

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-Supervisor-Frame & Components

SECTOR: GEMS & JEWELLERY

SUB-SECTOR: Handmade gold and gems-set jewellery

OCCUPATION: Gold smithy (Basic)

REFERENCE ID: G&J/Q0601

ALIGNED TO: NCO-2004/ NIL

Supervisor – Frame and Components: The frame and components supervisor is in-charge of the day-to-day work flow and processes of the frame and component making department.

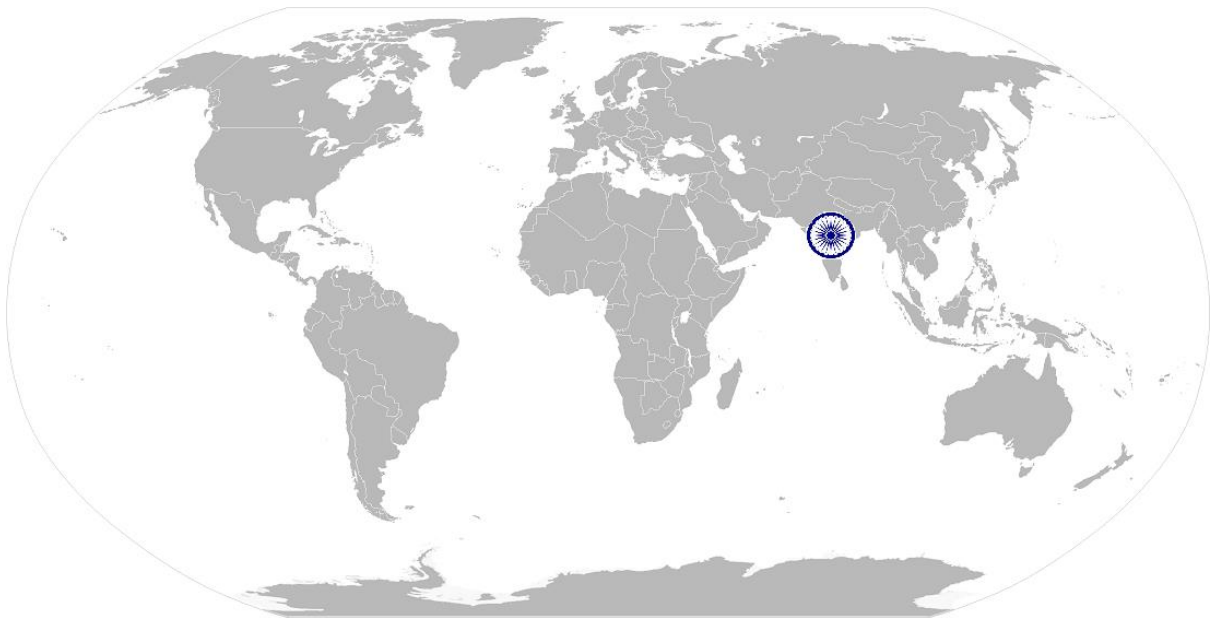
Brief Job Description: The individual allocates work to subordinate workers, trains and educate them, instructs about the job to be performed on daily basis, checks quality of output and interacts with other department in order to ensure quality output of frame and components of jewellery as per production planning and deliver on time.

Personal Attributes: The job requires the individual to have: attention to details; good eyesight; steady hands; ability to manage a process driven team. The individual must have ability to manage team and skills to improve quality of output of the team.

Job Details	Qualifications Pack Code	G&J/Q0601		
	Job Role	Supervisor – Frame and Components Making		
	Credits(NSQF)	TBD	Version number	1.0
	Sector	Gems & Jewellery	Drafted on	30/08/13
	Sub-sector	Handmade and Gems-set Jewellery	Last reviewed on	13/08/14
	Occupation	Gold smithy (Basic)	Next review date	12/08/15

Job Role	Supervisor – Frame and Components
Role Description	Supervising the frame and components making functions for manufacturing the complete jewellery before sending it for polishing and cleaning
NSQF level	5
Minimum Educational Qualifications	Minimum education: 10 th Standard Passed
Maximum Educational Qualifications	
Training	Not Applicable
Experience	Minimum 3 months in Frame and Components making, each
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> G&J/N0606 Supervise frame making G&J/N0607 Supervise components making G&J/N9910 Maintain IPR and respect copyright G&J/N9914 Maintain safe work environment G&J/N9916 Communicate with colleagues and seniors <p>Optional: Not applicable</p>
Performance Criteria	As described in the relevant OS units

National Occupational Standard



Overview

This unit is about supervising the functions of making the gold-jewellery-frame along with its components while keeping in mind: design specifications, utility for customer, delivery and quality standards. It is also about training, managing and appraising performance of a team of goldsmiths.

G&J/N0606

Supervise frame making

National Occupational Standard

Unit Code	G&J/N0606
Unit Title (Task)	Supervise frame making function
Description	This OS unit is about supervising the frame making process for creating the base-frame of the jewellery, embellished with components so that it is as per design and has utility for the customer as well as meeting the delivery and quality standards
Scope	<p>The unit/ task covers the following:</p> <ul style="list-style-type: none"> • Deliver the design and components to goldsmith-frame or frame maker • Describe the frame making requirement to jewellery maker • Monitor the filing and linking of jewellery frame and components • Receive completed frame and quality check • Control gold loss • Improve productivity of the team • Handle or report problems related to • Interact with Production Manager, frame and components makers, polisher and other departments
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Allocating and monitoring work	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. accurately assess worker's capabilities, work load and distribute work for maximum productivity</p> <p>PC2. describe the job at hand to frame goldsmith</p> <p>PC3. instruct about precautions to be taken during the work</p> <p>PC4. clearly define delivery schedule and work output requirements</p> <p>PC5. anticipate and alert about any disruptions and goldsmith's capabilities</p> <p>PC6. assess quantity of gold required for frame based on product or style type and design</p> <p>PC7. assess quantity and types of components required for the frame</p> <p>PC8. explain the design requirements</p> <p>PC9. allocate work to frame makers according to their work load and level of workmanship in a particular type of jewellery</p> <p>PC10. instruct about the delivery time, tools and machines, and consumables to be used and quality requirements</p> <p>PC11. explain the hazards involved and precautions to be taken to avoid accidents</p> <p>PC12. explain to subordinates the design specifications in terms of regional style applicable, types of alloy of gold, components and stones required; weight; entire jewellery making process flow</p> <p>PC13. explain how to roll or draw wire, sheet or strip from gold bar as per design requirement</p> <p>PC14. instruct to anneal the wire or strip for malleability by heat-treatment using gas torch or furnace, setting the temperature according to the thickness of the wire</p>

G&J/N0606

Supervise frame making

	<p>or sheet or strip, removing from heat and quenching in water to cool</p> <p>PC15. explain about repeating the annealing process after every drawing or rolling</p> <p>PC16. demonstrate how to cut and saw wire or sheet to make the frame piece</p> <p>PC17. train on creating designs by stamping, embossing, scraping, as per design</p> <p>PC18. explain about checking the symmetry of design</p> <p>PC19. demonstrate how to lay the frame pieces on wax or lac and set in Plaster of Paris (PoP) mixture or customised jigs</p> <p>PC20. instruct about soldering components and frame to link frame pieces as per design</p> <p>PC21. instruct on removing PoP, levelling and strengthening joints in wax or lac</p> <p>PC22. send completed frame for cleaning with brush and water or chemical solution</p> <p>PC23. instruct on safety measures to be taken, especially, with gas torches and molten lac</p> <p>PC24. instruct subordinates on gold loss and methods to control</p> <p>PC25. ensure that design requirements such as length, bend or flexibility, colour, evenness are as per specifications</p> <p>PC26. check any sharp edges that need grinding for smooth surface</p> <p>PC27. check the shape of collets for stone setting or surface prepared for enamelling</p> <p>PC28. ensure that outer periphery surface is smooth as per design</p> <p>PC29. check for over filing</p> <p>PC30. ensure locks and hinges are soldered as per design</p> <p>PC31. ensure correct distance between linked components</p> <p>PC32. check for under or over soldering</p>
<p>Quality checking</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC33. receive the frame complete with components from the goldsmith</p> <p>PC34. perform visual quality check on all the jewellery received as per company standards based on parameters such as weight, dimensions, filing quality and components</p> <p>PC35. return the product to subordinates for rework if they do not meet quality standards</p> <p>PC36. record the number of jewellery frames received</p> <p>PC37. accurately assess jewellery frame requirements against design</p> <p>PC38. identify any defects and send for rework</p> <p>PC39. identify design related defects and report to Production Manager</p> <p>PC40. identify any recurring defects and take steps to reduce them in order to improve processes</p>
<p>Controlling gold loss and achieving productivity</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC41. collect gold dispersed during the day (dust and fragments) from the subordinates</p> <p>PC42. tally account as per allowed standards for the design</p> <p>PC43. conduct regular and controlled environment cleaning for collection</p> <p>PC44. improve productivity of the team by allocating work after analysing subordinates' work load, expertise, skill level</p> <p>PC45. take measures to improve speed of frame making while maintaining design quality and gold loss standards</p> <p>PC46. ensure that the output is achieved as per production planning</p>

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Supervise frame making

	<p>PC47. ensure that output is per company quality standards PC48. anticipate any delays and inform production head in prior about the delay</p>
Handling problems	<p>To be competent, the user/individual on the job must be able to: PC49. report machine failure PC50. assess and report shortage of consumables PC51. assess and address workforce shortage PC52. anticipate reasons for anticipated delays that may adversely affect delivery PC53. deliver complete product on time by reporting problems faced or anticipated well in advance PC54. handle technical and human resource problems in the department</p>
Interacting with superiors and co-workers	<p>To be competent, the user/individual on the job must be able to: PC55. receive instructions from production head about deliverables and work flow PC56. distribute work to frame maker PC57. interact with production head to arrange for tools, machines, work space, consumables and other facilities for the goldsmiths PC58. give feedback to frame maker or other department on handling of particular jewellery or order PC59. receive instructions on quality check to be done from QC department and pass the requirement them to frame maker</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: KA1. company's policies on: acceptable limits of precious metal loss per product type, delivery timelines, safety and hazards, integrity and IPR, and personnel management KA2. work flow involved in jewellery manufacturing process of the company KA3. management of worker, quality and productivity KA4. conflict resolution and problem solving KA5. performance appraisal KA6. reporting structure</p>
B. Technical Knowledge	<p>The individual on the job needs to know and understand: KB1. jewellery making process and types of jewellery KB2. different types of frames and related components KB3. master jewellery piece and design specifications KB4. uses of different types of tools and consumables for frame making KB5. gemstone-setting, enamelling and plating process KB6. frame setting process in lac or wax and PoP KB7. potential work hazards while using tools, chemicals, gas torches and molten lac or wax KB8. operate and maintenance of different tools and equipments used KB9. accounting of jewellery and documentation KB10. team management</p>

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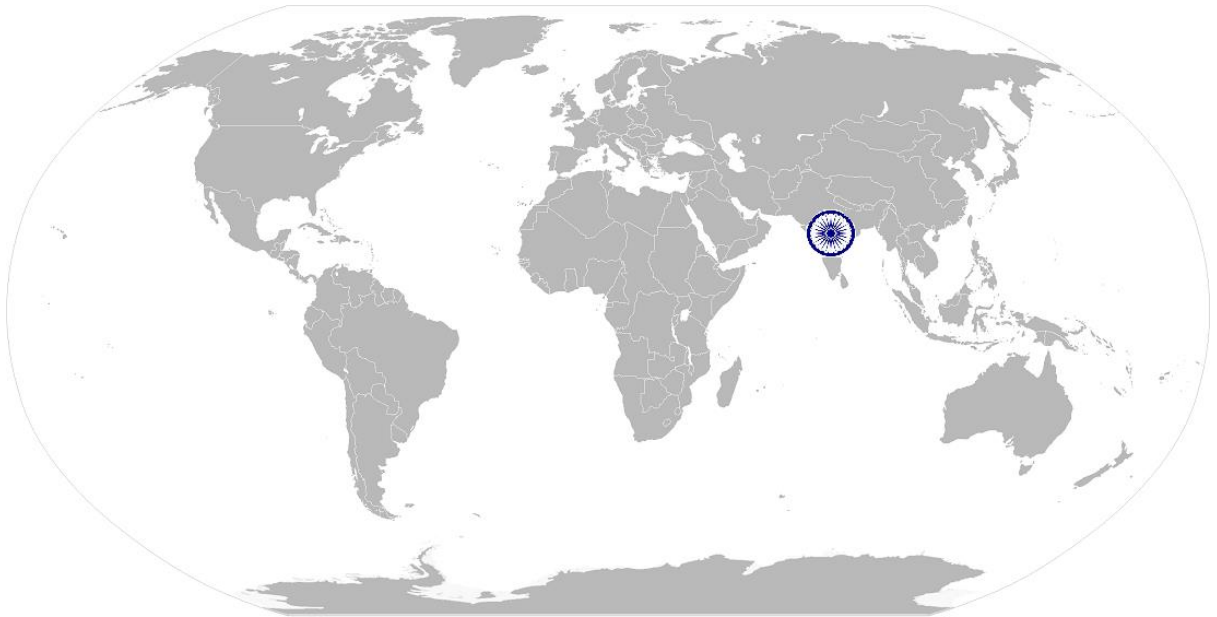
Supervise frame making

Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Basic reading and writing skills
	The user/individual on the job needs to know and understand how: SA1. reading about different types of jewellery and their properties SA2. read weight, dimensions of the jewellery as given on job sheets SA3. document work flow, quality standards and outcomes as per company policy SA4. read company rules and compliance documents required to complete the work
	Calculation and geometry skills
	The user/individual on the job needs to know and understand how: SA5. to assess gold loss at each step of jewellery making so as to deliver product of correct weight and size SA6. to translate finish and symmetry of design into ornament
	Team management
	The user/individual on the job needs to know and understand how: SA7. to distribute work equitably and according to seniority and experience of goldsmiths SA8. to encourage workers to share workload and deliver on time SA9. to assess worker requirements in terms of training, tools, machinery, workspace and other facilities SA10. to appraise based on company's standards and workers' performance SA11. to encourage workers to multitask and work on different types of jewellery as per their requirement
B. Professional Skills	Communication skills
	The individual on the job needs to know and understand how to: SB1. give appropriate instructions and feedback to different levels of workers under his supervision SB2. educate about safety and work hazards SB3. train on gold loss, productivity and correct steps to follow on the job SB4. inform about IPR issues pertaining to the company and detecting violations SB5. resolve inter-personal conflicts between workers and co-workers
	Using tools and machines
	The user/individual on the job needs to know and understand how: SB6. to use different types of tools and machines are used for making frame and precautions required in operating them for the desired outcome and safety SB7. to work in a safe environment, i.e., without injuries
	Reflective thinking
	The user/individual on the job needs to know and understand how to: SB8. improve work processes for greater productivity SB9. use correct posture for performing the job without injuring body parts SB10. reduce gold loss SB11. improve quality of output

G&J/N0606

Supervise frame making

	Critical thinking
	The user/individual on the job needs to know and understand how: SB12. spot process disruption and reasons for delay SB13. arrange for tools, machines and consumables in time

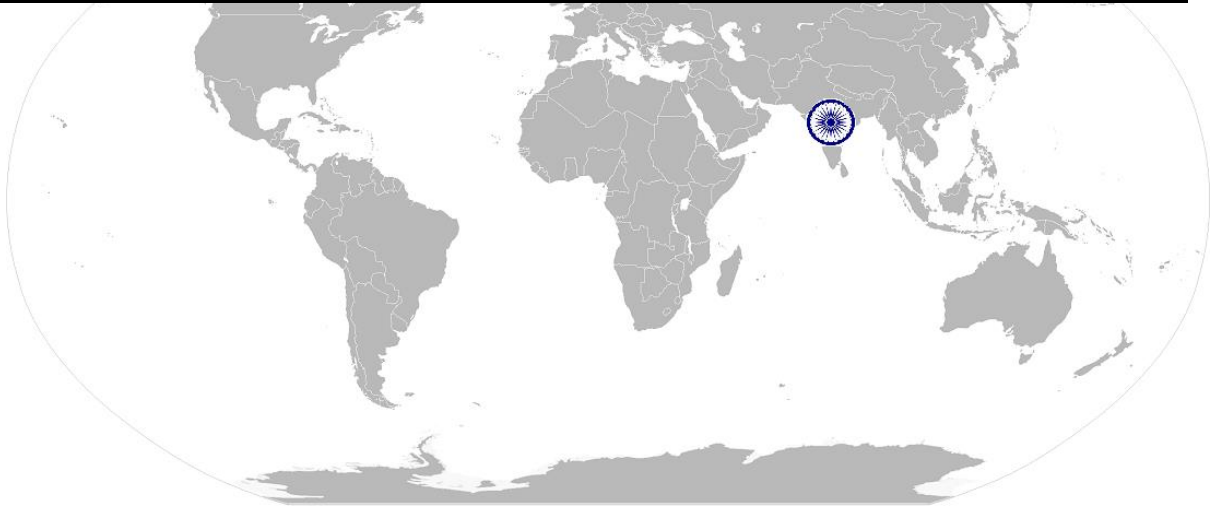


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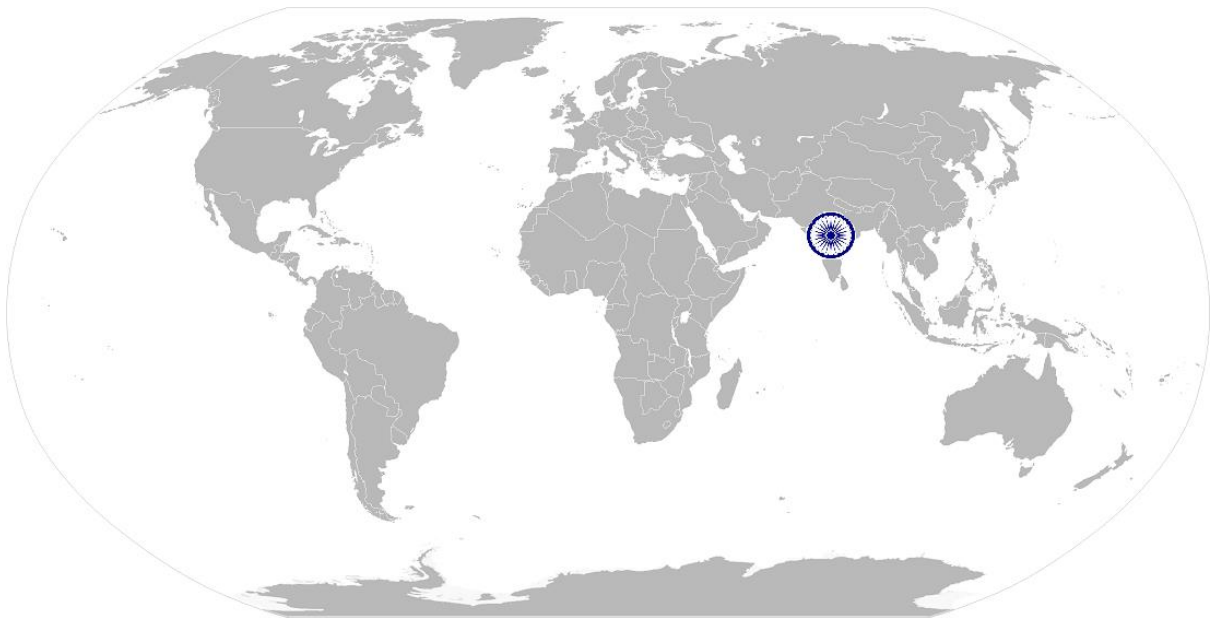
Supervise frame making

NOS Version Control

NOS Code	G&J/N0606		
Credits(NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	Gems & Jewellery	Drafted on	30/08/13
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 supervising the functions of finishing the gold jewellery frame along with its components and cleaning it thoroughly in order to give the base frame the look that the design requires; polishing at multiple stages of jewellery making with different types of materials or abrasives.

G&J/N0607

Supervise components making

National Occupational Standard	Unit Code	G&J/N0607
	Unit Title (Task)	Supervise the component making function
	Description	This OS unit is about supervising the component making process to deliver components of different types to complete the frame as per design
	Scope	<p>The unit/ task covers the following:</p> <ul style="list-style-type: none"> • Distribute work and raw materials to goldsmith-components • Describe the ball or beads making process to goldsmith • Give instructions on stamping of gold sheet • Describe the chain making process to goldsmith • Monitor the filing and linking function • Receive components and conduct quality check • Control gold loss • Improve productivity of the team • Handle or report problems related to • Interact with Production Manager, components and frame goldsmiths, polisher and other departments
Performance Criteria(PC) w.r.t. the Scope		
Element	Performance Criteria	
Allocating and monitoring work	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. accurately assess worker's capabilities and work load in order to distribute work for maximum productivity</p> <p>PC2. describe the job at hand to goldsmith</p> <p>PC3. instruct about precautions to be taken during the work</p> <p>PC4. clearly define delivery schedule and work output requirements</p> <p>PC5. anticipate and alerted about any disruptions and worker's capabilities</p> <p>PC6. assess quantity of gold required for making required components such as ball, strips, wire, stampings and chains</p> <p>PC7. assess quantity and types of components required for the frame and those already available in inventory</p> <p>PC8. allocate work to components makers according to their work load and level of workmanship in a particular type of jewellery</p> <p>PC9. instruct about the delivery time, tools and machines, and consumables to be used and quality requirements</p> <p>PC10. explain the hazards involved and precautions to be taken to avoid accidents</p> <p>PC11. instruct on drawing sheets or strips of precious metal of required thickness and size</p> <p>PC12. instruct on annealing the sheet or strip for malleability by heating</p> <p>PC13. explain about repeating the annealing process for every stage of drawing</p> <p>PC14. instruct to cut the sheet or strip as per the diameter of the ball, create and join</p>	

G&J/N0607

Supervise components making

	<p>by heating two hemispheres for the ball</p> <p>PC15. instruct to shape the ball in circular mills with groves</p> <p>PC16. explain the alternative method: to use hollow ball making machine to make gold balls from sheets</p> <p>PC17. instruct on drawing from precious metal rods or bars sheets or strips of required thickness as per design specification</p> <p>PC18. instruct about annealing the sheet or strip for malleability and repeating the annealing process for every stage of drawing</p> <p>PC19. explain about selecting the die or mould of the specified pattern for use in the die machine</p> <p>PC20. instruct on inserting the sheet or strip in the die machine and stamping the specified design</p> <p>PC21. instruct on rolling metal to required thickness using wire drawing or roller machine</p> <p>PC22. instruct about annealing the sheet or strip for malleability and repeating the annealing process after every rolling or drawing</p> <p>PC23. explain about making wire of required width</p> <p>PC24. instruct about cutting the wire into small piece of same length as required and soldering the ends to shape as a ring</p> <p>PC25. demonstrate how to connect all the pieces of wire together to make the chain as per design using the weaving or soldering method as specified</p> <p>PC26. instruct about achieving a clean finish</p> <p>PC27. explain the jewellery design requirements such as correct length, bend, flexibility, colour, evenness, size and embellishments to follow</p> <p>PC28. instruct to cut any sharp edges as per the design requirement</p> <p>PC29. instruct to grind for smooth surface as per the design requirement</p>
<p>Quality checking</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC30. receive components from the subordinates</p> <p>PC31. perform visual quality check on all the components received as per company standards based on parameters such as weight, dimensions, filing, impurities, marks</p> <p>PC32. return the product to subordinates for rework if they do not meet quality standards</p> <p>PC33. account the number of components received against precious metal given</p> <p>PC34. accurately assess on cleaning and polishing in the jewellery</p> <p>PC35. identify any defects and send for rework</p> <p>PC36. identify design related defects and report to Production Manager</p> <p>PC37. identify any recurring defects and take steps to reduce them in order to improve processes</p>
<p>Controlling gold loss and achieving productivity</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC38. collect gold dispersed during the day (dust and fragments) from the subordinates</p> <p>PC39. tally account as per allowed standards for the design</p> <p>PC40. conduct regular and controlled environment cleaning for collection</p> <p>PC41. improve productivity of the team by allocating work after analysing sub</p>

G&J/N0607

Supervise components making

	<p>ordinates' work load, expertise, skill level</p> <p>PC42. take measures to improve speed of polishing while maintaining design quality and gold loss standards</p> <p>PC43. ensure that the output is achieved as per production planning</p> <p>PC44. ensure that output is per company quality standards</p> <p>PC45. anticipate any delays and inform production head in prior about the delay</p>
Handling problems	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC46. report machine failure</p> <p>PC47. assess and report shortage of consumables</p> <p>PC48. assess and address workforce shortage</p> <p>PC49. anticipate reasons for anticipated delays that may adversely affect delivery</p> <p>PC50. deliver complete product on time by reporting problems faced or anticipated well in advance</p> <p>PC51. handle technical and human resource problems in the department</p>
Interacting with superiors and colleagues	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC52. receive instructions from production head about deliverables and work flow</p> <p>PC53. distribute work to components maker</p> <p>PC54. interact with production head to arrange for tools, machines, work space, consumables and other facilities for the workers</p> <p>PC55. give feedback to components' maker or other department on handling of particular jewellery or order</p> <p>PC56. receive instructions on quality check to be done from QC department and pass the requirement them to cleaner and polisher</p>
Knowledge and Understanding (K)	
B. 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: acceptable limits of precious metal loss per product type, delivery timelines, safety and hazards, integrity and IPR, and personnel management</p> <p>KA2. work flow involved in jewellery manufacturing process of the company</p> <p>KA3. management of worker, quality and productivity</p> <p>KA4. conflict resolution and problem solving</p> <p>KA5. performance appraisal</p> <p>KA6. reporting structure</p>
B. Technical Knowledge	<p>The individual on the job needs to know and understand:</p> <p>KB1. jewellery making process and types of jewellery</p> <p>KB2. different types of components and their making techniques, e.g., using drawing machine or roller machines</p> <p>KB3. filing and soldering techniques</p> <p>KB4. making collets for gemstone-setting</p> <p>KB5. potential work hazards while using high speed rotating machines and chemicals</p> <p>KB6. operation and maintenance of different tools and equipments used in components making</p> <p>KB7. accounting of components and documentation</p> <p>KB8. team management</p>

G&J/N0607

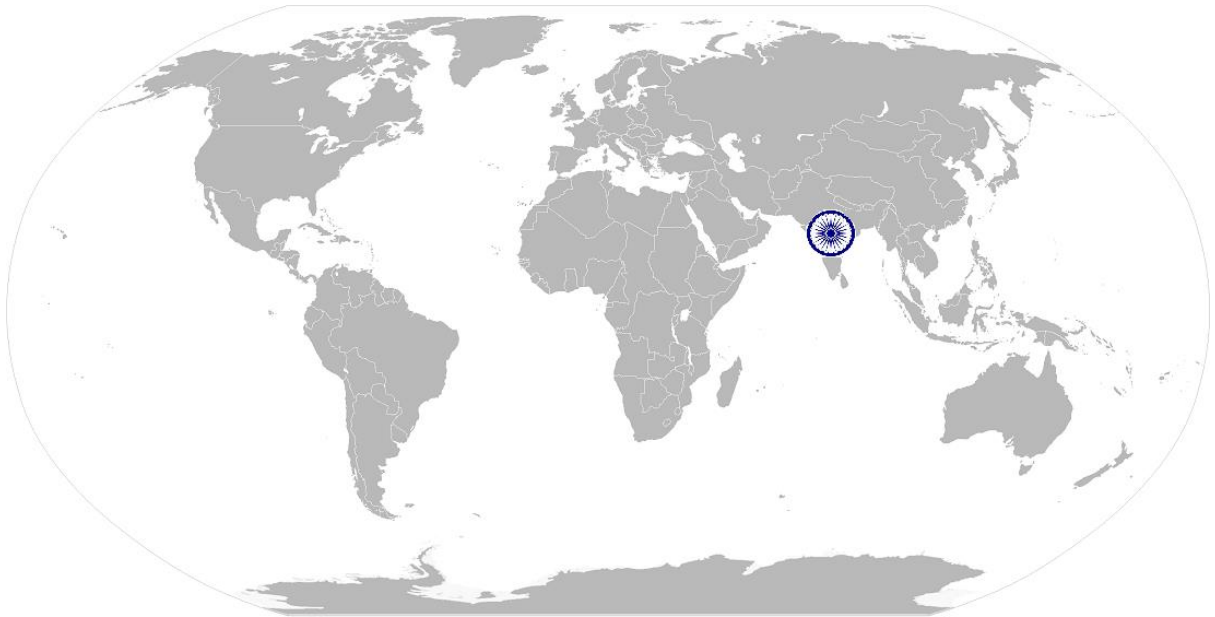
Supervise components making

Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Basic reading and writing skills
	The user/individual on the job needs to know and understand how: SA1. reading about different types of jewellery and their properties SA2. read weight, dimensions of the jewellery as given on job sheets SA3. document work flow, quality standards and outcomes as per company policy SA4. read company rules and compliance documents required to complete the work
	Calculation and geometry skills
	The user/individual on the job needs to know and understand how: SA5. to assess gold loss at each step of jewellery making so as to deliver product of correct weight and size SA6. to translate finish and symmetry of design into ornament
	Team management
B. Professional Skills	The user/individual on the job needs to know and understand how: SA7. to distribute work equitably and according to seniority and experience of goldsmith SA8. to encourage workers to share workload and deliver on time SA9. to assess worker requirements in terms of training, tools, machinery, workspace and other facilities SA10. to appraise based on company's standards and workers' performance SA11. to encourage workers to multitask and work on different types of jewellery as per their requirement
	Communication skills
	The individual on the job needs to know and understand how to: SB1. give appropriate instructions and feedback to different levels of workers under supervision SB2. educate about safety and work hazards SB3. train on gold loss, productivity and correct steps to follow on the job SB4. inform about IPR issues pertaining to the company and detecting violations SB5. resolve inter-personal conflicts between workers and co-workers
	Using tools and machines
	The user/individual on the job needs to know and understand how: SB6. to use wire drawing machine, roller machine and hand tools and precautions required in operating them for desired outcome and safety SB7. to work in a safe environment, i.e., without injuries
	Reflective thinking
	The user/individual on the job needs to know and understand how to: SB8. improve work processes for greater productivity SB9. reduce gold loss SB10. use correct posture for performing the job without injuring body parts SB11. improve quality of output

G&J/N0607

Supervise components making

	Critical thinking
	The user/individual on the job needs to know and understand how: SB12. spot process disruption and reasons for delay SB13. arrange for tools, machines and consumables in time



G&J/N0607

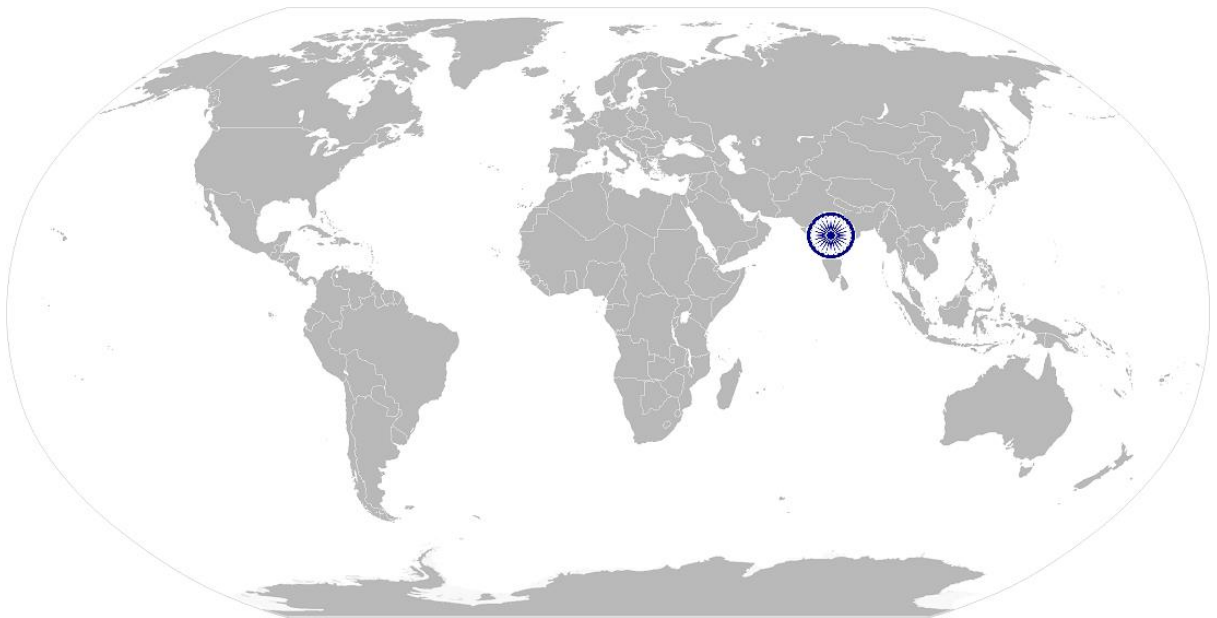
Supervise components making

NOS Version Control

NOS Code	G&J/N0607		
Credits(NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	Gems & Jewellery	Drafted on	30/08/13
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

National Occupational Standard

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/N9910

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

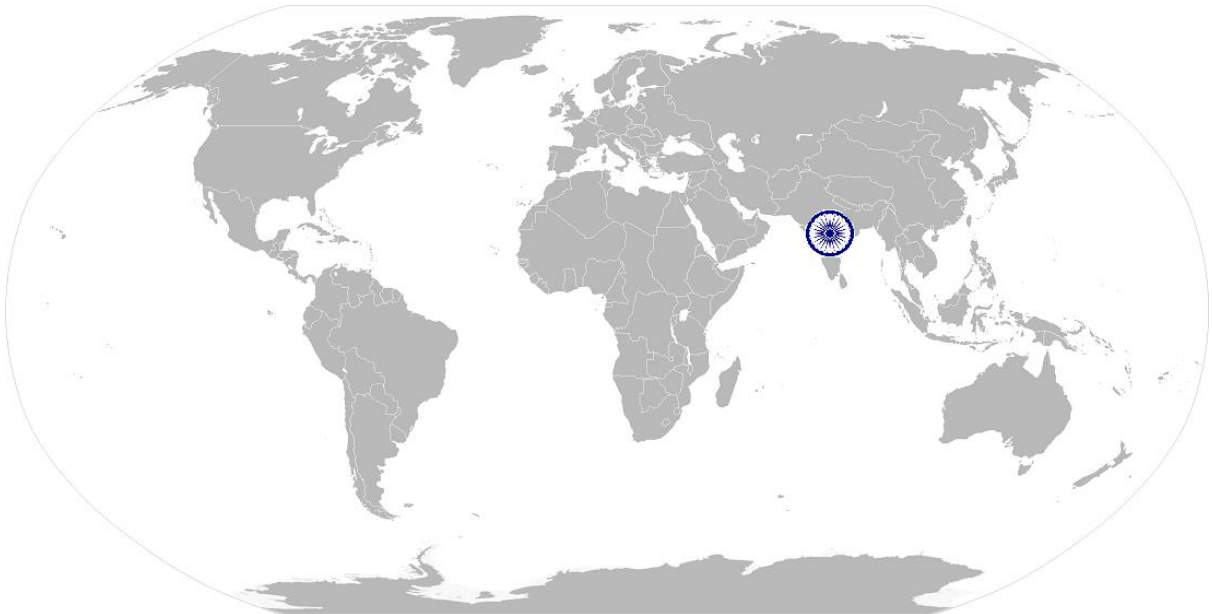
G&J/N9910

Maintain IPR and respect copyright

NOS Version Control

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Credits(NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	Gems & Jewellery	Drafted on	30/08/13
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	

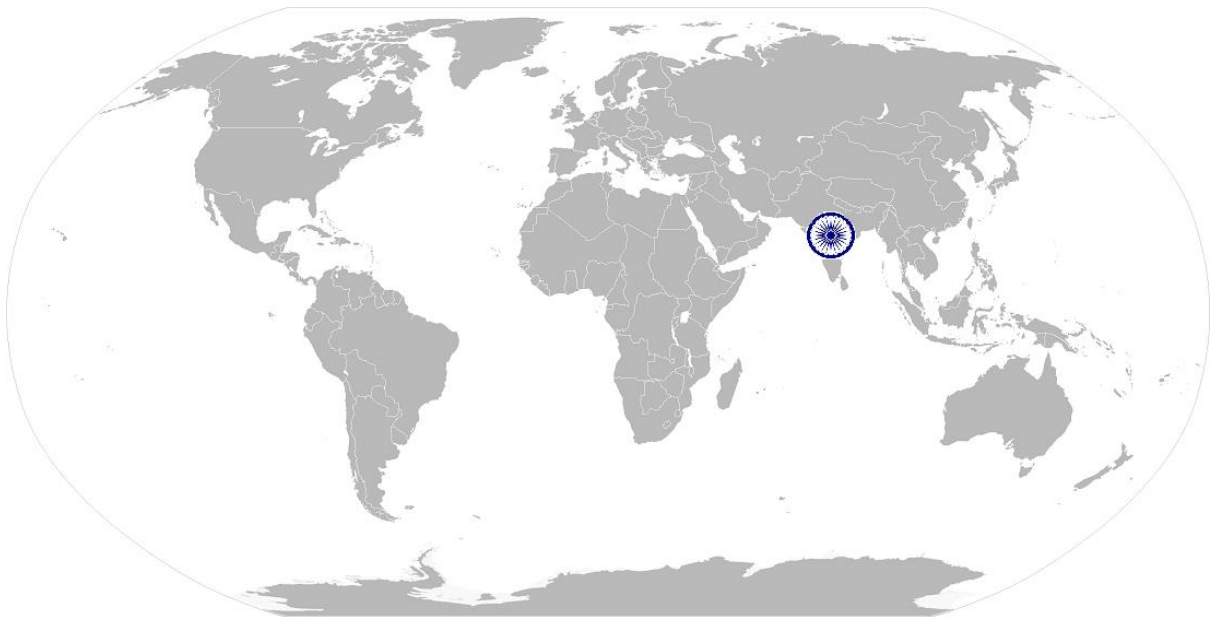
G&J/N9914

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	30/08/13
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 level of communication with team members and seniors. It determines the employee's ability to work as a team member and team leader in order to achieve the required deliverables on schedule.

G&J/N9916

Communicate with colleagues and seniors

National Occupational Standard

Unit Code	G&J/N9916
Unit Title (Task)	Interact with colleagues and seniors
Description	This OS unit is about communicating with colleagues and seniors in order to maintain smooth and hazard-free work flow
Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Interact with Production Manager or superior • Interact with colleagues within and outside the department
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Interaction with superior	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC1. receive work-flow instructions and quality standards PC2. communicate about process flow improvements, product defects, repairs and maintenance of tools and machinery as required PC3. communicate any potential hazards or expected process disruptions PC4. understand the work output requirements PC5. comply with company policy and rule PC6. deliver quality work on time as required by reporting any anticipated reasons for delays
Interactions with colleagues and other departments	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC7. work as a team with colleagues and seniors PC8. share skills and train PC9. communicate and discuss work flow related difficulties in order to find solutions with mutual agreement PC10. receive feedback and address concerns in order to complete work on time PC11. put team over individual goals PC12. conflicts resolution and multi-tasking
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. company's policies on personnel management KA2. work flow involved in company's jewellery manufacturing process KA3. importance of the individual's role in the workflow KA4. reporting structure
B. Technical Knowledge	The individual on the job needs to know and understand: <ul style="list-style-type: none"> KB1. how to communicate effectively KB2. how to build team coordination

G&J/N9916

Communicate with colleagues and seniors

Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Teamwork and some multitasking
	The individual on the job needs to know and understand how: SA1. to motivate team to work SA2. to convince seniors about significant process changes SA3. to share work load as required SA4. to deliver product to next work process on time
B. Professional Skills	Decision making
	The individual on the job needs to know and understand: SB1. how to report potential areas of disruptions to work process SB2. when to report to senior and when to deal with a colleague depending on the type of concern
	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/N9916

Communicate with colleagues and seniors

NOS Version Control

NOS Code	G&J/N9916		
Credits(NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	Gems & Jewellery	Drafted on	30/08/13
Industry Sub-sector	Handmade Gold and Gems-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.

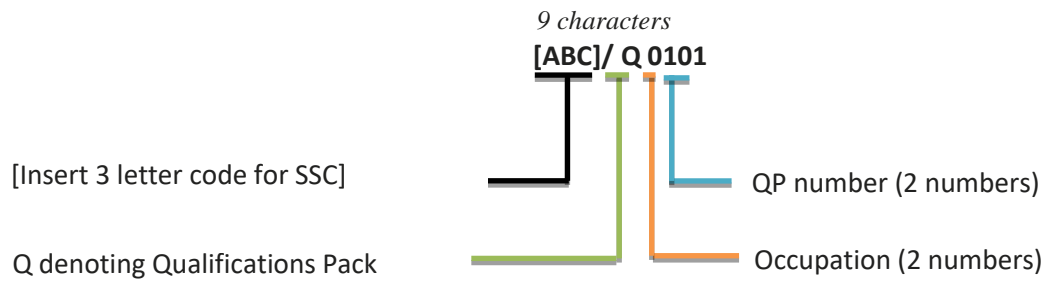
Acronyms

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

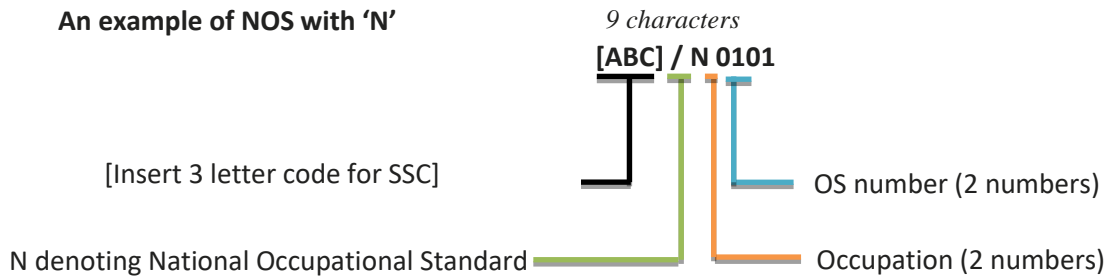
Nomenclature for QP and NOS

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		Supervisor Frame and Components			
Qualification Pack		Supervisor Frame and Components			
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/N0606 Supervise frame making	Allocating work	PC1.accurately assess worker’s capabilities, work load and distribute work for maximum productivity	2	10	
		PC2.describe the job at hand to frame goldsmith	2	10	
		PC3.instruct about precautions to be taken during the work	0	6	
		PC4.clearly define delivery schedule and work output requirements	0	6	
		PC5.anticipate and alerted about any disruptions and goldsmith’s capabilities	0	6	
	Quality checking	PC6.accurately assess jewellery frame requirements against design	0	3	
		PC7.identify any defects and send for rework	0	3	
		PC8.identify design related defects and report to Production Manager	0	3	
		PC9.identify any recurring defects and take steps to reduce them in order to improve processes	0	3	
	Productivity	PC10.ensure that the output is achieved as per production planning	0	3	
		PC11.ensure that output is per company quality standards	0	3	
		PC12.anticipate any delays and inform production head in prior about the delay	0	3	
	Handling problems	PC13.deliver complete product on time by reporting problems faced or anticipated well in advance	0	3	
		PC14.handle technical and human resource problems in the department	0	3	
2.G&J/N0607 Supervise components making	Allocating work	PC1.accurately assess worker’s capabilities and work load in order to distribute work for maximum productivity	0	3	
		PC2.describe the job at hand to goldsmith	0	1	
		PC3.instruct about precautions to be taken during the work	0	1	
		PC4.clearly define delivery schedule and work output	0	0	

CRITERIA FOR ASSESSMENT OF TRAINEES						
		requirements				
		PC5.anticipate and alerted about any disruptions and worker's capabilities	0	0		
		Quality checking	PC6.accurately assess on cleaning and polishing in the jewellery	0	0	
			PC7.identify any defects and send for rework	0	0	
			PC8.identify design related defects and report to Production Manager	1	0	
			PC9.identify any recurring defects and take steps to reduce them in order to improve processes	2	0	
		Productivity	PC10.ensure that the output is achieved as per production planning	1	0	
			PC11.ensure that output is per company quality standards	1	0	
			PC12.anticipate any delays and inform production head in prior about the delay	1	0	
		Handling problems	PC13.deliver complete product on time by reporting problems faced or anticipated well in advance	1	0	
			PC14.handle technical and human resource problems in the department	1	0	
				Sub Total	12	70
		3. G&J/N9910 Maintain IPR and respect copyright	Respecting IPR	PC1. Spot plagiarism and report	1	0
				PC2. Aware of patents and IPR	1	0
PC3. Not be involved in IPR violations	1			0		
				Sub Total	3	0
4. G&J/ N9914 Maintain safe and clean work environment	Understanding of potential sources of accidents and communicating	PC1. Spot and report potential hazards on time	1	1		
		PC2. Follow company policy and rules regarding use of hazardous materials	0	1		
		PC3. Deliver quality work on time as required by reporting any anticipated reasons for delays	1	0		
				Sub Total	2	2
5. G&J/N9916 Communicate with	Interaction with supervisor	PC1. Understand the work output requirements	2	2		
		PC2. Understand company policy and rule	1	1		

<u>CRITERIA FOR ASSESSMENT OF TRAINEES</u>				
colleagues and seniors		PC3. Deliver quality work on time as required by reporting any anticipated reasons for delays	0	2
	Interactions with colleagues and other departments	PC4. Put team over individual goals	0	1
		PC5. Conflicts resolution and multi-tasking	0	2
		Sub Total	3	8
		Total	20	80

