

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

Contact Us:
GJSCI, Mumbai

E-mail: coo@gjsci.org



Contents

1. Introduction and Contact..... P1
2. Qualifications Pack P2
3. OS Units..... P3
4. Glossary of Key Terms.....P20
5. Nomenclature of QP & NOS.....P22

Introduction

Qualifications Pack-Order Processor

SECTOR: GEMS & JEWELLERY

SUB-SECTOR: Handmade gold and gems-set jewellery

OCCUPATION: Marketing

REFERENCE ID: G&J/Q0201

ALIGNED TO: NCO-2004/ NIL

Order processor: Also known as 'Order Taker' or "Order Preparer", the Order Processor is among the first set of individuals working in the jewellery manufacturing chain. Order Processor prepares the job sheet or order form based on customer order.

Brief Job Description: The individual prepares a job sheet based on design parameters of a jewellery order. The details on the job sheet serve as a blueprint for the subsequent processes in the jewellery piece's manufacturing.

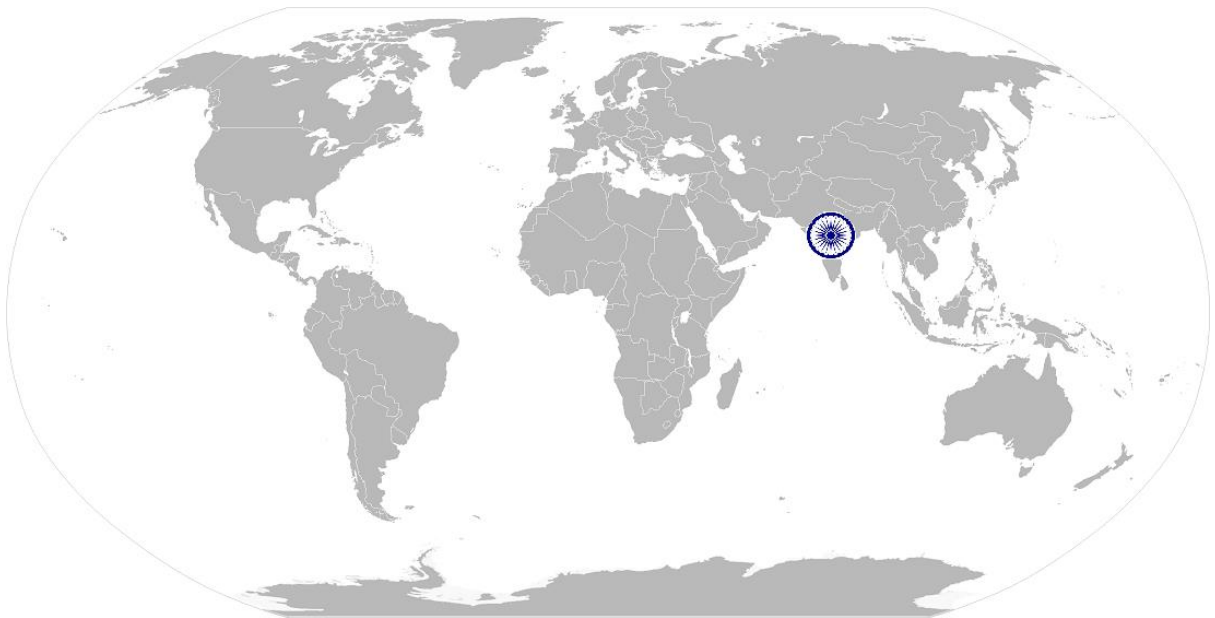
Personal Attributes: The job requires the individual to have: attention to details and ability to work on computers for long hours. The individual must also be able to use reflective skills in order to develop improved work processes.

Job Details

Qualifications Pack Code	G&J/Q0201		
Job Role	Order Processor		
Credits(NVEQF/NVQF/NSQF)	TBD	Version number	1.0
Sector	Gems & Jewellery	Drafted on	14/05/13
Sub-sector	Handmade and Gems-set Jewellery	Last reviewed on	30/07/13
Occupation	Marketing	Next review date	15/07/15

Job Role	Order Processor Also called 'Order Taker', 'Order Preparer'
Role Description	Receiving customer order for jewellery and recording on the job sheet or order form, details such as size, weight, model, delivery due date, type of product, raw materials
NVEQF/NVQF level	3
Minimum Educational Qualifications	Minimally Qualified
Maximum Educational Qualifications	
Training	Not Applicable
Experience	Not Applicable
Applicable National Occupational Standards (NOS)	Compulsory: <ol style="list-style-type: none"> G&J/N0201 Prepare order form G&J/N9910 Maintain IPR and respect copyright G&J/N9912 Coordinate with co-workers G&J/N9914 Maintain safe work environment Optional: Not applicable
Performance Criteria	As described in the relevant OS units

National Occupational Standard



Overview

This unit is about preparing the order form or job sheet based on customer order received for manufacturing a jewellery piece or a bulk order, which is one of the first steps in the jewellery manufacturing process work flow.

G&J/N0201

Prepare order form

National Occupational Standard

Unit Code	G&J/N0201
Unit Title (Task)	Prepare order form or job sheet
Description	This OS unit is about processing customer order in order to prepare a job sheet or order form for use in subsequent work flow of manufacturing and delivering it
Scope	<p>This unit/task covers the following:</p> <p>Receive customer's order:</p> <ul style="list-style-type: none"> • by e-mail • on telephone • by printed communication • from sales executive • as queries from exhibitions • from online shop • to match with existing design or model • and save a copy on computer <p>Prepare order form or job sheet to:</p> <ul style="list-style-type: none"> • record customer's details such as name, contact person and details • record jewellery design type ordered with details such as from catalogue or design bank or fresh, design number or model number, product type, e.g., necklace, bangle • record detailing of jewellery ordered such as size, weight of gold and stones, details such bangle as with clip or without clip • record type of frame and components required and their manufacturing process, i.e., casting or handmade • record additional information such as Rhodium plating or enamelling or embossing requirement • record amount of raw materials required and permitted gold loss • record delivery due date and number of jewellery pieces to be made <p>Call or contact customer to confirm:</p> <ul style="list-style-type: none"> • order as per order form prepared • to make changes based on customer's feedback • to send final order form to customer and superior for validation <p>Interact with other departments to:</p> <ul style="list-style-type: none"> • check with stores department for raw materials available such as components, precious metal, and gemstones/ diamonds • share new order form with Production Manager, Quality Check department and seniors <p>Track order to:</p> <ul style="list-style-type: none"> • follow-up with supervisors on delivery schedule • track the jewellery manufacturing status as per order form details

G&J/N0201

Prepare order form

	<ul style="list-style-type: none"> ensure timely delivery <p>Report problems related to:</p> <ul style="list-style-type: none"> computer failure design mismatch between order received and that in design bank or catalogue difficulty in matching assessment of precious metal and stones for ordered jewellery piece as per customer's requirement order tracking and delivery schedule mismatch
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Order processing	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Make timely delivery of order form to Production department</p> <p>PC2. accurately match customer's sample with design bank or catalogue</p> <p>PC3. accurately record detailing requirement of jewellery ordered</p> <p>PC4. accurately assess time required for delivery</p> <p>PC5. maintain order track for timely delivery of product</p> <p>PC6. receive customer's and senior's consent on order form</p>
Handling problems	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC7. check availability of materials and equipment</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 gold loss per product type; incentives; delivery standards; safety and hazards; integrity; and personnel management</p> <p>KA2. work flow involved in company's jewellery manufacturing process and time required to complete each stage</p> <p>KA3. importance of the individual's role in the workflow</p> <p>KA4. reporting structure</p>
B. 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. jewellery trends and types of precious metals and gemstones</p> <p>KB4. different types of jewellery and their making technique, e.g., casting or handmade</p> <p>KB5. different types of components used in jewellery making</p>
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	<p>Basic reading and typing skills</p> <p>The user/individual on the job needs to know and understand how:</p> <p>SA1. to read design requirements of customer</p> <p>SA2. to write job sheet or order form</p> <p>SA3. to communicate with customer</p>

G&J/N0201

Prepare order form

	Calculation skills
	The user/individual on the job needs to know and understand how: SA4. to assess the material requirement for making the jewellery ordered
	Communication skills
	The user/individual on the job needs to know and understand how: SA5. to communicate effectively with customer, seniors and colleagues
B. Professional Skills	Computer skills
	The user/individual on the job needs to know and understand how: SB1. to use software for generating job sheet 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 customer about any mismatch of expectations SB5. to assess raw materials required for making new jewellery SB6. to assess value of the jewellery and maximum gold/ stone loss standards

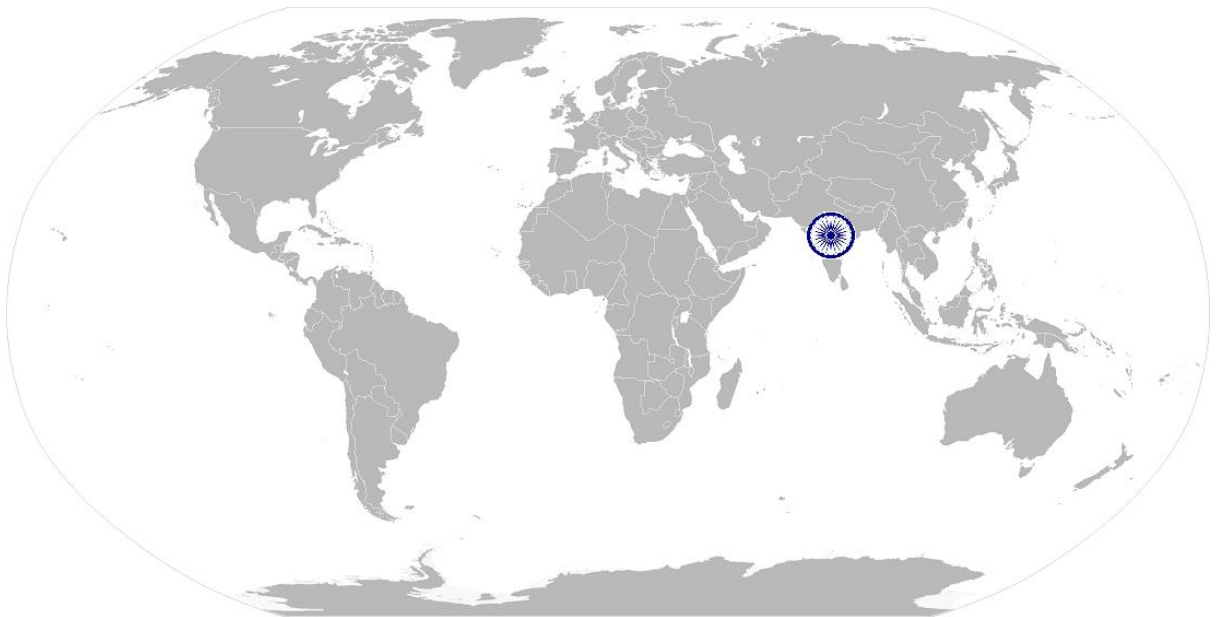
G&J/N0201

Prepare order form

NOS Version Control

NOS Code	G&J/N0201		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	Gems & Jewellery	Drafted on	14/06/13
Industry Sub-sector	Handmade Gold and Gems-set Jewellery	Last reviewed on	30/07/13
		Next review date	15/07/15

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> <p>Protect company's Intellectual Property Rights (IPR)</p> <ul style="list-style-type: none"> prevent leak of new designs to competitors by reporting on time be aware of any of company's product or design patents report IPR violations observed in the market, to supervisor or company heads <p>Avoid infringement to copyright of other companies</p> <ul style="list-style-type: none"> read copyright clause of the material published on the internet and any other printed material consult supervisor or senior management when in doubt about using publicly available information report any infringement observed in the company
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. spot plagiarism and report</p> <p>PC2. understand rationale of patents and IPR</p> <p>PC3. 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

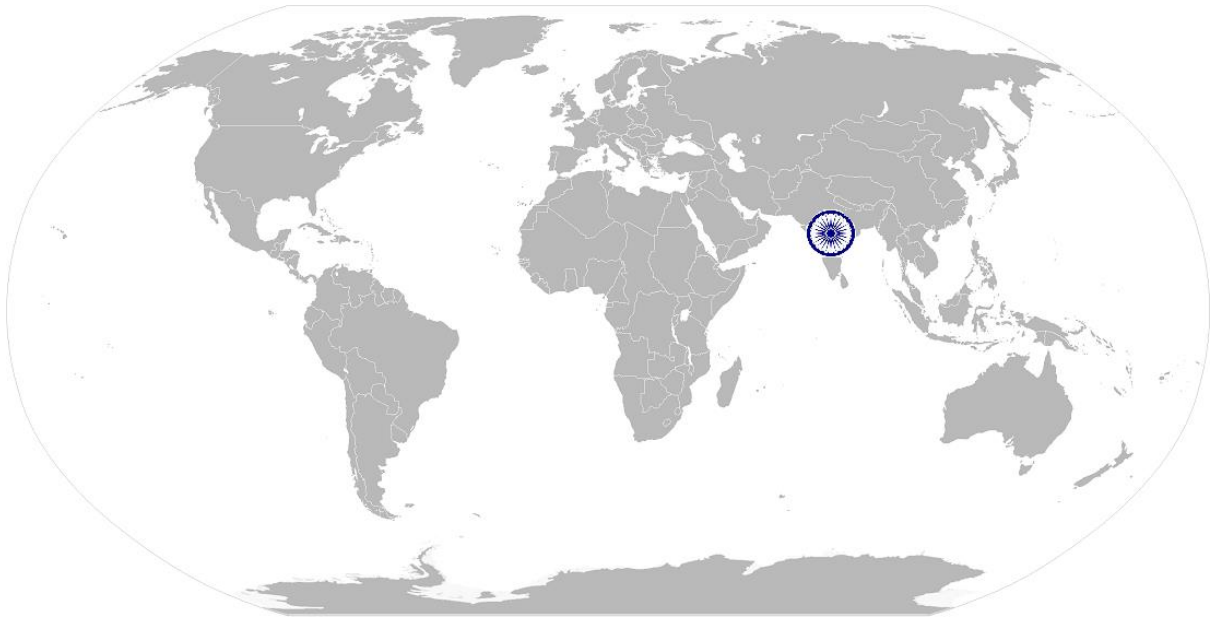
G&J/ N9910

Maintain IPR and respect copyright

NOS Version Control

NOS Code	G&J/N9910		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	Gems & Jewellery	Drafted on	14/04/13
Industry Sub-sector	Handmade Gold and Gems-set Jewellery	Last reviewed on	30/07/13
		Next review date	15/07/15

National Occupational Standard



Overview

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

G&J/N9912

Coordinate with co-workers

National Occupational Standard

Unit Code	G&J/N9912
Unit Title (Task)	Coordinate with co-workers
Description	This OS unit is about communicating with colleagues and seniors in order to maintain smooth ad hazards free work flow
Scope	<p>This unit/task covers the following:</p> <p>Interact with supervisor to:</p> <ul style="list-style-type: none"> • receive work instructions and raw materials from reporting supervisor • communicate to reporting supervisor about process flow improvements, product defects received from previous process, repairs and maintenance of tools and machinery as required • communicate any potential hazards or expected process disruptions • handover completed work to supervisor <p>Interact with colleagues within and outside the department to:</p> <ul style="list-style-type: none"> • work as a team with colleagues and share work as per their or own work load and skills • work with colleagues of other departments such as frame making or component making or polishing or setting or stores • communicate an discuss work flow related difficulties in order to find solutions with mutual agreement • receive feedback from QC and rework in order to complete work on time
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. understand the work output requirements</p> <p>PC2. comply with company policy and rule</p> <p>PC3. 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>PC4. put team over individual goals</p> <p>PC5. 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>

G&J/N9912

Coordinate with co-workers

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/ Generic Skills	<p>Teamwork and some multitasking</p> <p>The individual on the job needs to know and understand how:</p> <p>SA1. to share work load as required</p> <p>SA2. to deliver product to next work process on time</p>
B. Professional Skills	<p>Decision making</p> <p>The individual on the job needs to know and understand:</p> <p>SB1. how to report potential areas of disruptions to work process</p> <p>SB2. when to report to supervisor and when to deal with a colleague depending on the type of concern</p> <p>Reflective thinking</p> <p>The individual on the job needs to know and understand:</p> <p>SB5. how to improve work process</p> <p>Critical thinking</p> <p>The individual on the job needs to know and understand:</p> <p>SB6. how to spot process disruptions and delays</p>

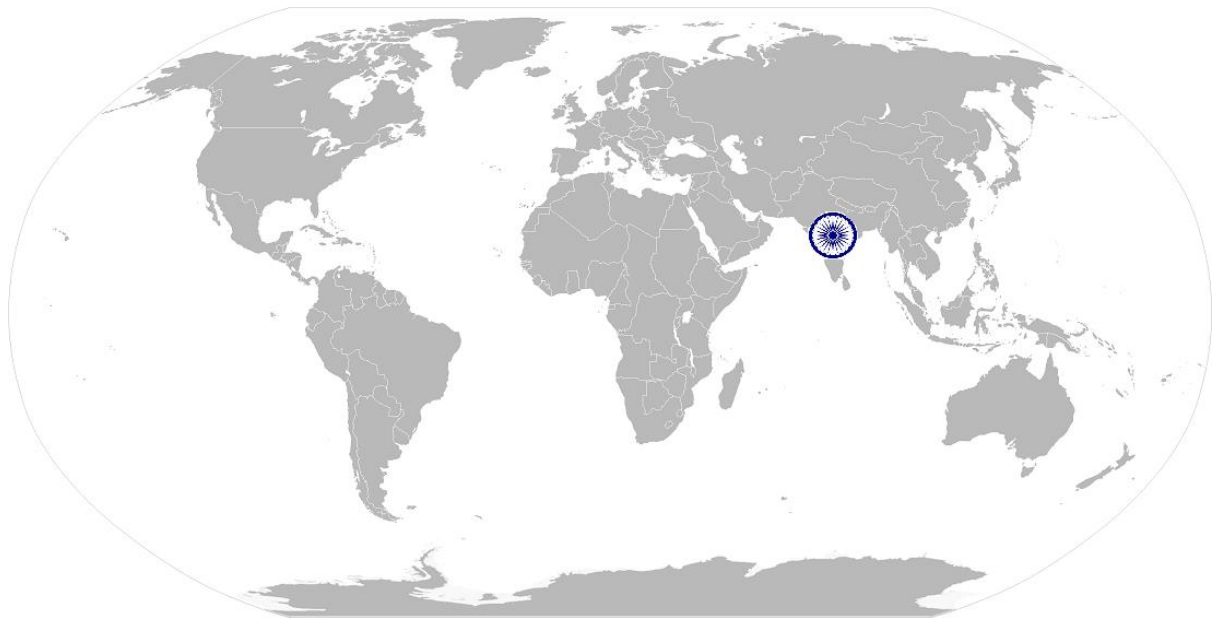
G&J/N9912

Coordinate with co-workers

NOS Version Control

NOS Code	G&J/N9912		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	Gems & Jewellery	Drafted on	14/04/13
Industry Sub-sector	Handmade Gold and Gems-set Jewellery	Last reviewed on	30/07/13
		Next review date	15/07/15

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> <p>Understand potential sources of accidents</p> <ul style="list-style-type: none"> to avoid accidents related to use of potentially dangerous chemicals, gas torches, sharp tools and hazards from machines <p>Communicate to reporting supervisor about:</p> <ul style="list-style-type: none"> process flow improvements to reduce anticipated or repetitive hazards mishandling of tools, machines or hazardous materials electrical problems that could result in accident
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. spot and report potential hazards on time</p> <p>PC2. follow company policy and rules regarding hazardous materials</p> <p>PC3. 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: SB4. How to spot danger SB5. 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(NVEQF/NVQF/NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	Gems & Jewellery	Drafted on	14/04/13
Industry Sub-sector	Handmade Gold and Gems-set Jewellery	Last reviewed on	30/07/13
		Next review date	15/07/15

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

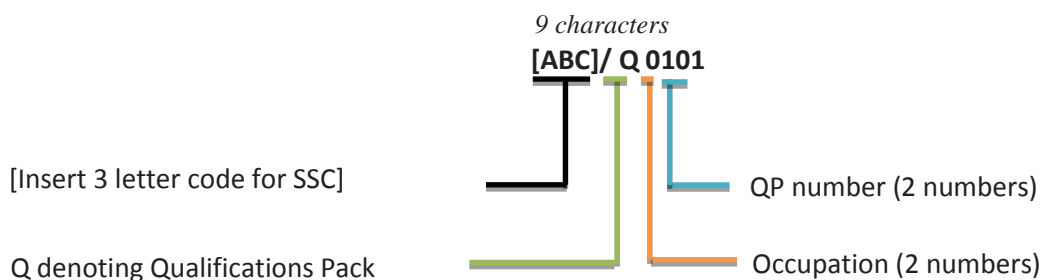
Acronyms

	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

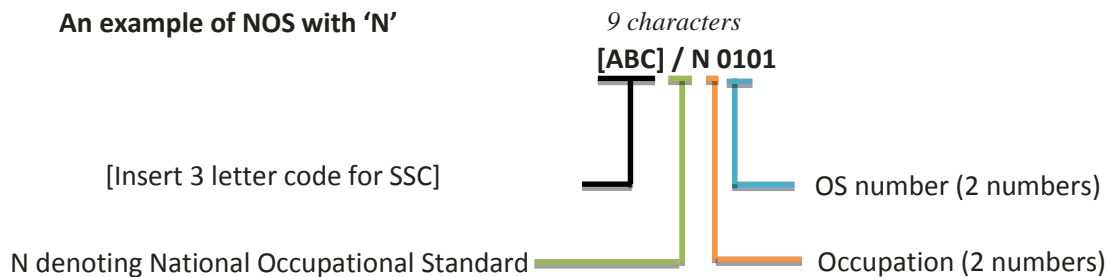
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



[Back to top...](#)

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			
<u>Job Role</u>	- <u>Order Processor</u>		
<u>Qualification Pack</u>	<u>Order Processor</u>		
<u>Sector Skill Council</u>	GEMS & JEWELLERY		
<u>Guidelines for Assessment:</u> 1. To pass the Qualification Pack , every trainee should score a minimum of 50% in theory and 70% in practical assessments.			
-		Marks Allocation	
		Theory	Skills Practical
G&J/N0201 This OS unit is about processing customer order in order to prepare a job sheet or order form for use in subsequent work flow of manufacturing and delivering it	PC1. Make timely delivery of order form to Production department	0	12
	PC2. accurately match customer’s sample with design bank or catalogue	2	10
	PC3. accurately record detailing requirement of jewellery ordered	2	11
	PC4. accurately assess time required for delivery	1	12
	PC5. maintain order track for timely delivery of product	2	10
	PC6. receive customer’s and senior’s consent on order form	2	10
	PC7. check availability of materials and equipment	2	10
		11	75
G&J/N9910 This OS unit is about maintaining company’s IPR and avoiding infringement on copyright of others	PC1. spot plagiarism and report	1	0
	PC2. understand rationale of patents and IPR	1	0

	PC3. avoid being involved in IPR violations	1	0
		3	0
G&J/N9912 This OS unit is about communicating with colleagues and seniors in order to maintain smooth and hazards free work flow	PC1. understand the work output requirements	1	0
	PC2. comply with company policy and rule	1	0
	PC3. deliver quality work on time as required by reporting any anticipated reasons for delays	0	2
		2	2
G&J/N9914 This OS unit is about being aware of and communicating potential hazards and dangers of accidents on the job	PC1. spot and report potential hazards on time	2	0
	PC2. follow company policy and rules regarding hazardous materials	2	0
	PC3. deliver quality work on time as required by reporting any anticipated reasons for delays	0	3
		4	3
		20	80
		100	