

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR GEMS & JEWELLERY INDUSTRY



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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

Contact Us:
GJSCI, Mumbai

E-mail: coo@gjsci.org



Introduction

Qualifications Pack-Locker Manager

SECTOR: GEMS & JEWELLERY

SUB-SECTOR: Handmade gold and gems-set jewellery

OCCUPATION: Inventory Management

REFERENCE ID: G&J/Q0302

ALIGNED TO: NCO-2004/ NIL

Locker Manager: The Locker Manager is responsible for keeping track of jewellery samples and finished jewellery that is pending dispatch or is unsold.

Brief Job Description: The individual maintains records of all types of valuable inventory, including raw material, intermediate material under process, finish or pending completions, finished product, samples / repairs that is stored in the lockers or safes under the individual's supervision either for future use or pending sale or awaiting refining and melting. The individual is responsible for keeping track of entry and exit of all valuables stored in vaults, safes or lockers or boxes.

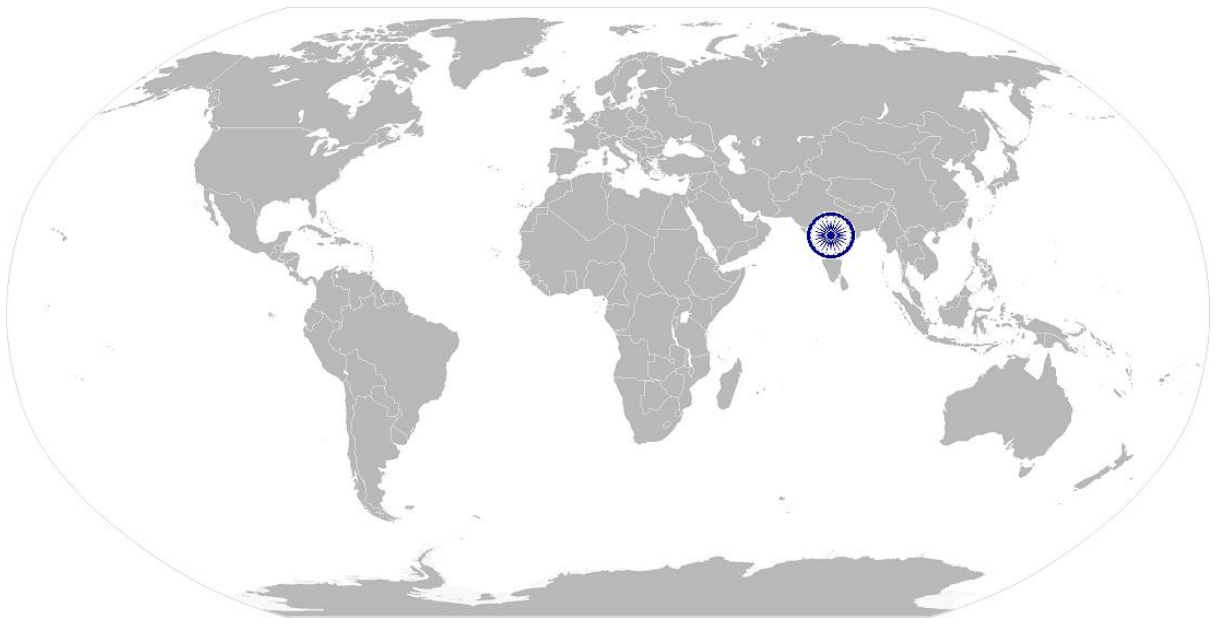
Personal Attributes: The job requires the individual to have: sense of security; attention to details and ability to work on computers for long hours. The individual must also be able to use reflective skills in order to develop improved inventory management for the valuables.

Job Details

Qualifications Pack Code	G&J/Q0302		
Job Role	Locker Manager		
Credits(NSQF)	TBD	Version number	1.0
Sector	Gems & Jewellery	Drafted on	04/09/13
Sub-sector	Handmade and Gems-set Jewellery	Last reviewed on	13/08/14
Occupation	Inventory Management	Next review date	12/08/15

Job Role	Locker Manager
Role Description	Managing inventory of valuables such as design bank, master and jewellery and maintaining records.
NSQF level	5
Minimum Educational Qualifications	Minimum Graduate
Maximum Educational Qualifications	
Training	Inventory Management
Experience	Minimum 3 years as Store keeper/ Inventory Manager
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> G&J/N0302 Manage vaults and lockers and keep records G&J/N9910 Maintain IPR and respect copyright G&J/N9913 Interact with colleagues and team G&J/N9914 Maintain safe work environment <p>Optional: Not applicable</p>
Performance Criteria	As described in the relevant OS units

National Occupational Standard



Overview

This unit is about keeping track of valuable products of the company that is kept in vaults and lockers, managing records of items entering and exiting them, and overseeing strict security.

G&J/N0302

Manage vaults and lockers and keep records

National Occupational Standard

Unit Code	G&J/N0302
Unit Title (Task)	Manage the vaults and lockers, keep records and maintain security standards
Description	This OS unit is about taking care of valuables of the company such as unsold jewellery, jewellery pending sale, patented and other physical design bank, jewellery masters and samples – that are kept in vaults and lockers; maintaining records of their movement; and securing their safety
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Manage vaults or lockers • Keep records of inventory • Maintain accessibility and safety of inventory • Report problems
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Managing vaults and lockers	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. check quantity of inventory, in weight or number of pieces as specified</p> <p>PC2. check raw material including gold bars, components</p> <p>PC3. stock finished jewellery awaiting sale or dispatch</p> <p>PC4. stock all inventory under process or work, and anything which has to be stored overnight between work shifts</p> <p>PC5. stock master jewellery and prototype jewellery</p> <p>PC6. stock any scrap / rejections pending recycling / refining</p> <p>PC7. stock jewellery returned for repairs and pending processing or delivery</p> <p>PC8. store the designs, masters and jewellery as prescribed by the company</p> <p>PC9. conduct regular and physical audits to check regularly for safety</p> <p>PC10. use colour coding and/or bar coding for easy identification of stored content</p> <p>PC11. follow strictly, the company's security precautions and standards</p> <p>PC12. follow-up or report any discrepancies in records versus physical inventory</p> <p>PC13. keep all valuables labelled and safe</p> <p>PC14. keep records of all types of valuable items in the vaults and lockers in terms of product details, entry and exit dates and users involved</p> <p>PC15. maintain tight security</p> <p>PC16. conduct regular audit of physical inventory</p>

G&J/N0302

Manage vaults and lockers and keep records

	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC17. record all source and destination identifiers, such as karigar, process, department, branch, location, physical address, customer's details such as name, contact person and details for jewellery pending sale</p> <p>PC18. record workflow process handovers</p> <p>PC19. maintain a log of access to valuables storage area either manually or in an automated system</p> <p>PC20. record design or master or jewellery details such as from catalogue or design bank or fresh, design number or model number, product type, e.g., necklace, bangle</p> <p>PC21. record detailing such as size and weight of gold and stones</p> <p>PC22. record type of manufacturing process, i.e., from casting or handmade</p> <p>PC23. record additional information such as Rhodium plated or enamel painted or embossed</p> <p>PC24. record name of person and department issued to or received from and date of receipt or issue</p> <p>PC25. record delivery due date and number of jewellery pending sale</p>
Handling problems	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC26. report information system / equipment failure</p> <p>PC27. report any mismatch in description of jewellery issued or received</p> <p>PC28. inform about problems in tracking the inventory</p> <p>PC29. report difficulty in delivering on schedule</p> <p>PC30. detect and report any discrepancies</p>
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: delivery timelines; safety and hazards; integrity; and 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 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. record keeping, colour coding, and/or bar coding</p> <p>KB4. Status of valuables in store at any point in time</p>
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Basic reading and typing skills
	<p>The user/individual on the job needs to know and understand how:</p> <p>SA1. to read inventory labels and descriptions</p> <p>SA2. keep record on paper or computer</p>
	Communication skills
	<p>The user/individual on the job needs to know and understand how:</p> <p>SA3. to communicate effectively with seniors and colleagues</p>

G&J/N0302

Manage vaults and lockers and keep records

B. Professional Skills	Computer skills
	The user/individual on the job needs to know and understand how: SB1. to use software for generating inventory data SB2. to use MS Office tools for writing and recording SB3. to import photograph in data bank and match
	Decision making
	The user/individual on the job needs to know and understand how: SB4. to inform seniors about any mismatch

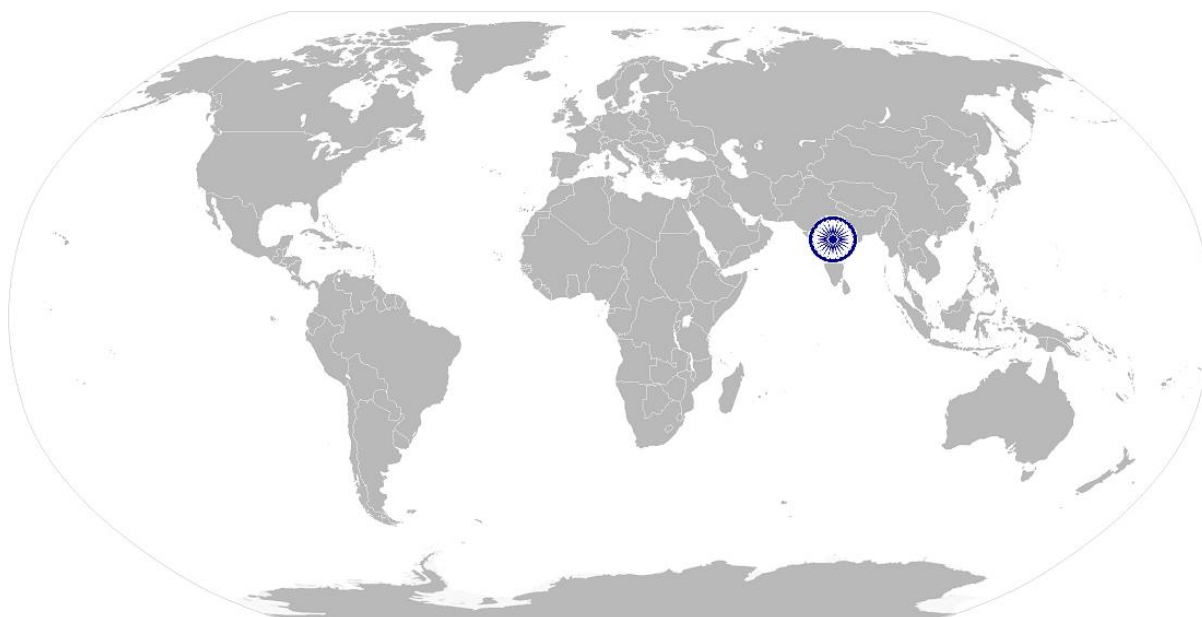
G&J/N0302

Manage vaults and lockers and keep records

NOS Version Control

NOS Code	G&J/N0302		
Credits(NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	Gems & Jewellery	Drafted on	04/09/13
Industry Sub-sector	Handmade Gold and Gems-set Jewellery	Last reviewed on	13/08/14
		Next review date	12/08/15

National Occupational Standard



Overview

This unit is about and respecting intellectual property rights (IPR) of the company's products and designs and avoiding infringement on copyrights of others.

G&J/N9910

Maintain IPR and respect copyright

Unit Code	G&J/N9910
Unit Title (Task)	Respect IPR of company as well as competitors
Description	This OS unit is about maintaining company's IPR and avoiding infringement on copyright of others
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Protect company's Intellectual Property Rights (IPR) Avoid infringement to copyright of other companies
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Respecting IPR	<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. spot any infringement 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 rationale of patents and IPR</p> <p>PC9. avoid being involved in IPR violations</p>
Knowledge and Understanding (K)	
A. Organizational Context	<p>The individual on the job needs to know and understand:</p> <p>KA1. company's policies on IPR, plagiarism and order leaks</p> <p>KA2. company's patented products</p> <p>KA3. market trends and company's unique product range</p> <p>KA4. reporting structure</p>
B. Technical Knowledge	<p>The individual on the job needs to know and understand:</p> <p>KB1. basics of patents and IPR laws</p> <p>KB2. how IPR protection is important for competitiveness of a company</p>
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Communication skills
	<p>The user/individual on the job needs to know and understand how:</p> <p>SA1. to effectively communicate any observed IPR violations or design leaks</p>
B. Professional Skills	Decision making
	<p>The user/individual on the job needs to know and understand when and how:</p> <p>SB1. to report sources of IPR violations</p>

G&J/ N 9910

Maintain IPR and respect copyright

	Reflective thinking
	The user/individual on the job needs to know and understand how: SB2. to learn from past mistakes and report IPR violations on time
	Critical thinking
	The user/individual on the job needs to know and understand how: SB3. to spot signs of violations and alert authorities in time

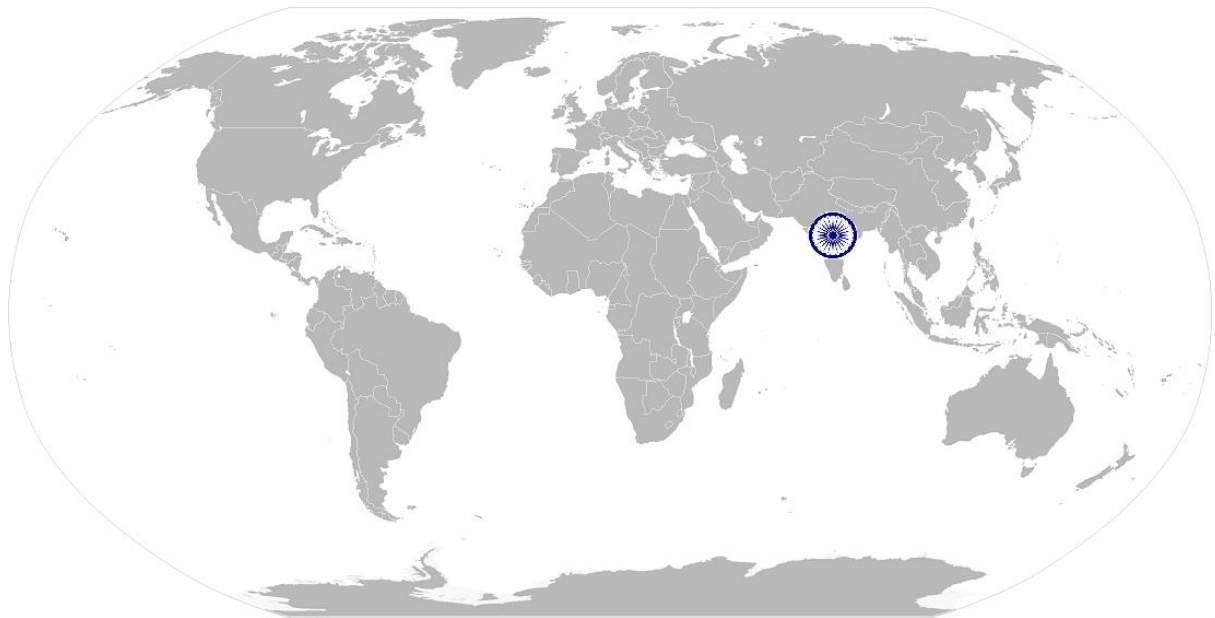
G&J/ N 9910

Maintain IPR and respect copyright

NOS Version Control

NOS Code	G&J/N9910		
Credits(NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	Gems & Jewellery	Drafted on	04/09/13
Industry Sub-sector	Handmade Gold and Gems-set Jewellery	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 clients. It determines the Supervisor or Manager's ability to work as a team in order to achieve the required deliverables on schedule.

G&J/N9913

Interact with colleagues and team

Unit Code	G&J/N9913
Unit Title (Task)	Interact with colleagues and team members
Description	This OS unit is about communicating with colleagues and seniors 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, Production Manager and others Interact with colleagues
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 or give work-flow instructions and quality standards</p> <p>PC2. communicate about process flow improvements</p> <p>PC3. communicate any potential hazards or expected disruptions</p> <p>PC4. understand the work output requirements</p> <p>PC5. comply with company policy and rule</p> <p>PC6. deliver quality work on time as required by reporting any anticipated reasons for delays</p>
Interactions with colleagues and other departments	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC7. work as a team with colleagues and seniors</p> <p>PC8. share skills and train</p> <p>PC9. communicate and discuss work flow related difficulties in order to find solutions with mutual agreement</p> <p>PC10. receive feedback and address concerns in order to complete work on time</p> <p>PC11. put team over individual goals</p> <p>PC12. resolve conflicts and multi-task</p>
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>
Skills (S) [Optional]	
A. Core Skills/	Teamwork and some multitasking
	The individual on the job needs to know and understand how:

G&J/N9913

Interact with colleagues and team

Generic Skills	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
	Reflective thinking
	The individual on the job needs to know and understand: SB3. how to improve work process
	Critical thinking
	The individual on the job needs to know and understand: SB4. how to spot process disruptions and delays

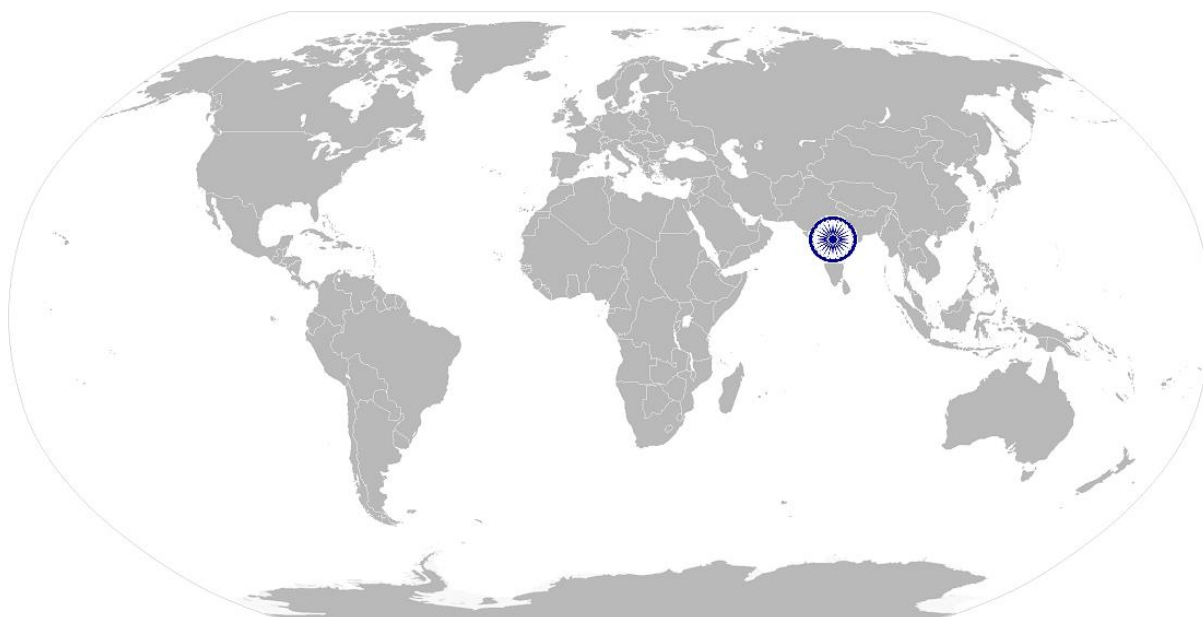
G&J/N9913

Interact with colleagues and team

NOS Version Control

NOS Code	G&J/N9913		
Credits(NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	Gems & Jewellery	Drafted on	04/09/13
Industry Sub-sector	Handmade Gold and Gems-set Jewellery	Last reviewed on	13/08/14
		Next review date	12/08/15

National Occupational Standard



Overview

This unit is about the artisan or bench worker's commitment towards reporting potential hazards and containing accidents in order to make the work environment safe for self and colleagues.

G&J/N9914

Maintain safe work environment

National Occupational Standard

Unit Code	G&J/N9914
Unit Title (Task)	Work towards having a safe work environment
Description	This OS unit is about being aware of and communicating potential hazards and dangers of accidents on the job
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Understand potential sources of accidents Communicate to reporting supervisor about hazards in time
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Understanding of potential sources of accidents and communicating	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. avoid accidents related to use of potentially dangerous chemicals, gas torches, sharp tools and hazards from machines</p> <p>PC2. suggest process flow improvements to reduce anticipated or repetitive hazards</p> <p>PC3. report mishandling of tools, machines or hazardous materials</p> <p>PC4. identify electrical problems that could result in accident</p> <p>PC5. spot and report potential hazards on time</p> <p>PC6. follow company policy and rules regarding hazardous materials</p> <p>PC7. deliver quality work on time as required by reporting any anticipated reasons for delays</p>
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 handling: harmful chemicals and sharp tools, safety and hazards of machines, fire safety and, disposal of harmful chemicals and materials</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 different chemicals react and what could be the danger from them</p> <p>KB2. how to use machines and tools without causing bodily harm</p> <p>KB3. fire safety education</p> <p>KB4. disposal of hazardous chemicals, tools and materials by following prescribed environmental norms or as per company policy</p>
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Communication skills
	<p>The individual on the job needs to know and understand how:</p> <p>SA1. to effectively communicate the danger</p>

G&J/N9914

Maintain safe work environment

B. Professional Skills	Decision making
	The individual on the job needs to know and understand: SB1. importance of reporting potential sources of danger SB2. appropriate actions to be taken in the event of an accident SB3. process for disposing of hazardous materials, safely and following environmental guidelines
	Reflective thinking
	The individual on the job needs to know and understand how: SB4. to learn from past mistakes regarding use of hazardous machines or chemicals or gas torches
	Critical thinking
	The individual on the job needs to know and understand: SB5. how to spot danger SB6. procedures to follow in the event of a fire or other hazard

G&J/N9914

Maintain safe work environment

NOS Version Control

NOS Code	G&J/N9914		
Credits(NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	Gems & Jewellery	Drafted on	04/09/13
Industry Sub-sector	Handmade Gold and Gems-set Jewellery	Last reviewed on	13/08/14
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Definitions

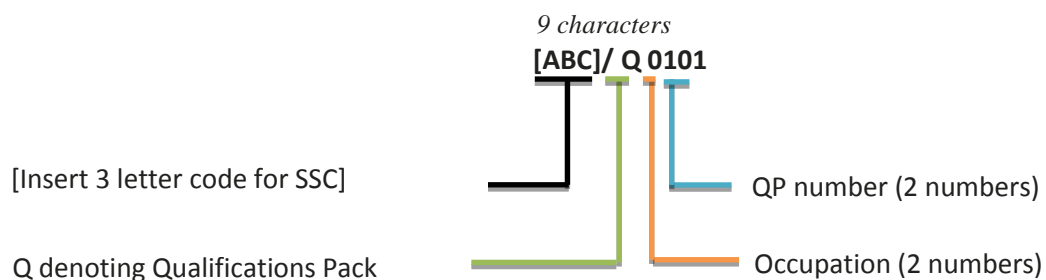
Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or an area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Sub-function	Sub-functions are sub-activities essential to fulfil the achieving the objectives of the function.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance criteria are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (OS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.
Knowledge and Understanding	Knowledge and understanding are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.

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

Annexure

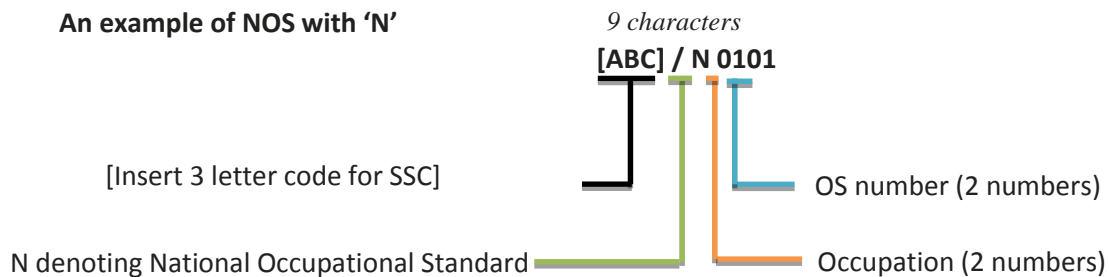
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



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The following acronyms/codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
Handmade gold and gems-set jewellery	01-20
Cast and diamond-set jewellery	21-40
Diamond processing	41-60
Gemstone processing	61-80
Jewellery retailing	81-98

Sequence	Description	Example
Three letters	Industry name	G&J
Slash	/	/
Next letter	Whether QP or NOS	Q
Next two numbers	Occupation code	07
Next two numbers	OS number	02

CRITERIA FOR ASSESSMENT OF TRAINEES				
Job Role	Locker Manager			
Qualification Pack	Locker 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/N0302 Manage vaults and lockers and keep records	Managing vaults and lockers	PC1.keep all valuables labelled and safe	4	16
		PC2.keep records of all types of valuable items in the vaults and lockers in terms of product details, entry and exit dates and users involved	3	16
		PC3.maintain tight security	2	14
		PC4.conduct regular audit of physical inventory	2	14
	Handling problems	PC5.detect and report any discrepancies	1	10
		Sub Total	12	70
2. G&J/N9910 Maintain IPR and respect copyright	Respecting IPR IPR	PC1. Spot plagiarism and report	0	1
		PC2. understand rationale of patents and IPR	0	1
		PC3. avoid being involved in IPR violations	0	1
		Sub Total	0	3
3. G&J/N9913 Interact with colleagues and team	Interaction with supervisor	PC1. Understand the work output requirements	1	2
		PC2. Understand company policy and rule	1	1
		PC3. Deliver quality work on time as required by reporting any anticipated reasons for delays	0	1
	Interactions with colleagues and other departments	PC4. Put team over individual goals	0	0
		PC5. Conflicts resolution and multi-tasking	0	1
		Sub Total	2	5
4. G&J/N9914 Maintain safe work environment	Understanding of potential sources of accidents and communicating	PC1. Spot and report potential hazards on time	2	1
		PC2. Follow company policy and rules regarding use of hazardous materials	1	0
		PC3. Deliver quality work on time as required by reporting any anticipated reasons for delays	3	1
		Sub Total	6	2
		Total	20	80

