

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-Cleaning & Polishing

SECTOR: GEMS & JEWELLERY

SUB-SECTOR: Handmade gold and gems-set jewellery

OCCUPATION: Cleaning and Polishing

REFERENCE ID: G&J/Q0702

ALIGNED TO: NCO-2004/ NIL

Supervisor-Cleaning and Polishing: The cleaning and polishing supervisor is in-charge of the day-to-day work flow and processes of cleaning and polishing 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 effective cleaning and polishing of jewellery as per production planning and deliver on time.

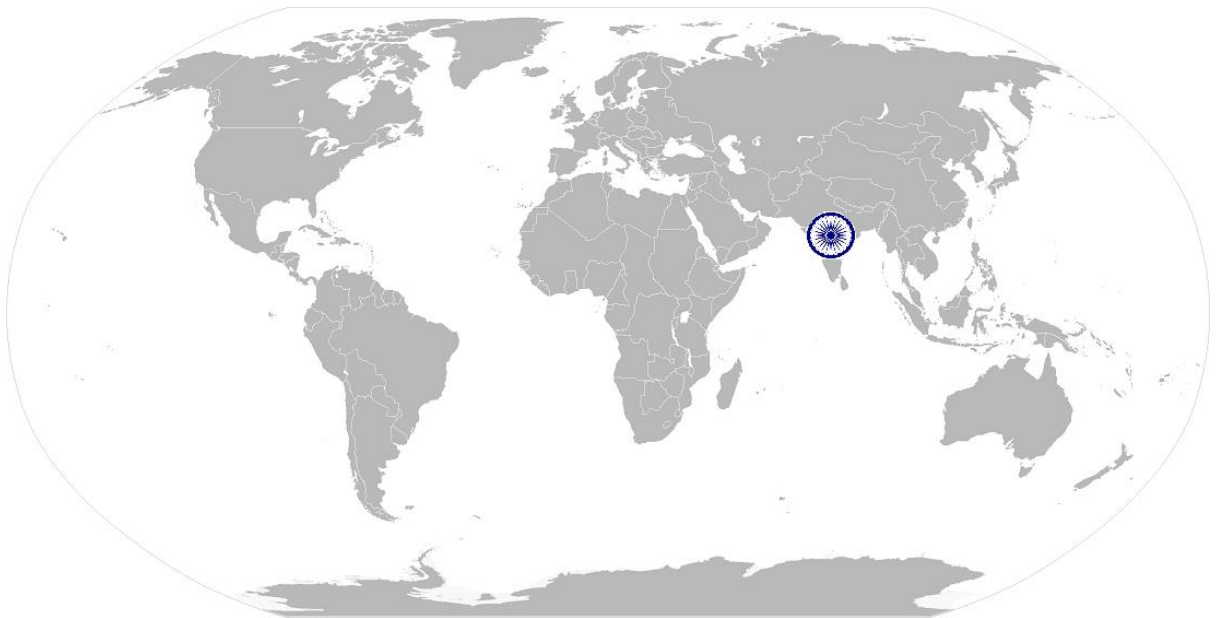
Personal Attributes: The job requires the individual to have: attention to details; good eyesight; and ability to manage a process driven team. The individual must have ability to manage team and aptitude for improving the quality of output of the team

Job Details

Qualifications Pack Code	G&J/Q0702		
Job Role	Supervisor – Cleaning and Polishing		
Credits(NSQF)	TBD	Version number	1.0
Sector	Gems & Jewellery	Drafted on	24/08/13
Sub-sector	Handmade and Gems-set Jewellery	Last reviewed on	13/08/14
Occupation	Cleaning and Polishing	Next review date	12/08/15

Job Role	Supervisor – Cleaning and Polishing
Role Description	Supervising the cleaning and polishing process to finish the jewellery as per design
NSQF level	5
Minimum Educational Qualifications	Minimum education: 10 th Standard Passed
Maximum Educational Qualifications	
Training	Not Applicable
Experience	Minimum 3 months in Cleaning and Polishing of Jewellery
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> G&J/N0702 Supervise the cleaning and polishing department's functions 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 finishing the gold jewellery frame along with its components and cleaning it thoroughly. It is also about training, managing and appraising performance of the team.

G&J/N0702

Supervise the cleaning and polishing department's functions

National Occupational Standard

Unit Code	G&J/N0702
Unit Title (Task)	Supervise the cleaning and polishing department 's functions
Description	This OS unit is about supervising the cleaning and polishing function in the gold jewellery making process
Scope	<p>The unit/ task covers the following:</p> <ul style="list-style-type: none"> • Deliver the jewellery to polisher and cleaner • Instruct on the polishing and cleaning requirement to polisher and cleaner • Monitor the polishing and cleaning function • Receive cleaned and polished jewellery and check quality • Control gold loss • Improve productivity of the team • Handle or report problems related to • Interact with Production Manager, frame and components' 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 worker</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 worker's capabilities</p> <p>PC6. record the job sheet details for the cleaning and polishing of jewellery</p> <p>PC7. allocate work to polisher and cleaner according to their work load and level of expertise, e.g., some jewellery may require specific type of polishing which only an experienced and skilled workmen can perform</p> <p>PC8. instruct about the delivery time, tools and machines, and consumables to be used and quality requirements</p> <p>PC9. explain the hazards involved and precautions to be taken to avoid accidents</p> <p>PC10. explain to subordinates the cleaning and polishing activity to be performed as per requirement for the jewellery design</p> <p>PC11. instruct about the use of magnetic tumbler, ultrasonic cleaner and other equipment used in cleaning and polishing functions</p> <p>PC12. instruct about the use of different polishing compounds available and their utility</p> <p>PC13. explain about different types of buffs such as metal, cloth, leather, wool, wood and their use for different stages/types of polishing jewellery or components</p> <p>PC14. instruct on the type of cleaning required for the jewellery or components</p>

G&J/N0702

Supervise the cleaning and polishing department's functions

	<p>PC15. explain about different drying processes and instruct on the process to be used for different types of jewellery</p> <p>PC16. instruct on safety measures to be taken, example: instruct to use vacuum bench polishing to avoid inhaling gold dust</p> <p>PC17. instruct subordinates on gold loss and methods to control them</p> <p>PC18. check that the polisher and cleaner are performing the work as per standard process requirement</p> <p>PC19. assist the subordinates on any critical activity as required</p> <p>PC20. check that safety precautions are followed as per company's policy</p> <p>PC21. follow-up on compliance to the production plan</p>
Quality checking	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC22. receive cleaned and polished jewellery after cleaning and polishing</p> <p>PC23. perform visual quality check on all the jewellery received as per company standards based on parameters such as weight, dimension, finish, shine, impurities, marks</p> <p>PC24. return the product for rework if they do not meet quality standards</p> <p>PC25. account the number of jewellery received after cleaning and polishing</p> <p>PC26. identify design related defects and report to Production Manager</p> <p>PC27. identify any recurring defects and take steps to reduce them in order to improve processes</p>
Controlling gold loss and achieving productivity	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC28. collect gold dispersed during the day (dust and fragments) from the subordinates</p> <p>PC29. tally account as per allowed standards for the design</p> <p>PC30. conduct regular and controlled environment cleaning for collection</p> <p>PC31. improve productivity of the team by allocating work after analysing subordinates' work load, expertise, skill level</p> <p>PC32. take measures to improve speed of polishing while maintaining design quality and gold loss standards</p> <p>PC33. ensure that the output is achieved as per production planning</p> <p>PC34. ensure that output is per company quality standards</p> <p>PC35. 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>PC36. report machine failure</p> <p>PC37. assess and report shortage of consumables</p> <p>PC38. assess and address workforce shortage</p> <p>PC39. anticipate reasons for anticipated delays that may adversely affect delivery</p> <p>PC40. deliver complete product on time by reporting problems faced or anticipated well in advance</p> <p>PC41. handle technical and human resource problems in the department</p>
Interactions with superior and co-workers	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC42. receive instructions from production head about deliverables and work flow</p> <p>PC43. distribute work to cleaner and polisher</p> <p>PC44. interact with production head to arrange for tools, machines, work space, consumables and other facilities for the workers</p>

G&J/N0702

Supervise the cleaning and polishing department's functions

	<p>PC45. give feedback to cleaner and polisher or other department on handling of particular jewellery or order</p> <p>PC46. 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)	
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: 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 methods and techniques involved in cleaning and polishing and their utilities</p> <p>KB3. uses of different types of buffs for different types of polish to be achieved</p> <p>KB4. effect of overheating during buffing on the jewellery</p> <p>KB5. gemstone-setting, enamelling and plating process and their respective polishing and cleaning requirements</p> <p>KB6. different types of cleaning techniques such as magnetic tumbling, ultrasonic cleaning, cyanide bombing, pickling cleaning and electro-cleaning</p> <p>KB7. potential work hazards while using high speed rotating machines and chemicals</p> <p>KB8. operation and maintenance of different tools and equipments used in cleaning and polishing activities</p> <p>KB9. accounting of jewellery and documentation</p> <p>KB10. team management</p>
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Basic reading and writing skills
	<p>The user/individual on the job needs to know and understand how:</p> <p>SA1. reading about different types of jewellery and their properties</p> <p>SA2. read weight, dimensions of the jewellery as given on job sheets</p> <p>SA3. document work flow, quality standards and outcomes as per company policy</p> <p>SA4. read company rules and compliance documents required to complete the work</p>
	Calculation and geometry skills
	<p>The user/individual on the job needs to know and understand how:</p> <p>SA5. to assess gold loss at each step of jewellery making so as to deliver product of correct weight and size</p> <p>SA6. to translate finish and symmetry of design into Jewellery</p>

G&J/N0702

Supervise the cleaning and polishing department's functions

B. Professional Skills	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 worker 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: SB1. to use the right buff for achieving the finish as per design SB2. to use the appropriate cleaning method, chemicals and machines for the stage of cleaning SB3. to understand safety procedures and hazards involved in polishing and cleaning SB6. to maintain tools and buffs and what precautions are required in operating them in terms of 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
	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/N0702

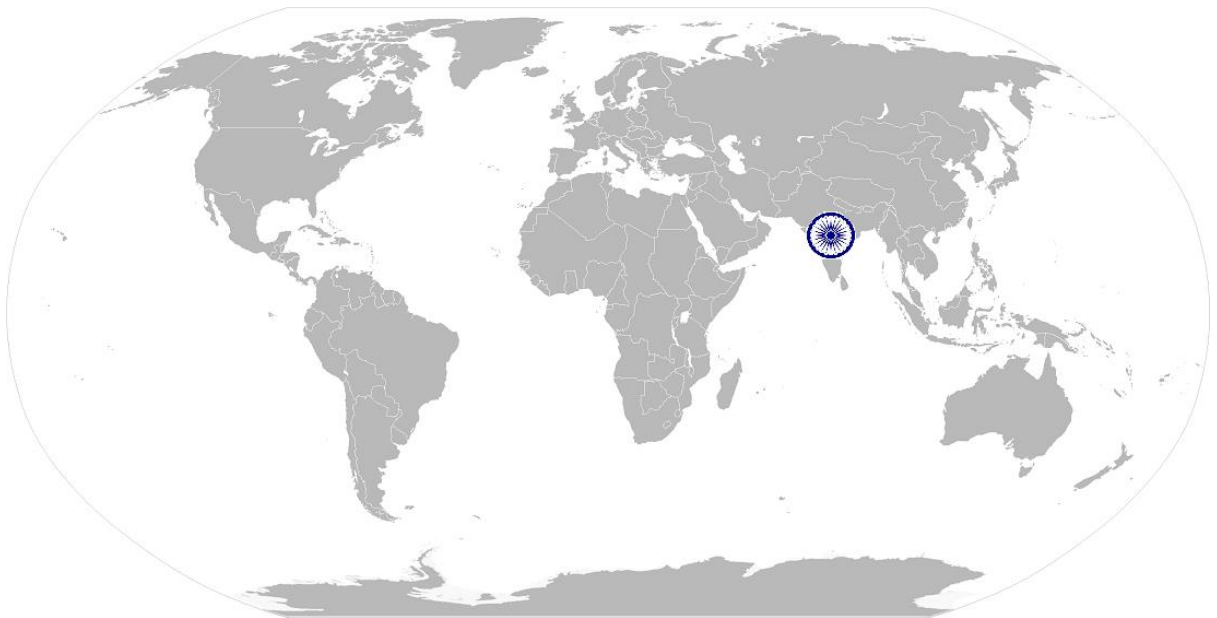
Supervise the cleaning and polishing department's functions

NOS Version Control

NOS Code	G&J/N0702		
Credits(NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	Gems & Jewellery	Drafted on	24/08/13
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

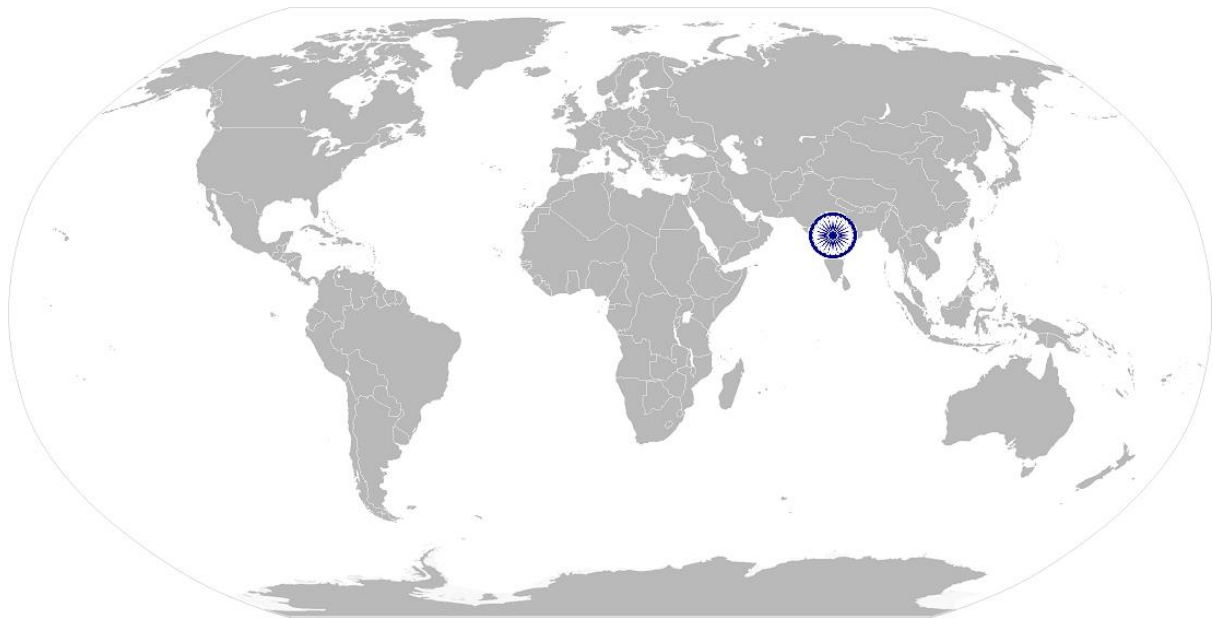
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Credits(NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	Gems & Jewellery	Drafted on	24/08/13
Industry Sub-sector	Handmade Gold and Gems-set Jewellery	Last reviewed on	13/08/14
		Next review date	12/08/15

G&J/N9914

Maintain safe work environment

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 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 spot and report potential hazards on time</p> <p>PC5. follow company policy and rules regarding hazardous materials</p> <p>PC6. 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
	<p>The individual on the job needs to know and understand:</p> <p>SB1. importance of reporting potential sources of danger</p> <p>SB2. appropriate actions to be taken in the event of an accident</p> <p>SB3. procedure for disposing of hazardous materials, safely and following environmental guidelines</p>
	Reflective thinking
	<p>The individual on the job needs to know and understand how:</p> <p>SB4. to learn from past mistakes regarding use of hazardous machines or chemicals or gas torches</p>
	Critical thinking
	<p>The individual on the job needs to know and understand:</p> <p>SB5. how to spot danger</p> <p>SB6. procedure to follow in the event of a fire or other hazard</p>

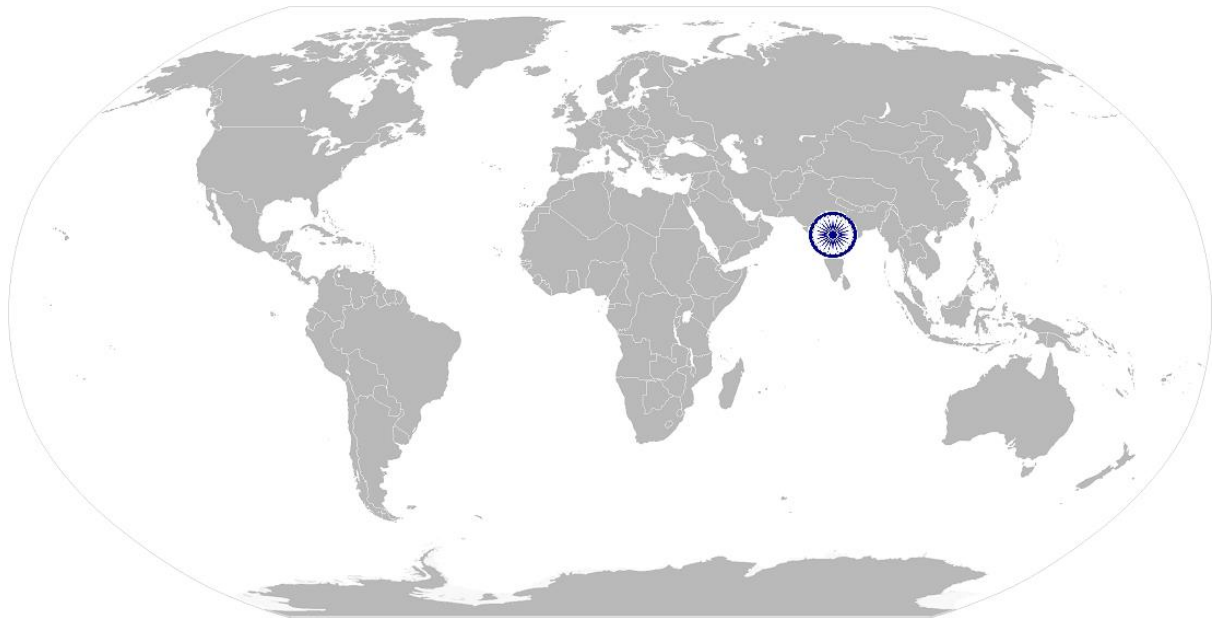
G&J/N9914

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	24/08/13
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

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	<p>This unit/task covers the following:</p> <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 supervisor	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. receive work-flow instructions and quality standards</p> <p>PC2. communicate about process flow improvements, product defects, repairs and maintenance of tools and machinery as required</p> <p>PC3. communicate any potential hazards or expected process 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. conflicts resolution and multi-tasking</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>

G&J/N9916

Communicate with colleagues and seniors

Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Teamwork and some multitasking
	<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	Decision making
	<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>
	Reflective thinking
	<p>The individual on the job needs to know and understand:</p> <p>SB3. how to improve work process</p>
	Critical thinking
	<p>The individual on the job needs to know and understand:</p> <p>SB4. how to spot process disruptions and delays</p>

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	24/08/13
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.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish

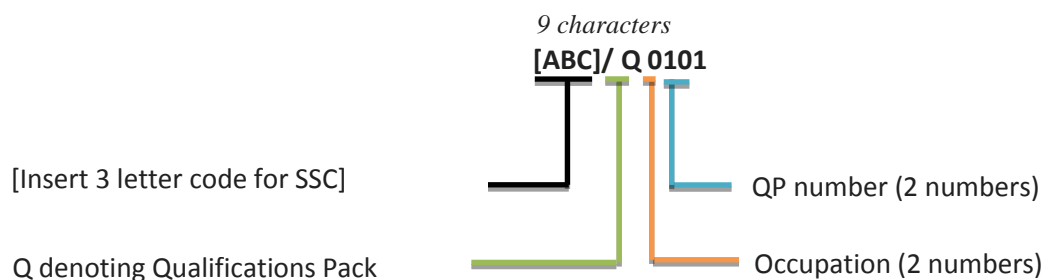
Acronyms

	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

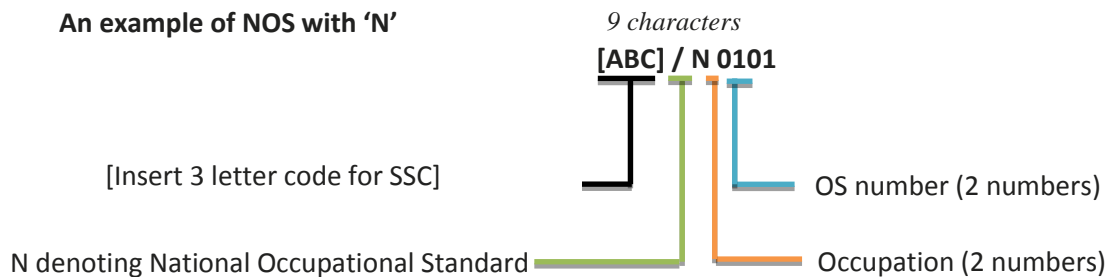
Nomenclature for QP and NOS

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-Cleaning & Polishing			
Qualification Pack	Supervisor-Cleaning & Polishing			
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/N0702 Supervise the cleaning and polishing department’s functions	Allocating work	PC1.accurately assess worker’s capabilities and work load in order to distribute work for maximum productivity	2	10
		PC2.describe the job at hand to worker	1	10
		PC3.instruct about precautions to be taken during the work	1	8
		PC4.clearly define delivery schedule and work output requirements	1	8
		PC5. anticipate and alerted about any disruptions and worker’s capabilities	1	6
	Quality checking	PC6.accurately assess on cleaning and polishing in the jewellery	1	8
		PC7.identify any defects and send for rework	1	4
		PC8.identify design related defects and report to Production Manager	1	4
		PC9.identify any recurring defects and take steps to reduce them in order to improve processes	0	4
	Productivity	PC10.ensure that the output is achieved as per production planning	1	2
		PC11.ensure that output is per company quality standards	0	2
		PC12.anticipate any delays and inform production head in prior about the delay	1	2
	Handling problems	PC13.deliver complete product on time by reporting problems faced or anticipated well in advance	0	2
		PC14.handle technical and human resource problems in the department	1	0
		Sub Total	12	70
2. G&J/N9910 Maintain IPR and respect copyright	Respecting IPR 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
3. 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	0	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	0	1

CRITERIA FOR ASSESSMENT OF TRAINEES				
		anticipated reasons for delays		
		Sub Total	0	3
4. G&J/N9916 Communicate with colleagues and seniors	Interaction with supervisor	PC1. Understand the work output requirements	2	2
		PC2. Understand company policy and rule	1	2
		PC3. Deliver quality work on time as required by reporting any anticipated reasons for delays	1	1
	Interactions with colleagues and other departments	PC4. Put team over individual goals	1	1
		PC5. Conflict Resolution and multitasking	0	1
		Sub Total	5	7
		Total	20	80

