

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 – Inventory Manager

SECTOR: GEMS AND JEWELLERY

SUB-SECTOR: Jewellery Retailing

OCCUPATION: Inventory Management

REFERENCE ID: G&J/Q8402

ALIGNED TO: NCO-2004/1235.10

Inventory Manager is the person in-charge of maintaining the stock of all inventories available in the jewellery retail store. Inventory Manager is also called as 'Inventory Controller', or 'Stock Manager'.

Brief Job Description: The individual in the jewellery retailing store maintains record on all jewellery product including fresh incoming jewellery from factory, jewellery from customers for exchange sale, jewellery for repairs. The individual also places order for replenishment of jewellery products with vendor.

Personal Attributes: The job requires the person to have: ability to document; attention to details; have a flair for numbers; ability to multitask; ability to interact with different persons; and integrity.

Job Details

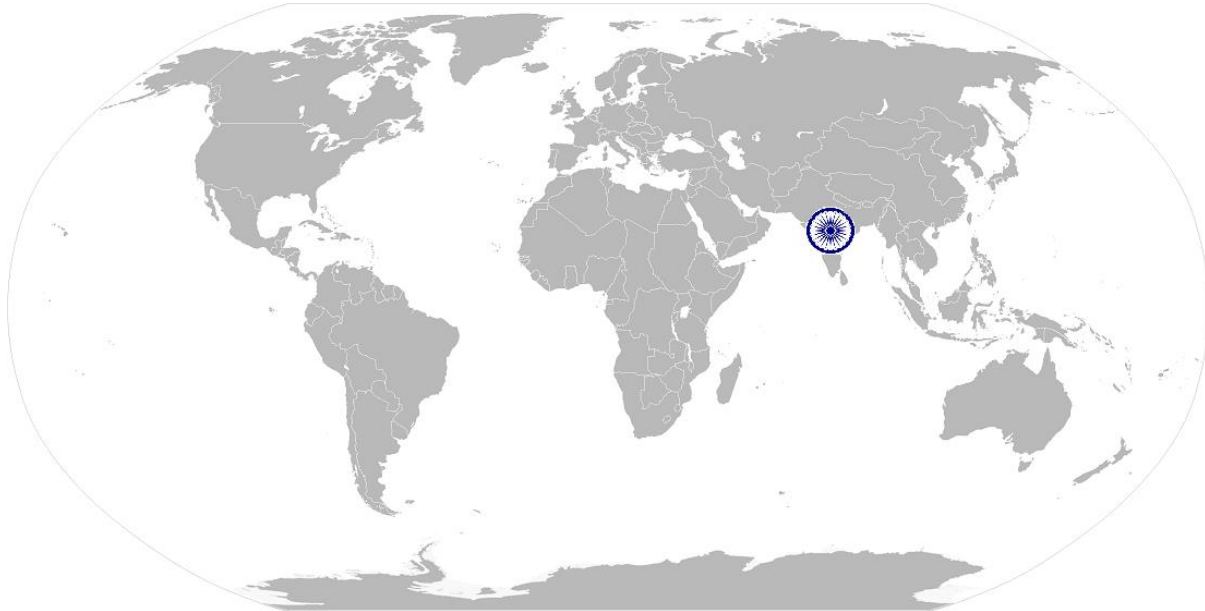
Qualifications Pack Code	G&J/Q8402		
Job Role	Inventory Manager		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]	TBD	Version number	1.0
Sector	Gems and Jewellery	Drafted on	29/05/13
Sub-sector	Jewellery Retailing	Last reviewed on	30/07/13
Occupation	Inventory Management	Next review date	15/08/15

Job Role	Inventory Manager Also called 'Inventory Controller' or 'stock manager'
Role Description	Maintaining record of all jewellery products including fresh incoming jewellery from factory, jewellery from customers for exchange sale, jewellery for repairs and also placing order for replenishment of jewellery products with vendor as per requirement
NVEQF/NVQF level	4
Minimum Educational Qualifications	Minimum Educational Qualification: 10 + 2
Maximum Educational Qualifications	
Training	Not applicable
Experience	1 – 2 years of experience in accounting or stock management
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> G&J/N8402 Maintain inventory of jewellery products in the store G&J/N9940 Respect and maintain company's IPR G&J/N9943 Maintain safe and clean environment <p>Optional: Not Applicable</p>
Performance Criteria	As described in the relevant OS units

G&J/N8402

Maintain inventory of jewellery products in the store

National Occupational Standard



Overview

This unit is about maintaining the stock details of various jewellery products in the store including: fresh incoming jewellery, old jewellery for exchange, jewellery for repair, maintaining closing stock details and order placement of jewellery.

G&J/N8402

Maintain inventory of jewellery products in the store

National Occupational Standard

Unit Code	G&J/N8402
Unit Title (Task)	Maintain inventory of jewellery products in the store
Description	This OS unit is about maintaining the stock of various jewellery products that are moved in and out of the store
Scope	<p>This unit/task covers the following:</p> <p>Maintain incoming stock of jewellery products</p> <ul style="list-style-type: none"> • receive the jewellery products from the manufacturer or factory • check the products for any damage during transit • check the weight of the jewellery product and ensure the quantity and weight of the products are as per order • maintain record of all the jewellery as per company standards • check for hallmark signs in the jewellery <p>Move the jewellery to appropriate section</p> <ul style="list-style-type: none"> • move jewellery for labelling section for tagging and labelling of jewellery • move the jewellery to retail sales section or counter after labelling • ensure that the jewellery is transferred to appropriate sales executive or floor manager • maintain log on every jewellery movement inside or outside the store • perform the role of custodian of stock till the jewellery is distributed or moved to retail counters <p>Receive order requirement</p> <ul style="list-style-type: none"> • receive closing stock details of jewellery from sales executives and floor manager periodically • receive fresh jewellery order details from floor manager and store manager • place order to manufacturer or factory for replenishment of stock <p>Maintain stock on old gold jewellery</p> <ul style="list-style-type: none"> • receive and stock the old gold jewellery received from customer during exchange transaction • value the jewellery product through assessor and maintain the log <p>Maintain stock on jewellery for repairs</p> <ul style="list-style-type: none"> • receive the jewellery from sales executive or floor manager that is taken for repair and record on the log • receive the repaired jewellery from goldsmith, weigh, check and stock the jewellery • give the jewellery to respective sales executive or floor manager for customer dispatch and maintain a record of it <p>Interact and co ordinate with others</p> <ul style="list-style-type: none"> • interact with sales executives, floor manager and store manager regarding

G&J/N8402 Maintain inventory of jewellery products in the store

	<p>current stock details, sales details and fresh order placement details</p> <ul style="list-style-type: none"> inform store manager for any issues such as missing jewellery or non tally of stocks to take corrective action
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Maintain record of stocks	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. maintain record on complete jewellery stock details of the store</p> <p>PC2. record stock details of exchange jewellery and jewellery for repairs</p> <p>PC3. verify the incoming stock comparing with the order details</p> <p>PC4. prepare record on stock everyday for ready reference</p> <p>PC5. place fresh order with factory or manufacturer as per requirement</p>
Escalation of issues	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC6. find any issues such as missing jewellery and inform store manager appropriately to take action</p> <p>PC7. inform store manager about any mismanagement of stock account in the retail counter</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. organisation's lineage, history and culture</p> <p>KA2. company's policies on: Personnel management, relevant legislation, standards, policies, and procedures followed in the company</p> <p>KA3. retail store layout and different departments in the store</p> <p>KA4. return and exchange policies followed by the retail store</p> <p>KA5. pricing and discount policy of the retail store</p> <p>KA6. company's various savings scheme offerings</p> <p>KA7. company's order procurement policy</p> <p>KA8. company's vendor management policies</p> <p>KA9. documentation and reporting practices followed in the organisation</p>
B. Technical Knowledge	<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. basics of Indian jewellery industry, history and culture</p> <p>KB4. different types of jewellery retail formats</p> <p>KB5. jewellery related terminologies used in the industry</p> <p>KB6. how to operate computer and use software for stocking, pricing and billing</p> <p>KB7. weighing jewellery (net and gross weight)</p> <p>KB8. arithmetic operations</p> <p>KB9. documentation procedure for stock management</p>
Skills (S) [Optional]	

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Maintain inventory of jewellery products in the store

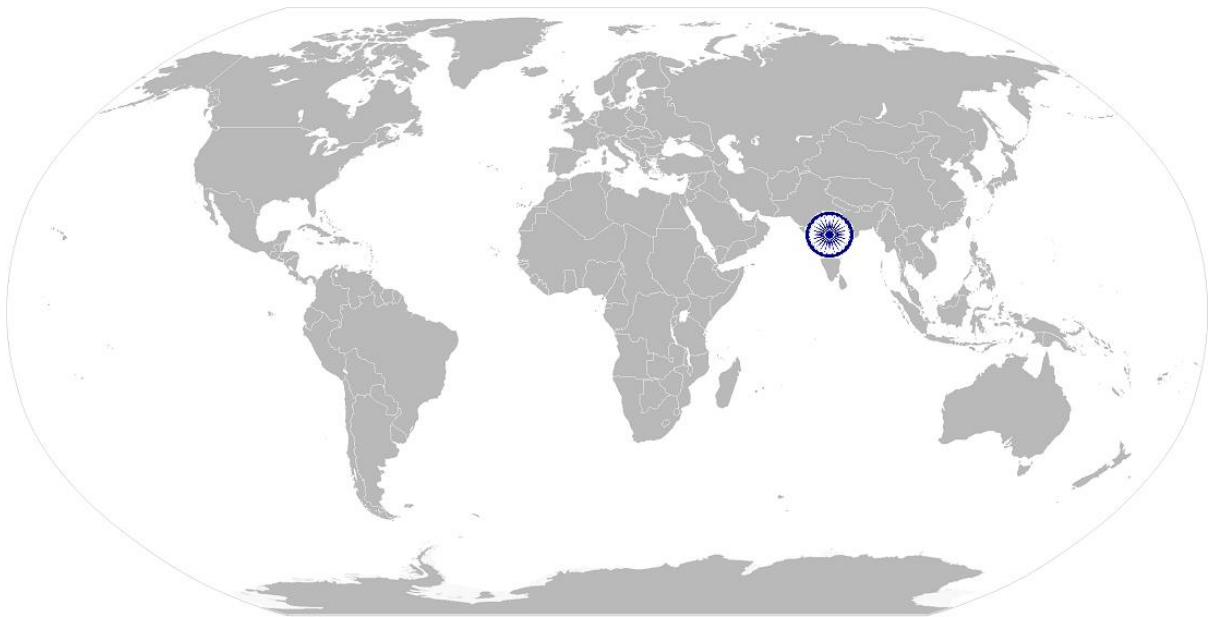
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. record the stock details of jewellery SA2. place order for fresh jewellery through order placement form
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA3. read English and other languages
	Communication Skills
A. Professional skills	The user/individual on the job needs to know and understand how to: SA4. interact with colleagues and others inside the store SA5. interact with vendor for order placement and any follow up with them
	Documentation
	The user/individual on the job needs to know and understand how to: SB1. document complete stock details for fresh jewellery, exchange jewellery, jewellery for repairs, etc.
	Using Computer System
	The user/individual on the job needs to know and understand how to: SB2. use computer and internal software to prepare stock management records, order placement, etc. SB3. use computer system which are connected to weighing machine (automatic capture of weight) during weighing of jewellery
Using tools	The user/individual on the job needs to know and understand: SB4. use karat meter to sample check on incoming stock SB5. use weighing and measurement tools for recording the stock details

G&J/N8402 Maintain inventory of jewellery products in the store

NOS Version Control

NOS Code	G&J/N8402		
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

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

National Occupational Standard

Unit Code	G&J/N9940
Unit Title (Task)	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"> to prevent leak of new designs/ plans to competitors by reporting on time to be aware of any of company's product, process and design patents to prevent leak of company's pricing policy and promotional strategies to report IPR violations observed in the market, to manager or company head
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Maintaining IPR	To be competent, the user/individual on the job must be able to: PC1. be aware of company's code of conduct, patents and IPR PC2. not involve in IPR violations
Knowledge and Understanding (K)	
A. Organizational Context	The user/individual on the job needs to know and understand: KA1. company's policies on: incentives, delivery standards, safety and hazards, code of conduct, integrity and IPR, and personnel management KA2. work flow involved in entire sales process followed in the company KA3. importance of the individual's role in the organisation KA4. reporting structure KA5. market trends
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. patents and IPR laws KB2. how IPR protection is important for competitiveness of a company
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Communication Skills
	The user/ individual on the job needs to know and understand how to: SA1. effectively communicate any observed IPR violations or order leaks
B. Professional Skills	Decision making
	The user/individual on the job needs to know and understand how to: SB1. report potential sources of violations
	Reflective Thinking
	The user/individual on the job needs to know and understand how to: SB2. learn from past mistakes and report IPR violations on time

G&J/N9940

Respect and maintain company's IPR

	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB3. spot signs of violations and alert authorities in time

G&J/N9940

Respect and maintain company's IPR

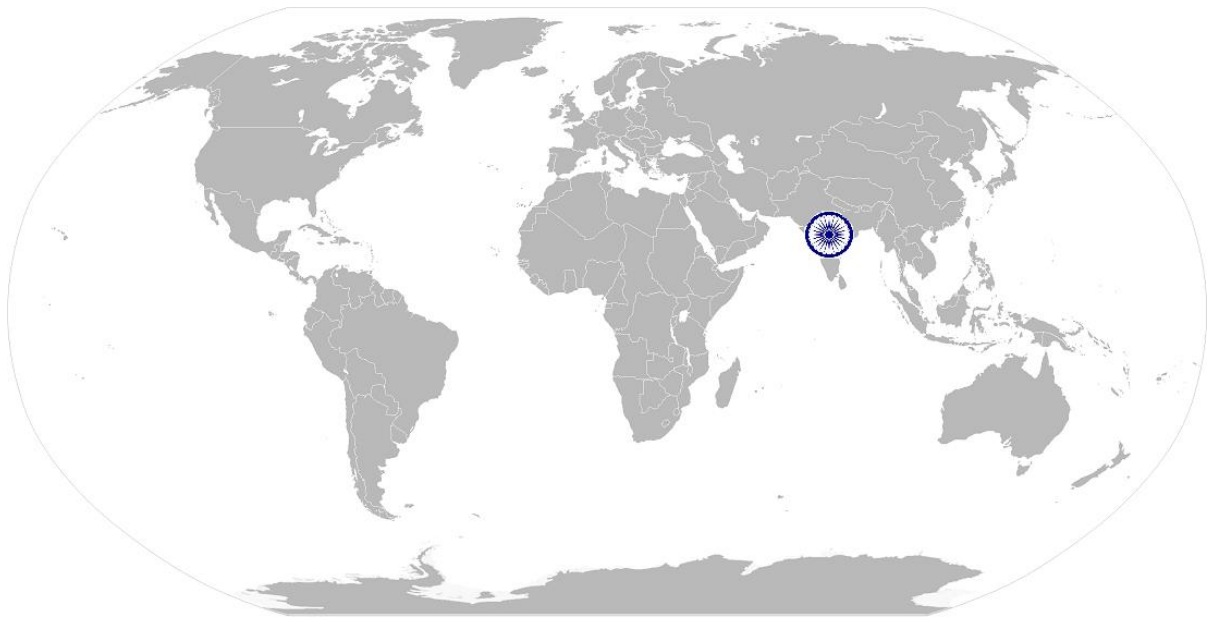
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Industry Sub-sector	Jewellery Retailing	Last reviewed on	30/07/13
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G&J/N9943

Maintain safe and clean work environment

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

G&J/N9943

Maintain safe and clean work environment

<p>B. Technical Knowledge</p>	<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>
<p>Skills (S) [Optional]</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Communication Skills</p> <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> <p>Organising Skills</p> <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>
<p>B. Professional skills</p>	<p>Decision making</p> <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

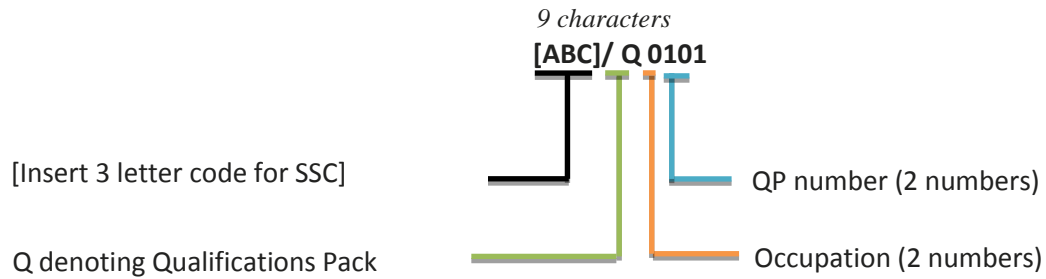
Acronyms

	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

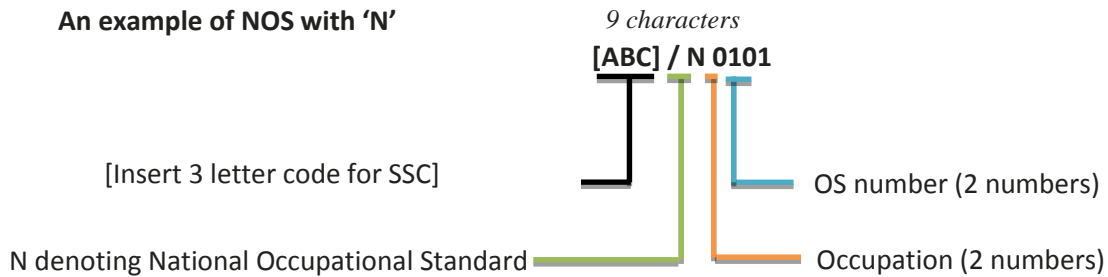
Nomenclature for QP and NOS

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 QP or NOS	N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

<u>CRITERIA FOR ASSESSMENT OF TRAINEES</u>					
Job Role		Qualifications Pack – Inventory Manager			
Qualification Pack		Qualifications Pack – Inventory Manager			
Sector Skill Council		GEMS & JEWELLERY			
Assessment Strategy				Marks Allocation	
NOS	Elements	Performance Criteria	Theory	Practical	
1. G&J/N8402 Maintain inventory of jewellery products in the store	Maintain record of stocks	PC1. maintain record on complete jewellery stock details of the store	2	15	
		PC2. record stock details of exchange jewellery and jewellery for repairs	2	15	
		PC3. verify the incoming stock comparing with the order details	2	15	
		PC4. prepare record on stock everyday for ready reference	1	15	
		PC5. place fresh order with factory or manufacturer as per requirement	1	5	
	Escalation of issues	PC6. find any issues such as missing jewellery and inform store manager appropriately to take action	1	5	
		PC7. inform store manager about any mismanagement of stock account in the retail counter	1	0	
			10	70	
2. G&J/N9940 Maintain IPR at work	Maintaining IPR	PC1. be aware of company's code of conduct, patents and IPR	2	0	
		PC2. not involve in IPR violations	2	0	
			4	0	
3. G&J/N9943 Maintain safe and clean work environment	Maintaining clean environment	PC1. maintain cleanliness at the retail counter	2	5	
		PC2. personal hygiene and presentable at all times	2	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	
			6	10	
		GRAND TOTAL	20	80	
				100	