

## QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR GEMS AND 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 – Labeller

**SECTOR:** GEMS AND JEWELLERY

**SUB-SECTOR:** Jewellery Retailing

**OCCUPATION:** Inventory Management

**REFERENCE ID:** G&J/Q8401

**ALIGNED TO:** NCO-2004/9322.20

**Labeller** is the person in-charge of tagging and labelling the jewellery products that are sold in the retail counters.

**Brief Job Description:** The individual at work checks the products to be labelled against different characteristics of jewellery, weighs, tags and labels the jewellery product, records and sends for delivery to Inventory Manager.

**Personal Attributes:** The job requires the individual to have: attention to details and ability to work on computers for long hours. The individual must also be able to use reflective skills in order to develop improved work processes.

Qualifications Pack Code	G&J/Q8401		
Job Role	Labeller		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]	TBD	Version number	1.0
Sector	Gems and Jewellery	Drafted on	29/05/13
Sub-sector	Jewellery Retailing	Last reviewed on	30/07/13
Occupation	Inventory Management	Next review date	15/08/15

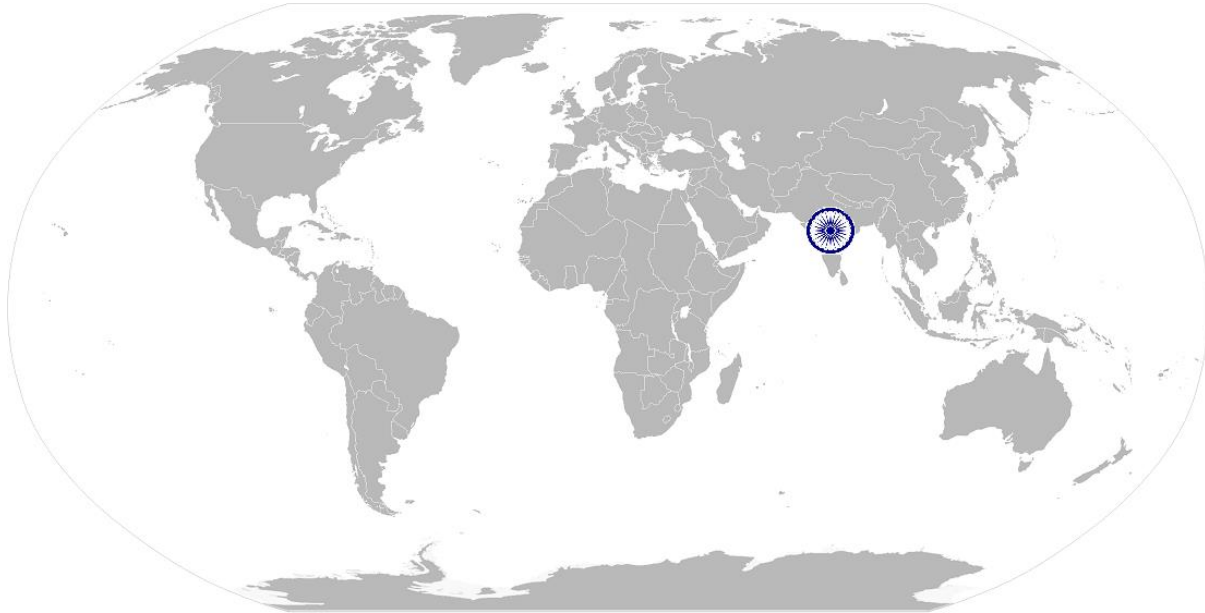
Job Role	Labeller
Role Description	Checking the products to be labelled against different characteristics of jewellery, weighing, tagging and labelling the jewellery product, recording and delivering it to Inventory Manager
NVEQF/NVQF level	3
Minimum Educational Qualifications	Preferably 12 <sup>th</sup> standard passed
Maximum Educational Qualifications	
Training	Not applicable
Experience	Not applicable
Applicable National Occupational Standards (NOS)	<p><b>Compulsory:</b></p> <ol style="list-style-type: none"> <li><a href="#">G&amp;J/N8401 Tag and label the jewellery product</a></li> <li><a href="#">G&amp;J/N9940 Respect and maintain company's IPR</a></li> <li><a href="#">G&amp;J/N9943 Maintain safe and clean environment</a></li> </ol> <p><b>Optional:</b> Not Applicable</p>
Performance Criteria	As described in the relevant OS units

**G&J/N8401**

**Tag and label the jewellery product**

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# National Occupational Standard



## Overview

This unit is about weighing, checking for attributes, tagging and appropriately labelling the jewellery product. This also includes recording the stock details.

## G&J/N8401

## Tag and label the jewellery product

Unit Code	G&J/N8401
Unit Title (Task)	Tag and label the jewellery product
Description	This OS unit is about weighing, checking for attributes, tagging and appropriately labelling the jewellery product.
Scope	<p>This unit/task covers the following:</p> <p>Receive jewellery for tagging</p> <ul style="list-style-type: none"> <li>receive the jewellery products from the inventory manager for tagging</li> <li>record the weight and quantity of jewellery products for tagging and labelling</li> </ul> <p>Tag and label the jewellery product</p> <ul style="list-style-type: none"> <li>sort the jewellery as per type of jewellery, design, etc.</li> <li>weigh the jewellery using digital weighing scale (which is attached to system to automatically capture weight)</li> <li>visually check for product for any defects</li> <li>prepare label for the jewellery taking consideration the attributes such as weight, type of jewel, selling section, etc.</li> <li>ensure that all the attributes of the product is defined in case of bar code labelling</li> <li>ensure that critical aspects such as weight, product code, design code, etc. are mentioned clearly in the label</li> <li>ensure that label is prepared as per store policy</li> <li>place label in the tag</li> <li>attach tag to the jewellery</li> <li>group similar products after labelling and deliver them to inventory manger</li> <li>maintain record on the details of stock delivered to inventory manager</li> </ul> <p>Interact and co ordinate with others</p> <ul style="list-style-type: none"> <li>interact with inventory manager to receive and deliver the jewellery products</li> <li>address for any issues with jewellery product to the inventory manager such as damage of product, mismatch in weight, etc.</li> <li>interact with store manager for any human resource issues</li> </ul>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Tag and label the jewellery product	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. ensure all critical information about the jewellery product is captured in the label</p> <p>PC2. ensure labelling is done as per company policy</p> <p>PC3. record stock details while receiving and delivering the product</p>
Escalation of issues	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC4. find any issues such as mismatch in weight, damage of product, etc. and inform inventory manager</p>

## G&J/N8401

## Tag and label the jewellery product

Knowledge and Understanding (K)	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on: Personnel management, relevant legislation, standards, policies, and procedures followed in the company</p> <p>KA2. pricing and discount policy of the retail store</p> <p>KA3. company's various savings scheme offerings</p> <p>KA4. documentation and reporting practices followed in the organisation</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. basic knowledge of the jewellery value chain from mining to consumption</p> <p>KB2. basics on precious metals jewellery such as Gold, Platinum, Silver along with their characteristics and differences</p> <p>KB3. jewellery related terminologies used in the industry</p> <p>KB4. basics on types, design, origin and make of the jewellery product</p> <p>KB5. how to operate computer and use software for stocking and pricing</p> <p>KB6. weighing jewellery (net and gross weight)</p> <p>KB7. arithmetic operations</p> <p>KB8. documentation procedure for stock management</p>
Skills (S) [Optional]	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. record the stock details of jewellery</p> <p>SA2. place order for fresh jewellery through order placement form</p>
	<b>Reading Skills</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. read English and other languages</p>
	<b>Communication Skills</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. interact with colleagues and others inside the store</p> <p>SA5. interact with vendor for order placement and any follow up with them</p>
<b>A. Professional skills</b>	<b>Documentation</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. document complete stock details for fresh jewellery, exchange jewellery, jewellery for repairs, etc.</p>
	<b>Using Computer System</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. use computer and internal software to prepare stock management records, order placement, etc.</p> <p>SB3. use computer system which are connected to weighing machine (automatic capture of weight) during weighing of jewellery</p>

**G&J/N8401**

**Tag and label the jewellery product**

	SB4. Use system to generate labels by entering the codes for different attributes of a jewellery (in case of a bar code label)
	<b>Using tools</b>
	<p>The user/individual on the job needs to know and understand:</p> <p>SB5. use karat meter to check jewellery product whenever required</p> <p>SB6. use weighing and measurement tools for recording the stock details</p>

**G&J/N8401**

**Tag and label the jewellery product**

## **NOS Version Control**

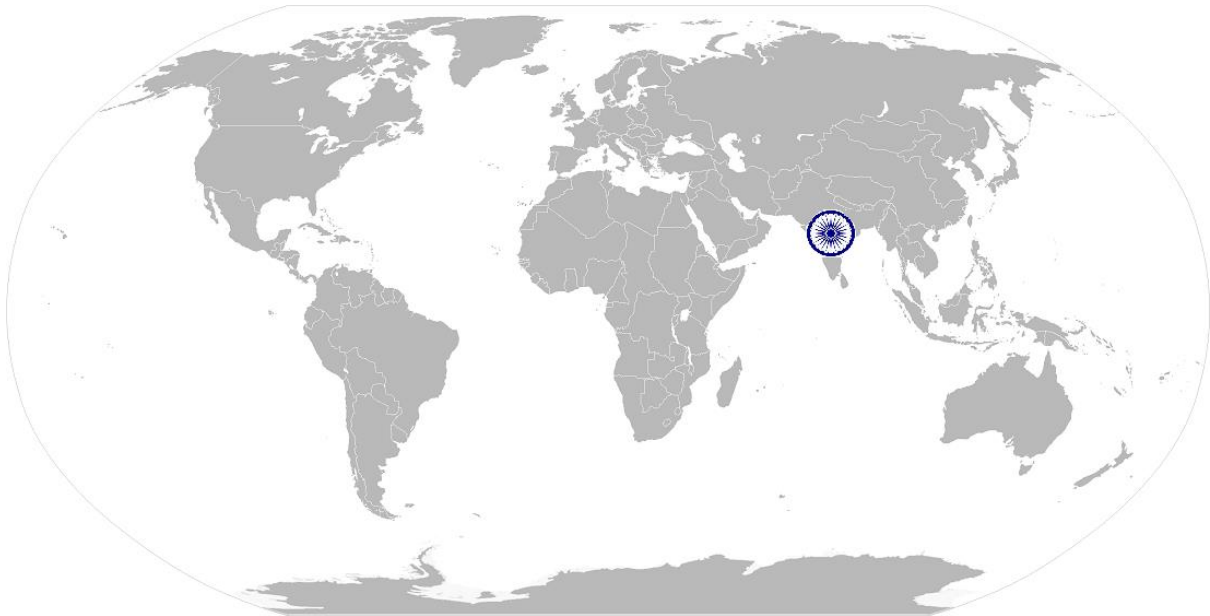
<b>NOS Code</b>	<b>G&amp;J/N8401</b>		
<b>Credits(NVEQF/NVQF/NSQF) [OPTIONAL]</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Gems &amp; Jewellery</b>	<b>Drafted on</b>	<b>22/07/13</b>
<b>Industry Sub-sector</b>	<b>Jewellery Retailing</b>	<b>Last reviewed on</b>	<b>30/07/13</b>
		<b>Next review date</b>	<b>15/08/15</b>

**G&J/N9940**

**Respect and maintain company's IPR**

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# National Occupational Standard



## Overview

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



## G&J/N9940

## Respect and maintain company's IPR

Unit Code	G&J/N9940
Unit Title (Task)	Respect and maintain IPR of the company
Description	This OS unit is about protecting company's IPR and unique selling proposition from being disclosed to competitors
Scope	<p>This unit/task covers the following:</p> <p>Protect company's Intellectual Property Rights (IPR)</p> <ul style="list-style-type: none"> <li>to prevent leak of new designs/ plans to competitors by reporting on time</li> <li>to be aware of any of company's product, process and design patents</li> <li>to prevent leak of company's pricing policy and promotional strategies</li> <li>to report IPR violations observed in the market, to manager or company head</li> </ul>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Maintaining IPR	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. be aware of company's code of conduct, patents and IPR</p> <p>PC2. not involve in IPR violations</p>
Knowledge and Understanding (K)	
<b>A. Organizational Context</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on: incentives, delivery standards, safety and hazards, code of conduct, integrity and IPR, and personnel management</p> <p>KA2. work flow involved in entire sales process followed in the company</p> <p>KA3. importance of the individual's role in the organisation</p> <p>KA4. reporting structure</p> <p>KA5. market trends</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. patents and IPR laws</p> <p>KB2. how IPR protection is important for competitiveness of a company</p>
Skills (S) [Optional]	
<b>A. Core Skills/ Generic Skills</b>	<p><b>Communication Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. effectively communicate any observed IPR violations or order leaks</p>
<b>B. Professional Skills</b>	<p><b>Decision making</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. report potential sources of violations</p>

**G&J/N9940**

**Respect and maintain company's IPR**

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

**G&J/N9940**

**Respect and maintain company's IPR**

## **NOS Version Control**

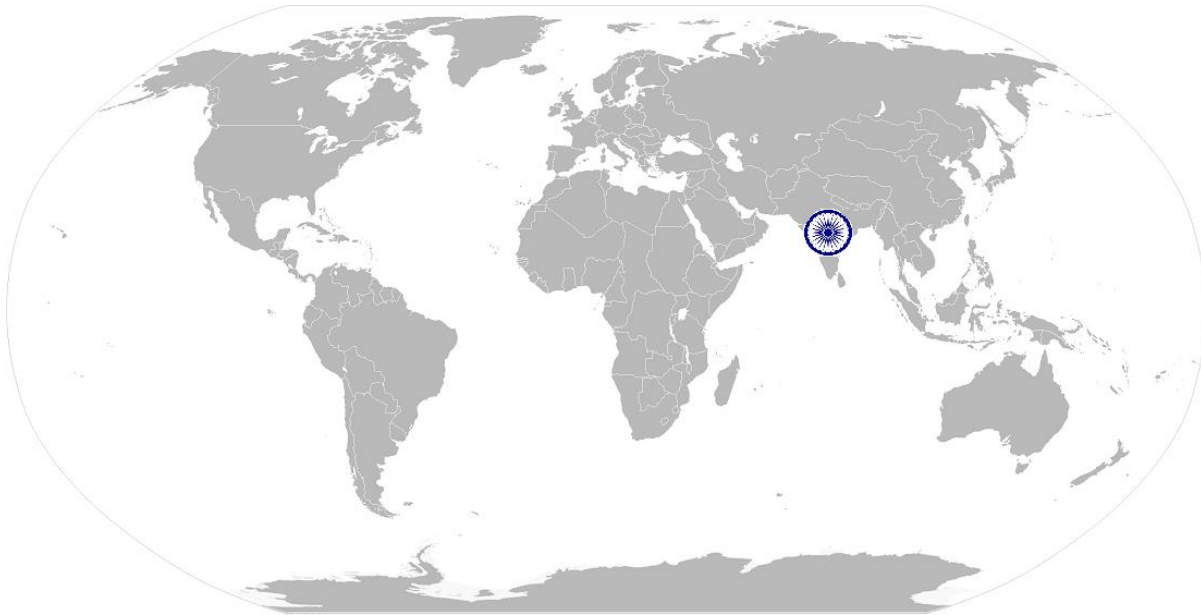
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<b>Credits(NVEQF/NVQF/NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Gems &amp; Jewellery</b>	<b>Drafted on</b>	<b>22/07/13</b>
<b>Industry Sub-sector</b>	<b>Jewellery Retailing</b>	<b>Last reviewed on</b>	<b>30/07/13</b>
		<b>Next review date</b>	<b>15/08/15</b>

**G&J/N9943**

**Maintain safe and clean work environment**

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# National Occupational Standard



## Overview

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

## G&J/N9943

## Maintain safe and clean work environment

### National Occupational Standard

Unit Code	G&J/N9943
Unit Title (Task)	Maintain safe and clean environment in the retail area
Description	This OS unit is about maintaining safe and clean retail environment to enable smooth sales experience to customers while taking care that no jewellery is lost to theft or burglary
Scope	<p>This unit/task covers the following:</p> <p>Display products at the counter</p> <ul style="list-style-type: none"> <li>• clean the counter</li> <li>• display trays one by one instead of all together</li> <li>• clean the jewellery off any stains or dust</li> <li>• display products attractively</li> </ul> <p>Maintain safety of jewellery displayed to customers</p> <ul style="list-style-type: none"> <li>• be vigilant on the stocks under display during sales</li> <li>• communicate promptly about any potential theft in the store</li> </ul> <p>Maintain personal hygiene</p> <ul style="list-style-type: none"> <li>• to be presentable as per store requirement</li> <li>• to follow prescribed dress code</li> <li>• to be easily approachable to customers</li> </ul> <p>Maintain cleanliness in the retail area</p> <ul style="list-style-type: none"> <li>• coordinate with housekeeping department to maintain cleanliness in the retail environment</li> </ul>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Maintaining clean environment	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. maintain cleanliness at the retail counter</p> <p>PC2. personal hygiene and presentable at all times</p>
Safety of products	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC3. ensure that there is no loss of product or shoplifting</p> <p>PC4. report for potential theft or raise alarm in time</p>
Knowledge and Understanding (K)	
<p><b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on: Personnel management, safety practices and procedures, standards, policies, and procedures followed in the company</p> <p>KA2. organisation structure and its policy related to theft</p> <p>KA3. different departments in the retail store</p> <p>KA4. company's dress code policy and other etiquette</p> <p>KA5. documentation and reporting practices followed by the company</p>

**G&J/N9943**

**Maintain safe and clean work environment**

<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to have:</p> <p>KB1. knowledge of cleaning the jewellery using equipments such as ultrasonic cleaner</p> <p>KB2. knowledge of cleaning agents that can be used for cleaning the display</p> <p>KB3. knowledge of hazardous material in the store</p> <p>KB4. basic knowledge on visual merchandising and display of products</p>
<b>Skills (S) [Optional]</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Communication Skills</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA1. coordinate with housekeeping department in order to maintain a clean environment in the store</p> <p>SA2. escalate concerns on hazardous material to the store or floor manager</p> <p>SA3. effectively inform about any potential theft</p>
	<b>Organising Skills</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. keep the stocks, system and other equipment used such as weigh scale, calculators in an organized manner</p> <p>SA5. keep the sale counter clean</p>
<b>B. Professional skills</b>	<b>Decision making</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB1. report potential sources of danger</p> <p>SB2. follow prescribed procedure in the event of an accident</p>

**G&J/N9943**

**Maintain safe and clean work environment**

## **NOS Version Control**

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

Definitions

Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or an area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Sub-function	Sub-functions are sub-activities essential to fulfil the achieving the objectives of the function.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance criteria are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (OS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.
Knowledge and Understanding	Knowledge and understanding are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills	Core skills or generic skills are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in



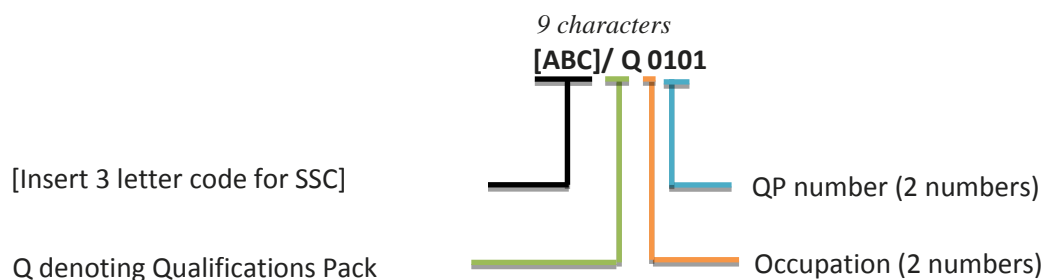
Acronyms

	any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Keywords /Terms	Description
NOS	National Occupational Standard(s)
NVQF	National Vocational Qualifications Framework
NSQF	National Qualifications Framework
NVEQF	National Vocational Education Qualifications Framework
QP	Qualifications Pack

## Annexure

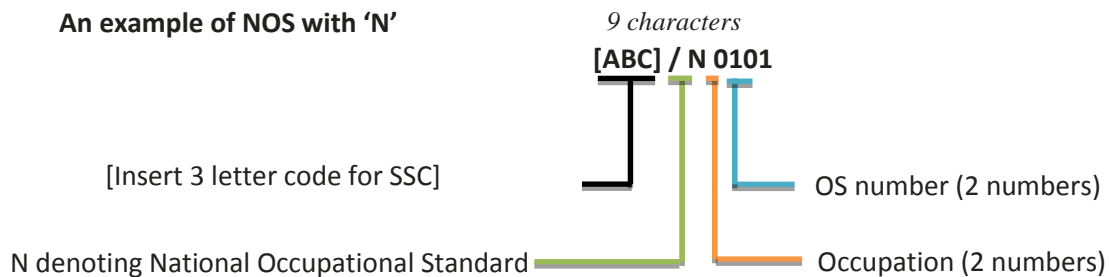
### Nomenclature for QP and NOS

#### Qualifications Pack



#### 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 <b>QP</b> or <b>NOS</b>	N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role	Qualifications Pack – Labeller			
Qualification Pack	Qualifications Pack – Labeller			
Sector Skill Council	GEMS & JEWELLERY			
Assessment Strategy			Marks Allocation	
NOS	Elements	Performance Criteria	Theory	Practical
1. G&J/N8401 Tag and label the jewellery product	Tag and label the jewellery product	PC1. ensure all critical information about the jewellery product is captured in the label	4	20
		PC2. ensure labelling is done as per company policy	4	18
		PC3. record stock details while receiving and delivering the product	3	16
	Escalation of issues	PC4. find any issues such as mismatch in weight, damage of product, etc. and inform inventory manager	3	16
			14	70
2. G&J/N9940 Maintain IPR at work	Maintaining IPR	PC1. be aware of company's code of conduct, patents and IPR	1	0
		PC2. not involve in IPR violations	1	0
			2	0
3. G&J/N9943 Maintain safe and clean work environment	Maintaining clean environment	PC1. maintain cleanliness at the retail counter	1	5
		PC2. personal hygiene and presentable at all times	1	5
	Safety of products	PC3. ensure that there is no loss of product or shoplifting	1	0
		PC4. report for potential theft or raise alarm in time	1	0
			4	10
			20	80
			100	