



Floor Supervisor (Ceramics)

QP Code: HCS/Q0101

Version: 2.0

NSQF Level: 4

Handicrafts and Carpet Sector Skill Council || OCF, Plot No. 2, Pocket 9, Sector B, Vasant Kunj
New Delhi - 110070

Contents

HCS/Q0101: Floor Supervisor (Ceramics)	3
<i>Brief Job Description</i>	3
Applicable National Occupational Standards (NOS)	3
<i>Compulsory NOS</i>	3
<i>Qualification Pack (QP) Parameters</i>	3
HCS/N0101: Oversee the production process	5
HCS/N0102: Perform inline quality check	12
HCS/N9901: Coordinate with colleagues and work as a team	18
HCS/N9902: Maintain Safe and Healthy Work Environment	24
HCS/N9903: Maintain Personal Hygiene	29
HCS/N9904: Basic Business Management	33
Assessment Guidelines and Weightage	39
<i>Assessment Guidelines</i>	39
<i>Assessment Weightage</i>	40
Acronyms	41
Glossary	42

HCS/Q0101: Floor Supervisor (Ceramics)

Brief Job Description

The floor supervisor needs to manage and monitor the overall production process by interfacing with all departments of the production floor and continuously checking the products for quality in the production cycle

Personal Attributes

The job requires the individual to have: leadership skills, the ability to manage people, interpersonal skills, good observation, attention to detail, motivational skills, managing teams, trouble shooting, and multitasking

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [HCS/N0101: Oversee the production process](#)
2. [HCS/N0102: Perform inline quality check](#)
3. [HCS/N9901: Coordinate with colleagues and work as a team](#)
4. [HCS/N9902: Maintain Safe and Healthy Work Environment](#)
5. [HCS/N9903: Maintain Personal Hygiene](#)
6. [HCS/N9904: Basic Business Management](#)

Qualification Pack (QP) Parameters

Sector	Handicrafts and Carpet
Sub-Sector	Handicrafts (Ceramics)
Occupation	Production Management
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/NIL

Minimum Educational Qualification & Experience	Diploma (Ceramic Engineering) with 2 Years of experience in Ceramic Production OR Certificate NSQF Level 3 (Ceramics Preparation Artisan) with 5 years of relevant experience.
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	NA
NSQC Approval Date	
Version	2.0

HCS/N0101: Oversee the production process

Description

This OS unit is about overseeing the production process by adhering to the production schedules and interfacing with multiple teams to ensure the production process is hassle-free.

Scope

The scope covers the following :

- understand production schedule
- ensure production schedule compliant processes
- manage human resources
- manage any challenges
- ensure quality and production standards
- record production process-related data

Elements and Performance Criteria

Understand production schedule

To be competent, the user/individual on the job must be able to:

- PC1.** understand the various aspects of the production schedule
- PC2.** form ideas on the indicative time required for each module of production
- PC3.** interface with various team leaders to discuss on the schedule and expected hurdles.
- PC4.** evaluate and allocate time to each operation efficiently.
- PC5.** list and categorize the resources required for the production.
- PC6.** ensure that the tools and equipment available and in working condition to meet the production timelines.
- PC7.** identify and procure the required tools and equipment which are not available, before starting the production.

Ensure production schedule compliant process

To be competent, the user/individual on the job must be able to:

- PC8.** ensure that the production moves smoothly from one department to the other
- PC9.** interface with various teams to check if the process flow is smooth
- PC10.** observe the flow of the process and intervene when required
- PC11.** predict key result areas that are critical for the production
- PC12.** monitor the overall time spent in each operation
- PC13.** proactively speed up the processes that lag
- PC14.** interact with various department heads on the progress
- PC15.** move around in the production floor observing processes

Manage human resources

To be competent, the user/individual on the job must be able to:

- PC16.** allot work appropriately based on skills and efficiency
- PC17.** train the team on the production floor when required

- PC18.** interact with the team regularly
- PC19.** promote open communication with proper hierarchy
- PC20.** motivate and keep the work spirits high
- PC21.** assess and evaluate the performance of the team
- PC22.** avoid any conflict in the team.
- PC23.** resolve conflicts when required
- PC24.** ensure high performing individuals/teams are rewarded

Manage any challenges

To be competent, the user/individual on the job must be able to:

- PC25.** pre-empt any problems in production and avoid the same
- PC26.** handle any technical issues in production
- PC27.** ensure that the same issue does not come up in the future
- PC28.** ensure a quick replacements of manpower/machine is always on standby
- PC29.** ensure the maintenance team is available on even short notice.

Ensure quality and productivity standards

To be competent, the user/individual on the job must be able to:

- PC30.** visually examine the entire process
- PC31.** ensure that there is no wastage of materials
- PC32.** ensure overall cleanliness is maintained
- PC33.** ensure there is no dilution in quality

Record production process-related data

To be competent, the user/individual on the job must be able to:

- PC34.** design formats for recording various types of data
- PC35.** ensure the inventory records are maintained
- PC36.** ensure that all material movements are on record
- PC37.** ensure that the daily production report is maintained
- PC38.** ensure that the daily packing report is properly maintained

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational policies on: personnel management, relevant legislation, standards, policies, and procedures followed in the company
- KU2.** work history and culture of the organization
- KU3.** organizational structure
- KU4.** organizational policies related to dress code and etiquette
- KU5.** the locations where the materials are typically stored
- KU6.** the key product lines of the company
- KU7.** production schedule
- KU8.** skill levels of employees
- KU9.** ceramics manufacturing process

- KU10.** production planning and control
- KU11.** machine and tools required for the manufacturing
- KU12.** time-management
- KU13.** handling the raw materials appropriately
- KU14.** storing the raw materials appropriately
- KU15.** the correct way of handling tools and equipment
- KU16.** operation of various equipment
- KU17.** human resource management
- KU18.** cost efficiency analysis
- KU19.** raw materials and their properties
- KU20.** typical production issues and hurdles
- KU21.** optimal manufacturing techniques
- KU22.** monitoring stage-wise outputs
- KU23.** required time for each operation
- KU24.** efficient processing techniques

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** write process notes
- GS2.** write production cycles related data
- GS3.** read about various ceramics manufacturing related information
- GS4.** interact with employees to work efficiently
- GS5.** interact with the various department heads
- GS6.** communicate the gaps in process, if any to relevant colleagues
- GS7.** allocation of job
- GS8.** adhere to the production schedule
- GS9.** identify critical processes
- GS10.** prioritize and organise to achieve the daily targets
- GS11.** capture customer preference, taste, etc. and accordingly make craft
- GS12.** solve work related problems
- GS13.** analyse the material requirement
- GS14.** identify process disruptions and delays
- GS15.** report concerns to manger without delay

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Understand production schedule</i>	7	12	-	-
PC1. understand the various aspects of the production schedule	1	2	-	-
PC2. form ideas on the indicative time required for each module of production	1	2	-	-
PC3. interface with various team leaders to discuss on the schedule and expected hurdles.	1	2	-	-
PC4. evaluate and allocate time to each operation efficiently.	1	2	-	-
PC5. list and categorize the resources required for the production.	1	2	-	-
PC6. ensure that the tools and equipment available and in working condition to meet the production timelines.	1	1	-	-
PC7. identify and procure the required tools and equipment which are not available, before starting the production.	1	1	-	-
<i>Ensure production schedule compliant process</i>	8	14	-	-
PC8. ensure that the production moves smoothly from one department to the other	1	1	-	-
PC9. interface with various teams to check if the process flow is smooth	1	2	-	-
PC10. observe the flow of the process and intervene when required	1	3	-	-
PC11. predict key result areas that are critical for the production	1	2	-	-
PC12. monitor the overall time spent in each operation	1	2	-	-
PC13. proactively speed up the processes that lag	1	2	-	-
PC14. interact with various department heads on the progress	1	1	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. move around in the production floor observing processes	1	1	-	-
<i>Manage human resources</i>	9	9	-	-
PC16. allot work appropriately based on skills and efficiency	1	1	-	-
PC17. train the team on the production floor when required	1	1	-	-
PC18. interact with the team regularly	1	1	-	-
PC19. promote open communication with proper hierarchy	1	1	-	-
PC20. motivate and keep the work spirits high	1	1	-	-
PC21. assess and evaluate the performance of the team	1	1	-	-
PC22. avoid any conflict in the team.	1	1	-	-
PC23. resolve conflicts when required	1	1	-	-
PC24. ensure high performing individuals/teams are rewarded	1	1	-	-
<i>Manage any challenges</i>	5	9	-	-
PC25. pre-empt any problems in production and avoid the same	1	3	-	-
PC26. handle any technical issues in production	1	3	-	-
PC27. ensure that the same issue does not come up in the future	1	1	-	-
PC28. ensure a quick replacements of manpower/machine is always on standby	1	1	-	-
PC29. ensure the maintenance team is available on even short notice.	1	1	-	-
<i>Ensure quality and productivity standards</i>	4	8	-	-
PC30. visually examine the entire process	1	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC31. ensure that there is no wastage of materials	1	2	-	-
PC32. ensure overall cleanliness is maintained	1	2	-	-
PC33. ensure there is no dilution in quality	1	2	-	-
<i>Record production process-related data</i>	5	10	-	-
PC34. design formats for recording various types of data	1	2	-	-
PC35. ensure the inventory records are maintained	1	2	-	-
PC36. ensure that all material movements are on record	1	2	-	-
PC37. ensure that the daily production report is maintained	1	2	-	-
PC38. ensure that the daily packing report is properly maintained	1	2	-	-
NOS Total	38	62	-	-

National Occupational Standards (NOS) Parameters

NOS Code	HCS/N0101
NOS Name	Oversee the production process
Sector	Handicrafts and Carpet
Sub-Sector	Handicrafts (Ceramics)
Occupation	Production Management
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	NA
Next Review Date	NA
Deactivation Date	NA
NSQF Clearance Date	NA

HCS/N0102: Perform inline quality check

Description

This OS unit is about performing in-line quality checks across the different stages of production to ensure that the errors can be identified & rectified during the same operation and the end products are of high quality.

Scope

The scope covers the following :

- understand quality parameters
- perform the inline quality checks
- record quality-related data

Elements and Performance Criteria

Understand quality parameters

To be competent, the user/individual on the job must be able to:

- PC1.** understand the various aspects of quality for the different stages of production
- PC2.** appreciate the rationale behind the defined parameters and standards
- PC3.** formulate the parameters were not defined
- PC4.** communicate the parameters and standards to the teams
- PC5.** interact with team leaders to ensure all the parameters and standards are being followed
- PC6.** identify the typical loss generating activities
- PC7.** assign the order of importance to the quality parameters
- PC8.** communicate with the qc team regularly

Perform inline quality checks

To be competent, the user/individual on the job must be able to:

- PC9.** visit the production floor inspecting various aspects of production
- PC10.** identify any deviation from the production model/requirement sheet
- PC11.** actively interact with production team to understand the overall process flow
- PC12.** collect samples from various stages of production
- PC13.** examine samples for quality
- PC14.** examine the quality of samples by using various testing equipment as well as by visual inspection
- PC15.** interface with the departments in the case of deviation
- PC16.** recall and refer to the last production reports to analyze the causes of deviation

Record quality-related data

To be competent, the user/individual on the job must be able to:

- PC17.** design formats for recording various types of data related to the quality of the production
- PC18.** compile a detailed report based on data collected from the production floor
- PC19.** refer the report when required

PC20. ensure proper documentation is followed across respective teams

PC21. make notes on department specific quality aspects observed

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational policies on: personnel management, relevant legislation, standards, policies, and procedures followed in the company
- KU2.** work history and culture of the organization
- KU3.** organizational structure
- KU4.** organizational policies related to dress code and etiquette
- KU5.** the locations where the materials are typically stored
- KU6.** the key product lines of the company
- KU7.** production schedule
- KU8.** skill levels of employees
- KU9.** ceramics manufacturing process
- KU10.** visual qc techniques
- KU11.** sampling techniques
- KU12.** past data analysis techniques
- KU13.** handling the tools
- KU14.** ensuring that there is no mal handling/accidents due to improper handling of the equipments
- KU15.** operating various equipment
- KU16.** importance of managing one's time to oversee the process
- KU17.** handling of raw materials appropriately
- KU18.** importance of ensuring that there is no mal handling/accidents due to improper handling of the raw materials
- KU19.** way of raw material storage
- KU20.** data interpretation
- KU21.** loss assessment techniques
- KU22.** machine and tools required for the manufacturing
- KU23.** quality aspects affecting the cost
- KU24.** raw materials and their properties
- KU25.** various quality decreasing causes
- KU26.** total quality management

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** write process notes
- GS2.** write process-related data
- GS3.** read about various ceramics manufacturing-related information

- GS4.** interact with employees to work efficiently
- GS5.** interact with the various department heads
- GS6.** communicate the gaps in the process, if any to relevant colleagues
- GS7.** pick the appropriate samples
- GS8.** apply the relevant tests
- GS9.** identify critical stages of production for inline checking
- GS10.** prioritize and organise to achieve the daily targets
- GS11.** capture the customer preference, taste, etc and accordingly make crafts
- GS12.** solve work related problems
- GS13.** analyse the material requirement
- GS14.** identify process disruptions and delays
- GS15.** report concerns to manger without delay

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Understand quality parameters</i>	13	30	-	-
PC1. understand the various aspects of quality for the different stages of production	2	4	-	-
PC2. appreciate the rationale behind the defined parameters and standards	2	4	-	-
PC3. formulate the parameters were not defined	2	4	-	-
PC4. communicate the parameters and standards to the teams	2	4	-	-
PC5. interact with team leaders to ensure all the parameters and standards are being followed	2	4	-	-
PC6. identify the typical loss generating activities	1	4	-	-
PC7. assign the order of importance to the quality parameters	1	3	-	-
PC8. communicate with the qc team regularly	1	3	-	-
<i>Perform inline quality checks</i>	8	24	-	-
PC9. visit the production floor inspecting various aspects of production	1	3	-	-
PC10. identify any deviation from the production model/requirement sheet	1	3	-	-
PC11. actively interact with production team to understand the overall process flow	1	3	-	-
PC12. collect samples from various stages of production	1	3	-	-
PC13. examine samples for quality	1	3	-	-
PC14. examine the quality of samples by using various testing equipment as well as by visual inspection	1	3	-	-
PC15. interface with the departments in the case of deviation	1	3	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC16. recall and refer to the last production reports to analyze the causes of deviation	1	3	-	-
<i>Record quality-related data</i>	5	20	-	-
PC17. design formats for recording various types of data related to the quality of the production	1	4	-	-
PC18. compile a detailed report based on data collected from the production floor	1	4	-	-
PC19. refer the report when required	1	4	-	-
PC20. ensure proper documentation is followed across respective teams	1	4	-	-
PC21. make notes on department specific quality aspects observed	1	4	-	-
NOS Total	26	74	-	-

National Occupational Standards (NOS) Parameters

NOS Code	HCS/N0102
NOS Name	Perform inline quality check
Sector	Handicrafts and Carpet
Sub-Sector	Handicrafts (Ceramics)
Occupation	Production Management
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	NA
Next Review Date	NA
Deactivation Date	NA
NSQC Clearance Date	NA

HCS/N9901: Coordinate with colleagues and work as a team

Description

This NOS describes the communication and coordination skills and knowledge to work with colleagues and supervisor to achieve a smooth and hazard-free workflow.

Scope

The scope covers the following :

- interact with supervisor or superior
- work as a team by coordinating with colleagues within and outside the department and include inputs on PwD & Gender Sensitisation
- report and Document

Elements and Performance Criteria

Interact with supervisor or superior

To be competent, the user/individual on the job must be able to:

- PC1.** comply with health, safety gender, and PwD (People with disability) related instructions applicable to the workplace
- PC2.** actively participate in mock drills/ evacuation procedures; group discussions, training sensitization programs for gender, and PwD awareness organized at the workplace.
- PC3.** receive job orders and instructions from reporting supervisor and receive feedback on work standards.
- PC4.** understand the work output requirements, targets, performance indicators and incentives.
- PC5.** deliver quality work on time and report any anticipated reasons for delays and handover completed work to supervisor
- PC6.** report on any grievances, production defects and any potential hazards.

Work as a team by coordinating with colleagues within and outside the department and include inputs on PwD & Gender Sensitisation

To be competent, the user/individual on the job must be able to:

- PC7.** communicate maintenance and repair schedule proactively to the supervisor
- PC8.** interact and clarify doubts on design, usage of materials & tools, quality & standards compliance, etc.

Report and Document

To be competent, the user/individual on the job must be able to:

- PC9.** report in time for shortage or need of raw materials
- PC10.** communicate with colleagues from within and other departments, clearly and effectively on all aspects to carry out the work among the team
- PC11.** maintain the etiquette, use polite language, demonstrate responsible and disciplined behavior towards colleagues.
- PC12.** put team over individual goals and multi-task or share work where necessary supporting the colleagues.
- PC13.** document all the details accurately relating to ones role as required.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** knowledge about the importance of gender equality being followed in the organization and policies for reporting any harassment or inappropriate behavior
- KU2.** knowledge about how to accommodate employees with disabilities etiquette to adhere to and proper language and terminology
- KU3.** knowledge about how to communicate, offer help, respecting space, parking etc. for people with disabilities or special needs
- KU4.** knowledge about promoting a safe, accessible and healthy workplace for disabled employees
- KU5.** company's policies on preferred language of communication, incentives, quality standards, personnel management, reporting and escalation matrix policy.
- KU6.** company's standard operating procedure (sop) and the risk and impact of not following them.
- KU7.** procedures for working with colleagues, his/her role and responsibilities in relation to this
- KU8.** organizational hierarchy and the line of reporting structure and work target and review mechanism
- KU9.** procedures to report employment related issues and to deal with conflicts
- KU10.** importance of the individuals role in the organizational workflow and details of the individual responsibilities
- KU11.** tools and equipment handling procedure and common potential hazards in the work place and the procedures to deal with them
- KU12.** effective communication with various categories of people and the different departments in the organization
- KU13.** to document the job activity as required like the check sheets, history sheets, etc
- KU14.** expressing and addressing grievances appropriately, deal with difficult work relationships and manage the internal conflicts effectively

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** create a positive and inclusive workplace atmosphere without any kind of bias/discrimination towards any employee
- GS2.** actively take part in any discussion/workshop organized for gender sensitization training
- GS3.** read and comprehend written instructions related to gender equality issues in the organization
- GS4.** identify and report any harassment or inappropriate behavior towards any employee
- GS5.** create a positive and inclusive workplace atmosphere without any kind of bias/discrimination towards any employee with disability or special needs
- GS6.** actively take part in any discussion/workshop organized for disability sensitization training.
- GS7.** read and comprehend written instructions related to equality issues in the organization related to disabled persons
- GS8.** read job sheets, design sheet and information displayed at the workplace

- GS9.** read and understand manuals, health and safety instructions, memos etc
- GS10.** fill up documentation to ones role
- GS11.** communicate effectively with supervisor
- GS12.** contribute to quality of team work and achieve smooth workflow
- GS13.** improve work processes by interacting with others and adopting best practices

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Interact with supervisor or superior</i>	14	30	-	-
PC1. comply with health, safety gender, and PwD (People with disability) related instructions applicable to the workplace	2	5	-	-
PC2. actively participate in mock drills/ evacuation procedures; group discussions, training sensitization programs for gender, and PwD awareness organized at the workplace.	2	5	-	-
PC3. receive job orders and instructions from reporting supervisor and receive feedback on work standards.	2	5	-	-
PC4. understand the work output requirements, targets, performance indicators and incentives.	2	5	-	-
PC5. deliver quality work on time and report any anticipated reasons for delays and handover completed work to supervisor	3	5	-	-
PC6. report on any grievances, production defects and any potential hazards.	3	5	-	-
<i>Work as a team by coordinating with colleagues within and outside the department and include inputs on PwD & Gender Sensitisation</i>	6	10	-	-
PC7. communicate maintenance and repair schedule proactively to the supervisor	3	5	-	-
PC8. interact and clarify doubts on design, usage of materials & tools, quality & standards compliance, etc.	3	5	-	-
<i>Report and Document</i>	15	25	-	-
PC9. report in time for shortage or need of raw materials	3	5	-	-
PC10. communicate with colleagues from within and other departments, clearly and effectively on all aspects to carry out the work among the team	3	5	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. maintain the etiquette, use polite language, demonstrate responsible and disciplined behavior towards colleagues.	3	5	-	-
PC12. put team over individual goals and multi-task or share work where necessary supporting the colleagues.	3	5	-	-
PC13. document all the details accurately relating to ones role as required.	3	5	-	-
NOS Total	35	65	-	-

National Occupational Standards (NOS) Parameters

NOS Code	HCS/N9901
NOS Name	Coordinate with colleagues and work as a team
Sector	Handicrafts and Carpet
Sub-Sector	Handicrafts (Ceramics), Handicrafts (Fashion Jewellery), Handicrafts (Stonecraft), Glassware, Metalware, Carpet, Handicrafts (Woodware)
Occupation	Production Management, Research and Development, Mixing and Milling, Moulding, Finishing and Painting, Pre- Production, Furnace Operation, Quality Check, Production, Pre - Crafting, Stone Crafting, Mixing, Moulding, Cutting, Smoothing, Finishing, Designing, Metal Casting and Stamping, Metal Craft Making, Cleaning/Polishing/Buffing, Painting and Plating, Packing, Marketing and Merchandising
NSQF Level	4
Credits	TBD
Version	6.0
Last Reviewed Date	31/08/2021
Next Review Date	31/08/2026
Deactivation Date	31/08/2026
NSQC Clearance Date	31/08/2021

HCS/N9902: Maintain Safe and Healthy Work Environment

Description

This NOS is about following adequate safety procedures to make the work environment safe and Healthy.

Scope

The scope covers the following :

- follow safety procedures and practices.
- achieve safety standards

Elements and Performance Criteria

Follow safety procedures and practices

To be competent, the user/individual on the job must be able to:

- PC1.** carry out work functions in accordance with organizational standards, greening solutions, procedures, policies, legislation and regulations
- PC2.** apply and follow these policies and procedures within your work practices and inculcate sustainable consumption practices
- PC3.** actively get involved in improving the performance of the organization in line with their own role and responsibilities and support adaptation to more environmentally friendly processes
- PC4.** comply with safety procedures while on work to prevent accidents
- PC5.** take adequate safety measures while handling materials, chemicals and tools
- PC6.** wear appropriate personal protective gears such as gloves, protective goggles, masks etc. while working
- PC7.** wear appropriate and recommended clothing as per the work environment
- PC8.** follow recommended material handling procedure to control material and personal damage.
- PC9.** perform all procedures as per company's work instructions for controlling operational risk

Achieve safety standards

To be competent, the user/individual on the job must be able to:

- PC10.** perform the duties in a manner which minimizes environmental damage
- PC11.** dispose off waste safely and correctly in a designated area as per company's SOP
- PC12.** report any accidents, incidents or problems without delay to the supervisor and take necessary immediate action to reduce further danger
- PC13.** ensure zero accident at workplace
- PC14.** adhere to safety standards and ensure no material damage

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** making conscious and sustainable decisions for achieving effective and green workplace.
- KU2.** company's policies on work safety and occupational hazard management

- KU3.** knowledge about company's HR policies and reporting structure
- KU4.** company emergency evacuation procedure
- KU5.** accidental risks to the worker
- KU6.** how to maintain the work area safe and secure
- KU7.** how to perform the duties in a way to minimize accidental risks
- KU8.** how to handle chemicals in a safe manner
- KU9.** purpose and usage of protective gears such as gloves, protective goggles, masks, etc. while working
- KU10.** safe and correct material handling procedure
- KU11.** standard operating procedure (sop) of processes
- KU12.** precautionary activities to be followed in the processes
- KU13.** how to operate tools and electrical equipment
- KU14.** emergency procedures to be followed in case of a mishap such as fire accidents etc.

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** make conscious and sustainable decisions that help reduce, rescue, and recycle the company resources
- GS2.** identify and replace processes that create unnecessary waste.
- GS3.** read safety instructions, safety signage and safety manuals
- GS4.** read the usage of various safety tools and equipment
- GS5.** take notes on descriptions and details of various safety precautions and procedures as instructed
- GS6.** communicate supervisor about the work safety issues.
- GS7.** receive instructions from supervisor on minimizing the accidental risks
- GS8.** communicate co-workers about the precautions to be taken for accident-free work.
- GS9.** how to select appropriate safety tools and equipment
- GS10.** improve work processes by adopting best safety practices
- GS11.** coordinate with different departments on briefing the safety aspects
- GS12.** guide the team members on use of various safety tools and equipment
- GS13.** spot errors and any other disruptions and communicate with solutions
- GS14.** how to use safety equipment such as fire extinguisher during fire accidents.
- GS15.** how to store chemicals and tools in a safe way.

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Follow safety procedures and practices</i>	18	46	-	-
PC1. carry out work functions in accordance with organizational standards, greening solutions, procedures, policies, legislation and regulations	2	5	-	-
PC2. apply and follow these policies and procedures within your work practices and inculcate sustainable consumption practices	2	5	-	-
PC3. actively get involved in improving the performance of the organization in line with their own role and responsibilities and support adaptation to more environmentally friendly processes	2	5	-	-
PC4. comply with safety procedures while on work to prevent accidents	2	5	-	-
PC5. take adequate safety measures while handling materials, chemicals and tools	2	6	-	-
PC6. wear appropriate personal protective gears such as gloves, protective goggles, masks etc. while working	2	5	-	-
PC7. wear appropriate and recommended clothing as per the work environment	2	5	-	-
PC8. follow recommended material handling procedure to control material and personal damage.	2	5	-	-
PC9. perform all procedures as per companys work instructions for controlling operational risk	2	5	-	-
<i>Achieve safety standards</i>	10	26	-	-
PC10. perform the duties in a manner which minimizes environmental damage	2	5	-	-
PC11. dispose off waste safely and correctly in a designated area as per companys sop	2	5	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. report any accidents, incidents or problems without delay to the supervisor and take necessary immediate action to reduce further danger	2	5	-	-
PC13. ensure zero accident at workplace	2	5	-	-
PC14. adhere to safety standards and ensure no material damage	2	6	-	-
NOS Total	28	72	-	-

National Occupational Standards (NOS) Parameters

NOS Code	HCS/N9902
NOS Name	Maintain Safe and Healthy Work Environment
Sector	Handicrafts and Carpet
Sub-Sector	Handicrafts (Ceramics), Handicrafts (Fashion Jewellery), Handicrafts (Stonecraft), Glassware, Metalware, Carpet, Handicrafts (Woodware)
Occupation	Production Management, Research and Development, Mixing and Milling, Moulding, Finishing and Painting, Pre- Production, Furnace Operation, Quality Check, Production, Pre - Crafting, Stone Crafting, Mixing, Moulding, Cutting, Smoothing, Finishing, Designing, Metal Casting and Stamping, Metal Craft Making, Cleaning/Polishing/Buffering, Painting and Plating, Packing, Marketing and Merchandising
NSQF Level	4
Credits	TBD
Version	6.0
Last Reviewed Date	31/08/2021
Next Review Date	31/08/2026
Deactivation Date	31/08/2026
NSQC Clearance Date	31/08/2021

HCS/N9903: Maintain Personal Hygiene

Description

This NOS provides the abilities required for taking responsibility for their own health at the workplace and is about using the correct procedures to prevent, control and minimize risk to them and others at the workplace.

Scope

The scope covers the following :

- adopt healthy work practices
- achieve work productivity while maintaining health

Elements and Performance Criteria

Adopt healthy work practices

To be competent, the user/individual on the job must be able to:

- PC1.** always cover the mouth and nose with a dust mask while working and keep on changing when it gets blocked with dust
- PC2.** wear safety shoes while visiting the production unit to avoid any damage
- PC3.** wear personal protective equipment while visiting the different departments during production. orexample mask in the washing section, glasses and mask in an assembly line, and gloves in the printing section, etc.
- PC4.** always wash sanitize your hands after a factory unit before touching any document, laptop, cell phone, etc.
- PC5.** undergo preventive health checkups at regular intervals.
- PC6.** take prompt treatment from the doctor in case of illness.

Achieve work productivity while maintaining health

To be competent, the user/individual on the job must be able to:

- PC7.** follow SOPs for dealing with blisters; scratches; accidental fires or any other type of emergencies at work
- PC8.** ensure no productivity loss or absenteeism from work due to illness
- PC9.** ensure no long-term ill effect on personal health.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** company's policies on personal health and occupational hazard management
- KU2.** company's HR policies.
- KU3.** company's reporting structure
- KU4.** company's emergency evacuation procedure
- KU5.** health risks to the worker at the workplace
- KU6.** healthy work practices

- KU7.** how to perform the duties in a way to minimize pollution at the workplace.
- KU8.** what personal protective equipment should be worn and how it is cared for
- KU9.** safe disposal methods for waste
- KU10.** how to provide first-aid treatment at the workplace
- KU11.** emergency procedures to be followed in case of an mishap such as fire accidents etc.

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read personal health instructions and manual
- GS2.** read the usage of various hand tools and personal protection equipment
- GS3.** take notes on descriptions and details of various personal health maintenance procedures
- GS4.** communicate supervisor about the physical symptoms
- GS5.** receive instructions from doctor and supervisor on medical care
- GS6.** how to select appropriate hand tools and personal protection equipment
- GS7.** when to change personal protection equipment during work
- GS8.** how to identify first aid needs in case and of an injury
- GS9.** how to select appropriate hand tools and personal protection equipment
- GS10.** when to change personal protection equipment during work
- GS11.** how to use materials that does not affect customer health / make injury
- GS12.** improve work processes by adopting best safety practices
- GS13.** analyze the usage of appropriate tools and consumables
- GS14.** spot errors and any other disruptions and communicate with solutions

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Adopt healthy work practices</i>	18	48	-	-
PC1. always cover the mouth and nose with a dust mask while working and keep on changing when it gets blocked with dust	3	8	-	-
PC2. wear safety shoes while visiting the production unit to avoid any damage	3	8	-	-
PC3. wear personal protective equipment while visiting the different departments during production. orexample mask in the washing section, glasses and mask in an assembly line, and gloves in the printing section, etc.	3	8	-	-
PC4. always wash sanitize your hands after a factory unit before touching any document, laptop, cell phone, etc.	3	8	-	-
PC5. undergo preventive health checkups at regular intervals.	3	8	-	-
PC6. take prompt treatment from the doctor in case of illness.	3	8	-	-
<i>Achieve work productivity while maintaining health</i>	9	25	-	-
PC7. follow SOPs for dealing with blisters; scratches; accidental fires or any other type of emergencies at work	3	8	-	-
PC8. ensure no productivity loss or absenteeism from work due to illness	3	8	-	-
PC9. ensure no long-term ill effect on personal health.	3	9	-	-
NOS Total	27	73	-	-

National Occupational Standards (NOS) Parameters

NOS Code	HCS/N9903
NOS Name	Maintain Personal Hygiene
Sector	Handicrafts and Carpet
Sub-Sector	Handicrafts (Ceramics), Handicrafts (Fashion Jewellery), Handicrafts (Stonecraft), Glassware, Metalware, Carpet, Handicrafts (Woodware)
Occupation	Production Management, Research and Development, Mixing and Milling, Moulding, Finishing and Painting, Pre- Production, Furnace Operation, Quality Check, Production, Pre - Crafting, Stone Crafting, Mixing, Moulding, Cutting, Smoothing, Finishing, Designing, Metal Casting and Stamping, Metal Craft Making, Cleaning/Polishing/Buffering, Painting and Plating, Packing, Marketing and Merchandising
NSQF Level	4
Credits	TBD
Version	3.0
Last Reviewed Date	31/08/2021
Next Review Date	31/08/2026
Deactivation Date	31/08/2026
NSQC Clearance Date	31/08/2021

HCS/N9904: Basic Business Management

Description

This OS unit focuses on business planning, internal strategy, timelines.

Scope

The scope covers the following :

- people management
- product planning
- procurement of raw materials
- market interfacing
- financial management
- record keeping

Elements and Performance Criteria

People management

To be competent, the user/individual on the job must be able to:

- PC1.** arrange Interactive meetings of managers of sales and production teams and categorize the issues and feedbacks of both the teams
- PC2.** train the employees of his/her unit with the appropriate skills required to make marketrelevant and quality products
- PC3.** motivate the employees

Product planning

To be competent, the user/individual on the job must be able to:

- PC4.** compile a report based on old production reports
- PC5.** address the issues faced in previous productions and try to resolve them
- PC6.** gather and analyze the cues from the market
- PC7.** ascertain the customer preference
- PC8.** develop product range lines based on current market preference
- PC9.** develop product range lines that are unique and able to price high
- PC10.** price the products according to market trends
- PC11.** identify the competent marketing strategy for the product range

Procurement of raw materials

To be competent, the user/individual on the job must be able to:

- PC12.** list of the raw material s and prepare a B.O.M according to the product lines
- PC13.** ascertain the quantity and right price to procure the materials
- PC14.** identify the right locations/agents from where the raw materials can be procured
- PC15.** negotiate to get the best price
- PC16.** ensure quality materials are procured
- PC17.** ensure the procured materials are stored in appropriate conditions

PC18. compile a record of price quotations, POs, and bills of procurement for future reference

Market interfacing

To be competent, the user/individual on the job must be able to:

PC19. maintain a healthy and professional relationship with vendor

PC20. the competitive market falls in order with the company policies of best price, quality, and delivery parameters

PC21. analyze the prevalent price for product lines

PC22. decide on the most effective means to access the market

PC23. plan for cost-effective transportation to the market

PC24. position the product according to market requirements

PC25. identify and address the expectations of customer

Financial management

To be competent, the user/individual on the job must be able to:

PC26. analyze and ascertain the cost of production

PC27. maintain the book of accounts related to the business

PC28. maintain export documents like a letter of credit, custom clearance

PC29. identify cost-effective means of running the business

Record keeping

To be competent, the user/individual on the job must be able to:

PC30. identify various aspects of business that require recording

PC31. design formats for recording

PC32. compile various records of all aspects of the business

PC33. maintain these records with periodic updations

PC34. maintain necessary documents as per local government and regulatory requirements

PC35. reframe the procurement strategy according to local scenarios like weather conditions, transport strikes, affected prices, etc.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. interpersonal skills and communication with a cross-section of stakeholders

KU2. understanding of basics accounting so that he/she can monitor the transactions between company and vendor

KU3. knowledge of banking basics to keep the export process flawless

KU4. understanding of costing principles to calculate the cost of production with all the overheads and the actual price

KU5. product and craft knowledge including material and tools requirements

KU6. gathering market intelligence.

KU7. various transportation means and implications on costing

KU8. various product lines that can be created depending on the sector of operation

KU9. basic record-keeping techniques

KU10. basic laws, rules, regulations, etc. regarding business

- KU11.** vendor management and development
- KU12.** pricing techniques
- KU13.** business profitability assessment

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** analyse product range and keep abreast of market trends
- GS2.** document various aspects of the business
- GS3.** compile descriptions and details about investment, expenditures, and sales
- GS4.** interact with teams to work efficiently
- GS5.** communicate and manage vendors for cost-effective outsourcing and procurements
- GS6.** interface with fellow entrepreneurs to exchange ideas on the business
- GS7.** communicate with the customers for their feedback about the product
- GS8.** comprehend information shared by various stakeholders
- GS9.** plan and organize the product lines
- GS10.** fix the appropriate price.
- GS11.** hire employees with the appropriate skill set and experience
- GS12.** predict the profit margin to be achieved by the business
- GS13.** decide target segment of the market
- GS14.** schedule production cycles for better efficiency of resources
- GS15.** planning of production efficiency based on manpower and equipment available
- GS16.** schedule market visits for surveys and feedback
- GS17.** gather information on preference and taste of the customer
- GS18.** interact with various types of customers and understand the trends
- GS19.** analyze and solve conflicts and problems of the business.
- GS20.** ensure that the problems do not arise repeatedly.
- GS21.** anticipate various problems/challenges that can crop up
- GS22.** analyze the market for increasing sales
- GS23.** spot errors and any other disruptions and communicate with solutions

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>People management</i>	3	6	-	-
PC1. arrange Interactive meetings of managers of sales and production teams and categorize the issues and feedbacks of both the teams	1	2	-	-
PC2. train the employees of his/her unit with the appropriate skills required to make marketrelevant and quality products	1	2	-	-
PC3. motivate the employees	1	2	-	-
<i>Product planning</i>	8	16	-	-
PC4. compile a report based on old production reports	1	2	-	-
PC5. address the issues faced in previous productions and try to resolve them	1	2	-	-
PC6. gather and analyze the cues from the market	1	2	-	-
PC7. ascertain the customer preference	1	2	-	-
PC8. develop product range lines based on current market preference	1	2	-	-
PC9. develop product range lines that are unique and able to price high	1	2	-	-
PC10. price the products according to market trends	1	2	-	-
PC11. identify the competent marketing strategy for the product range	1	2	-	-
<i>Procurement of raw materials</i>	7	14	-	-
PC12. list of the raw material s and prepare a B.O.M according to the product lines	1	2	-	-
PC13. ascertain the quantity and right price to procure the materials	1	2	-	-
PC14. identify the right locations/agents from where the raw materials can be procured	1	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. negotiate to get the best price	1	2	-	-
PC16. ensure quality materials are procured	1	2	-	-
PC17. ensure the procured materials are stored in appropriate conditions	1	2	-	-
PC18. compile a record of price quotations, POs, and bills of procurement for future reference	1	2	-	-
<i>Market interfacing</i>	7	14	-	-
PC19. maintain a healthy and professional relationship with vendor	1	2	-	-
PC20. the competitive market falls in order with the company policies of best price, quality, and delivery parameters	1	2	-	-
PC21. analyze the prevalent price for product lines	1	2	-	-
PC22. decide on the most effective means to access the market	1	2	-	-
PC23. plan for cost-effective transportation to the market	1	2	-	-
PC24. position the product according to market requirements	1	2	-	-
PC25. identify and address the expectations of customer	1	2	-	-
<i>Financial management</i>	4	8	-	-
PC26. analyze and ascertain the cost of production	1	2	-	-
PC27. maintain the book of accounts related to the business	1	2	-	-
PC28. maintain export documents like a letter of credit, custom clearance	1	2	-	-
PC29. identify cost-effective means of running the business	1	2	-	-
<i>Record keeping</i>	6	7	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC30. identify various aspects of business that require recording	1	2	-	-
PC31. design formats for recording	1	1	-	-
PC32. compile various records of all aspects of the business	1	1	-	-
PC33. maintain these records with periodic updations	1	1	-	-
PC34. maintain necessary documents as per local government and regulatory requirements	1	1	-	-
PC35. reframe the procurement strategy according to local scenarios like weather conditions, transport strikes, affected prices, etc.	1	1	-	-
NOS Total	35	65	-	-

National Occupational Standards (NOS) Parameters

NOS Code	HCS/N9904
NOS Name	Basic Business Management
Sector	Handicrafts and Carpet
Sub-Sector	Handicrafts (Ceramics), Handicrafts (Fashion Jewellery), Handicrafts (Stonecraft), Glassware, Metalware
Occupation	Production Management, Research and Development, Mixing and Milling, Moulding, Finishing and Painting, Pre- Production, Furnance Operation, Production, Pre - Crafting, Stone Crafting, Mixing, Smoothing, Finishing, Designing, Metal Casting and Stamping, Metal Craft Making, Cleaning/Polishing/Buffing, Painting and Plating, Marketing and Merchandising
NSQF Level	4
Credits	TBD
Version	3.0
Last Reviewed Date	31/08/2021
Next Review Date	31/08/2026
Deactivation Date	31/08/2026
NSQC Clearance Date	31/08/2021

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ 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 Element/ PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).

5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.

6. To pass the Qualification Pack assessment, every trainee should score the Recommended Pass % aggregate for the QP.

7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 70

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
HCS/N0101.Oversee the production process	38	62	-	-	100	20
HCS/N0102.Perform inline quality check	26	74	-	-	100	20
HCS/N9901.Coordinate with colleagues and work as a team	35	65	0	0	100	15
HCS/N9902.Maintain Safe and Healthy Work Environment	28	72	0	0	100	15
HCS/N9903.Maintain Personal Hygiene	27	73	0	0	100	15
HCS/N9904.Basic Business Management	35	65	0	0	100	15
Total	189	411	0	0	600	100

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training

Glossary

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.
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 (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	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 (KU)	Knowledge and Understanding (KU) 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.

<p>Organisational Context</p>	<p>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.</p>
<p>Technical Knowledge</p>	<p>Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.</p>
<p>Core Skills/ Generic Skills (GS)</p>	<p>Core skills or Generic Skills (GS) 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.</p>
<p>Electives</p>	<p>Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.</p>
<p>Options</p>	<p>Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.</p>