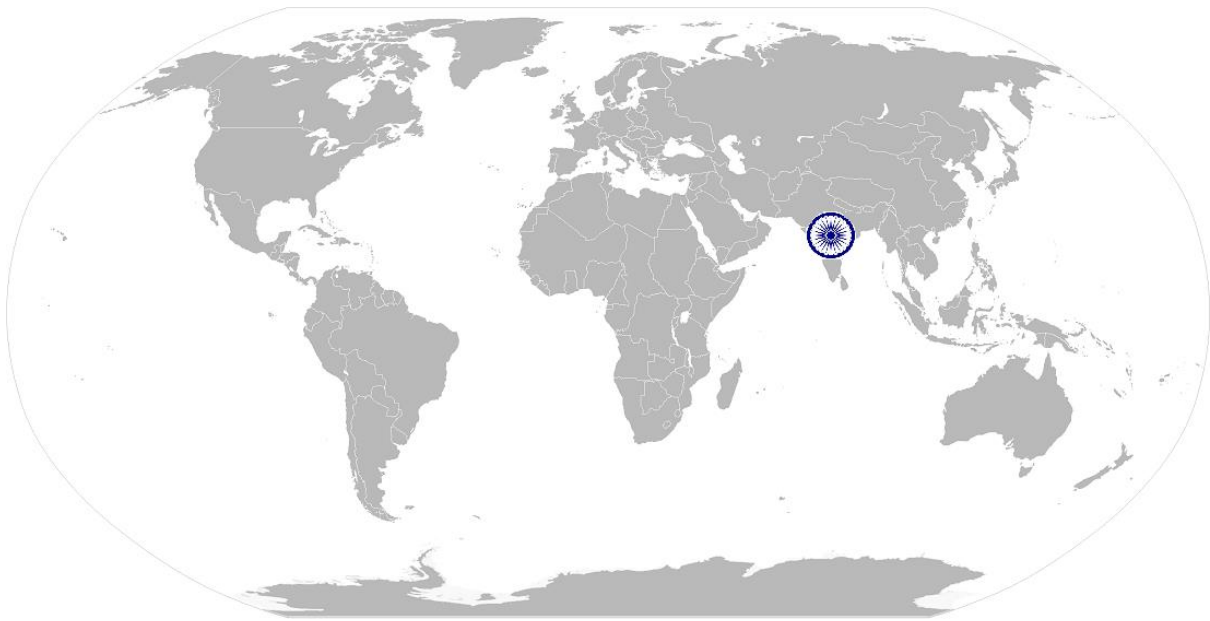
Personal Attributes: The job requires the individual to have: attention to details, ability to develop interpersonal relations, sharp memory and willingness to travel.

Job Details

| | | | |
|--------------------------|---------------------------|------------------|----------|
| Qualifications Pack Code | G&J/Q6201 | | |
| Job Role | Rough Procurement Manager | | |
| Credits(NSQF) | TBD | Version number | 1.0 |
| Sector | Gems & Jewellery | Drafted on | 27/08/13 |
| Sub-sector | Gemstone Processing | Last reviewed on | 13/08/14 |
| Occupation | Raw Material Procurement | Next review date | 12/08/15 |

| | |
|--|---|
| Job Role | Rough (gemstone) Procurement Manager Also known as 'Merchandiser' |
| Role Description | Procuring gemstones from mines, auctions and traders for processing, while keeping in mind the margins to be derived |
| NSQF level | 6 |
| Minimum Educational Qualifications | Minimum: Graduate |
| Maximum Educational Qualifications | |
| Training | Not applicable |
| Experience | 4-5 years in merchandising |
| Applicable National Occupational Standards (NOS) | Compulsory: <ol style="list-style-type: none"> G&J/N6202 Procure rough gemstones for processing G&J/N9920 Maintain IPR at work G&J/N9923 Communicate with colleagues, customers and vendors Optional: Not applicable |
| Performance Criteria | As described in the relevant OS units |

National Occupational Standard



Overview

This unit is about scanning the market, i.e., mines, auction sites, and trading centres to procure the best-priced gemstones for anticipated orders or placed by customers, in order to maintain profitability. It is among the most important commercial activities for the company.

G&J/N6202

Procure rough gemstones for processing

National Occupational Standard

| Unit Code | G&J/N6202 |
|--|---|
| Unit Title (Task) | Procure rough gemstones for processing and polishing |
| Description | This OS unit is about procuring rough gemstones as per order or for anticipated orders from different sources, keeping in mind the polishing margins as well as profitability to be achieved |
| Scope | <p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Use different sources of procurement • Negotiate pricing • Research the rough market • Quality of transaction |
| Performance Criteria(PC) w.r.t. the Scope | |
| Element | Performance Criteria |
| Using different sources of market for procuring | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. use different sources such as direct from mines in Africa and South America; e-auction sites; visiting domestic and overseas auction markets; from gemstone traders brokers; overseas office procurement; Internet or web-based</p> <p>PC2. identify the best price for the transaction on rough by comparing costs across different sources</p> <p>PC3. recognise genuine gemstone from manufactured or modified, e.g., colour enhanced or inclusions treated with glass</p> <p>PC4. complete procurement as per order or target to be achieved</p> <p>PC5. create and manage supply chains as per company's policy and target</p> <p>PC6. successfully participate in auctions for optimum procurement</p> <p>PC7. take care of logistics and security of gemstones procured</p> <p>PC8. take care of import documents to the satisfaction of Customs Department</p> <p>PC9. manage sales staff working under their supervision for meeting target set</p> <p>PC10. identify the types of gemstones accurately</p> <p>PC11. conduct research on different types of gemstones and new ones</p> <p>PC12. conduct research on market demand and supply</p> <p>PC13. assess changing market trends</p> <p>PC14. assess new polishing centres and their business model</p> |
| Negotiating price | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC15. assess the type of stone, i.e., precious or semi-precious; inclusions</p> <p>PC16. assess the type of rough, i.e., rock to be removed</p> <p>PC17. compare rough pricing at different markets</p> <p>PC18. calculate loss at different stages of processing to arrive at final stone calibration achievable</p> <p>PC19. value addition achievable on stone and maximum yield possible</p> |

G&J/N6202

Procure rough gemstones for processing

| | |
|--|--|
| | <p>PC20. meet target profit margin and output set for the gemstones</p> <p>PC21. generate long term contracts, if necessary</p> |
| Checking quality of transaction | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC22. check commercial terms and transaction costs</p> <p>PC23. check market credibility of supplier</p> <p>PC24. understand international arbitration norms</p> <p>PC25. arrange for required insurance</p> <p>PC26. adhere to international norms for imports</p> <p>PC27. record transaction details</p> <p>PC28. conform to agreed terms of supply or international trade standards, as applicable, with zero error</p> <p>PC29. successfully conduct inspections</p> <p>PC30. complete transactions in time by coordinating with supplier</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: 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> |
| B. Technical Knowledge | <p>The user/individual on the job needs to know and understand:</p> <p>KB1. advanced knowledge of gemstones and 4Cs as well as newly popular gemstones</p> <p>KB2. shade determination, colour loss properties of the gemstone</p> <p>KB3. supplier sources of different types of gemstones</p> <p>KB4. which source to use for what type of gemstone?, i.e., personal visit for high value gemstones and e-auction for low-cost gemstones</p> <p>KB5. how to conduct sample testing of stone to be procured</p> <p>KB6. gemstone processing and calibration</p> <p>KB7. yield achievable from a given rough</p> <p>KB8. valuing rough and margin calculations based on stone loss at different stages of processing and input costs such as labour, consumables, packaging, logistics and sales and advertising</p> <p>KB9. technical aspects of imports such as role of Indian Missions; foreign market sources identification; duties, taxes and exemptions; importing for exports: quoting price as ex-factory or FOB or CIF; auction participation requirements and costing; and related documentation</p> <p>KB10. business ethics and vendor code of conduct</p> <p>KB11. market scenario in terms of demand and supply</p> <p>KB12. changing market trends, e.g., more demand for semi-precious, more NRI buyers or seasonal demand from domestic and overseas locations</p> <p>KB13. documentation for insurance</p> <p>KB14. use of computer systems</p> |

G&J/N6202

Procure rough gemstones for processing

| Skills (S) [Optional] | |
|---|--|
| A. Core Skills/ Generic Skills | Communication skills |
| | The user/ individual on the job needs to know and understand how to: SA1. effectively communicate to initiate and conclude sourcing SA2. create effective supply chain management SA3. gather information from different stakeholders in the market SA4. communicate over e-mail, telephone and other means SA5. communicate effectively to team about target, training and conflict resolution SA6. correspond with seniors and make presentations |
| | Interpersonal skills |
| | The user/individual on the job needs to know and understand how to: SA7. build relationships with superiors, clients, colleagues and suppliers SA8. handle Government agencies and related Departments |
| B. Professional Skills | Procuring roughs |
| | The user/individual on the job needs to know and understand how to: SB1. use different media for procurement SB2. cost and price the gemstone to be procured SB3. close transaction, ensure timely procurement SB4. conclude inspections and manage costs SB5. ensure quality of procurement as agreed SB6. select the correct type, quality and quantity of roughs SB7. manage smooth and efficient transaction SB8. report non-compliance and take corrective action |
| | Market research |
| | The user/individual on the job needs to know and understand how to: SB9. conduct surveys to understand market demand-supply scenario SB10. assess changing market trends and expected impact on rough procurement SB11. coordinate with Marketing Department to assess strategies for sale SB12. compile and refine lists of prospective suppliers, auctioneers and traders |
| | Reflective thinking |
| | The user/individual on the job needs to know and understand how to: SB13. improve work processes for improving yield and profit margin SB14. anticipate problem areas and find solutions |

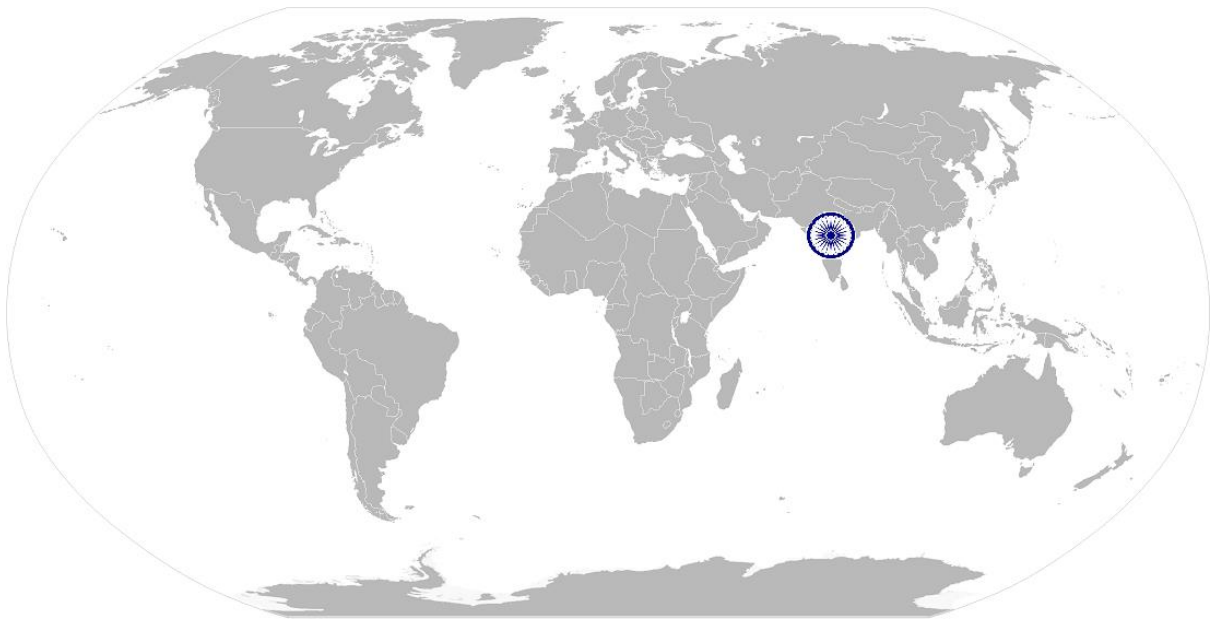
G&J/N6202

Procure rough gemstones for processing

NOS Version Control

| NOS Code | | G&J/N6202 | |
|---------------------|---------------------|------------------|----------|
| Credits(NSQF) | TBD | Version number | 1.0 |
| Industry | Gems & Jewellery | Drafted on | 27/08/13 |
| 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

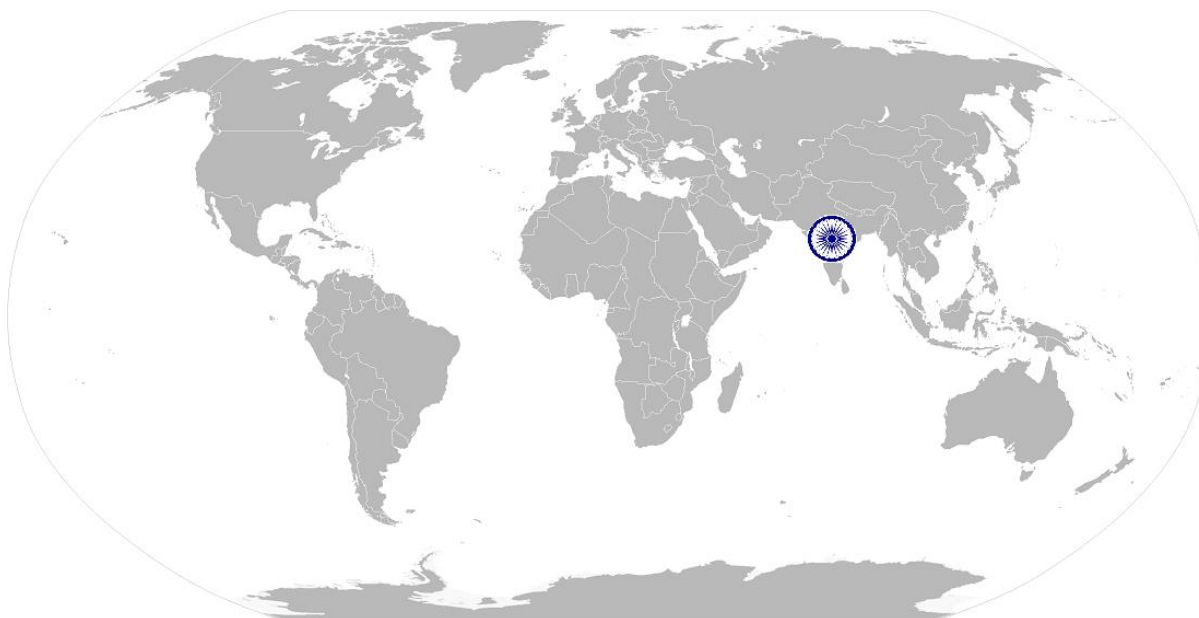
| | |
|--|--|
| Unit Code | G&J/N9920 |
| Unit Title (Task) | Maintain IPR at work |
| Description | This OS unit is about protecting company's Intellectual Property Rights |
| Scope | <p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Protect company's Intellectual Property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

G&J/N9920

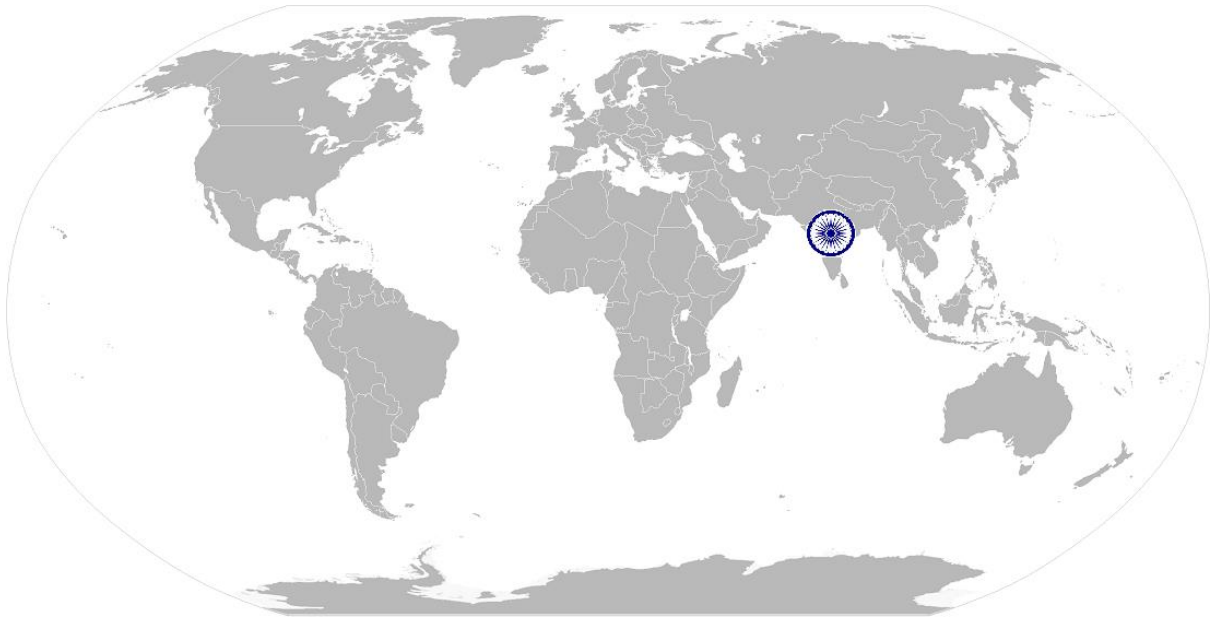
Maintain IPR at work

NOS Version Control

| NOS Code | G&J/N9920 | | |
|---------------------|---------------------|------------------|----------|
| Credits(NSQF) | TBD | Version number | 1.0 |
| Industry | Gems & Jewellery | Drafted on | 27/08/13 |
| 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</p> <p>PC2. devise strategy for customer or vendor management</p> <p>PC3. understand the deliverables to customers</p> <p>PC4. understand the contracts, regulatory and audit requirements</p> <p>PC5. company's procurement and production norms</p> <p>PC6. communicate any potential hazards or expected disruptions</p> <p>PC7. understand the work output requirements</p> <p>PC8. comply with company policy and rule</p> <p>PC9. comply with Government regulations</p> <p>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</p> <p>PC12. share skills and train</p> <p>PC13. communicate and discuss work flow related difficulties in order to find solutions with mutual agreement</p> <p>PC14. receive feedback and address concerns in order to complete work on time</p> <p>PC15. put team over individual goals</p> <p>PC16. resolve conflicts and meet requirements to the customer's/ colleagues' / vendor's satisfaction</p> <p>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</p> <p>PC2. to communicate company's quality, quantity and contractual requirements</p> <p>PC3. select the best alternative that suits the customer, the vendor and the company</p> <p>PC4. keep oneself update on market movements and regulatory changes</p> |

G&J/N9923

Communicate with colleagues, customers and vendors

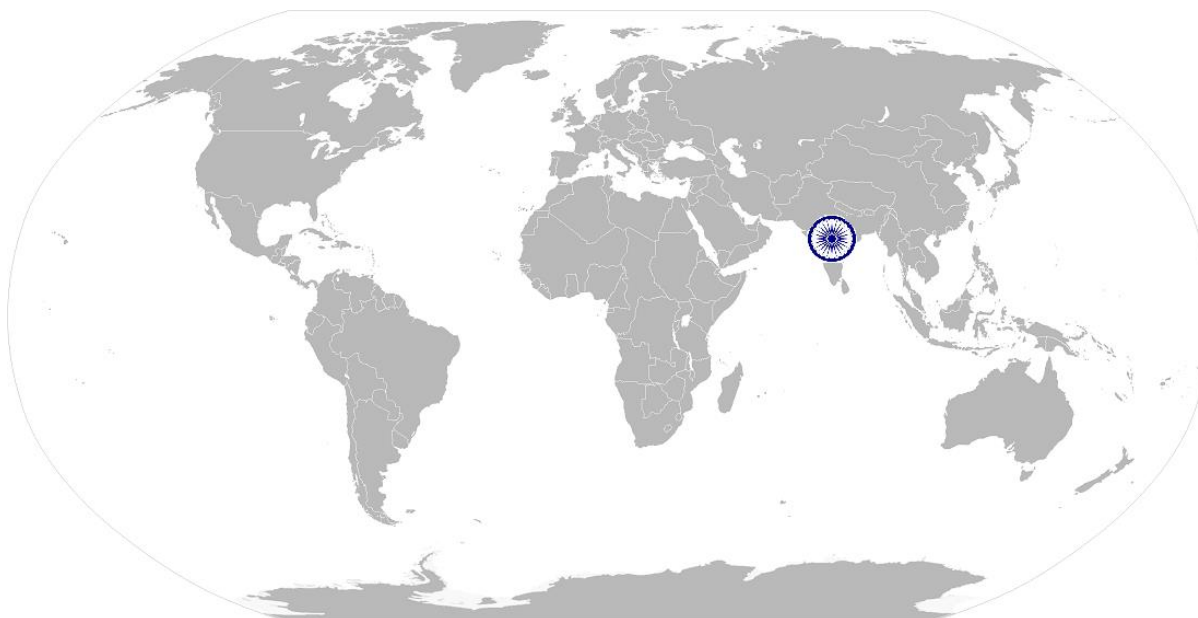
| | |
|---|--|
| | PC5. comply with audit and documentation requirements |
| Knowledge and Understanding (K) | |
| A. Organizational Context (Knowledge of the company / organization and its processes) | <p>The individual on the job needs to know and understand:</p> <p>KA1. company's policies on personnel management</p> <p>KA2. work flow involved in company's jewellery manufacturing process</p> <p>KA3. importance of the individual's role in the workflow</p> <p>KA4. reporting structure</p> |
| B. Technical Knowledge | <p>The individual on the job needs to know and understand:</p> <p>KB1. how to communicate effectively</p> <p>KB2. how to build team coordination</p> <p>KB3. how to develop networks across the market</p> |
| Skills (S) [Optional] | |
| A. Core Skills/ Generic Skills | <p>Teamwork and some multitasking</p> <p>The individual on the job needs to know and understand how:</p> <p>SA1. to motivate team to work</p> <p>SA2. to convince seniors about significant process changes</p> <p>SA3. to share work load as required</p> <p>SA4. to deliver product to next work process on time</p> |
| B. Professional Skills | <p>Decision making</p> <p>The individual on the job needs to know and understand:</p> <p>SB1. how to report potential areas of disruptions to work process</p> <p>SB2. when to report to senior and when to deal with a colleague depending on the type of concern</p> <p>SB3. when to escalate customer or vendor related problems to seniors</p> <p>Reflective thinking</p> <p>The individual on the job needs to know and understand:</p> <p>SB4. how to improve work process</p> <p>Critical thinking</p> <p>The individual on the job needs to know and understand:</p> <p>SB5. how to spot process disruptions and delays</p> |

G&J/N9923

Communicate with colleagues, customers and vendors

NOS Version Control

| NOS Code | G&J/N9923 | | |
|-----------------------------|---------------------|------------------|----------|
| Credits(NSQF) [OPTIONAL] | TBD | Version number | 1.0 |
| Industry | Gems & Jewellery | Drafted on | 27/08/13 |
| 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 |

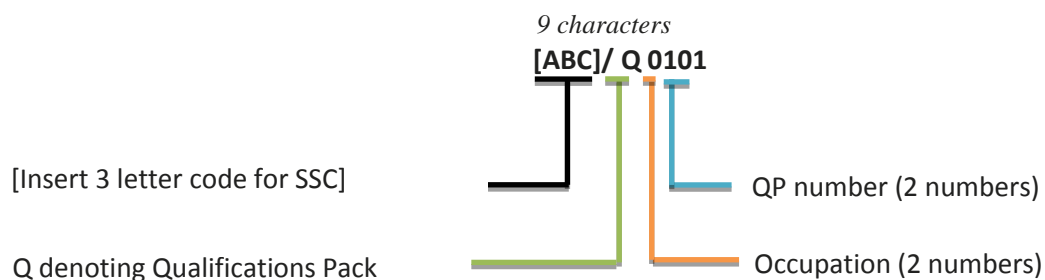
Acronyms

| 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

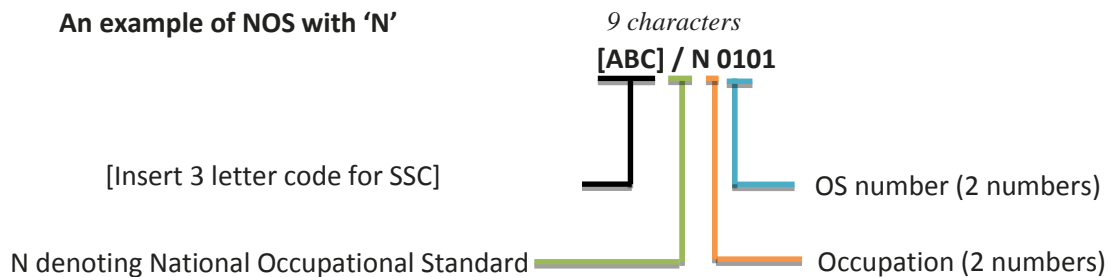
Nomenclature for QP and NOS

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 Qualification Pack Sector Skill Council Rough Procurement Manager Rough Procurement Manager 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/N6202 Procure rough gemstones for processing | Using different sources of market for procuring | PC1. achieve the best price for the transaction on rough by comparing costs across different sources | 1 | 10 |
| | | PC2. recognise genuine gemstone from manufactured or modified, e.g., colour enhanced or inclusions treated with glass | 2 | 10 |
| | | PC3. complete procurement as per order or target to be achieved | 1 | 8 |
| | | PC4. create and manage supply chains as per company's policy and target | 1 | 8 |
| | | PC5. successfully participate in auctions for optimum procurement | 1 | 6 |
| | | PC6. take care of logistics and security of gemstones procured | 1 | 6 |
| | | PC7. take care of import documents to the satisfaction of Customs Department | 1 | 6 |
| | | PC8. manage sales staff working under their supervision for meeting target set | 1 | 6 |
| | | PC9. identify the types of gemstones accurately | 0 | 4 |
| | Negotiating price | PC10. meet target profit margin and output set for the gemstones | 1 | 4 |
| | | PC11. generate long term contracts, if necessary | 1 | 2 |
| | Checking quality of transaction | PC12. conform to agreed terms of supply or international trade standards, as applicable, with zero error | 1 | 0 |
| | | PC13. successfully conduct inspections | 0 | 0 |
| | | PC14. complete transactions in time by coordinating with supplier | 0 | 0 |
| | | Sub Total | 12 | 70 |
| 2. G&J/N8001 Maintain IPR at work | Reducing stone loss and maintaining IPR | PC1. be aware of patents and IPR | 0 | 1 |
| | | PC2. not be involved in IPR violations | 0 | 1 |
| | | Sub Total | 0 | 2 |
| 3. G&J/N8004 Communicate with colleagues, customers and vendors | Interaction with seniors | PC1. understand the work output requirements | 2 | 0 |
| | | PC2. comply with company policy and rule | 1 | 1 |
| | | PC3. comply with Government regulations | 1 | 2 |
| | | PC4. deliver quality work on time as required by reporting any anticipated reasons for delays | 1 | 1 |
| | Interactions with colleagues, customers and/or vendors | PC5. put team over individual goals | 1 | 1 |
| | | PC6. resolve conflicts and meet requirements to the customer's/ colleagues' / vendor's satisfaction | 1 | 2 |
| | | PC7. act on contract, audit or Government related queries and legal disputes | 1 | 1 |
| | | Sub Total | 8 | 8 |
| | | Total | 20 | 80 |

