

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-Polisher and Cleaner

SECTOR: GEMS & JEWELLERY

SUB-SECTOR: Handmade Gold and Gems-Set Jewellery

OCCUPATION: Polishing and Cleaning

REFERENCE ID: G&J/Q0701

ALIGNED TO: NCO-2004/7313.28

Polisher and Cleaner: Also called 'Polishing Goldsmith', 'Artisan' or 'Bench-worker', the Polisher-cum-cleaner provides final finish to the jewellery frame along with its components and cleans it thoroughly in order to prepare for gemstone setting or embellishing.

Brief Job Description: This individual at work finishes the jewellery frame and cleans it thoroughly in order to give the base frame the look that the design requires. Polishing is done at multiple stages of jewellery making with different types of materials or abrasives. Cleaning is also done at multiple stages of jewellery making using different types of techniques as applicable.

Personal Attributes: The job requires the individual to have: integrity; attention to details; good eyesight; steady hands; ability to work in a process driven team for long hours in sitting position; a lot of patience; and creativity. The individual must be able to avoid errors and hazards when dealing with sharp tools, high-speed rotating machines and chemicals.

Job Details

Qualifications Pack Code	G&J/Q0701		
Job Role	Polisher and Cleaner		
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	Polishing & Cleaning	Next review date	15/07/15

Job Role	Polisher and Cleaner Also known as: 'Polishing Goldsmith', 'Artisan', 'Bench-worker'
Role Description	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; cleaning is at multiple stages using different types techniques as applicable.
NVEQF/NVQF level	3
Minimum Educational Qualifications	Preferably 10 th standard passed
Maximum Educational Qualifications	
Training	Not applicable
Experience	Not applicable
Applicable National Occupational Standards (NOS)	Compulsory: <ol style="list-style-type: none"> G&J/N0701 Polish, clean and finish the jewellery 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 the third important step in handmade gold jewellery manufacturing, i.e., finishing the jewellery frame and cleaning it thoroughly in order to give the base frame and components the look that the design requires.

G&J/N0701

Polish, clean and finish the jewellery

Unit Code	G&J/N0701
Unit Title (Task)	Polish and clean the completed jewellery frame and components
Description	This OS unit is about finishing the completed frame and/or components to make it ready for and gems-setting and embellishing or for the subsequent processes
Scope	<p>This unit/ task covers the following:</p> <p>Polish the completed frame</p> <ul style="list-style-type: none"> • Use magnetic tumbler to shine the jewellery and remove grease, grime or any deposits from jewellery • For complex pieces, which cannot be cleaned mechanically, use brass brush • understand design requirements for portions to be polished and the finish to be achieved such as matt, shiny, smooth • use high speed motor buffing with different types of buffs with rubbing compound to remove filing defects • understand utility of different types of buffs such as metal, cloth, leather, wool, wood • understand utility of different types of polishing compounds • apply rouge to achieve gloss finish or colour • use vacuum bench polishing to avoid inhaling dust <p>Clean the polished frame and/or component and dry</p> <ul style="list-style-type: none"> • use magnetic tumbler to shine the jewellery • use ultrasonic cleaner with water and sodium bicarbonate to remove rubbing compound • wash with normal or salt water for removing any residues • dry at room temperature or using ovens/ centrifuge as per process required for type of jewellery <p>Control gold loss</p> <ul style="list-style-type: none"> • collect gold dispersed during the day (dust and fragments) • tally account as per allowed standards for the design • conduct regular and controlled environment cleaning for collection <p>Detect product defects</p> <ul style="list-style-type: none"> • inform supervisor if product has arrived with defect • understand the type of defect and send to relevant goldsmith for rework <p>Check quality</p> <ul style="list-style-type: none"> • check polished frame visually in order to detect defects such as impurities, grease, marks, uneven finish and rough edges • check weight and dimensions as per design • re-polish product returned from QC <p>Improve productivity</p> <ul style="list-style-type: none"> • improve speed of polishing while maintaining design quality and gold loss standards

G&J/N0701

Polish, clean and finish the jewellery

Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Polishing and cleaning	To be competent, the user/individual on the job must be able to: PC1. achieve finish as per design requirement with minimum gold loss and damage PC2. avoid accidents while buffing and using acids for cleaning.
Controlling gold loss	To be competent, the user/individual on the job must be able to: PC3. maintain precious-metal loss as per company's loss margin policy PC4. conduct regular dust cleaning process and methodology as prescribed by company PC5. Maintain accounts and related documentation
Productivity	To be competent, the user/individual on the job must be able to: PC6. make timely delivery to next process PC7. polish number of frames and components as per target deliverable and of design quality
Quality of output	To be competent, the user/individual on the job must be able to: PC8. deliver defect free and evenly finished jewellery PC9. achieve minimum damage after polishing and cleaning process PC10. deliver maximum number of QC-okayed frame or component
Problems handling	To be competent, the user/individual on the job must be able to: PC11. deliver complete product on time by reporting problems faced or anticipated well in advance
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: KA1. company's policies on: acceptable limits of precious metal loss per product type, incentives, delivery standards, safety and hazards, security, IPR, and personnel management KA2. work flow involved in jewellery manufacturing process of the company KA3. importance of the individual's role in the workflow KA4. reporting structure KA5. typical customer profile and market trends
B. Technical Knowledge	The individual on the job needs to know and understand: KB1. jewellery making process and types of jewellery KB2. uses of different types of buffs for different types of polish to be achieved KB3. overheating during buffing KB4. gemstone-setting, enamelling and plating process and their respective polishing and cleaning requirements KB5. different types of cleaning techniques such as magnetic tumbling, ultrasonic cleaning, cyanide bombing, pickling cleaning and electro-cleaning KB6. potential work hazards while using high speed rotating machines and chemicals

G&J/N0701

Polish, clean and finish the jewellery

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. to read notes and put notes on design SA2. to use technology such as computer for visual aid and improving efficiency
	Calculation and geometry skills
	The user/individual on the job needs to know and understand how: SA3. to assess gold loss at each step of jewellery making so as to deliver product of correct weight and size SA4. to translate finish and symmetry of design into ornament
	Teamwork and some multitasking
	The user/individual on the job needs to know and understand how: SA5. to share work load as required SA6. to deliver frame to next work process on time
B. Professional Skills	Reading design
	The user/individual on the job needs to know and understand: SB1. how to read design in order to convert design into frame as per finish required SB2. how to spot difficulties with respect to practicality of design
	Using tools and machines
	The user/individual on the job needs to know and understand how: SB3. to use the right buff for achieving the finish as per design SB4. to use the appropriate cleaning method, chemicals and machines for the stage of cleaning SB5. to understand safety procedures and hazards involved in polishing and cleaning SB6. to maintain tools and buffs
	Buffing and cleaning technique
	The user/individual on the job needs to know and understand how: SB7. to avoid overheating of product SB8. to avoid damage through chemicals
	Reducing precious metal loss
	The user/individual on the job needs to know and understand: SB9. prescribed precious metal loss for the entire jewellery piece SB10. Precious-metal loss limit applicable for polishing and cleaning SB11. how to reduce precious metal loss below the prescribed standards SB12. how to follow company's policies on collecting gold dust and fragments SB13. how to account in job sheet and return SB14. how to suggest improvements in order to reduce precious metal loss limits
	Reflective thinking
	The user/individual on the job needs to know and understand how:

G&J/N0701

Polish, clean and finish the jewellery

	SB15. to improve work processes SB16. to work with correct posture in sitting position SB17. to organise tools for ease of use
	Critical thinking
	The user/individual on the job needs to know and understand how: SB18. to spot process disruptions and delays

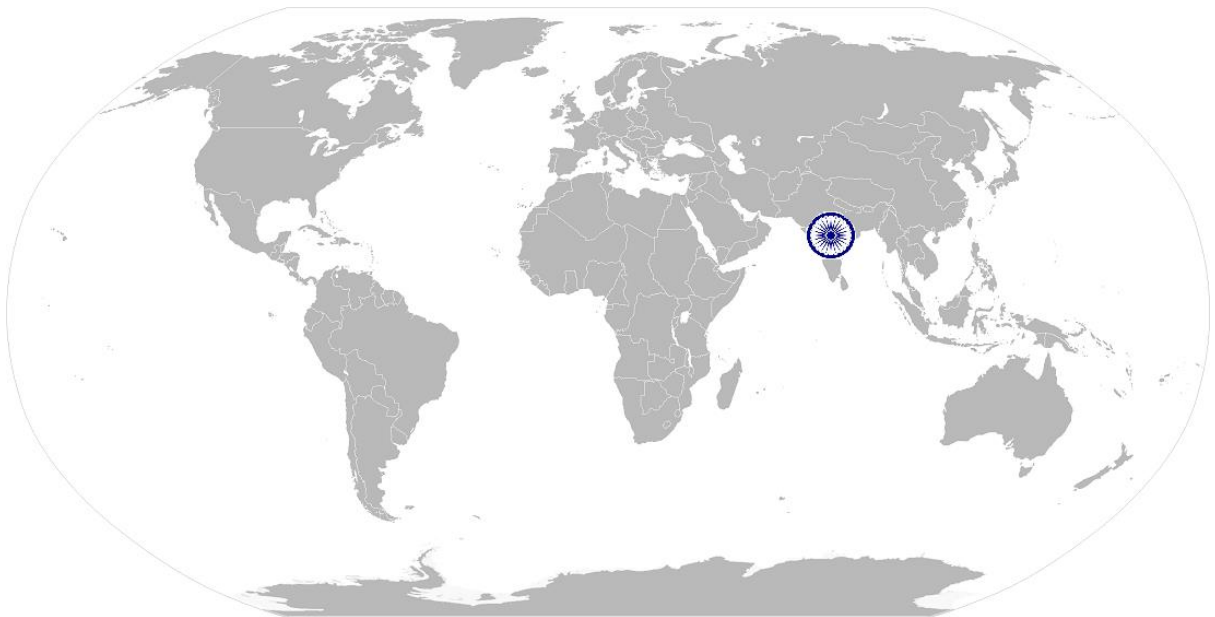
G&J/N0701

Polish, clean and finish the jewellery

NOS Version Control

NOS Code	G&J/N0701		
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 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 <p>Report any infringement observed in the company</p>
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

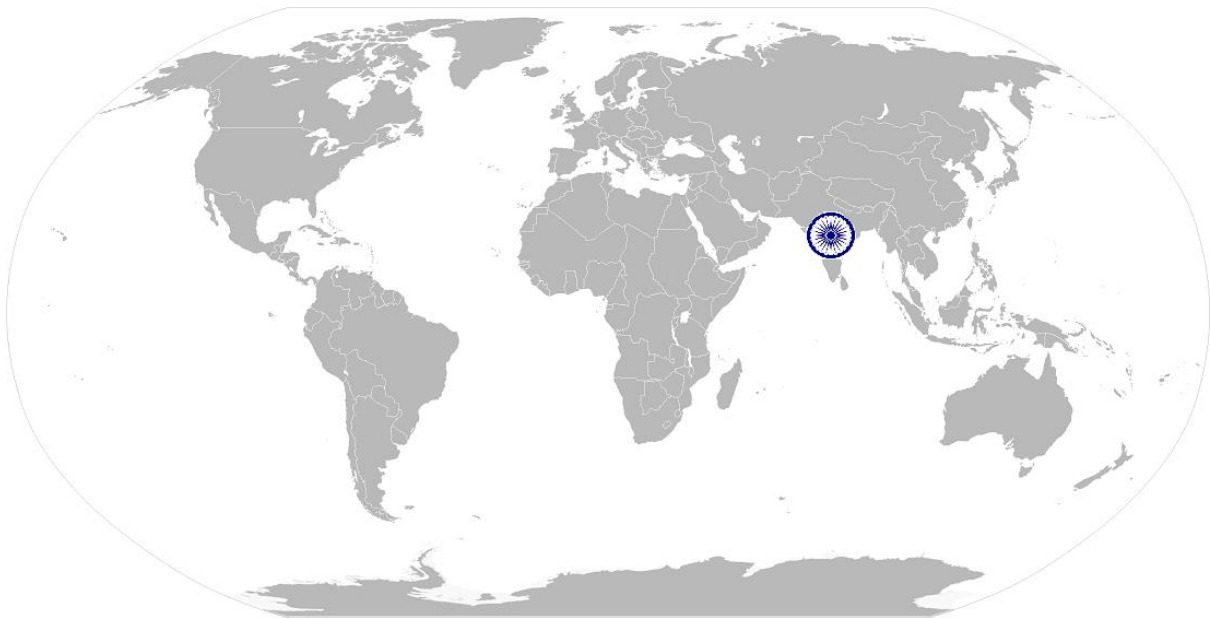
G&J/N9910

Maintain IPR and respect copyright

NOS Version Control

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

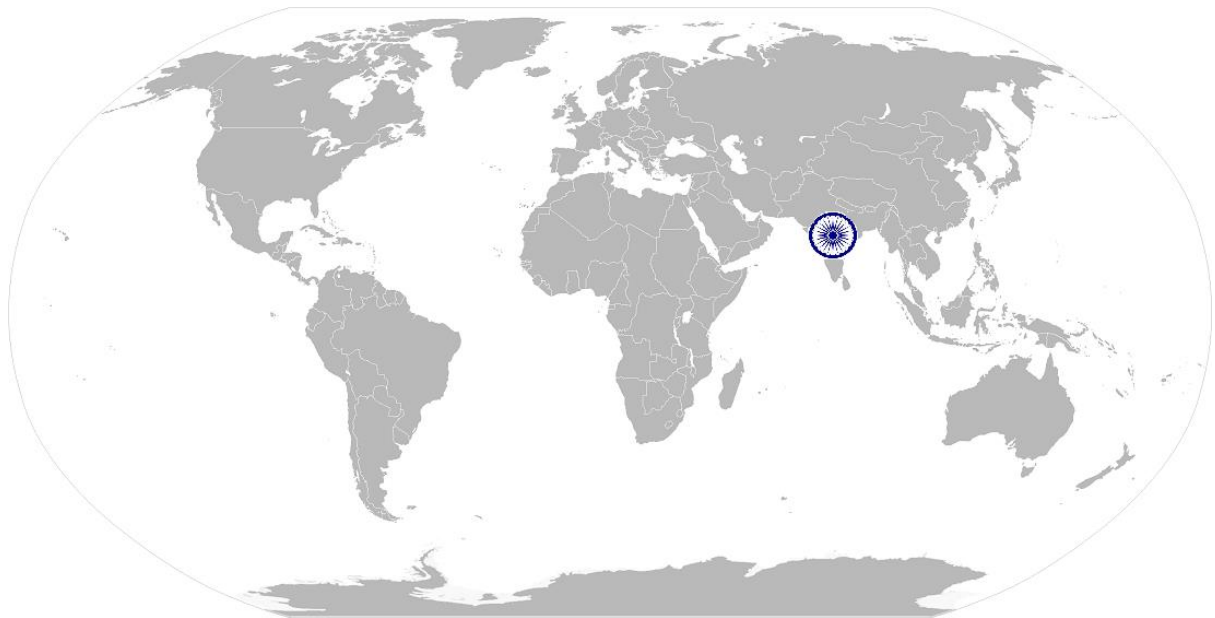
G&J/N9912

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: 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(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
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Definitions

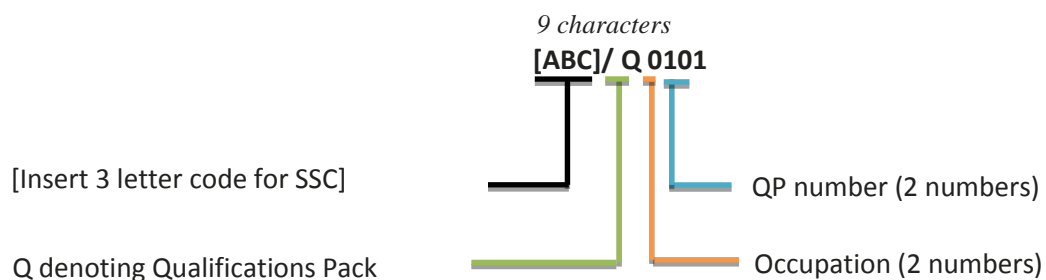
Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further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

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

Annexure

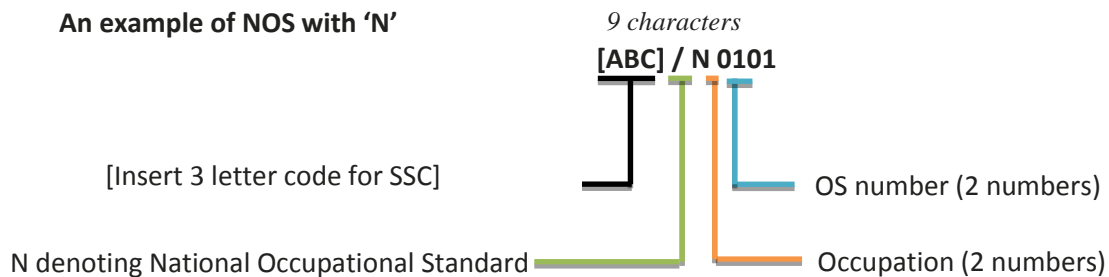
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



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

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

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

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role Polisher & Cleaner

Qualification Pack G&J/Q0701

Sector Skill Council Gem & Jewellery

Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Individual assessment agencies will create theory question papers for candidates at every examination/training centre. (as per assessment criteria below)
4. Individual assessment agencies will create practical tests for skill evaluation for candidates at every examination/training centre. (as per assessment criteria below)
5. To pass the Qualification Pack, every candidate should score a minimum of 50% in theory and 70% in practical to successfully clear the assessment.
6. In case of successfully passing only certain number of NOS's, the candidate is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

		Marks Allocation			
		Total Marks (80+20)	Out Of	Theory	Skills Practical
1.G&J/N0701 Polish, clean and finish the jewellery	PC1. achieve finish as per design requirement with minimum gold loss and damage	75	12	2	10
	PC2. avoid accidents while buffing and using acids for cleaning.		10	2	8
	PC3. maintain precious-metal loss as per company's loss margin policy		12	2	10
	PC4. conduct regular dust cleaning process and methodology as prescribed by company		10	2	8
	PC5. Maintain accounts and related documentation		3	0	3
	PC6. make timely delivery to next process		3	0	3

	PC7. polish number of frames and components as per target deliverable and of design quality		2	0	2
	PC8. deliver defect free and evenly finished jewellery		8	0	8
	PC9. achieve minimum damage after polishing and cleaning process		10	2	8
	PC10. deliver maximum number of QC-okayed frame or component		2	0	2
	PC11. deliver complete product on time by reporting problems faced or anticipated well in advance		3	0	3
		Total	75	10	65
2.G&J/N9910 Maintain IPR and respect copyright	PC1. Spot plagiarism and report	9	4	2	2
	PC2. understand rationale of patents and IPR		3	1	2
	PC3. avoid being involved in IPR violations		2	1	1
		Total	9	4	5
3. G&J/ N 9912 Coordinate with others	PC1. Understand the work output requirements	8	2	1	1
	PC2. Understand company policy and rule		2	1	1
	PC3. Deliver quality work on time as required by reporting any anticipated reasons for delays		1	0	1
	PC4. Put team over individual goals		1	0	1
	PC5. resolve conflicts and multi-task		2	1	1
		Total	8	3	5
4. G&J/ N 9914 Maintain safe work environment	PC1. Spot and report potential hazards on time	8	4	2	2

	PC2. Follow company policy and rules regarding use of hazardous materials		2	0	2
	PC3. Deliver quality work on time as required by reporting any anticipated reasons for delays		2	1	1
		Total	8	3	5