![GJSCI logo — Gem & Jewellery Skill Council of India]

![NSDC logo — National Skill Development Corporation]

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

Contact Us:
GJSCI, Mumbai

E-mail: coo@gjsci.org

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Introduction

Qualifications Pack- Cashier

SECTOR: GEMS AND JEWELLERY

SUB-SECTOR: Jewellery Retailing

OCCUPATION: Selling

REFERENCE ID: G&J/Q8301

ALIGNED TO: NCO-2004/4211.30

Cashier is an employee in a retail store who handles cash transaction with the customers.

Brief Job Description: The individual in the retail store is in-charge of billing, collecting the payment from the customers and closing the sales transaction in a retail store. The individual also maintains records of sales transaction and other documents required for compliance.

Personal Attributes: The job requires the person to have: book keeping knowledge, computer operation knowledge, ability to count currency notes manually in a swift manner, knowledge of regulatory requirements, ability to document and maintain record, integrity and ability to operate different equipments which aid in closing the transaction. The individual should also be presentable, proactive and willing to work for long hours, generally, in sitting position.

Job Details

Qualifications Pack Code	G&J/Q8301		
Job Role	**Cashier**		
Credits(NVEQF/NVQF/NSQF) [*OPTIONAL*]	TBD	**Version number**	1.0
Sector	Gems and Jewellery	**Drafted on**	25/07/13
Sub-sector	Jewellery Retailing	**Last reviewed on**	30/07/13
Occupation	Selling	**Next review date**	15/08/15

Job Role	Cashier
Role Description	Preparing bill, collecting the cash from the customers and closing the sales transaction in a retail store. Also, maintaining the record of sales transaction and other documents required for compliance.
NVEQF/NVQF level **Minimum Educational Qualifications** **Maximum Educational Qualifications**	4 Graduate
Training	Not applicable
Experience	Not applicable
Applicable National Occupational Standards (NOS)	**Compulsory:** 1. G&J/N8301 Close the sales transaction 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
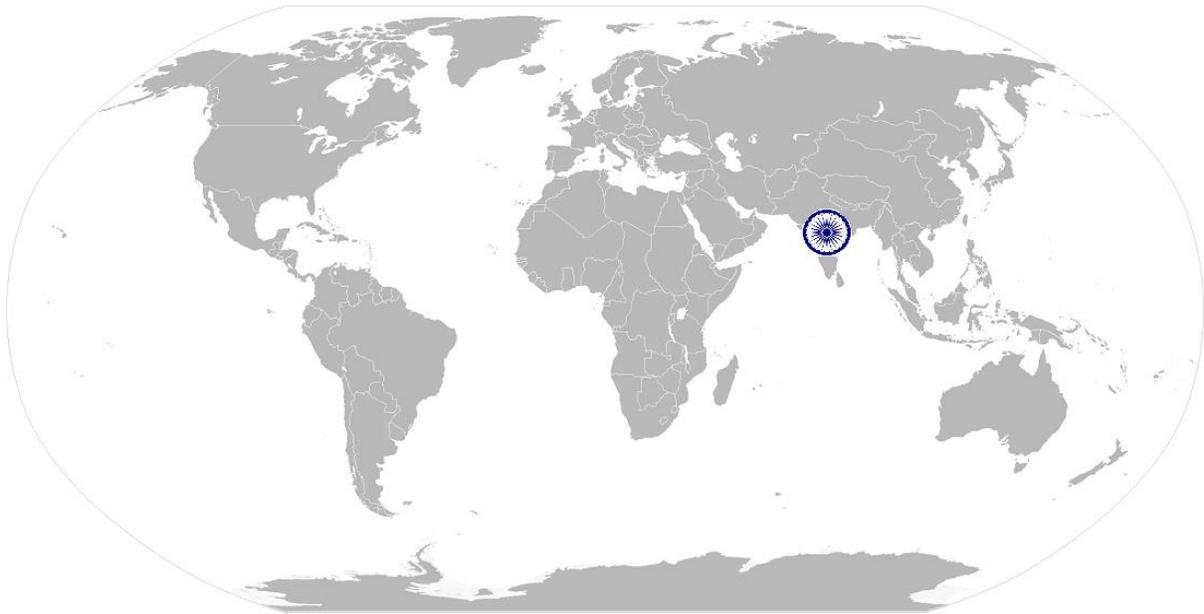
Overview

This unit is about closing the sales transaction. This includes preparing bill, collecting payment from customers and maintaining a record of the sales transactions.

NOS
National Occupational Standards

N·S·D·C
National
Skill Development
Corporation

G&J/N8301　　　　　　　**Close the sales transaction**

<table>
<tr><td rowspan="20" style="vertical-align:top">National Occupational Standard</td><td>Unit Code</td><td>G&J/N8301</td></tr>
<tr><td>Unit Title
(Task)</td><td>Close the sales transaction</td></tr>
<tr><td>Description</td><td>This OS unit is about dealing with closing the sales transaction and maintaining records of all transactions.</td></tr>
<tr><td>Scope</td><td>

This unit/task covers the following:

Prepare bill
- weigh the jewellery selected by the customer for purchase and calculate the billing amount accordingly
- verify the tag in the jewellery and prepare the bill accordingly
- ensure all necessary details such as weight of jewellery, tax amount, etc. is mentioned in the bill
- mention the discount amount (if any) in the bill as per company policy
- prepare bill according to the transaction. For example, if a customer is exchanging an old jewellery, only differential amount needs to be billed with appropriate details
- prepare appropriate bill for saving scheme account customers during encashment
- prepare bill in a short time as the customer will be willing to leave the store soon after the purchase decision is made

Receive the payments from customer
- collect cash from the customer as per the bill amount and verify for fake notes
- perform necessary functions if the payment is through alternate mode of cash payment such as credit card, debit card, gift vouchers, etc.
- mention customers about additional charge levied (if any) for using card payment
- collect the installment amount for saving scheme as applicable

Maintain the records of transaction
- record all the transactions made in the retail store
- maintain a copy of all the bills
- maintain the sales record on a daily basis and tally the accounts
- maintain details of saving scheme accounts operated
- collect necessary details of the customers such as pan card number when the billing amount exceeds a certain amount as per the regulatory requirement
- maintain all the records required for regulatory compliance and audit purposes
- record the sales transaction for the customer loyalty program (if any) such as updating the customer loyalty card points as per the purchase made

Operate necessary equipments for closing the purchase transaction
- use the weighing machine to weigh the jewellery before billing
- use counting machine for currency note counting
- use fake note detector to identify fake notes
- use computer system to prepare the bill
- use bar code scanning equipment to make the billing

</td></tr>
</table>

G&J/N8301   **Close the sales transaction**

	Interact and coordinate with others • interact with sales executives and floor manager to receive details for billing • interact with store manager for raising any concerns, providing information on collection, etc. • interact with customers for getting details for billing, address any concern in the bill, etc.

Performance Criteria(PC) w.r.t. the Scope	
Element	**Performance Criteria**
Prepare bill	To be competent, the user/individual on the job must be able to: PC1. mention all appropriate details in the bill PC2. address any customer complaints in billing PC3. ensure that there is no deviation from company billing policy
Collect the payment	To be competent, the user/individual on the job must be able to: PC4. close the transaction within a specified time PC5. collect all necessary document from customers as per regulatory requirements PC6. tally accounts PC7. Ensure that there is no deviation from company pricing policy
Maintain records of transaction	To be competent, the user/individual on the job must be able to: PC8. maintain record of daily account of sales as per store policy PC9. maintain document for audit and regulatory purpose
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, relevant legislation, standards, policies, and procedures followed in the company KA2. company's various saving scheme offerings KA3. company's human resource policy KA4. company's pricing policy KA5. company's billing policy KA6. company's customer loyalty program KA7. documentation and reporting practices followed in the organization
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. book keeping KB2. basics on jewellery product KB3. prepare bill with all relevant details such as jewellery details, discounts, etc. KB4. prepare bill according to transaction such as old jewellery exchange, encashment of saving scheme account, etc. KB5. closing the sales transaction when there is an alternate mode of payment such as credit card KB6. documents to be collected from customer when billing amount exceeds specific amount as per government policy KB7. maintain the record of all transactions made in the store KB8. various documents and records required for regulatory and audit purpose

	KB9. identify fake currency notes KB10. computer and internal software operation to prepare bills

| **Skills (S) [Optional]**	
A. Core Skills/ **Generic Skills**	**Reading and Writing Skills**
	The user/ individual on the job needs to know and understand how to: SA1. record the note prepared by sales executive for the purchase made by the customer to bill accordingly SA2. read the bill prepared and ensure availability of relevant information SA3. read the details of saving scheme customer account details during encashment SA4. prepare bills (written) in the bill book
	Communication Skills (Listening, Talking and Language)
	The user/individual on the job needs to know and understand how to: SA5. interact with customer to collect relevant documents to complete the purchase transaction SA6. interact with store manager to provide details on the daily sales data SA7. interact with sales executive to confirm the purchase details
A. Professional skills	**Currency notes related skills**
	The user/individual on the job needs to know and understand how to: SB1. count currency notes quickly through hands SB2. identify fake currency notes by checking the critical section of the notes visually
	Using equipments
	The user/individual on the job needs to know and understand how to: SB3. use computer and internal software to prepare bill, identify price of the jewellery, maintenance of sales record, etc SB4. operate equipments such as counting machine, fake currency note detector, etc. which aid in closing the purchase transaction
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB5. resolve human resource issues arising in the work SB6. resolve any issues / problems faced by the customer inside the retail store

NOS Version Control

NOS Code	G&J/N8301		
Credits(NVEQF/NVQF/NSQF) [*OPTIONAL*]	TBD	Version number	1.0
Industry	Gems & Jewellery	Drafted on	25/07/13
Industry Sub-sector	Jewellery Retailing	Last reviewed on	30/07/13
		Next review date	15/08/15

National Occupational Standard
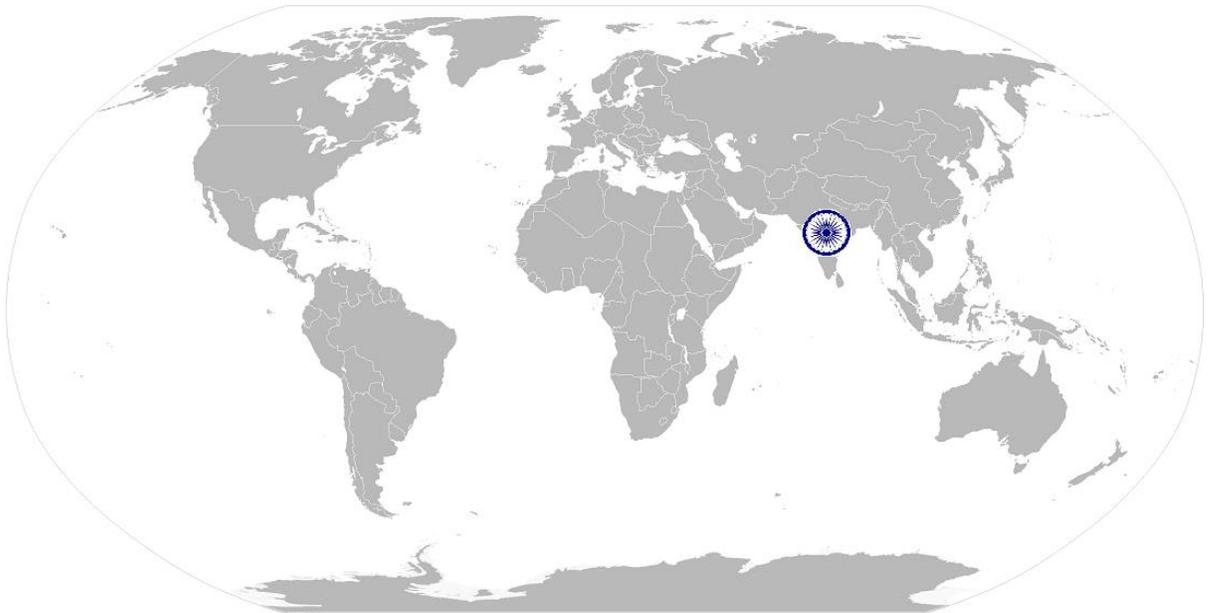
Overview

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.

**G&J/N9940**   **Respect and maintain company's IPR**

Unit Code	G&J/N9940
Unit Title (Task)	Respect and maintain IPR of the company
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 |
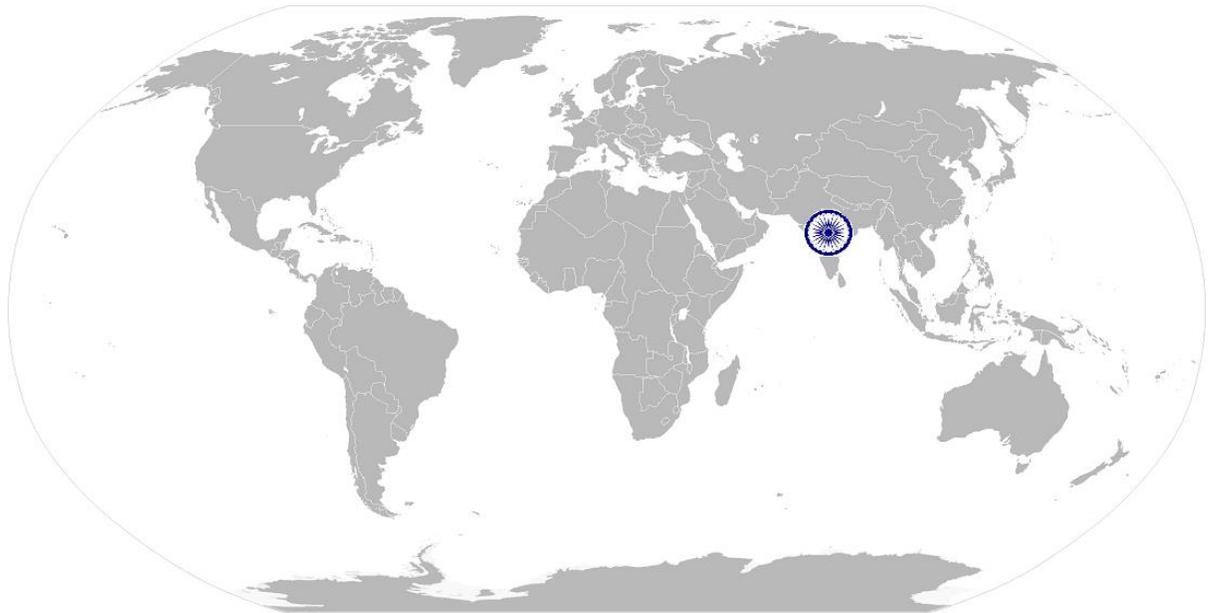
NOS Version Control

NOS Code	G&J/N9940		
Credits(NVEQF/NVQF/NSQF)	TBD	Version number	1.0
Industry	Gems &Jewellery	Drafted on	25/07/13
Industry Sub-sector	Jewellery Retailing	Last reviewed on	30/07/13
		Next review date	15/08/15
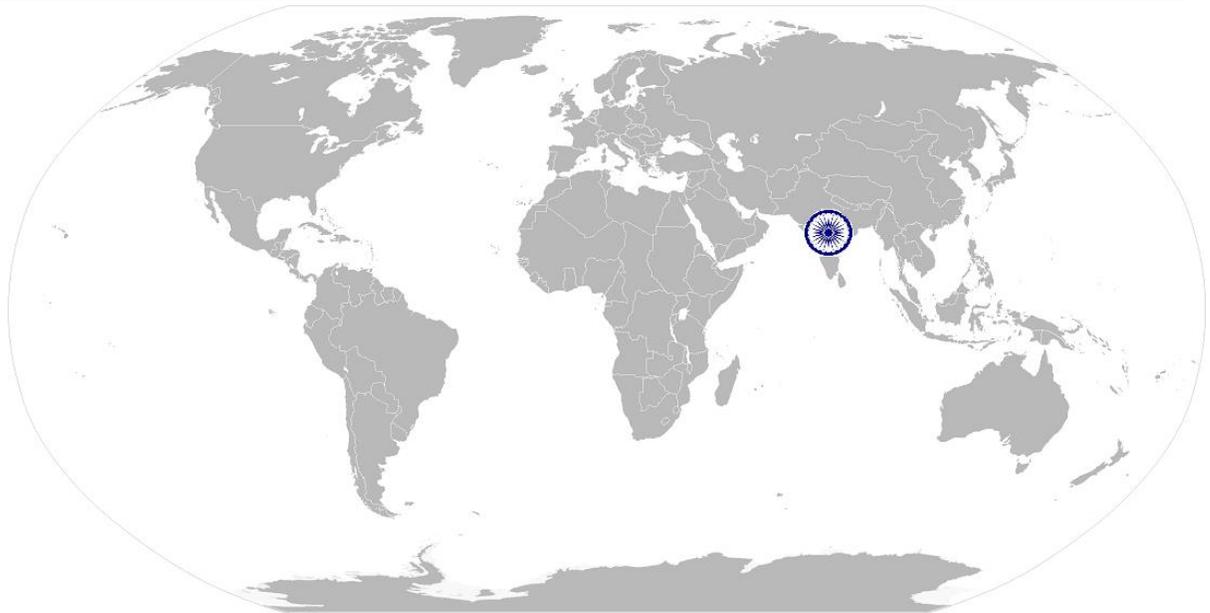
National Occupational Standard
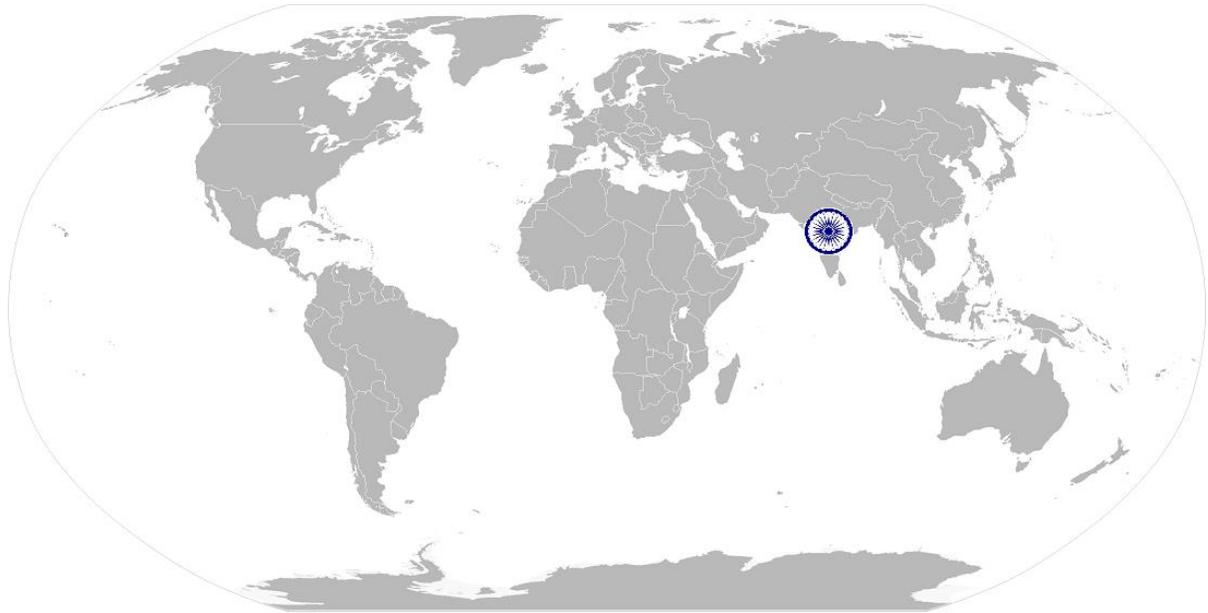
Overview

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.

G&J/N9943   Maintain safe and clean work environment

Unit Code	G&J/N8704
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

National Occupational Standard

G&J/N9943   **Maintain safe and clean work environment**

B. Technical Knowledge	The user/individual on the job needs to have:
	KB1. knowledge of cleaning the jewellery using equipments 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/N8704		
Credits(NVEQF/NVQF/NSQF) [*OPTIONAL*]	TBD	Version number	1.0
Industry	Gems &Jewellery	Drafted on	25/07/13
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

Acronyms

	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)
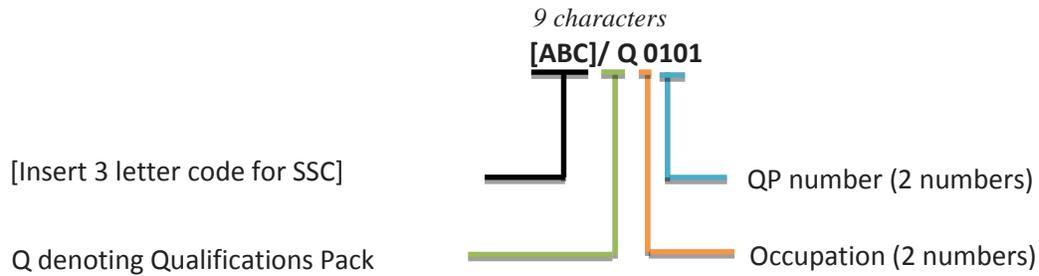
Occupational Standard

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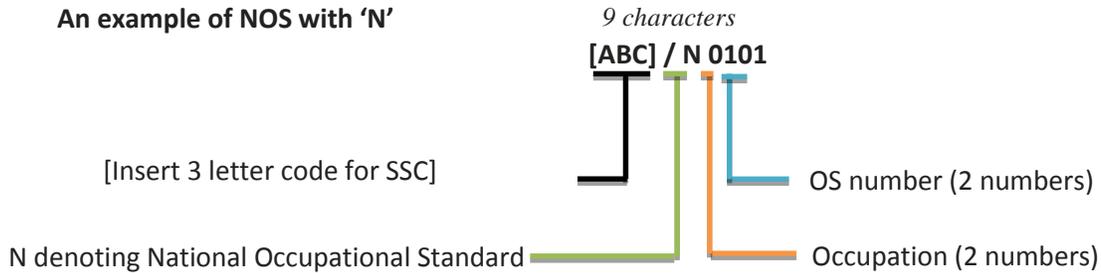
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The following acronyms/codes have been used in the nomenclature above:

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		Qualifications Pack- Cashier		
Qualification Pack		Qualifications Pack- Cashier		
Sector Skill Council		GEMS & JEWELLERY		
		Assessment Strategy	Marks Allocation	
NOS	Elements	Performance Criteria	Theory	Practical
1. G&J/N8301 Close the sales transaction	Prepare bill	PC1. mention all appropriate details in the bill	2	10
		PC2. address any customer complaints in billing	2	10
		PC3. ensure that there is no deviation from company billing policy	1	8
	Collect the payment	PC4. close the transaction within a specified time	1	8
		PC5. collect all necessary document from customers as per regulatory requirements	2	8
		PC6. tally accounts	2	8
		PC7. Ensure that there is no deviation from company pricing policy	1	6
	Maintain records of transaction	PC8. maintain record of daily account of sales as per store policy	2	6
		PC9. maintain document for audit and regulatory purpose	1	6
			14	70
2. G&J/N9940 Maintain IPR at work	Maintaining IPR	PC1. be aware of company's code of conduct, patents and IPR	1	0
		PC2. not involve in IPR violations	1	0
			2	0
3. G&J / N 9943 Maintain safe and clean work environment	Maintaining clean environment	PC1. maintain cleanliness at the retail counter	1	5
		PC2. personal hygiene and presentable at all times	1	5
	Safety of products	PC3. ensure that there is no loss of product or shoplifting	1	0
		PC4. report for potential theft or raise alarm in time	1	0
			4	10
			20	80
			100	