

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR GEMS & JEWELLERY INDUSTRY

What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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Introduction

Qualifications Pack-Filer and Assembler

SECTOR: GEMS & JEWELLERY

SUB-SECTOR: Cast and Diamond-Set Jewellery

OCCUPATION: Filing and Assembling

REFERENCE ID: G&J/Q2901

ALIGNED TO: NCO-2004/ NIL

Filer: Filer is an important job role in the post-casting process of jewellery making in cast and diamonds-set jewellery segment.

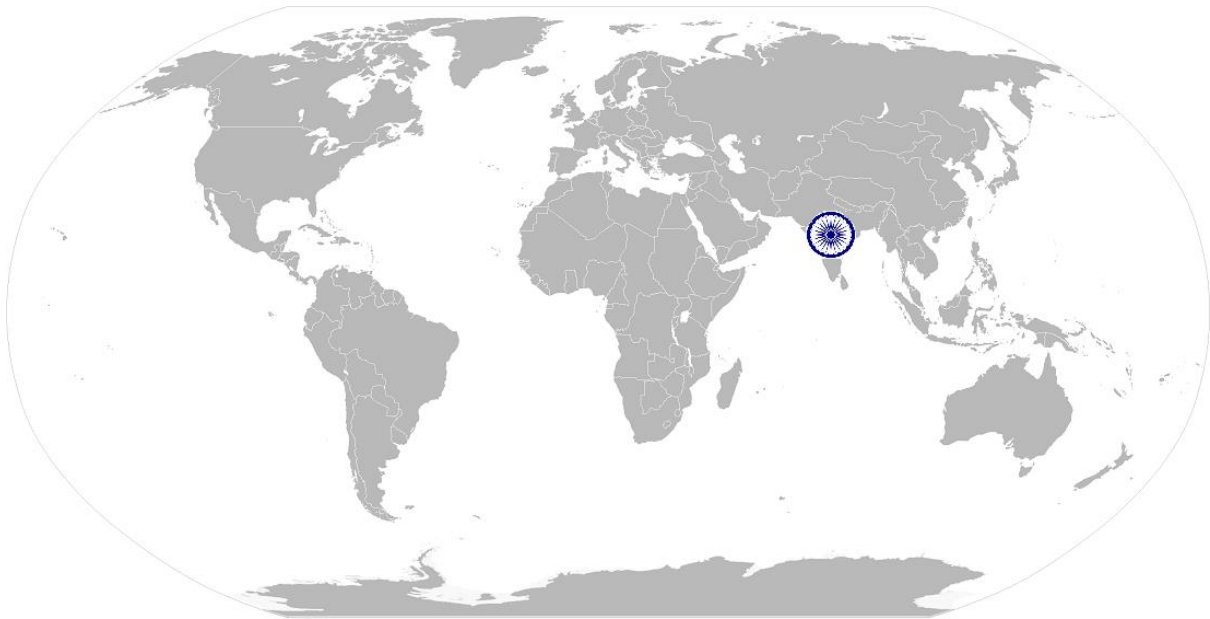
Brief Job Description: The individual works with numerous hand and machine tools to remove sprues from the cast jewellery piece; rectify casting defects such as porosity, blisters, bubbles, and cracks; and assemble the final jewellery components meant for linking.

Personal Attributes: The job requires the individual to have: attention to details; good eyesight; steady hands; nimble fingers in order to assemble very small objects; and ability to work in a process driven team for long hours in sitting position. The individual is expected to have integrity in dealing with precious materials such as gold and diamonds and/or gemstones.

Qualifications Pack Code	G&J/Q2901		
Job Role	Filer and Assembler		
Credits(NVEQF/NVQF/NSQF)	TBD	Version number	1.0
Sector	Gems & Jewellery	Drafted on	29/05/13
Sub-sector	Cast and Diamond-set Jewellery	Last reviewed on	11/07/13
Occupation	Filing and Assembling	Next review date	15/06/15

Job Role	Filer and Assembler
Role Description	Removing sprues and extra metal from cast jewellery pieces, smoothening rough edges and surfaces, and assembling the final jewellery components as per design
NVEQF/NVQF level	3
Minimum Educational Qualifications	Preferably 10 th standard passed
Maximum Educational Qualifications	
Training	Not applicable
Experience	Not applicable
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> G&J/N2901 File and assemble the cast jewellery piece G&J/N9901 Respect and maintain IPR G&J/N9902 Coordinate with others G&J/N9905 Maintain occupational health and safety <p>Optional: Not applicable</p>
Performance Criteria	As described in the relevant OS units

National Occupational Standard



Overview

This unit is a key post-casting process in cast and diamond-set jewellery manufacturing, whereby sprues and extra metal is removed from cast jewellery pieces, rough edges are smoothed and final components of the jewellery piece are assembled.

G&J/N2901

File and assemble cast jewellery piece

National Occupational Standard

Unit Code	G&J/N2901
Unit Title (Task)	File and assemble the cast jewellery piece
Description	This OS unit is about removing sprues and extra metal from the cast jewellery piece and assembling final components of jewellery using hand tools and machines
Scope	<p>This unit/task covers the following:</p> <p>Receive the cast jewellery from supervisor:</p> <ul style="list-style-type: none"> • read the job sheet to understand design requirements • inspect the jewellery piece for any casting defects that are not repairable and report it to supervisor <p>Clean the cast jewellery pieces:</p> <ul style="list-style-type: none"> • cut the cast tree with sprue cutter or a pliers • finish the casting stub on a cast piece by roll filing or manual filing • rectify all casting defects such as porosity, blisters, bubbles, cracks, etc. , by soldering and hammering • finish the pieces with file or emery paper or rubber wheel or using tumbling process such as barrel burnishing, centrifugal barrel tumbling, and spindle finishing • file grooved, contoured, and irregular surfaces of jewellery piece to conform to design specifications <p>Check and rectify the size of jewellery pieces:</p> <ul style="list-style-type: none"> • measure the size of jewellery pieces such as ring size, bracelet length, bangles diameter, etc. • match sizes with the job sheet • check and rectify the dimensions of the ring using ring stick and bangle using bangle stick <p>Assemble different components of jewellery piece:</p> <ul style="list-style-type: none"> • link components as per the design specifications • solder different components of jewellery pieces including findings • finish soldered areas/points for smooth surface <p>Control precious metal and diamond and stones loss:</p> <ul style="list-style-type: none"> • tally jewellery pieces as per the job sheet issued by the supervisor • collect precious metal dispersed during the day (dust and fragments) and deposit with supervisor on a daily basis • collect and deposit loose diamonds and gemstones to supervisor, daily • tally account of jewellery pieces, precious metal, diamond and stones as per the job sheet and deposit to the supervisor • wash hands at the specified wash basin as per the company's policy <p>Send jewellery pieces for quality check:</p> <ul style="list-style-type: none"> • rework as per qc remarks on the defective jewellery pieces • return reworked jewellery piece to supervisor

G&J/N2901

File and assemble cast jewellery piece

	<ul style="list-style-type: none"> ensure timely delivery
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Filing and assembling	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. remove sprues and extra metal to achieve finish as per design requirement with minimum precious metal, diamond and stone loss</p> <p>PC2. link components of different product types as per design requirement and utility of the product</p> <p>PC3. assemble different parts of jewellery piece with required flexibility and durability</p>
Controlling defects	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC4. repair the casting defects in the jewellery pieces as per the QC policy of the company</p>
Productivity	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC5. deliver product in time to the next stage in the process flow</p> <p>PC6. file and assemble number of jewellery pieces as per target deliverable and quality approved by the supervisor</p>
Quality of output	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC7. appropriately finish surfaces required as per QC policy</p> <p>PC8. achieve minimum precious metal and stone loss after filing</p> <p>PC9. achieve maximum number of quality control approved jewellery piece</p>
Knowledge and Understanding (K)	
A. Organizational Context	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on: acceptable limits of gold loss, incentives, quality and delivery standards, safety and hazards, integrity and ipr personnel management and dress code</p> <p>KA2. work flow involved in jewellery manufacturing process of the company</p> <p>KA3. importance of the individual's role in the workflow</p> <p>KA4. reporting structure</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. different types of abrasives for filing</p> <p>KB2. different types of casting defects such as porosity, blisters, bubbles, cracks, etc.</p> <p>KB3. various jewellery grinding, filing and assembling processes</p> <p>KB4. quality standards required</p> <p>KB5. uses of different types of tools for different end results</p> <p>KB6. potential work hazards, particularly, when using soldering torch, tumbler hand and machine tools</p>

G&J/N2901

File and assemble cast jewellery piece

Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Basic reading and writing skills
	The user/ individual on the job needs to know and understand how to: SA1. to read notes and job sheet SA2. read company rules and compliance documents required to complete the work
	Sizing skills
	The user/individual on the job needs to know and understand how to: SA3. measure the ring and bangle size as per the standard ring/bangle sticks used in different parts of the world defined in the job sheet
	Teamwork
	The user/individual on the job needs to know and understand how to: SA4. share work load as required SA5. accept and interpret the design instructions and requirements correctly
B. Professional Skills	Reading design
	The user/individual on the job needs to know and understand how to: SB1. interpret the design as per specifications and relate to instructions given by supervisor
	Use of tools and machines
	The user/individual on the job needs to know and understand how to: SB2. identify tools, equipment and procedures required for removing the sprues and extra metal from the castings SB3. use following key tools, machines and consumables for filing and assembling: <ul style="list-style-type: none"> • files – mill files, hand files, joint round edge, half round, knife files, pippin files, square, diamond files, needle files, etc. • file handles and cleaning tools • emery paper for finishing • rotating grinders • rubber wheel • tumbling machine such as barrel burnishing, centrifugal barrel tumbling, spindle finishing, etc. • ring and bangle sticks • soldering torch • hammers and mallets, saws, pliers and cutters • clamps and vises • fuel (natural gas, propane, acetylene) with air/oxygen • saw frames and saw blades • flex shaft motorized handpiece • work holders • hand pieces • flex shaft • gauges

G&J/N2901

File and assemble cast jewellery piece

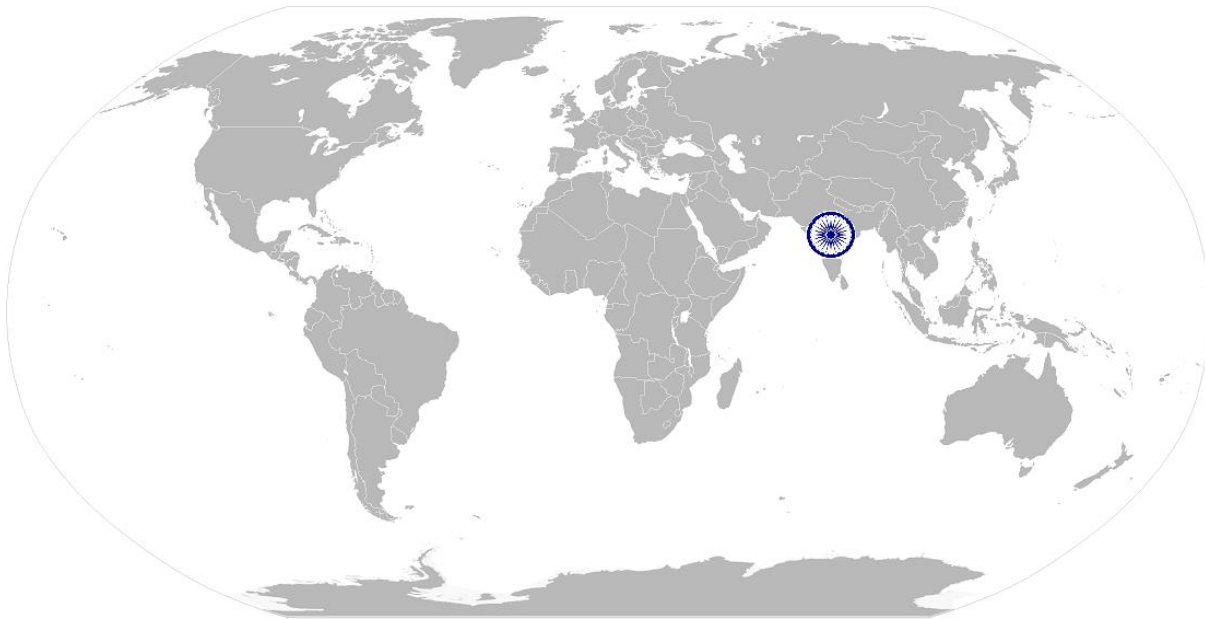
G&J/N2901	<ul style="list-style-type: none"> • magnifiers • high speed motor <p>SB4. operate, maintain, sharpen and repair tools</p> <p>SB5. work in a safe environment, i.e., without injuries</p> <p>SB6. organise tools and documents required for the job</p>
	Assembling technique
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. achieve correct level of soldering in order to join the different components of jewellery piece</p> <p>SB8. ensure linking for different product types as per design requirement and utility of the product</p>
	Reflective thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. plan the grinding and filing process in such a way that improves surface finish and reduces gold losses</p> <p>SB10. use correct posture while performing the job of the filing and assembling</p> <p>SB11. reduce precious metal loss</p> <p>SB12. place the tools on the working bench for effective work management</p> <p>SB13. improve productivity and increase efficiency based on past working experience</p>
Critical thinking	
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB14. use logic and reasoning to identify the probable solutions for correcting defects of cast jewellery pieces</p>	

G&J/N2901

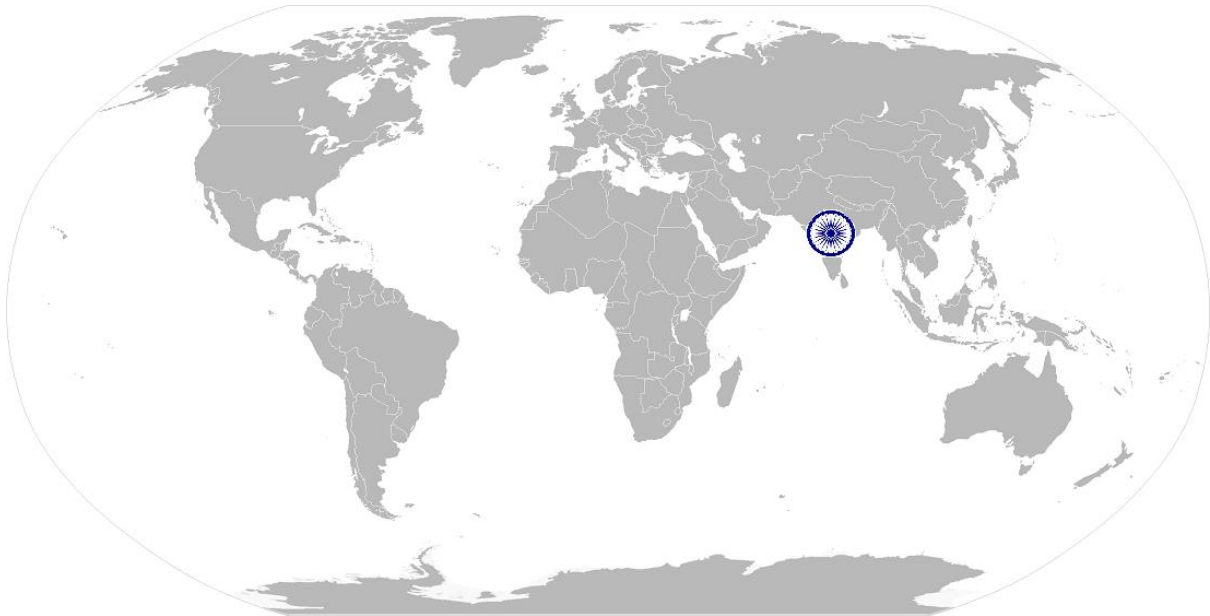
File and assemble cast jewellery piece

NOS Version Control

NOS Code	G&J/N2901		
Credits(NVEQF/NVQF/NSQF)	TBD	Version number	1.0
Industry	Gems & Jewellery	Drafted on	29/05/13
Industry Sub-sector	Cast and Diamond-set Jewellery	Last reviewed on	11/07/13
Occupation	Filing and Assembling	Next review date	15/06/15



National Occupational Standard



Overview

This unit is about respecting intellectual property rights of the company's products and designs and avoiding infringement on IPR of other companies.

G&J/N9901

Respect and maintain IPR

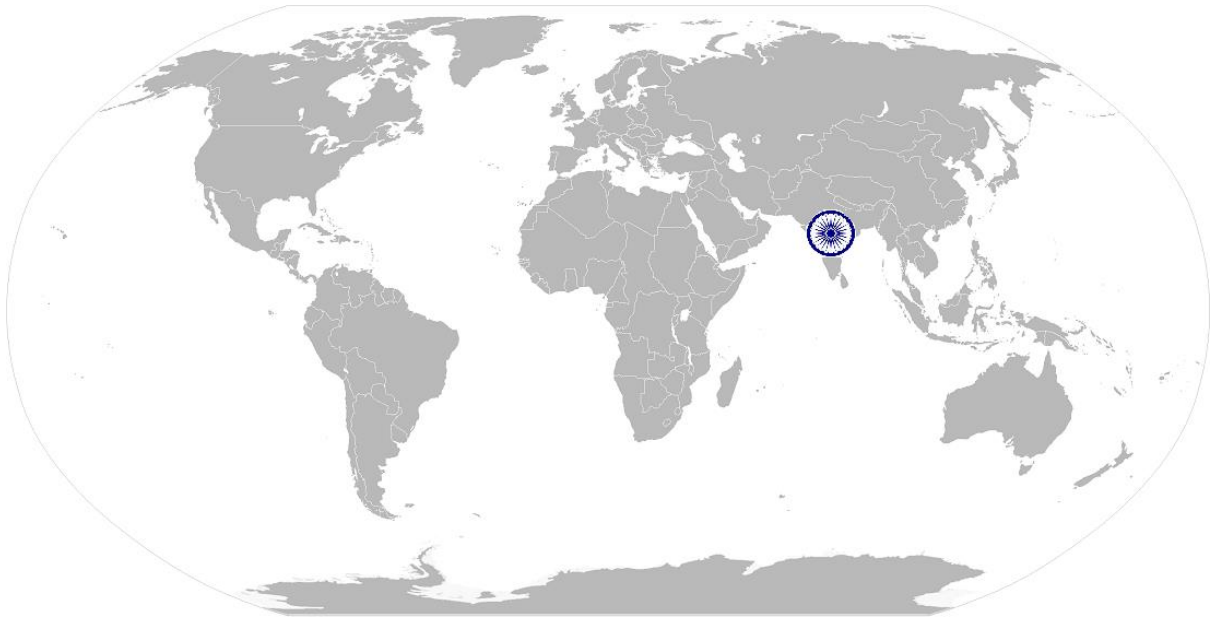
National Occupational Standard

Unit Code	G&J/N9901
Unit Title (Task)	Maintain IPR of company and respect IPR of other companies
Description	This OS unit is about protecting company's IPR and avoiding infringement to IPR of other companies
Scope	<p>This unit/task covers the following:</p> <p>Protect company's Intellectual Property Rights (IPR)</p> <ul style="list-style-type: none"> • prevent leak of new designs to competitors by reporting on time • be aware of any of company's product or design patents • report ipr violations observed in the market, to supervisor or company heads <p>Avoid infringement to IPR of other companies</p> <ul style="list-style-type: none"> • read copyright clause of the material published on the internet and any other printed material • consult supervisor or senior management when in doubt about using publicly available information • report any infringement observed in the company
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Respecting and Maintaining IPR	To be competent, the user/individual on the job must: PC1. be able to spot plagiarism and report PC2. be aware of patents and IPR PC3. not be involved 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 IPR and plagiarism KA2. reporting structure KA3. company's unique product range
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

G&J/N9901

Respect and maintain IPR

B. Professional Skills	Decision making
	The user/individual on the job needs to know and understand how to: SA2. report potential sources of violations
	Reflective thinking
	The user/individual on the job needs to know and understand to: SA3. 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: SA4. spot signs of violations and alert authorities in time

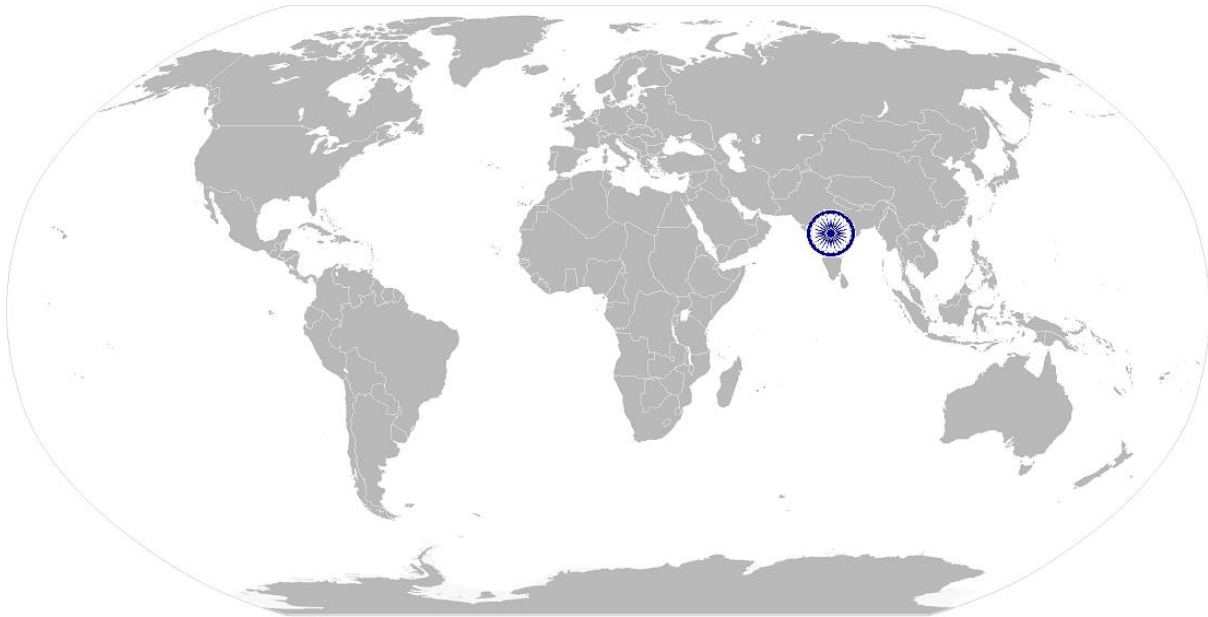


G&J/N9901

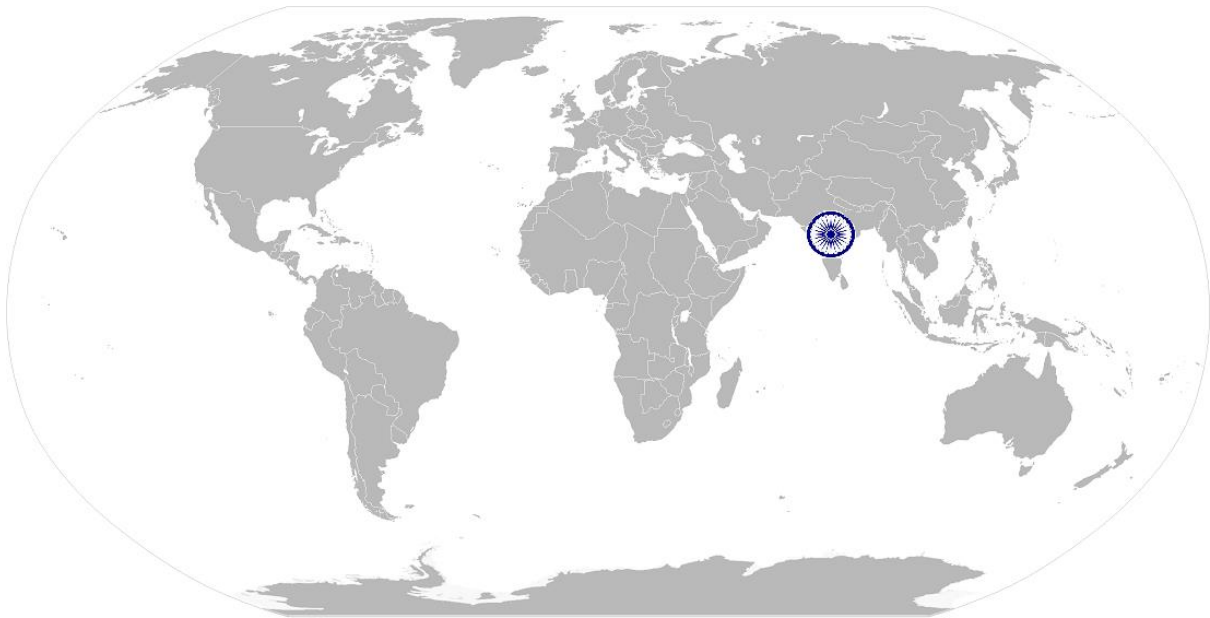
Respect and maintain IPR

NOS Version Control

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Credits(NVEQF/NVQF/NSQF)	TBD	Version number	1.0
Industry	Gems & Jewellery	Drafted on	29/05/13
Industry Sub-sector	Cast and Diamond-set Jewellery	Last reviewed on	11/07/13
		Next review date	15/06/15



National Occupational Standard



Overview

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

G&J/N9902

Coordinate with others

National Occupational Standard

Unit Code	G&J /N9902
Unit Title (Task)	Interact with colleagues and seniors
Description	This OS unit is about communicating with colleagues and seniors in order to achieve smooth and hazard-free work flow
Scope	<p>This unit/task covers the following:</p> <p>Interact with supervisor</p> <ul style="list-style-type: none"> • receive work instructions and raw materials from reporting supervisor • communicate to reporting supervisor about process-flow improvements, product defects received from previous process, repairs and maintenance of tools and machinery as required • communicate any potential hazards or expected process disruptions • handover completed work to supervisor <p>Interact with colleagues within and outside the department</p> <ul style="list-style-type: none"> • work as a team with colleagues and share work as per their or own work load and skills • work with colleagues of other departments • communicate and discuss work flow related difficulties in order to find solutions with mutual agreement • receive feedback from QC and rework in order to complete work on time
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Interaction with supervisor	To be competent, the user/individual on the job must be able to: PC1. understand the work output requirements PC2. comply with company policy and rule PC3. deliver quality work on time as required by reporting any anticipated reasons for delays
Interactions with colleagues and other departments	To be competent, the user/individual on the job must be able to: PC4. put team over individual goals PC5. be able to resolve conflicts PC6. learn how to multi-task relevant activities
Knowledge and Understanding (K)	
A. Organizational Context	The user/individual on the job needs to know and understand: KA1. company's policies on: preferred language of communication, reporting and escalation policy, quality delivery standards, and personnel management KA2. reporting structure
B. Technical Knowledge	The user/individual on the job needs to know and understand how to: KB1. communicate effectively KB2. build team coordination

G&J/N9902

Coordinate with others

Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Communication skills
	The individual on the job needs to know and understand how to: SA1. read and write preferred language of communication as prescribed by the company SA2. read job sheets and interpret technical details mentioned in the jobsheet
B. Professional Skills	Decision making
	The individual on the job needs to know and understand: SB1. how to spot and communicate potential areas of disruptions to work process and report the same SB2. when to report to supervisor and when to deal with a colleague individually, depending on the type of concern
	Reflective thinking
	The individual on the job needs to know and understand how to: SB3. improve work processes by interacting with others and adopting best practices
	Critical thinking
The individual on the job needs know and understand how to: SB4. spot process disruptions and delays and report and communicate with solutions	

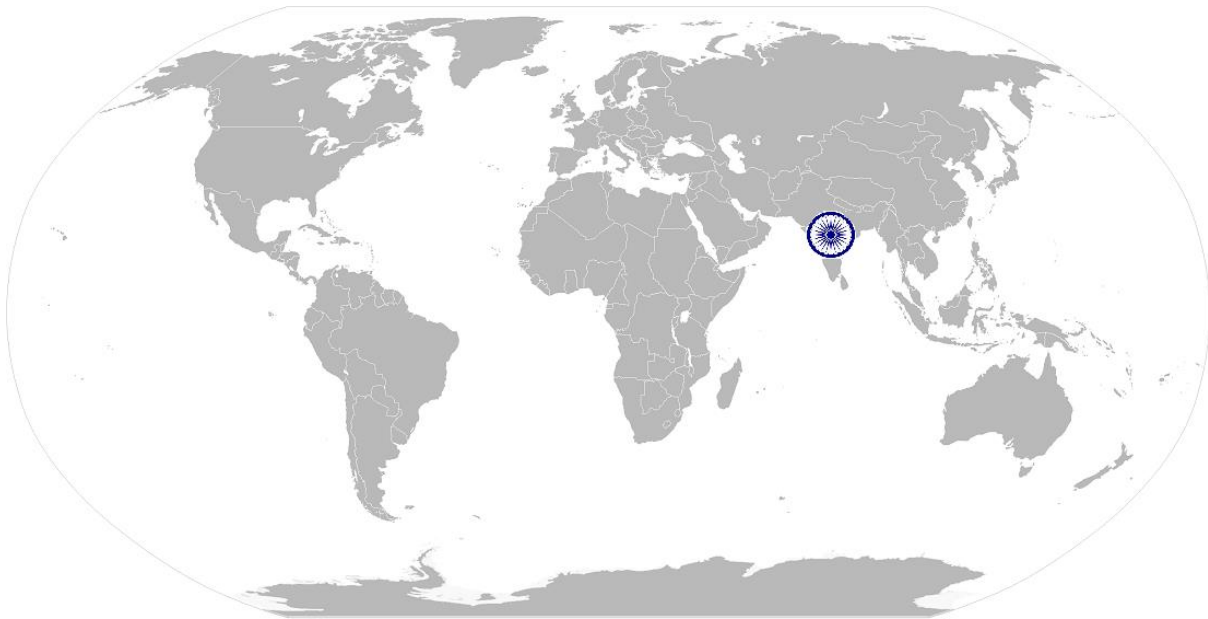


G&J/N9902

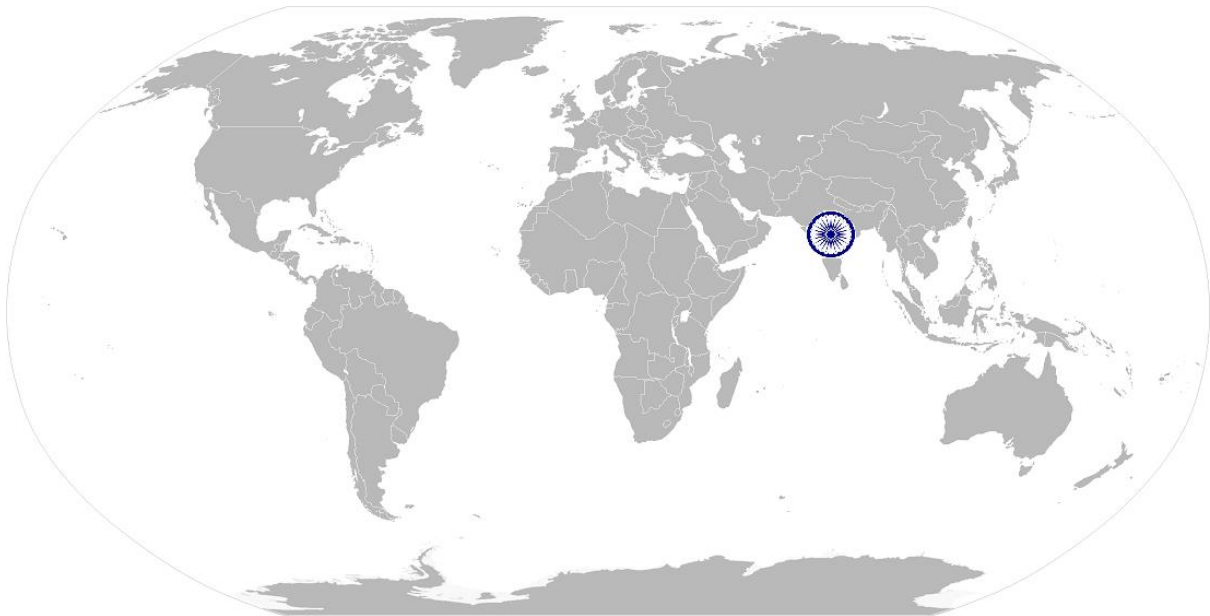
Coordinate with others

NOS Version Control

NOS Code	G&J/N9902		
Credits(NVEQF/NVQF/NSQF)	TBD	Version number	1.0
Industry	Gems & Jewellery	Drafted on	29/05/13
Industry Sub-sector	Cast and diamond-set jewellery	Last reviewed on	11/07/13
		Next review date	15/06/15



National Occupational Standard



Overview

This unit is about commitment towards reporting potential hazards, taking preventive measures to contain accidents in order to make the work environment safe for self and colleagues and maintaining occupational health and safety.

G&J/N9905

Maintain occupational health and safety

National Occupational Standard

Unit Code	G&J /N9905
Unit Title (Task)	Maintain occupational health and safety
Description	This OS unit is about being aware of, communicating and taking steps towards minimizing potential hazards and dangers of accidents on the job and maintaining occupational health and safety
Scope	<p>This unit/task covers the following:</p> <p>Understand potential sources of accidents</p> <ul style="list-style-type: none"> to avoid accidents related to use of potentially dangerous chemicals, sharp tools, hazards from machines and such as heating lamps <p>Use safety gear to avoid accidents</p> <ul style="list-style-type: none"> wear safety gear such as goggles, mask, gloves, ear plugs <p>Actively participate in the health and safety awareness campaigns</p> <ul style="list-style-type: none"> attend fire drills organised by the company or industrial zone learn first aid procedure be alert about designated assembly area in the event of an emergency read and understand the evacuation and emergency procedures <p>Communicate to reporting supervisor about</p> <ul style="list-style-type: none"> process flow improvements that can reduce anticipated or repetitive hazards mishandling of tools, machines or hazardous materials electrical problems that could result in accident
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Communicating potential accident points	To be competent, the user/individual on the job must be able to: PC1. spot and report potential hazards on time PC2. follow company policy and rules regarding use of hazardous materials PC3. attend and actively participate in the health and safety campaigns organised by the company
Using safety gear	To be competent, the user/individual on the job must be able to: PC4. use or wear safety gear as per the rules of the company
Knowledge and Understanding (K)	
A. Organizational Context	The user/individual on the job needs to know and understand: KA1. company's policies on: safety and hazards and personnel management KA2. reporting structure
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. how different chemicals react and what could be the danger from them KB2. how to use machines and tools without suffering bodily harm

G&J/N9905

Maintain occupational health and safety

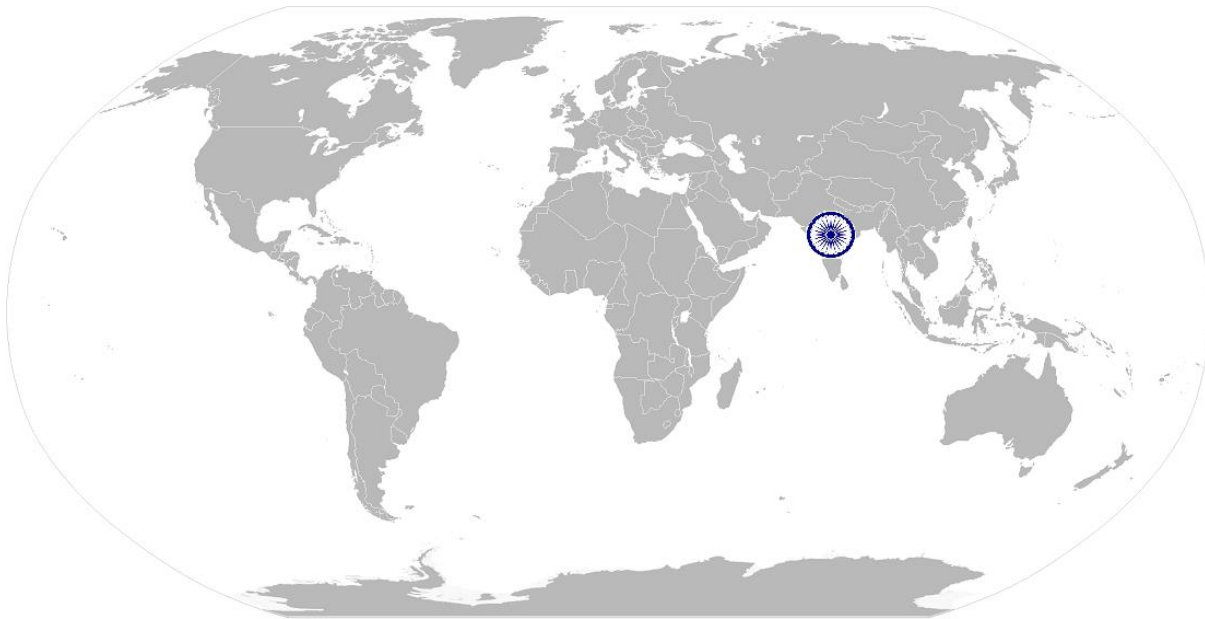
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Communication skills
	The individual on the job needs to know and understand how to: SA1. effectively communicate the danger
	Organising skills
	The individual on the job needs to know and understand how to: SA2. keep all the tools in an organised manner so as to avoid accidents SA3. keep the work environment safe and clean
B. Professional Skills	Decision making
	The 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 SB3. wear appropriate safety gear to avoid an accident
	Reflective thinking
	The individual on the job needs to know and understand to: SB4. learn from past mistakes regarding use of hazardous machines or chemicals
	Critical thinking
	The individual on the job needs to know and understand how to: SB5. spot dangers
Decision making	
	The individual on the job needs to know and understand how to: SB6. report potential sources of danger SB7. follow prescribed procedure in the event of an accident SB8. wear appropriate safety gear to avoid an accident

G&J/N9905

Maintain occupational health and safety

NOS Version Control

NOS Code	G&J/N9905		
Credits(NVEQF/NVQF/NSQF)	TBD	Version number	1.0
Industry	Gems & Jewellery	Drafted on	29/05/13
Industry Sub-sector	Cast and diamond-set jewellery	Last reviewed on	11/07/13
		Next review date	15/06/15



Definitions

Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defied 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.

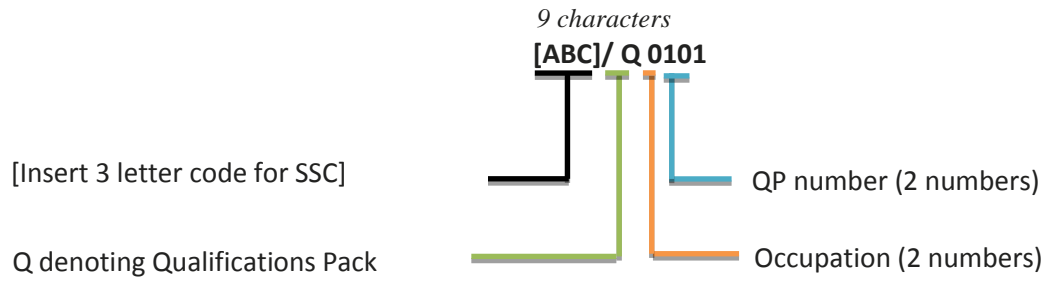
Acronyms

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

Annexure

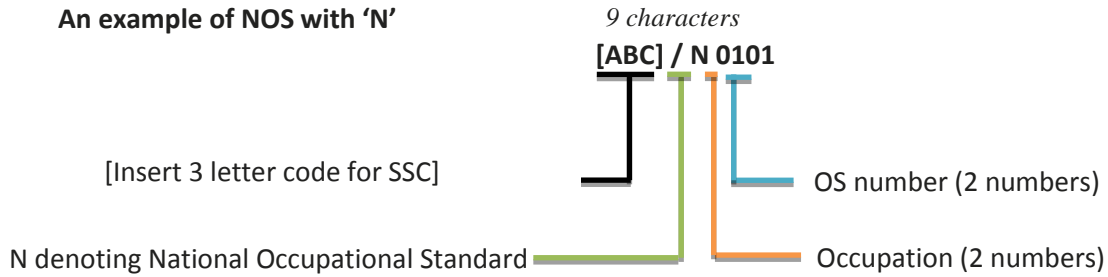
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



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

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

Sequence	Description	Example
Three letters	Industry name	G&J
Slash	/	/
Next letter	Whether QP or NOS	N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role Filer & Assembler

Qualification Pack G&J/Q2901

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/N2901 File and assemble the cast jewellery piece	PC1. remove sprues and extra metal to achieve finish as per design requirement with minimum precious metal, diamond and stone loss	75	11	1	10
	PC2. link components of different product types as per design requirement and utility of the product		6	1	5
	PC3. assemble different parts of jewellery piece with required flexibility and durability		13	3	10

	PC4. repair the casting defects in the jewellery pieces as per the QC policy of the company		7	2	5
	PC5. deliver product in time to the next stage in the process flow		5	0	5
	PC6. file and assemble number of jewellery pieces as per target deliverable and quality approved by the supervisor		12	2	10
	PC7. appropriately finish surfaces required as per QC policy		11	1	10
	PC8. achieve minimum precious metal and stone loss after filing		5	0	5
	PC9. achieve maximum number of quality control approved jewellery piece		5	0	5
		Total	75	10	65
2.G&J/N9901 Respect and maintain IPR	PC1. be able to spot plagiarism and report	9	3	2	1
	PC2. be aware of patents and IPR		4	1	3
	PC3. not be involved in IPR violations		2	1	1
		Total	9	4	5
3.G&J/N9902 Coordinate with others	PC1. understand the work output requirements	8	2	1	1
	PC2. comply with company policy and rule		1	0	1
	PC3. deliver quality work on time as required by reporting any anticipated reasons for delays		1	0	1
	PC4. put team over individual goals		1	1	0
	PC5. be able to resolve conflicts		1	0	1
	PC6. learn how to multi-task relevant activities		2	1	1

		Total	8	3	5
4. G&J/N9905 Maintain occupational health and safety	PC1. spot and report potential hazards on time	8	2	1	1
	PC2. follow company policy and rules regarding use of hazardous materials		2	0	2
	PC3. attend and actively participate in the health and safety campaigns organised by the company		2	1	1
	PC4. use or wear safety gear as per the rules of the company		2	1	1
		Total	8	3	5