QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS
FOR GEMS AND JEWELLERY INDUSTRY

Contents

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-Appraiser and Valuer

SECTOR: GEMS AND JEWELLERY

SUB-SECTOR: Jewellery Retailing

OCCUPATION: Product repairing or remaking

REFERENCE ID: G&J/Q8502

ALIGNED TO: NCO-2004/ NIL

Appraiser and Valuer is the person in-charge of assessing karatage and fixing commercial value of a jewellery product in the jewellery store.

Brief Job Description: The individual in the jewellery retailing store assesses the quality of the jewellery product through standard assaying methods, fixes its value and prevents fraudulent sales.

Personal Attributes: The job requires the person to have: ability to document; attention to details; ability to follow procedures; good eye sight; flair for numbers; ability to analyse; and integrity.

Job Details

Qualifications Pack Code	G&J/Q8502		
Job Role	Appraiser and Valuer		
Credits(NVEQF/NVQF/NSQF) [*OPTIONAL*]	TBD	Version number	1.0
Sector	Gems and Jewellery	Drafted on	29/05/13
Sub-sector	Jewellery Retailing	Last reviewed on	30/07/13
Occupation	Inventory Management	Next review date	15/08/15

Job Role	Appraiser and Valuer
Role Description	Assessing the quality of jewellery product visually or testing by touchstone method or estimating karat with the help of test needles in order to value the product and rule out possibility of base metal filling or pure silver filling coated with thin gold sheet metal
NVEQF/NVQF level Minimum Educational Qualifications Maximum Educational Qualifications	5 Preferably 12th standard passed
Training	Not applicable
Experience	5 years in jewellery making / assessing
Applicable National Occupational Standards (NOS)	**Compulsory:** 1. G&J/N8502 Assess quality of jewellery product 2. G&J/N9940 Respect and maintain company's IPR 3. G&J/N9943 Maintain safe and clean environment **Optional:** Not Applicable
Performance Criteria	As described in the relevant OS units

National Occupational Standard
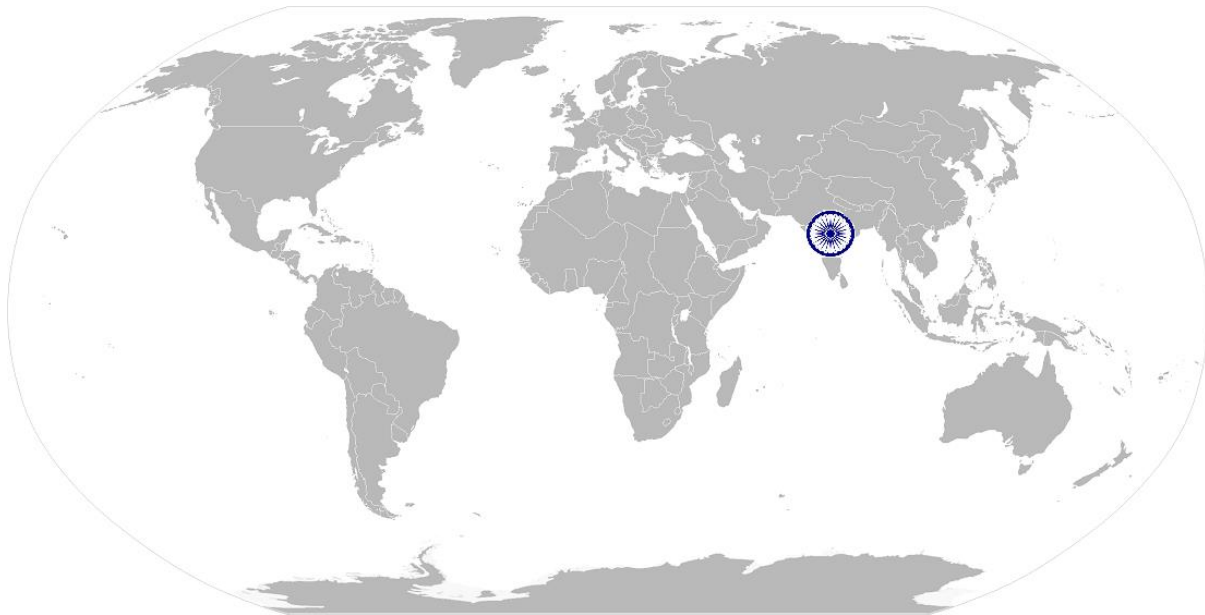
Overview

This unit is about assessing the quality of the jewellery product and valuation, distinguishing between fake or real, determine karatage with standard tools and knowledge. This includes assessments through destructive or non destructive methods.

G&J/N8502   **Assess quality of jewellery product**

Unit Code	G&J/N8502
Unit Title (Task)	**Assess quality of jewellery product**
Description	This OS unit is about assessing the jewellery in terms of the quality of the product and value of the jewellery as well as separating the fake by using tools and destructive and/or non-destructive methods
Scope	This unit/task covers the following:

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Receive jewellery product for assessment
- receive the jewellery products from sales executives or floor manager or store manager for assessment
- understand the procedure for assessment (for example: using non destructive method or destructive method of assessment)
- understand the timeline for assessment

Assess jewellery by non-destructive method
- perform visual assessment of jewellery for damaged or missing components or parts, surface peeling of plating,
- assess the types of solder used and assess corresponding drop in karat value after melting
- weigh the jewellery
- find the purity of gold jewellery through touchstone method by abrasion of jewellery and test needle in the touchstone and testing with acid to check filling of base metal or pure silver
- conduct specific gravity test
- for other type of metal jewellery, follow appropriate non destructive test such as acid test for silver jewellery
- use XRF machines to find the purity of metal
- in case of jewellery with stones, count the stones and take into account the stone weight, dust, wax, etc. before calculation of metal weight
- calculate the value of the jewellery after assessment and weighing

Assess jewellery by destructive method
- perform assessment of jewellery by destroying the product or part of the product
- take sample of the product which needs to be assessed and weigh them accurately
- perform the process of assaying to find the purity of the metal
- melt the metal using furnace
- weigh the metal and do acid process for removing alloys and other impurities
- weigh the metal to find the purity of the metal
- calculate the value of the jewellery after assessment and weighing

Interact and co ordinate with others
- interact with sales executives, floor manager and store manager to inform the value of the product

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- inform store manager when there is a issue such as the product is found to be fake or low quality of gold and should not be considered

Performance Criteria(PC) w.r.t. the Scope	
Element	**Performance Criteria**
Assess value of jewellery through non destructive method	To be competent, the user/individual on the job must be able to: PC1. judge the quality and karatage of product PC2. weigh the product accurately considering stone weight, dust, wax, etc. PC3. identify spurious jewellery PC4. estimate the amount of net gold, after deducting gemstones, beads and other non-gold components PC5. ensure that valuation of product should be close to no loss for the company
Assess value of jewellery through non destructive method	To be competent, the user/individual on the job must be able to: PC6. perform assessment process as per standard procedure PC7. perform the weighing and assaying process as per standards PC8. assess the purity of metal PC9. calculate the value of the jewellery product
Achieving productivity	To be competent, the user/individual on the job must be able to: PC10. check target number of jewellery products for gold content PC11. send maximum number of pieces for display or dispatch
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. organisation's lineage, history and culture KA2. company's policies on: Personnel management, relevant legislation, standards, policies, and procedures followed in the company KA3. company's policy of old jewellery exchange KA4. company's policy on jewellery assessment and testing KA5. company's policy on using methods of jewellery product assessment KA6. documentation and reporting practices followed in the organisation
B. TechnicalKnowledge	The user/individual on the job needs to know and understand: KB1. basic knowledge of the jewellery value chain from mining to consumption KB2. basics on precious metals jewellery such as Gold, Platinum, Silver along with their characteristics and differences KB3. jewellery related terminologies used in the industry KB4. 4Cs for gemstones KB5. different methods of assessing purity of metal KB6. destructive and non -destructive method of jewellery assessment KB7. use of assessment tools such as touchstone, XRF machine, furnace, etc. KB8. use of appropriate chemicals for testing and handling of chemicals KB9. process parameters during assaying or destructive method of assessment KB10. different stones used in jewellery, their weight and characteristics KB11. wax used for stone setting and their weight KB12. weighing jewellery (net and gross weight) taking into account stones, dust, wax, etc.

	KB13. different metals and their characteristics which are used in alloy making with precious metal KB14. metals and other particles which should not be added or mixed in the alloy for jewellery making KB15. arithmetic operations KB16. computer operation for weighing jewellery and documenting assessment results KB17. documentation process for recording of assessment, testing procedure, weighing, etc.
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to: SA1. record the stock details of jewellery SA2. record weight and assessment results in each process
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA3. read English and other languages
	Communication Skills
	The user/individual on the job needs to know and understand how to: SA4. interact with colleagues and others inside the store SA5. interact with vendors for supply of chemicals and other materials required for assessment SA6. inform about gold content and purity of product accurately
A. Professional skills	**Documentation and Basic mathematics**
	The user/individual on the job needs to know and understand how to: SB1. document assessment results in each process for reference SB2. calculate specific gravity and measure volume
	Using Computer System
	The user/individual on the job needs to know and understand how to: SB3. use computer for recording results of assessment as per standards SB4. use computer system which are connected to weighing machine (automatic capture of weight) during weighing of jewellery
	Using tools and equipment
	The user/individual on the job needs to know and understand: SB5. use eye glass or lights SB6. use XRF machine to assess purity of the metal SB7. use touchstone to assess quality by scribing of jewellery product SB8. use furnace for melting of metal SB9. use weighing and measurement tools SB10. use acids and needles and tools for handling chemicals and melted metal

G&J/N8502   **Assess quality of jewellery product**

	Adherence to quality and safety standards

	The user/individual on the job needs to know and understand:
	  SB11. entire process of assessment of jewellery product as per standards
	  SB12. Safety procedure needs to be followed while handling chemicals, melted metal, furnace, etc.

	Decision making skills
	The user/individual on the job needs to know and understand: SB13. How to decide on purity of gold content versus other metals

NOS Version Control

NOS Code	G&J/N8502		
Credits(NVEQF/NVQF/NSQF) [*OPTIONAL*]	TBD	Version number	1.0
Industry	Gems &Jewellery	Drafted on	22/07/13
Industry Sub-sector	Jewellery Retailing	Last reviewed on	30/07/13
		Next review date	15/08/15

National Occupational Standard

Overview

This unit is about respecting intellectual property rights of the company's products and designs. Intellectual property and Unique Selling Proposition is what makes a particular product or brand or company attract the customers to its products. This is an important "secret" of any organization and hence is a closely guarded.

Unit Code	G&J/N8701
Unit Title (Task)	**Maintain IPR and respect copyright**
Description	This OS unit is about protecting company's IPR and unique selling proposition from being disclosed to competitors
Scope	This unit/task covers the following: Protect company's Intellectual Property Rights (IPR) • to prevent leak of new designs/ plans to competitors by reporting on time • to be aware of any of company's product, process and design patents • to prevent leak of company's pricing policy and promotional strategies • to report IPR violations observed in the market, to manager or company head

Performance Criteria(PC) w.r.t. the Scope

Element	Performance Criteria
Maintaining IPR	To be competent, the user/individual on the job must be able to: PC1. be aware of company's code of conduct, patents and IPR PC2. not involve in IPR violations

Knowledge and Understanding (K)

A. Organizational Context	The user/individual on the job needs to know and understand: KA1. company's policies on: incentives, delivery standards, safety and hazards, code of conduct, integrity and IPR, and personnel management KA2. work flow involved in entire sales process followed in the company KA3. importance of the individual's role in the organisation KA4. reporting structure KA5. market trends
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. patents and IPR laws KB2. how IPR protection is important for competitiveness of a company

Skills (S) [Optional]

A. Core Skills/ Generic Skills	**Communication Skills**
	The user/ individual on the job needs to know and understand how to: SA1. effectively communicate any observed IPR violations or order leaks
B. Professional Skills	**Decision making**
	The user/individual on the job needs to know and understand how to: SB1. report potential sources of violations

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

NOS Version Control

NOS Code	G&J/N9940		
Credits(NVEQF/NVQF/NSQF)	TBD	Version number	1.0
Industry	Gems &Jewellery	Drafted on	22/07/13
Industry Sub-sector	Jewellery Retailing	Last reviewed on	30/07/13
		Next review date	15/08/15

National Occupational Standard
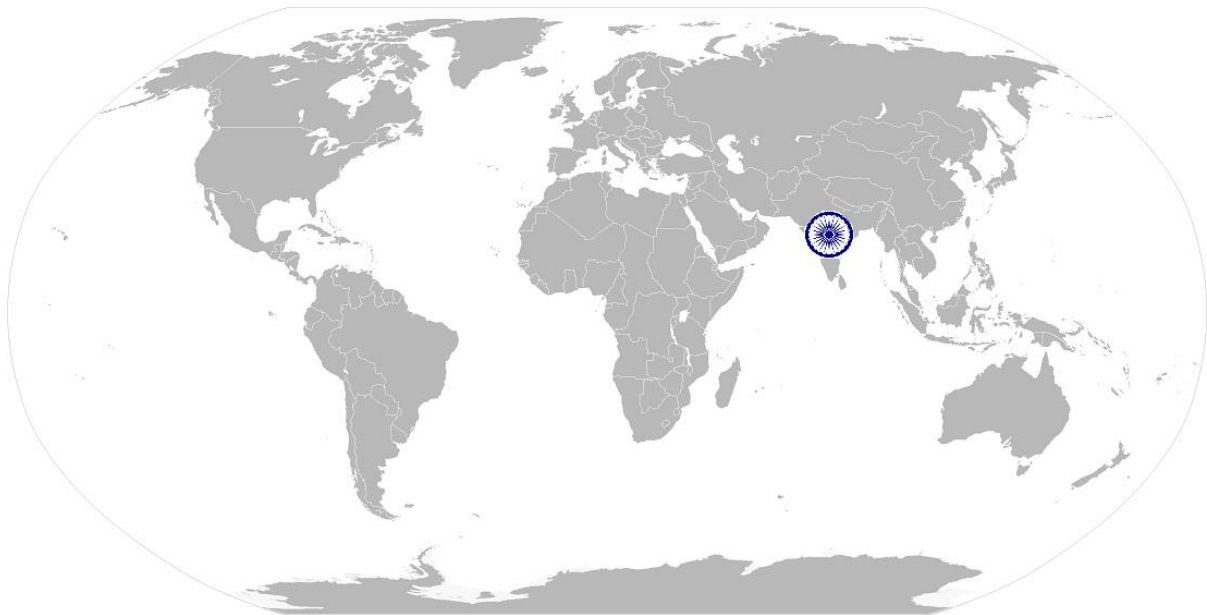
Overview

This unit is about maintaining a safe and clean retail counter in order to enable error-free sales and provide a better shopping experience for the customer. Safety of jewellery and customers at stores is an important aspect of jewellery retailing.

Unit Code	G&J/N9943
Unit Title (Task)	**Maintain safe and clean environment in the retail area**
Description	This OS unit is about maintaining safe and clean retail environment to enable smooth sales experience to customers while taking care that no jewellery is lost to theft or burglary
Scope	This unit/task covers the following: Display products at the counter • clean the counter • display trays one by one instead of all together • clean the jewellery off any stains or dust • display products attractively Maintain safety of jewellery displayed to customers • be vigilant on the stocks under display during sales • communicate promptly about any potential theft in the store Maintain personal hygiene • to be presentable as per store requirement • to follow prescribed dress code • to be easily approachable to customers Maintain cleanliness in the retail area • coordinate with housekeeping department to maintain cleanliness in the retail environment

Performance Criteria(PC) w.r.t. the Scope

Element	Performance Criteria
Maintaining clean environment	To be competent, the user/individual on the job must be able to: PC1. maintain cleanliness at the retail counter PC2. personal hygiene and presentable at all times
Safety of products	To be competent, the user/individual on the job must be able to: PC3. ensure that there is no loss of product or shoplifting PC4. report for potential theft or raise alarm in time

Knowledge and Understanding (K)

A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. company's policies on: Personnel management, safety practices and procedures, standards, policies, and procedures followed in the company KA2. organisation structure and its policy related to theft KA3. different departments in the retail store KA4. company's dress code policy and other etiquette KA5. documentation and reporting practices followed by the company

B. Technical Knowledge	The user/individual on the job needs to have:
	KB1. knowledge of cleaning the jewellery using equipment such as ultrasonic cleaner
	KB2. knowledge of cleaning agents that can be used for cleaning the display
	KB3. knowledge of hazardous material in the store
	KB4. basic knowledge on visual merchandising and display of products

Skills (S) [Optional]

A. Core Skills/ Generic Skills	**Communication Skills**
	The user/individual on the job needs to know and understand how to:
	SA1. coordinate with housekeeping department in order to maintain a clean environment in the store
	SA2. escalate concerns on hazardous material to the store or floor manager
	SA3. effectively inform about any potential theft
	Organising Skills
	The user/individual on the job needs to know and understand how to:
	SA4. keep the stocks, system and other equipment used such as weigh scale, calculators in an organized manner
	SA5. keep the sale counter clean
B. Professional skills	**Decision making**
	The user/ individual on the job needs to know and understand how to:
	SB1. report potential sources of danger
	SB2. follow prescribed procedure in the event of an accident

NOS Version Control

NOS Code	G&J/N9943		
Credits(NVEQF/NVQF/NSQF) [*OPTIONAL*]	TBD	Version number	1.0
Industry	Gems &Jewellery	Drafted on	22/07/13
Industry Sub-sector	Jewellery Retailing	Last reviewed on	30/07/13
		Next review date	15/08/15

Definitions

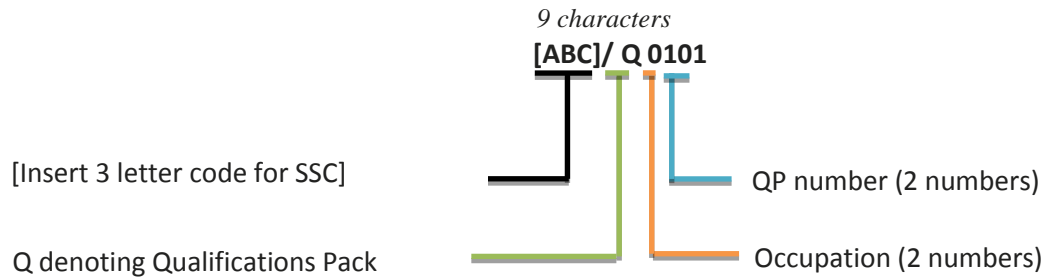| Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further 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 specific designated responsibilities.

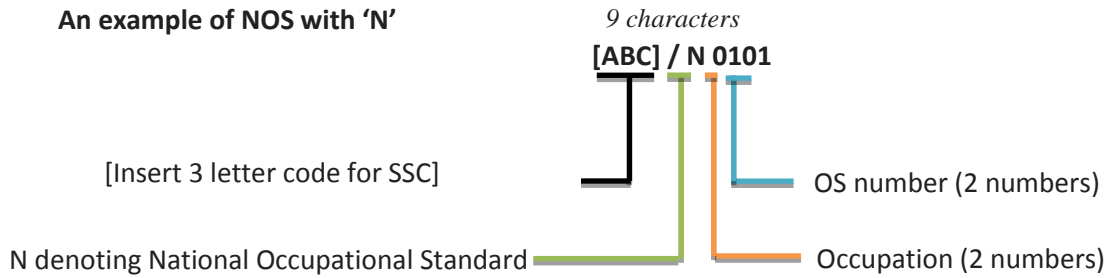| Core Skills/ Generic Skills	Core skills or generic skills are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Keywords /Terms	**Description**
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

9 characters
[ABC]/ Q 0101

[Insert 3 letter code for SSC]

Q denoting Qualifications Pack

QP number (2 numbers)

Occupation (2 numbers)

Occupational Standard

An example of NOS with 'N'

9 characters
[ABC] / N 0101

[Insert 3 letter code for SSC]

N denoting National Occupational Standard

OS number (2 numbers)

Occupation (2 numbers)

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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 **Q**P or **N**OS	N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role Appraiser & Valuer

Qualification Pack G&J/Q8502

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/N8502 Assess the jewellery product	PC1. judge the quality of product through experience	80	8	0	8
	PC2. weigh the product accurately considering stone weight, dust, wax, etc.		5	0	5
	PC3. assess the quality of the product as per standards		8	0	8
	PC4. ensure that valuation of product should be close to no loss for the company		7	0	7

	PC5. perform assessment process as per standard procedure		7	0	7
	PC6. perform the weighing and assaying process as per standards		15	5	10
	PC7. assess the purity of metal		15	5	10
	PC8. calculate the value of the jewellery product		15	5	10
		Total	**80**	**15**	**65**
2. G&J/N9940 Maintain IPR at work	PC1. be aware of company's code of conduct, patents and IPR	**7**	4	1	3
	PC2. not involve in IPR violations		3	1	2
		Total	**7**	**2**	**5**
3. G&J/N9943 Maintain safe and clean work environment	PC1. maintain cleanliness at the retail counter	**13**	3	1	2
	PC2. personal hygiene and presentable at all times		4	1	3
	PC3. ensure that there is no loss of product or shoplifting		3	1	2
	PC4. report for potential theft or raise alarm in time		3	0	3
		Total	**13**	**3**	**10**