

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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Contents

1. Introduction and Contact..... P1
2. Qualifications PackP2
3. OS Units..... P3
4. Glossary of Key Terms.....P22
5. Nomenclature of QP & NOS..... P24

Introduction

Qualifications Pack-Production Manager (Handmade Jewellery)

SECTOR: GEMS & JEWELLERY

SUB-SECTOR: Handmade gold and gems-set jewellery

OCCUPATION: Managing (Company)

REFERENCE ID: G&J/Q0101

Production Manager: Also known as 'Head Job-work' or 'Manager', the Production Manager of the company is responsible for planning and overseeing the production of jewellery.

ALIGNED TO: NCO-2004/NIL

Brief Job Description: The individual at work needs to understand the requirements of customers, plan and monitor the production process, coordinate with other department of the unit and ensure that quality product is delivered on time and as per order.

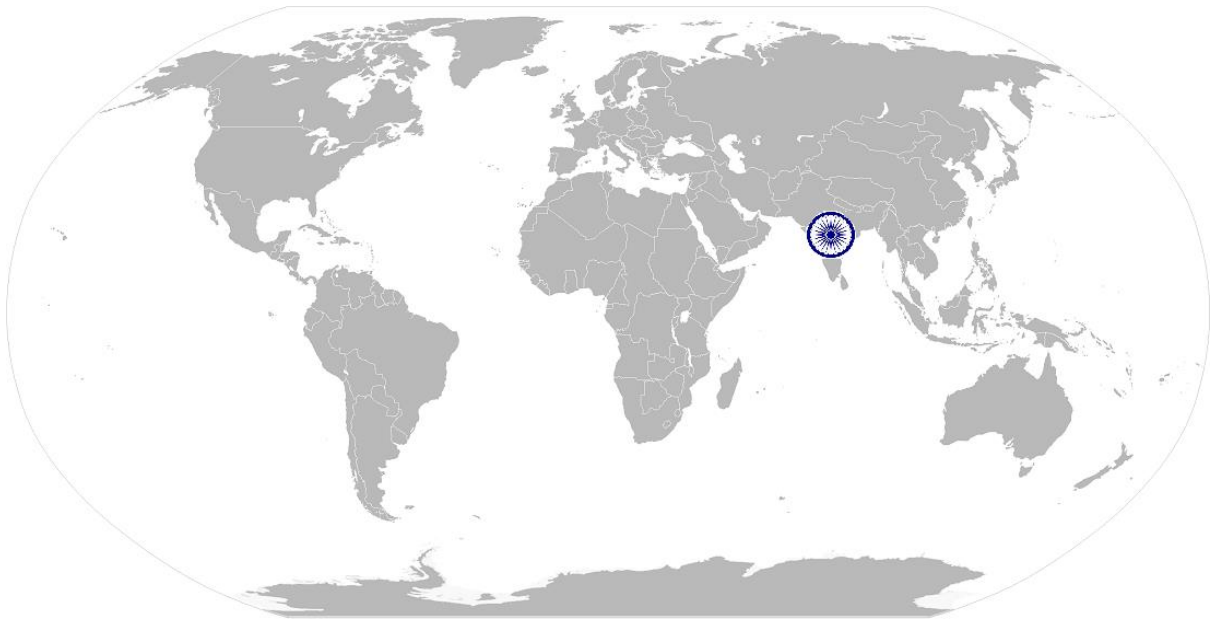
Personal Attributes: The job requires the individual to have: attention to details; strategic thinking; ability to manage a process driven team and leadership qualities. The individual must have ability to motivate and manage team.

Job Details

Qualifications Pack Code	G&J/Q0101		
Job Role	Production Manager		
Credits(NSQF)	TBD	Version number	1.0
Sector	Gems & Jewellery	Drafted on	25/08/13
Sub-sector	Handmade and Gems-set Jewellery	Last reviewed on	13/08/14
Occupation	Managing (company)	Next review date	12/08/15

Job Role	Production Manager Also known as 'Head Job-work', 'Manager'
Role Description	Understanding the demand requirement of customers; planning and monitoring production process; coordinating with other departments; ensuring quality check of the finished product and delivery of jewellery on time as per order.
NSQF level	7
Minimum Educational Qualifications	Minimum: Graduate
Maximum Educational Qualifications	Preferable: Diploma - Business Management
Training	Not Applicable
Experience	Minimum 3 years in Production Planning
Applicable National Occupational Standards (NOS)	Compulsory: <ol style="list-style-type: none"> G&J/N0101 Plan and manage production process G&J/N9910 Maintain IPR and respect copyright G&J/N9913 Interact with colleagues and team G&J/N9914 Maintain safe work environment Optional: Not applicable
Performance Criteria	As described in the relevant OS units

National Occupational Standard



Overview

This unit is about assessing the customers' requirements, plan and monitor the production process for delivery of finished jewellery on time. This also includes coordinating with the heads of different departments in the unit, organising training and equipment for team, ensuring quality of the products manufactured and taking measures to avoid accidents and appraising the team performance.

G&J/N0101

Plan and manage production process

National Occupational Standard

Unit Code	G&J/N0101
Unit Title (Task)	Plan and monitor production process
Description	This OS unit is about planning and managing the production process and enable timely shipments to clients by recruiting the team and managing it along with the production process and planning.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Understand the production schedule and customer's requirements • Plan the production process • Ensure smooth production process • Monitor and execute the production process • Record the production data • Maintain the locker in the unit • Maintain pre-delivery standards • Control precious metal loss • Manage the human resource and assess their performance • Rectify problems
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Planning production process and monitor	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. understand customer's requirement as passed on by the marketing and sales team</p> <p>PC2. design of the jewellery to decide on in-house manufacturing versus outsourcing</p> <p>PC3. ensure quality, time of delivery, payment terms</p> <p>PC4. ensure availability of raw materials and teams required</p> <p>PC5. plan the time required for executing the work by calculating man hours required to finish the work</p> <p>PC6. interact with different department heads to firm up the plan</p> <p>PC7. calculate the time required and finalise the production plan</p> <p>PC8. allocate work and procurement schedule</p> <p>PC9. critical products or requirements</p> <p>PC10. gold quality procured i.e., karatage of gold is as per requirement</p> <p>PC11. arrange for all supplies, tools and consumables</p> <p>PC12. assess human resources and skills</p> <p>PC13. take corrective action required for anticipated or actual problems and delays</p> <p>PC14. undertake machine maintenance, hazards and accidents</p> <p>PC15. achieve target movement from one department to another as planned</p> <p>PC16. arrange for assaying of gold and jewellery as per customer requirement in approved testing centre</p> <p>PC17. allocate work requirement to each department heads / supervisor</p> <p>PC18. ensure that right tools and equipment are used for the purpose</p>

G&J/N0101

Plan and manage production process

	<p>PC19. ensure adherence to job sheet schedule and requirements</p> <p>PC20. motivate workers to achieve the planned production output</p> <p>PC21. conduct random quality checks at different stages</p> <p>PC22. assist on production when there is a technical issue</p> <p>PC23. ensure daily production target is met</p>
Maintain inventory and production records	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC24. record the daily and production activities of the unit</p> <p>PC25. keep track of gold and consumables given to each department and received</p> <p>PC26. record the delivery date from each department</p> <p>PC27. monitor locker movements and interact with locker manager</p> <p>PC28. check records of finished jewellery placed in safe locker</p> <p>PC29. check records of inventory of all raw material and components stored</p> <p>PC30. ensure the jewellery is packed as per the company's policy</p> <p>PC31. ensure jewellery hallmarking</p> <p>PC32. ensure company's stamp on jewellery manufactured</p>
Achieving productivity	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC33. understand the customers' requirements of jewellery in terms of design, quality, time of delivery, etc.</p> <p>PC34. decide on accepting the work order from customer</p> <p>PC35. plan the production process and move the production smoothly from one department to another</p> <p>PC36. deliver the jewellery goods to customer with expected quality</p> <p>PC37. avoid delay in delivery of goods to customer</p> <p>PC38. ensure all terms and conditions of the agreement with the customer is followed during production</p> <p>PC39. limit gold loss during production of jewellery</p> <p>PC40. ensure that precious metal dust or fragments dispersed during the day is collected by the workers properly</p> <p>PC41. tally account as per allowed standards of gold loss</p> <p>PC42. conduct regular cleaning for collection of gold as per company policy</p> <p>PC43. train the workers on working effectively with control on gold loss</p> <p>PC44. ensure that production all jewellery order results in profit for the company</p> <p>PC45. complete work with minimum hazards and accidents</p>
Handling problems	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC46. avoid process disruptions / delays and deliver goods on time</p> <p>PC47. handle technical issues during production and provide solution</p> <p>PC48. take corrective actions during human resource shortage, problem in machines, etc.</p> <p>PC49. address machine failure reported</p> <p>PC50. arrange for fulfilling tools shortage and their maintenance related issues</p> <p>PC51. avoid reasons for anticipated delays that may adversely affect delivery</p> <p>PC52. return and replace poor quality of gold received</p>

G&J/N0101

Plan and manage production process

Managing human resources	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC53. train human resources on processes</p> <p>PC54. allocated work to human resources and detail on work expected out of them</p> <p>PC55. maintain record of their production in terms of quantity and quality</p> <p>PC56. assess the skill and achievement of worker as per their output</p> <p>PC57. recommend for recognition or training as per their performance</p> <p>PC58. understand and resolve human resource conflicts in the unit</p> <p>PC59. assess the performance of department supervisors in the unit</p>
Knowledge and Understanding (K)	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The individual on the job needs to know and understand:</p> <p>KA1. company's policies on: acceptable limits of precious metal loss per product type, delivery timelines, safety and hazards, integrity and IPR, and personnel management</p> <p>KA2. work flow involved in jewellery manufacturing process of the company</p> <p>KA3. management of worker, quality and productivity</p> <p>KA4. conflict resolution and problem solving</p> <p>KA5. performance appraisal</p> <p>KA6. reporting structure</p> <p>KA7. company's budgeting, financial and pricing policy</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. jewellery making process and different types of jewellery</p> <p>KB2. machine and tools requirement for jewellery making</p> <p>KB3. skilled worker from different region in the country to work on specialised jewellery making</p> <p>KB4. different methods and techniques involved in making the jewellery</p> <p>KB5. making components and frames for jewellery</p> <p>KB6. soldering techniques in jewellery making</p> <p>KB7. different cleaning and polishing methods and their purpose</p> <p>KB8. consumables used in different process of jewellery making and their usage purpose</p> <p>KB9. different type of gemstones and setting techniques</p> <p>KB10. potential work hazards while using high speed rotating machines and chemicals</p> <p>KB11. assaying methods to determine purity of gold</p> <p>KB12. accounting of jewellery and documentation</p> <p>KB13. human resource management</p> <p>KB14. team management</p> <p>KB15. potential work hazards, particularly, when using hand and machine tools</p> <p>KB16. operate computer system and software packages to document production data and analyse</p>

G&J/N0101

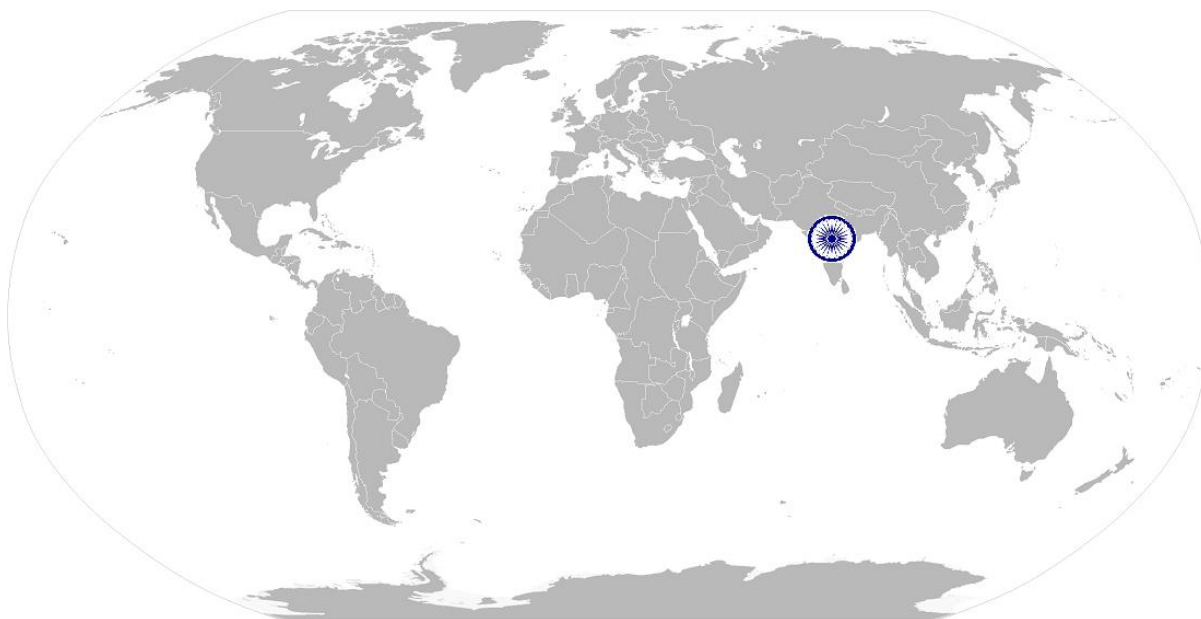
Plan and manage production process

Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Basic reading and writing skills
	The user/individual on the job needs to know and understand how: SA1. to read documents, agreement and design of jewellery SA2. to record and document production of jewellery in the unit
	Calculation skills
	The user/individual on the job needs to know and understand how: SA3. to plan for periodic production SA4. to assess the number of human resource required for design SA5. to assess the gold loss in each process SA6. to calculate the productivity and do analysis on production data
	Team management
	The user/individual on the job needs to know and understand how: SA7. to distribute work equitably and according to seniority and experience of worker SA8. to encourage workers to share workload and deliver on time SA9. to assess worker requirements in terms of training, tools, machinery, workspace and other facilities SA10. to appraise based on company's standards and workers' performance SA11. to encourage workers to multitask and work on different types of jewellery as per their requirement
B. Professional Skills	Communication skills
	The individual on the job needs to know and understand how to: SB1. give appropriate instructions and feedback to different levels of workers under his supervision SB2. educate about safety and work hazards SB3. train on gold loss, productivity and correct steps to follow on the job SB4. inform about IPR issues pertaining to the company and detecting violations SB5. resolve inter-personal conflicts between workers and co-workers
	Using tools and machines
	The user/individual on the job needs to know and understand how: SB6. to use different types of tools and machines are used for jewellery making at different stages and what precautions are required in operating them in terms of desired outcome and safety SB7. to work in a safe environment, i.e., without injuries
	Reflective thinking
	The user/individual on the job needs to know and understand how to: SB8. improve work processes for greater productivity SB9. reduce gold loss SB10. improve quality of output SB11. Increase profitability of the company

G&J/N0101

Plan and manage production process

	Critical thinking
	<p>The user/individual on the job needs to know and understand how:</p> <p>SB12. to decide on the work can be executed with the available resources</p> <p>SB13. to spot process disruptions and delays</p> <p>SB14. to take corrective actions during issues in production</p>



G&J/N0101

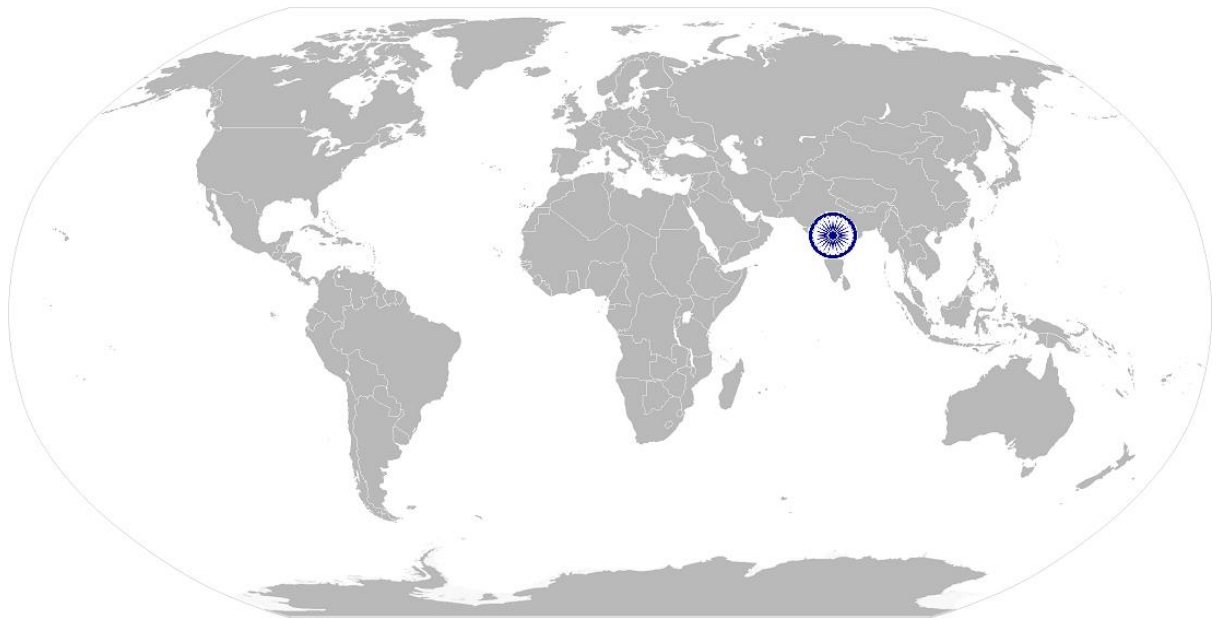
Plan and manage production process

NOS Version Control

NOS Code	G&J/N0101		
Credits(NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	Gems & Jewellery	Drafted on	25/08/13
Industry Sub-sector	Handmade Gold and Gems-set Jewellery	Last reviewed on	13/08/14
		Next review date	12/08/15



National Occupational Standard



Overview

This unit is about and respecting intellectual property rights (IPR) of the company's products and designs and avoiding infringement on copyrights of others.

G&J/N9910

Maintain IPR and respect copyright

National Occupational Standard

Unit Code	G&J/N9910
Unit Title (Task)	Respect IPR of company as well as competitors
Description	This OS unit is about maintaining company's IPR and avoiding infringement on copyright of others
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Protect company's Intellectual Property Rights (IPR) Avoid infringement to copyright of other companies
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Respecting IPR	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. prevent leak of new designs to competitors by reporting on time</p> <p>PC2. spot any infringement of company's product or design patents</p> <p>PC3. report IPR violations observed in the market, to supervisor or company heads</p> <p>PC4. read copyright clause of the material published on the internet and any other printed material</p> <p>PC5. consult supervisor or senior management when in doubt about using publicly available information</p> <p>PC6. report any infringement observed in the company</p> <p>PC7. spot plagiarism and report</p> <p>PC8. understand rationale of patents and IPR</p> <p>PC9. avoid being involved in IPR violations</p>
Knowledge and Understanding (K)	
A. Organizational Context	<p>The individual on the job needs to know and understand:</p> <p>KA1. company's policies on IPR, plagiarism and order leaks</p> <p>KA2. company's patented products</p> <p>KA3. market trends and company's unique product range</p> <p>KA4. reporting structure</p>
B. Technical Knowledge	<p>The individual on the job needs to know and understand:</p> <p>KB1. basics of patents and IPR laws</p> <p>KB2. how IPR protection is important for competitiveness of a company</p>
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Communication skills
	<p>The user/individual on the job needs to know and understand how:</p> <p>SA1. to effectively communicate any observed IPR violations or design leaks</p>
B. Professional Skills	Decision making
	<p>The user/individual on the job needs to know and understand when and how:</p> <p>SB1. to report sources of IPR violations</p>

G&J/N9910

Maintain IPR and respect copyright

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

G&J/N9910

Maintain IPR and respect copyright

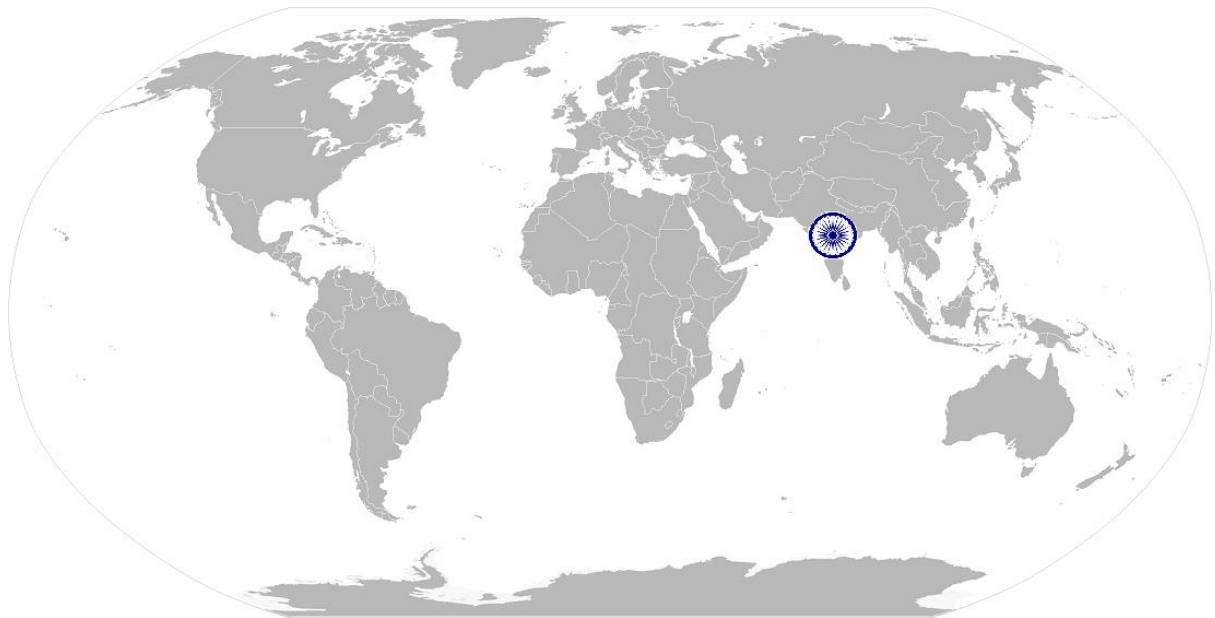
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NOS Code	G&J/N9910		
Credits(NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	Gems & Jewellery	Drafted on	25/08/13
Industry Sub-sector	Handmade Gold and Gems-set Jewellery	Last reviewed on	13/08/14
		Next review date	12/08/15

G&J/N9913

Interact with customers and colleagues

National Occupational Standard



Overview

This unit is about level of communication with colleagues or clients. It determines the Supervisor or Manager's ability to work as a team in order to achieve the required deliverables on schedule.

G&J/N9913

Interact with customers and colleagues

Unit Code	G&J/N9913
Unit Title (Task)	Interact with colleagues and team members
Description	This OS unit is about communicating with colleagues and seniors in order to maintain smooth and hazard-free work flow
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Interact with Seniors, Production Manager and others Interact with colleagues
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Interaction with seniors	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. receive or give work-flow instructions and quality standards</p> <p>PC2. communicate about process flow improvements</p> <p>PC3. communicate any potential hazards or expected disruptions</p> <p>PC4. understand the work output requirements</p> <p>PC5. comply with company policy and rule</p> <p>PC6. deliver quality work on time as required by reporting any anticipated reasons for delays</p>
Interactions with colleagues and other departments	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC7. work as a team with colleagues and seniors</p> <p>PC8. share skills and train</p> <p>PC9. communicate and discuss work flow related difficulties in order to find solutions with mutual agreement</p> <p>PC10. receive feedback and address concerns in order to complete work on time</p> <p>PC11. put team over individual goals</p> <p>PC12. resolve conflicts and multi-task</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The individual on the job needs to know and understand:</p> <p>KA1. company's policies on personnel management</p> <p>KA2. work flow involved in company's jewellery manufacturing process</p> <p>KA3. importance of the individual's role in the workflow</p> <p>KA4. reporting structure</p>
B. Technical Knowledge	<p>The individual on the job needs to know and understand:</p> <p>KB1. how to communicate effectively</p> <p>KB2. how to build team coordination</p>
Skills (S) [Optional]	
A. Core Skills/	Teamwork and some multitasking
	The individual on the job needs to know and understand how:

G&J/N9913

Interact with customers and colleagues

Generic Skills	<p>SA1. to motivate team to work</p> <p>SA2. to convince seniors about significant process changes</p> <p>SA3. to share work load as required</p> <p>SA4. to deliver product to next work process on time</p>
B. Professional Skills	Decision making
	<p>The individual on the job needs to know and understand:</p> <p>SB1. how to report potential areas of disruptions to work process</p> <p>SB2. when to report to senior and when to deal with a colleague depending on the type of concern</p>
	Reflective thinking
	<p>The individual on the job needs to know and understand:</p> <p>SB3. how to improve work process</p>
	Critical thinking
	<p>The individual on the job needs to know and understand:</p> <p>SB4. how to spot process disruptions and delays</p>

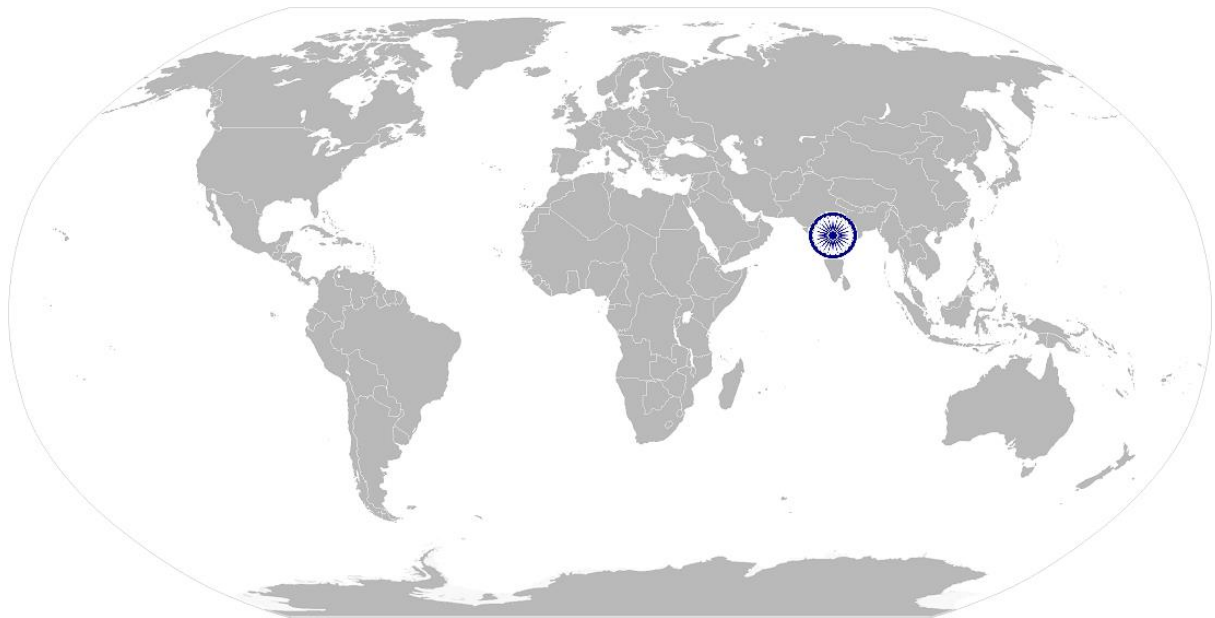
G&J/N9913

Interact with customers and colleagues

NOS Version Control

NOS Code	G&J/N9913		
Credits(NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	Gems & Jewellery	Drafted on	25/08/13
Industry Sub-sector	Handmade Gold and Gems-set Jewellery	Last reviewed on	13/08/14
		Next review date	12/08/15

National Occupational Standard



Overview

This unit is about the artisan or bench worker's commitment towards reporting potential hazards and containing accidents in order to make the work environment safe for self and colleagues.

G&J/N9914

Maintain safe work environment

National Occupational Standard

Unit Code	G&J/N9914
Unit Title (Task)	Work towards having a safe work environment
Description	This OS unit is about being aware of and communicating potential hazards and dangers of accidents on the job
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Understand potential sources of accidents Communicate to reporting supervisor about hazards in time
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Understanding of potential sources of accidents and communicating	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. avoid accidents related to use of potentially dangerous chemicals, gas torches, sharp tools and hazards from machines</p> <p>PC2. suggest process flow improvements to reduce anticipated or repetitive hazards</p> <p>PC3. report mishandling of tools, machines or hazardous materials</p> <p>PC4. identify electrical problems that could result in accident</p> <p>PC5. spot and report potential hazards on time</p> <p>PC6. follow company policy and rules regarding hazardous materials</p> <p>PC7. deliver quality work on time as required by reporting any anticipated reasons for delays</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The individual on the job needs to know and understand:</p> <p>KA1. company's policies on handling: harmful chemicals and sharp tools, safety and hazards of machines, fire safety and, disposal of harmful chemicals and materials</p> <p>KA2. work flow involved in company's jewellery manufacturing process</p> <p>KA3. importance of the individual's role in the workflow</p> <p>KA4. reporting structure</p>
B. Technical Knowledge	<p>The individual on the job needs to know and understand:</p> <p>KB1. how different chemicals react and what could be the danger from them</p> <p>KB2. how to use machines and tools without causing bodily harm</p> <p>KB3. fire safety education</p> <p>KB4. disposal of hazardous chemicals, tools and materials by following prescribed environmental norms or as per company policy</p>
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Communication skills
	<p>The individual on the job needs to know and understand how:</p> <p>SA1. to effectively communicate the danger</p>

G&J/N9914

Maintain safe work environment

B. Professional Skills	Decision making
	The individual on the job needs to know and understand: SB1. importance of reporting potential sources of danger SB2. appropriate actions to be taken in the event of an accident SB3. process for disposing of hazardous materials, safely and following environmental guidelines
	Reflective thinking
	The individual on the job needs to know and understand how: SB4. to learn from past mistakes regarding use of hazardous machines or chemicals or gas torches
	Critical thinking
	The individual on the job needs to know and understand: SB5. how to spot danger SB6. procedures to follow in the event of a fire or other hazard

G&J/N9914

Maintain safe work environment

NOS Version Control

NOS Code	G&J/N9914		
Credits(NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	Gems & Jewellery	Drafted on	25/08/13
Industry Sub-sector	Handmade Gold and Gems-set Jewellery	Last reviewed on	13/08/14
		Next review date	12/08/15

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

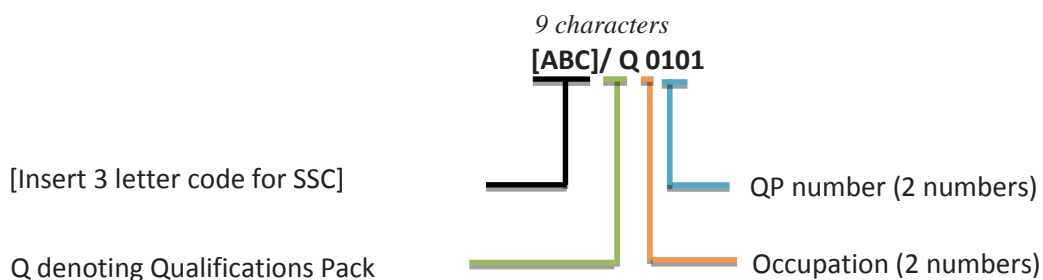
Acronyms

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

Annexure

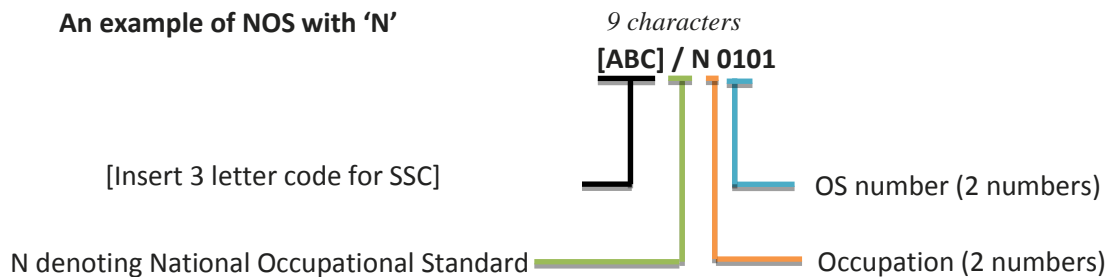
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



[Back to top...](#)

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

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

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

CRITERIA FOR ASSESSMENT OF TRAINEES				
Job Role	Production Manager			
Qualification Pack	Production Manager			
Sector Skill Council	GEMS & JEWELLERY			
To pass the Assessment, a candidate needs to score 50% in Theory and 70% in Practical				
Assessment Strategy			Marks Allocation	
NOS	Elements	Performance Criteria	Theory	Practical
1. G&J/N0101 Plan and manage production process	Productivity	PC1. accurately understand the customers’ requirements of jewellery in terms of design, quality, time of delivery, etc.	0	7
		PC2. decide on accepting the work order from customer	0	7
		PC3. plan the production process and move the production smoothly from one department to another	1	7
		PC4. deliver the jewellery goods to customer with expected quality	1	6
		PC5. avoid delay in delivery of goods to customer	1	6
		PC6. ensure all terms and conditions of the agreement with the customer is followed during production	0	6
		PC7. limit gold loss during production of jewellery	2	5
		PC8. ensure that production all jewellery order results in profit for the company	1	5
		PC9. complete work with minimum hazards and accidents	0	5
	Handling problems	PC10. avoid process disruptions / delays and deliver goods on time	1	3
		PC11. handle technical issues during production and provide solution	1	3
		PC12. take corrective actions during human resource shortage, problem in machines, etc	1	3
	Managing human resources	PC13. train human resources on processes	1	3
		PC14. assess the performance of department supervisors and workers in the unit	1	3
		PC15. resolve human resource issues in the unit and ensure smooth production process	1	1
		Sub Total	12	70
2. G&J/N1901 Maintain IPR and respect copyright	Respecting IPR	PC1. Spot plagiarism and report	0	1
		PC2. understand rationale of patents and IPR	0	1
		PC3. avoid being involved in IPR violations	0	1
			Sub Total	0
3. G&J/N1905 Interact with colleagues and team	Interaction with supervisor	PC1. understand the work output requirements	1	2
		PC2. comply with company policy and rule	1	1
		PC3. deliver quality work on time as required by reporting any anticipated	0	1

CRITERIA FOR ASSESSMENT OF TRAINEES				
	Interactions with colleagues and other departments	reasons for delays		
		PC4. put team over individual goals	0	0
		PC5. conflicts resolution and multi-tasking	0	1
		Sub Total	2	5
4. G&J/N1907 Maintain safe work environment	Understanding of potential sources of accidents and communicating	PC1. spot and report potential hazards on time	2	0
		PC2. follow company policy and rules regarding hazardous materials	2	1
		PC3. deliver quality work on time as required by reporting any anticipated reasons for delays	2	1
		Sub Total	6	2
Total			20	80

