

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

Contact Us:
GJSCI, Mumbai

E-mail: coo@gjsci.org



Contents

1. Introduction and Contacts.....P1
2. Qualifications PackP2
3. OS Units.....P3
4. Glossary of Key Terms.....P16
5. Nomenclature of QP & NOS.....P18

Introduction

Qualifications Pack- Goldsmith (Repairs)

SECTOR: GEMS AND JEWELLERY

SUB-SECTOR: Jewellery Retailing

OCCUPATION: Product repairing or remaking

REFERENCE ID: G&J/Q8501

ALIGNED TO: NCO-2004/ 7313.28

Goldsmith-Repairs: The Goldsmith (Repairs) is responsible for repairing jewellery returned by customers or modify as per customer's order.

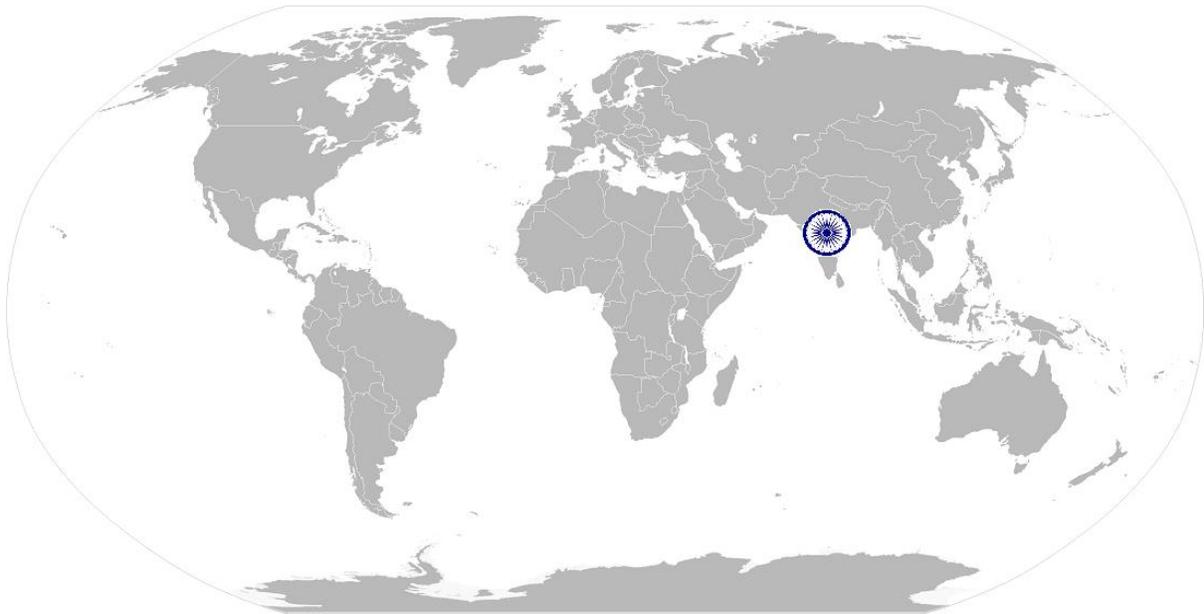
Brief Job Description: The individual works with numerous hand and machine tools to cut, file, set, solder the jewellery to repair or modify it.

Personal Attributes: The job requires the individual to have: attention to details; good eyesight; steady hands; nimble fingers in order to assemble small objects; and ability to work 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/Q8501		
Job Role	Goldsmith (Repairs)		
Credits(NSQF)	TBD	Version number	1.0
Sector	Gems & Jewellery	Drafted on	29/08/13
Sub-sector	Jewellery Retailing	Last reviewed on	13/08/14
Occupation	Product repairing or remaking	Next review date	13/08/15

Job Role	Goldsmith (Repairs)
Role Description	Repairing the jewellery filing, linking, re-setting gemstones, and modifying as per customer's requirement
NSQF level	4
Minimum Educational Qualifications	Preferably 10 th Standard Passed
Maximum Educational Qualifications	
Training	Not applicable
Experience	Minimum 6 months as filer and assembler
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> G&J/N8501 Repair precious-metal jewellery 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

National Occupational Standard



Overview

This unit is about repairing jewellery returned by customers or modifying it as per customer's order.

G&J/N8501

Repair precious-metal jewellery

National Occupational Standard

Unit Code	G&J/N8501
Unit Title (Task)	Repair gold and other precious metal jewellery
Description	This OS unit is about repairing or modifying gold and other precious metal jewellery returned by customers
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Receive the precious metal jewellery for repairs • Repair the jewellery • Check and rectify the size of jewellery pieces • Polish and clean the jewellery • Control precious metal and diamond and stones loss • Rework on jewellery pieces for defects pointed out on quality check
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Receiving the jewellery for repairs	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. read the original design of the jewellery</p> <p>PC2. understand the design modification or repairs requirement</p> <p>PC3. check the Karat, weight, types of gemstones and components in the jewellery</p> <p>PC4. return the jewellery if it cannot be repaired</p> <p>PC5. return the jewellery if modification requires re-making or re-casting the jewellery all over again</p>
Repairing and modifying	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC6. fix the clips or components by soldering</p> <p>PC7. file and cut as required</p> <p>PC8. link any modifications or components as required</p> <p>PC9. send to specialist goldsmith for work such as enamel cracking, re-plating or polishing</p> <p>PC10. re-set gemstones falling off</p> <p>PC11. rectify any design defects previously not addresses</p> <p>PC12. finish the pieces with file or emery paper or rubber wheel</p> <p>PC13. file grooved, contoured, and irregular surfaces of jewellery piece to conform to design specifications</p> <p>PC14. measure the size of jewellery pieces such as ring size, bracelet length, bangles diameter, etc.</p> <p>PC15. match sizes with the design</p> <p>PC16. check and rectify the dimensions of the ring using ring stick and bangle using bangle stick</p> <p>PC17. repair the jewellery as per customer's satisfaction with minimum or agreed gold loss</p> <p>PC18. identify defects that cannot be repaired</p>

G&J/N8501

Repair precious-metal jewellery

	<p>PC19. make small modifications to the jewellery style as per customer's requirement</p> <p>PC20. set diamonds and gemstones securely or send to appropriate specialist</p> <p>PC21. link components as per design requirement and utility of the product</p> <p>PC22. assemble with required flexibility and durability</p> <p>PC23. polish and clean to customer's requirement and satisfaction</p>
<p>Polishing and cleaning the jewellery</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC24. use magnetic tumbler to shine the jewellery and remove grease, grime or any deposits from jewellery</p> <p>PC25. use brass brush for complex pieces, which cannot be cleaned mechanically</p> <p>PC26. understand design requirements for portions to be re-polished and the finish to be achieved such as matt, shiny, smooth</p> <p>PC27. understand utility of different types of buffs such as metal, cloth, leather, wool, wood for polishing</p> <p>PC28. understand utility of different types of polishing compounds</p> <p>PC29. apply rouge to achieve gloss finish or colour</p> <p>PC30. use vacuum bench polishing to avoid inhaling dust</p> <p>PC31. use ultrasonic cleaner with water and sodium bicarbonate to remove rubbing compound</p> <p>PC32. wash with normal or salt water for removing any residue</p> <p>PC33. dry at room temperature or using ovens/ centrifuge as per process required for type of jewellery</p>
<p>Achieving productivity</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC34. collect precious metal dispersed during the day (dust and fragments) and deposit with supervisor on a daily basis</p> <p>PC35. collect and deposit loose diamonds and gemstones to supervisor, daily</p> <p>PC36. tally account of jewellery pieces, precious metal, diamond and stones as per the job sheet and deposit to the supervisor</p> <p>PC37. wash hands at the specified wash basin as per the company's policy</p> <p>PC38. deliver product in time</p> <p>PC39. repair number of jewellery pieces as per target deliverable</p>
<p>Reworking for quality of output</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC40. rework as per quality check remarks</p> <p>PC41. return reworked jewellery piece to superior</p> <p>PC42. ensure timely delivery appropriately finish surfaces required as per QC policy</p> <p>PC43. achieve minimum precious metal and stone loss after filing</p> <p>PC44. achieve maximum number of quality control approved jewellery piece</p>

G&J/N8501

Repair precious-metal jewellery

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 defects such as porosity, blisters, bubbles, cracks</p> <p>KB3. soldering techniques</p> <p>KB4. various jewellery grinding, filing and assembling processes</p> <p>KB5. basic metal setting process</p> <p>KB6. quality standards required</p> <p>KB7. different types of buffs, cleaning materials and techniques</p> <p>KB8. uses of different types of tools for different end results</p> <p>KB9. potential work hazards, particularly, when using soldering torch, tumbler hand and machine tools</p>
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Basic reading and writing skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. to read notes and design</p> <p>SA2. read company rules and compliance documents</p>
	Measuring and sizing skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>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</p> <p>SA4. checking the Karatage using Karatmeter</p>
	Teamwork
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. share work load as required</p> <p>SA6. accept and interpret the design instructions and requirements correctly</p>
B. Professional Skills	Reading design
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. interpret the design as per specifications and relate to instructions given by supervisor or customer</p>
	Use of tools and machines
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. identify tools, equipment and procedures required for repairing and polishing</p> <p>SB3. use following key tools, machines and consumables for filing and assembling, polishing and cleaning:</p>

G&J/N8501

Repair precious-metal jewellery

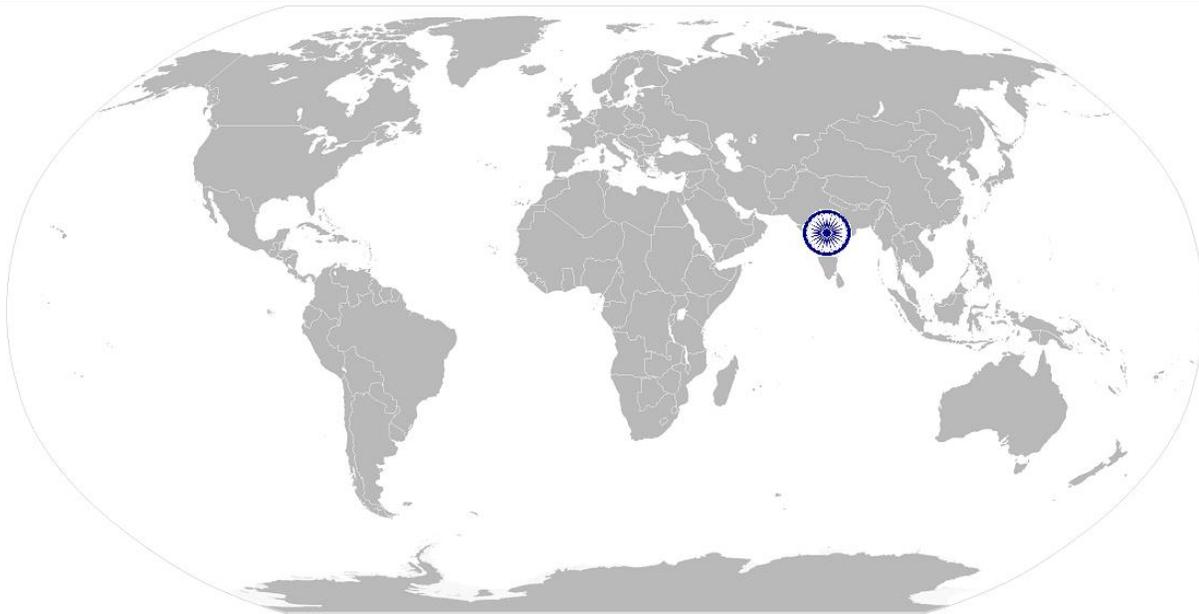
	<ul style="list-style-type: none"> • files – mill files, hand files, joint round edge, half round, knife files, pippin files, square, diamond files, needle files, etc. • file handles and cleaning tools • emery paper for finishing • rotating grinders • rubber wheel • ring and bangle sticks • soldering torch • hammers and mallets, saws, pliers and cutters • clamps • fuel (natural gas, propane, acetylene) with air/oxygen • saw frames and saw blades • work holders • hand pieces • gauges • magnifiers • buffs • tumble polisher • ultrasonic cleaner • cleaning liquids and soaps <p>SB4. operate, maintain, sharpen and repair tools SB5. work in a safe environment, i.e., without injuries 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. use correct posture while performing the job of the filing and assembling</p> <p>SB10. reduce precious metal loss</p> <p>SB11. place the tools on the working bench for effective work management</p> <p>SB12. 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>SB13. use logic and reasoning to identify the repairing solutions</p>

G&J/N8501

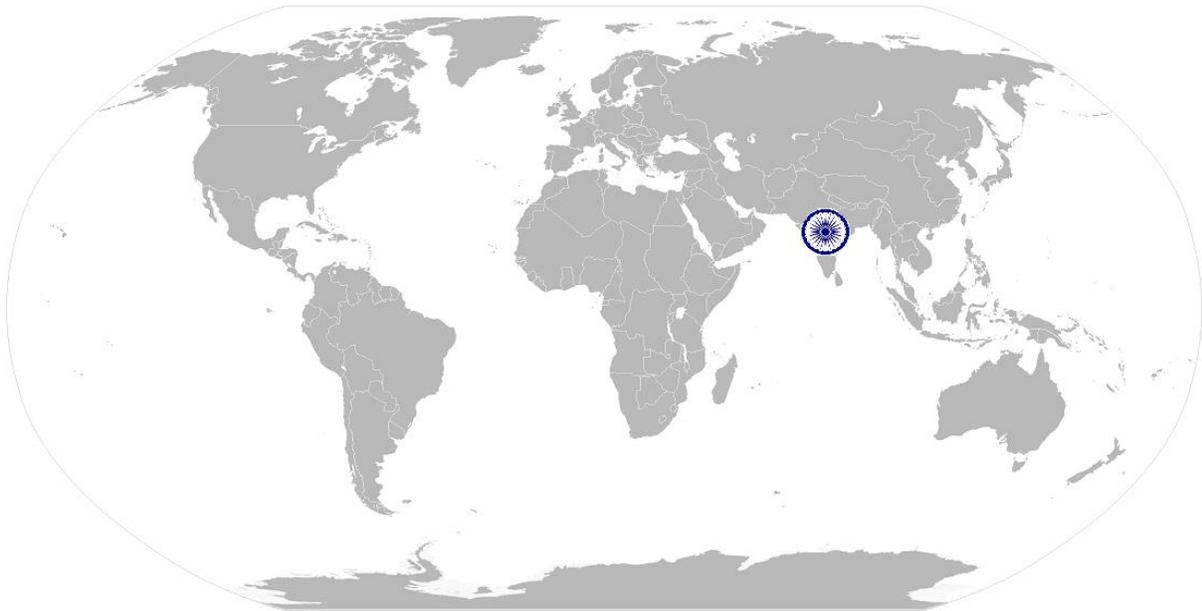
Repair precious-metal jewellery

NOS Version Control

NOS Code	G&J/N8501		
Credits(NSQF)	TBD	Version number	1.0
Industry	Gems & Jewellery	Drafted on	29/08/13
Industry Sub-sector	Cast and Diamond-set Jewellery	Last reviewed on	13/08/14
Occupation		Next review date	13/08/15



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)	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	This unit/task covers the following: <ul style="list-style-type: none"> Protect company's Intellectual Property Rights (IPR)
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: <ul style="list-style-type: none"> PC1. prevent leak of new designs/ plans to competitors by reporting on time PC2. be aware of any of company's product, process and design patents PC3. prevent leak of company's pricing policy and promotional strategies PC4. report IPR violations observed in the market, to manager or company head PC5. be aware of company's code of conduct, patents and IPR PC6. not involve in IPR violations
Knowledge and Understanding (K)	
A. Organizational Context	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> SB1. report potential sources of violation
	Reflective Thinking
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SB2. 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: <ul style="list-style-type: none"> SB3. spot signs of violations and alert authorities in time

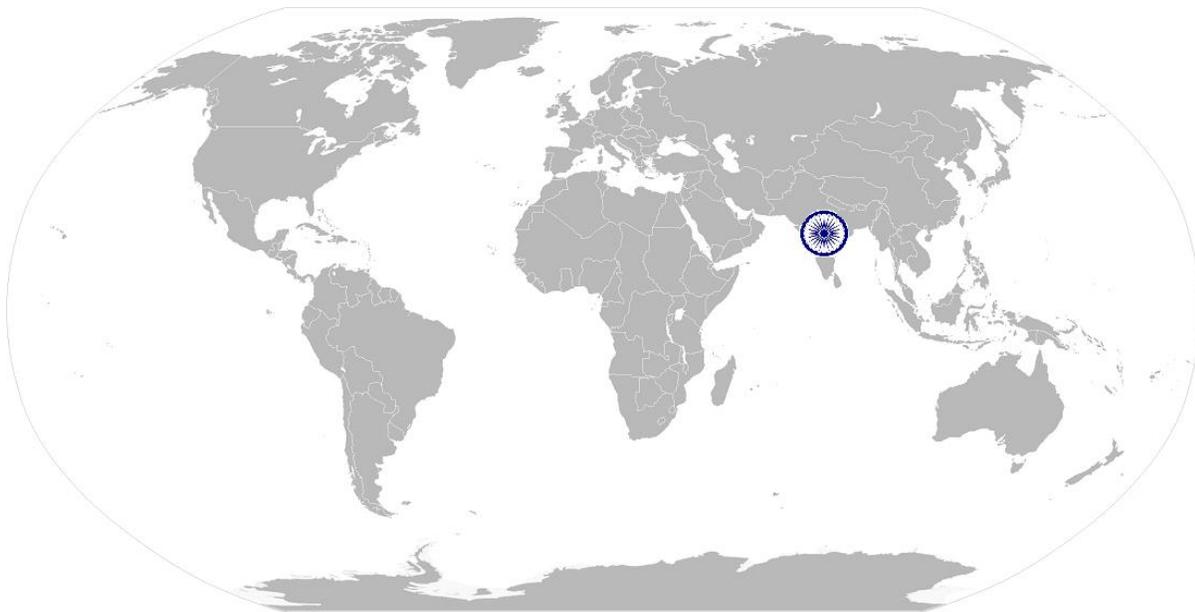
G&J/N9940

Respect and maintain company's IPR

NOS Version Control

NOS Code	G&J/N9940		
Credits(NSQF)	TBD	Version number	1.0
Industry	Gems & Jewellery	Drafted on	29/08/13
Industry Sub-sector	Jewellery Retailing	Last reviewed on	13/08/14
		Next review date	13/08/15

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 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> <ul style="list-style-type: none"> • Display products at the counter • Maintain safety of jewellery displayed to customers • Maintain personal hygiene and cleanliness of the retail area
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Displaying products at the counter	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. clean the counter PC2. display trays one by one instead of all together PC3. clean the jewellery off any stains or dust PC4. display products attractively</p>
Maintaining clean environment	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC5. maintain cleanliness at the retail counter PC6. maintain personal hygiene PC7. be presentable as per store requirement PC8. follow prescribed dress code PC9. be easily approachable to customers PC10. coordinate with housekeeping department to maintain overall cleanliness</p>
Ensuring safety of products	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC11. ensure that there is no loss of product or shoplifting PC12. be vigilant on the stocks under display during sales PC13. communicate promptly about any potential theft in the store PC14. report on theft or raise alarm in time but quietly</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. 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</p>

G&J/N9943

Maintain safe and clean 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 equipment 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 environment

NOS Version Control

NOS Code	G&J/N9943		
Credits(NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	Gems & Jewellery	Drafted on	29/08/13
Industry Sub-sector	Jewellery Retailing	Last reviewed on	13/08/14
		Next review date	13/08/15

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.

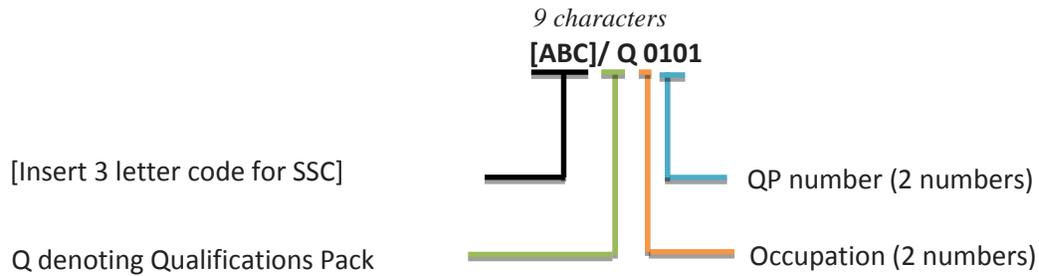
Acronyms

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

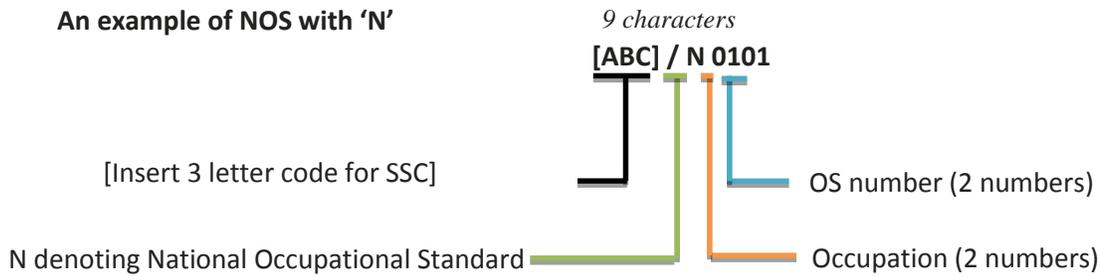
Annexure

Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard



[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	N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

CRITERIA FOR ASSESSMENT OF TRAINEES				
Job Role		Goldsmith (Repairs)		
Qualification Pack		Goldsmith (Repairs)		
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/N8501 Repair precious-metal jewellery	Repairing and modifying	PC1. repair the jewellery as per customer's satisfaction with minimum or agreed gold loss	2	10
		PC2. identify defects that cannot be repaired	1	8
		PC3. make small modifications to the jewellery style as per customer's requirement	0	8
		PC4. set diamonds and gemstones securely or send to appropriate specialist	0	8
		PC5. link components as per design requirement and utility of the product	0	6
		PC6. assemble with required flexibility and durability	1	6
		PC7. polish and clean to customer's requirement and satisfaction	0	6
		PC8. deliver product in time	1	4
	Productivity	PC9. repair number of jewellery pieces as per target deliverable	0	4
		PC10. appropriately finish surfaces required as per QC policy	1	3
	Quality of output	PC11. achieve minimum precious metal and stone loss after filing	0	1
		PC12. achieve maximum number of quality control approved jewellery piece	2	0
			3	0
		Sub Total	12	70
2. G&J/N8701 Maintain IPR at work	Respecting IPR	PC1. Spot plagiarism and report	1	0
		PC2. Aware of patents and IPR	1	0
		PC3. Not be involved in IPR violations	0	0
			Sub Total	2
3. G&J/ N8704 Maintain safe and clean work environment	Understanding of potential sources of accidents and communicating	PC1. Spot and report potential hazards on time	2	4
		PC2. Follow company policy and rules regarding use of hazardous materials	2	4
		PC3. Deliver quality work on time as required by reporting any anticipated reasons for delays	2	2
			Sub Total	6
		Total	20	80

