



# Jewellery Store Floor Supervisor

QP Code: G&J/Q8204

Version: 3.0

NSQF Level: 5

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## **G&J/Q8204: Jewellery Store Floor Supervisor**

### **Brief Job Description**

The individual at work in a jewellery store ensures smooth and successful store operation. The individual ensures that good customer service is offered by store staff. He/ She ensures sales goals and profit targets are achieved as specified by the organisation

### **Personal Attributes**

The job requires the person to have customer-centric approach, flair for communicating with different types of customers and managing staff. The individual should also be presentable, good with numeric skills, organising skill, team player and target oriented. He/she should also display integrity in dealing with precious metal jewellery.

### **Applicable National Occupational Standards (NOS)**

#### **Compulsory NOS:**

1. [G&J/N6802: Explain to customers about jewellery product offerings](#)
2. [G&J/N8204: Manage sales and human resource in jewellery store](#)
3. [G&J/N8205: Manage the jewellery store operations](#)
4. [G&J/N9902: Maintain health and safety at workplace](#)

### **Qualification Pack (QP) Parameters**

<b>Sector</b>	Gem & Jewellery
<b>Sub-Sector</b>	Jewellery Retail
<b>Occupation</b>	Retail Store Management
<b>Country</b>	India
<b>NSQF Level</b>	5
<b>Credits</b>	0
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/3322.1305, 5222.0201

<b>Minimum Educational Qualification &amp; Experience</b>	12th Class with 5-10 Years of experience in relevant department OR 10th Class + I.T.I with 6 Years of experience or STT in Jewellery Retail sales associate (G&J/Q6802, NSQF 4), with 4 years of experience in Jewellery Sales
<b>Minimum Level of Education for Training in School</b>	
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	25 Years
<b>Last Reviewed On</b>	NA
<b>Next Review Date</b>	NA
<b>NSQC Approval Date</b>	
<b>Version</b>	3.0

## **G&J/N6802: Explain to customers about jewellery product offerings**

### **Description**

This OS unit is about explaining the various product offerings of the jewellery store to the customers

### **Scope**

This unit/task covers the following:

- Making customer aware of precious metal i.e. Gold, Silver, Platinum jewellery
- Making customer aware of studded jewellery

### **Elements and Performance Criteria**

#### *Making customer aware of precious metal jewellery*

To be competent, the user/individual on the job must be able to:

- PC1.** explain the customer about the characteristics of precious metals i.e. gold, silver and platinum
- PC2.** assist customer to understand the product in terms of relevance, making, etc.
- PC3.** answer all customers queries with reference to product characteristics
- PC4.** provide acceptable suggestions or solutions to customer queries
- PC5.** ensure that customer is fully aware of all the aspects of the jewellery bought
- PC6.** explain to the customer about standards, hallmarking and certifications for jewellery sold in store

#### *Making customer aware of studded jewellery*

To be competent, the user/individual on the job must be able to:

- PC7.** demonstrate accurately the characteristics of diamond and its authenticity
- PC8.** explain to customers different types of settings such as prongs, bezel, channel, pave, tension
- PC9.** explain customers about different type of diamonds available in the market such as synthetic, simulants
- PC10.** introduce customers to semi-precious gemstone-jewellery offerings in the store
- PC11.** introduce customers with different types of beads and briolette jewellery available
- PC12.** explain the characteristics of different gemstones
- PC13.** introduce customers to different types of pearl jewellery available in the retail area and explain the different types of pearls, for example - natural, cultured etc. and explain the characteristics of these jewellery
- PC14.** explain customers about different type of artificial diamonds available in the market such as synthetic and simulants
- PC15.** assist customer to understand the product in terms of relevance, making, etc.
- PC16.** answer all customers queries with reference to product characteristics
- PC17.** provide acceptable suggestions or solutions to customer queries
- PC18.** ensure that customer is fully aware of all the aspects of the jewellery bought

### **Knowledge and Understanding (KU)**

The individual on the job needs to know and understand:

- KU1.** organisations history and culture
- KU2.** companys policies on: personnel management, relevant legislation, standards, policies, and procedures followed in the company
- KU3.** non-disclosure of confidential information provided by the company either orally or in writing marked as confidential
- KU4.** liability arising out of loss, theft, or inadvertent disclosure of confidential information
- KU5.** retail store layout and different departments in the store
- KU6.** companys various saving scheme offerings
- KU7.** companys various jewellery product offerings
- KU8.** basics of jewellery value chain from mining to consumption
- KU9.** precious metals jewellery such as gold, platinum, silver along with their characteristics and differences
- KU10.** characteristics of precious metal jewellery such as karatage, colour, fineness, hallmarking
- KU11.** different types of jewellery within a specified category, for example, white gold jewellery and their characteristics such as alloy used, coating used, etc. for example, rhodium coated, alloy containing nickel, palladium
- KU12.** different types of jewellery, their style and origin, making technique and value of components
- KU13.** significant characteristics of a jewellery, for example, making technique or style and ability to educate the uninitiated customer
- KU14.** specialised indian jewellery such as kundan, jadau, kolhapuri, stamping, etc., and their uniqueness
- KU15.** various types of jewellery making process such as handmade, casting, machine made, electroforming, etc.
- KU16.** soldering techniques such as cadmium based, non-cadmium based, etc. and their benefits
- KU17.** various types of finishing possible in jewellery such as enamel, geru finish, sand blasting, etc.
- KU18.** methods of assaying such as touchstone, using xrf machine, fire assaying, etc., to test the purity of gold
- KU19.** bureau of indian standards (bis) for hallmarking
- KU20.** different types of jewellery and characteristics such as origin, region specific, relevance to occasion, community specific, etc.
- KU21.** different types of diamond, precious stones, semi-precious stones including pearl and their characteristics
- KU22.** 4cs of diamond such as cut, clarity, carat and colour
- KU23.** diamond grading process
- KU24.** different types of settings in diamond jewellery
- KU25.** jewellery preferences of customers from different geographies or communities
- KU26.** different types and combinations of jewellery required for special occasions
- KU27.** product mix and match, i.e., what type of jewellery goes well with another jewellery or dress

## **Generic Skills (GS)**

User/individual on the job needs to know how to:

- GS1.** record a call discussion made with customers through telephone
- GS2.** write e-mails to customers with mailing etiquette
- GS3.** read english and other languages
- GS4.** read about new design or type of jewellery introduced in the store through catalogues, brochures and pamphlets
- GS5.** listen to and understand the requirements of the customer
- GS6.** talk about the stores product offerings and those that may suit customers requirement
- GS7.** interact in a language which the customer is comfortable with
- GS8.** avoid personal biases to creep into interactions with customers
- GS9.** develop a rapport with customer to understand their requirement, taste, lifestyle preferences, etc. to offer product
- GS10.** analyse the customers requirement for products on various aspects such as type of jewellery, purpose of buying, budget, lifestyle of customers, wearing pattern, community requirement, etc. in order to offer best available alternative

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Making customer aware of precious metal jewellery</i>	<b>7</b>	<b>10</b>	-	-
<b>PC1.</b> explain the customer about the characteristics of precious metals i.e. gold, silver and platinum	2	1	-	-
<b>PC2.</b> assist customer to understand the product in terms of relevance, making, etc.	1	2	-	-
<b>PC3.</b> answer all customers queries with reference to product characteristics	1	2	-	-
<b>PC4.</b> provide acceptable suggestions or solutions to customer queries	1	1	-	-
<b>PC5.</b> ensure that customer is fully aware of all the aspects of the jewellery bought	1	1	-	-
<b>PC6.</b> explain to the customer about standards, hallmarking and certifications for jewellery sold in store	1	3	-	-
<i>Making customer aware of studded jewellery</i>	<b>12</b>	<b>21</b>	-	-
<b>PC7.</b> demonstrate accurately the characteristics of diamond and its authenticity	1	2	-	-
<b>PC8.</b> explain to customers different types of settings such as prongs, bezel, channel, pave, tension	1	2	-	-
<b>PC9.</b> explain customers about different type of diamonds available in the market such as synthetic, simulants	1	2	-	-
<b>PC10.</b> introduce customers to semi-precious gemstone-jewellery offerings in the store	1	2	-	-
<b>PC11.</b> introduce customers with different types of beads and briolette jewellery available	1	2	-	-
<b>PC12.</b> explain the characteristics of different gemstones	1	2	-	-



<b>Assessment Criteria for Outcomes</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>
<b>PC13.</b> introduce customers to different types of pearl jewellery available in the retail area and explain the different types of pearls, for example - natural, cultured etc. and explain the characteristics of these jewellery	1	2	-	-
<b>PC14.</b> explain customers about different type of artificial diamonds available in the market such as synthetic and simulants	1	2	-	-
<b>PC15.</b> assist customer to understand the product in terms of relevance, making, etc.	1	1	-	-
<b>PC16.</b> answer all customers queries with reference to product characteristics	1	1	-	-
<b>PC17.</b> provide acceptable suggestions or solutions to customer queries	1	1	-	-
<b>PC18.</b> ensure that customer is fully aware of all the aspects of the jewellery bought	1	2	-	-
<b>NOS Total</b>	<b>19</b>	<b>31</b>	<b>-</b>	<b>-</b>

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	G&J/N6802
<b>NOS Name</b>	Explain to customers about jewellery product offerings
<b>Sector</b>	Gem & Jewellery
<b>Sub-Sector</b>	Jewellery Retail
<b>Occupation</b>	Retail Store Management
<b>NSQF Level</b>	5
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	15/05/2018
<b>Next Review Date</b>	15/05/2022
<b>NSQC Clearance Date</b>	NA

## **G&J/N8204: Manage sales and human resource in jewellery store**

### **Description**

This OS unit is about managing sales, the stock and store associates and being responsible for their performance

### **Scope**

This unit/task covers the following:

- Managing sales
- Planning strategy
- Managing the sales & operational staff
- Reviewing the sales performance

### **Elements and Performance Criteria**

#### *Managing sales*

To be competent, the user/individual on the job must be able to:

- PC1.** ensure that sales target is met for each jewellery product category in the store
- PC2.** ensure that sales target is met for gold/jewellery saving schemes or plans
- PC3.** complete the average ticket size (sales value per customer) for the store
- PC4.** attain high sales conversion rate in the store
- PC5.** plan sales strategy to increase in sales value under different schemes as per given targets

#### *Planning strategy*

To be competent, the user/individual on the job must be able to:

- PC6.** plan sales strategy to increase in sales value
- PC7.** achieve increase in footfall of customers in the store

#### *Managing the sales & operational staff*

To be competent, the user/individual on the job must be able to:

- PC8.** motivate sales force to achieve the sales target, helping them in closing a sale by timely intervention
- PC9.** restrict the number of human resource issues raised in the store or avoid them
- PC10.** address customer feedback on sales executives

#### *Reviewing sales performance*

To be competent, the user/individual on the job must be able to:

- PC11.** interpret sales data and understand the sales pattern and performance of the store
- PC12.** decide on actions to be taken based on analysis of sales and other relevant data

### **Knowledge and Understanding (KU)**

The individual on the job needs to know and understand:

- KU1.** companys policies on: acceptable limits of stone loss, incentives, delivery standards, safety and hazards, integrity and personnel management
- KU2.** non-disclosure of confidential information provided by the company either orally or in writing marked as confidential
- KU3.** liability arising out of loss, theft or inadvertent disclosure of confidential information
- KU4.** companys sales policy
- KU5.** regulations and standards of jewellery industry
- KU6.** companys various saving scheme offerings
- KU7.** regulatory requirements of retailing
- KU8.** companys human resource policy
- KU9.** companys policies related to dress code and etiquette
- KU10.** companys stock management policy
- KU11.** companys personnel policy
- KU12.** companys performance appraisal policy
- KU13.** organisations history and culture
- KU14.** documentation and reporting practices followed in the organization
- KU15.** jewellery value chain
- KU16.** precious metal their characteristics and differences
- KU17.** different types of diamonds, precious stones, semi-precious gemstones and their characteristics
- KU18.** jewellery characteristics such as karatage, colour, fineness, hallmarking, gemstone-cut, clarity, carat, colour and grading process
- KU19.** different types of jewellery styles, origin, making technique and value of components
- KU20.** jewellery making process such as handmade, casting, machine made, electroforming etc.,
- KU21.** jewellery preferences of customers from different geographies or a community or occason
- KU22.** jewellery industry trends and fashion
- KU23.** seasonality of jewellery sales promotion
- KU24.** competition, their products, practices and pricing
- KU25.** demographics of the location
- KU26.** marketing and various promotional methods
- KU27.** human resource management
- KU28.** marketing and promotions management

### **Generic Skills (GS)**

User/individual on the job needs to know how to:

- GS1.** maintain and record the sales data for store, section or counter
- GS2.** prepare consolidated report on stocks in the store periodically
- GS3.** read the sales data of sales executives and floor managers to take appropriate decisions for their career progression
- GS4.** interact and resolve customer concerns

- GS5.** interact with sales executives, floor managers or superiors at corporate office as per requirement
- GS6.** monitor the sales of the counters on the floor or section, address and resolve the grievances
- GS7.** motivate staff or sales associate for better performance
- GS8.** decide on what type of product to be stocked or displayed considering seasonality and other parameters
- GS9.** decide on what type of display and style to be chosen for visual merchandising
- GS10.** decide on any new saving schemes to be opened or promotion needs to be conducted
- GS11.** plan and organize resources to be available in various sections
- GS12.** plan and organize the carnivals or promotions conducted during a season or festival
- GS13.** plan and organize the store upkeep to enhance customers shopping experience
- GS14.** plan for additional human resource and facilities required during the seasonal sale and make arrangement for the same
- GS15.** manage the staff or sales associate in the store which includes setting sales target, review of performance, scheduling of work
- GS16.** build customer relationships and use customer centric approach
- GS17.** record customer complaints systematically and negative feedback during carnival sales
- GS18.** resolve any human resource related disputes or conflicts
- GS19.** resolve amicably, disputes with dissatisfied customers
- GS20.** analyse available data and take decisions such as demand estimation
- GS21.** analyse sales pattern and take measures to increase the contribution of floor sales
- GS22.** analyse demography of the location to decide on type of jewellery to stock, marketing activity to be undertaken, etc.
- GS23.** analyse competition performance and strategize on improving the stores performance
- GS24.** monitor sales teams and suggest innovative ways to improve sales performance

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Managing sales</i>	<b>11</b>	<b>36</b>	-	-
<b>PC1.</b> ensure that sales target is met for each jewellery product category in the store	2	6	-	-
<b>PC2.</b> ensure that sales target is met for gold/jewellery saving schemes or plans	2	6	-	-
<b>PC3.</b> complete the average ticket size (sales value per customer) for the store	2	6	-	-
<b>PC4.</b> attain high sales conversion rate in the store	3	9	-	-
<b>PC5.</b> plan sales strategy to increase in sales value under different schemes as per given targets	2	9	-	-
<i>Planning strategy</i>	<b>2</b>	<b>10</b>	-	-
<b>PC6.</b> plan sales strategy to increase in sales value	1	5	-	-
<b>PC7.</b> achieve increase in footfall of customers in the store	1	5	-	-
<i>Managing the sales &amp; operational staff</i>	<b>6</b>	<b>25</b>	-	-
<b>PC8.</b> motivate sales force to achieve the sales target, helping them in closing a sale by timely intervention	2	8	-	-
<b>PC9.</b> restrict the number of human resource issues raised in the store or avoid them	2	7	-	-
<b>PC10.</b> address customer feedback on sales executives	2	10	-	-
<i>Reviewing sales performance</i>	<b>4</b>	<b>16</b>	-	-
<b>PC11.</b> interpret sales data and understand the sales pattern and performance of the store	2	8	-	-
<b>PC12.</b> decide on actions to be taken based on analysis of sales and other relevant data	2	8	-	-
<b>NOS Total</b>	<b>23</b>	<b>87</b>	-	-

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	G&J/N8204
<b>NOS Name</b>	Manage sales and human resource in jewellery store
<b>Sector</b>	Gem & Jewellery
<b>Sub-Sector</b>	Jewellery Retail
<b>Occupation</b>	Retail Store Management
<b>NSQF Level</b>	5
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	15/05/2018
<b>Next Review Date</b>	15/05/2022
<b>NSQC Clearance Date</b>	NA

## **G&J/N8205: Manage the jewellery store operations**

### **Description**

This OS unit is about supervising and managing store up-keep and atmosphere, customer service, visual merchandising, inventory and stock management, safety and security, organizing promotional schemes.

### **Scope**

This unit/task covers the following:

- Visual merchandising of jewellery store
- Managing inventory and stock
- Maintaining and controlling store atmosphere, safety and security
- Organising for promotional sales

### **Elements and Performance Criteria**

#### *Visual merchandizing of jewellery store*

To be competent, the user/individual on the job must be able to:

- PC1.** make sure the signage displays all the necessary information about the store at right place and should be clearly visible as per organisation norms
- PC2.** conduct and evaluate research on lifestyle concepts, current trends in unique display design or themes, equipment and materials
- PC3.** examine and decide on the theme or ideas of jewellery products display as per the design style, target market needs, season, festival and carnival for the store floor or section.
- PC4.** ensure consistency in the display of products and in line with organisational standards
- PC5.** record the customer review on display of jewellery products and record those systematically
- PC6.** share information about the visual merchandising activity followed by competitive jewellery brand from time to time

#### *Managing inventory and stock*

To be competent, the user/individual on the job must be able to:

- PC7.** maintain adequate stock of each category of jewellery at any point of time
- PC8.** plan specific jewellery inventory pattern based on customer profile, market trends and season
- PC9.** inventory system should record accurately & regularly listing of all jewellery and store products like repair pieces or order sample pieces or exchange pieces received from customer, inter-store transfer pieces and pieces carried by sales person etc.,
- PC10.** inventory reconciliation based on predefined periodicity

#### *Maintaining and controlling store atmosphere, safety and security*

To be competent, the user/individual on the job must be able to:

- PC11.** co-ordinate with housekeeping team and maintain well-ventilated, lighted, clean and clutter free store area for trouble-free shopping.
- PC12.** address customer queries and resolve complaints if any amicably



- PC13.** ensure that there is no loss or shoplifting or pilferage of jewellery by following the display policies at counter, safe or vault security, employee frisking policies etc., laid by the organisation.
- PC14.** ensure the proper installation or maintenance of video surveillance cameras, close circuit television, alert set up or alarm etc.,
- PC15.** ensure in case of potential theft raise alarm, report superiors in time and record incident in log books accurately

#### *Organising for promotional sales*

To be competent, the user/individual on the job must be able to:

- PC16.** address customer complaints and negative feedback during promotional sales
- PC17.** maintain the standards decided for the promotional sale

### **Knowledge and Understanding (KU)**

The individual on the job needs to know and understand:

- KU1.** companys policies on: acceptable limits of stone loss, incentives, delivery standards, safety and hazards, integrity and personnel management
- KU2.** non-disclosure of confidential information provided by the company either orally or in writing marked as confidential
- KU3.** liability arising out of loss, theft, or inadvertent disclosure of confidential information
- KU4.** company compliance requirement applicable to retailing
- KU5.** organizational history and culture
- KU6.** regulatory and government requirements on jewellery retailing
- KU7.** organizational structure
- KU8.** companys various saving scheme offerings
- KU9.** companys policies related to dress code and etiquette
- KU10.** documentation and reporting practices followed in the organization
- KU11.** regulatory and government requirements on jewellery retailing
- KU12.** return and exchange policies followed by the company
- KU13.** companys stock management policies
- KU14.** companys order procurement process
- KU15.** company policy on visual merchandising and the signage to be used
- KU16.** companys carnival sales policy on price, discounts, offers, product category wise offers, etc.
- KU17.** jewellery retailing and major differences from other forms of retailing
- KU18.** the concept of visual merchandising
- KU19.** the floor plan and sizes of areas to be used for display
- KU20.** the principles, objectives and materials of window display
- KU21.** visual merchandising: type and style of display to be adopted, display equipments which would not affect the product, etc.
- KU22.** target market consumer behavior and aspirations
- KU23.** hall marking standards for gold and silver jewellery
- KU24.** retail store management which includes human resource management,

- KU25.** security procedures, material movement, etc., to be followed
- KU26.** industry trends and decision on jewellery to be stocked accordingly
- KU27.** general industry trends such as seasonality effects, gold price and festivals to estimate demand
- KU28.** forecasting and estimation of product requirement, considering various parameters for jewellery product sales
- KU29.** basic finance, budgeting and accounting

## **Generic Skills (GS)**

User/individual on the job needs to know how to:

- GS1.** maintain and record the sales data for store, section or counter
- GS2.** prepare consolidated report on stocks in the store periodically
- GS3.** read and comprehend written instructions describing new design details from external forums such as forecasting magazine and websites
- GS4.** keep abreast with latest trend by reading brochures, magazine and product information sheet
- GS5.** coordinate with sales executive, floor managers and other departments in the retail store, about the promotion, offers and pricing policy to be followed during seasonal sales
- GS6.** train staff or sales associate by examples
- GS7.** give feedback in order to improve the performance of staff or sales associate
- GS8.** provide an encouraging work environment; open to discussion for continual improvement
- GS9.** motivate staff or sales associate to comply with company's rules and standards
- GS10.** communicate different processes, procedures, standards, targets, etc., to be followed
- GS11.** decide on what type of product to be stocked or displayed considering seasonality and other parameters
- GS12.** decide on what type of display and style to be chosen for visual merchandising
- GS13.** decide on any new saving schemes to be opened or a promotion which needs to be conducted
- GS14.** plan and organize resources to be available in various sections
- GS15.** plan and organize the carnivals or promotions conducted during a seasonal or festival
- GS16.** plan and organize the store upkeep to enhance customer shopping experience
- GS17.** plan for additional staff and facilities required during the season sale and make arrangement for the same
- GS18.** check if own/ peer service satisfies or meets customer requirements
- GS19.** build customer relationships and use customer centric approach
- GS20.** deliver consistent and reliable service to customers
- GS21.** work effectively in a customer facing environment
- GS22.** resolve any additional staff related disputes or conflicts
- GS23.** resolve amicably, disputes with dissatisfied customers
- GS24.** analyze the data available and take decisions such as demand estimation etc.,
- GS25.** analyze sales pattern and take measures to increase the contribution of floor sales

- GS26.** analyze the sales data
- GS27.** critically evaluate the processes of establishing needs to identify areas of innovation in design
- GS28.** critically evaluate the processes of the store that result in better workflow and performance

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Visual merchandizing of jewellery store</i>	<b>8</b>	<b>33</b>	-	-
<b>PC1.</b> make sure the signage displays all the necessary information about the store at right place and should be clearly visible as per organisation norms	1	6	-	-
<b>PC2.</b> conduct and evaluate research on lifestyle concepts, current trends in unique display design or themes, equipment and materials	1	5	-	-
<b>PC3.</b> examine and decide on the theme or ideas of jewellery products display as per the design style, target market needs, season, festival and carnival for the store floor or section.	2	5	-	-
<b>PC4.</b> ensure consistency in the display of products and in line with organisational standards	1	6	-	-
<b>PC5.</b> record the customer review on display of jewellery products and record those systematically	1	6	-	-
<b>PC6.</b> share information about the visual merchandising activity followed by competitive jewellery brand from time to time	2	5	-	-
<i>Managing inventory and stock</i>	<b>6</b>	<b>22</b>	-	-
<b>PC7.</b> maintain adequate stock of each category of jewellery at any point of time	2	5	-	-
<b>PC8.</b> plan specific jewellery inventory pattern based on customer profile, market trends and season	2	6	-	-
<b>PC9.</b> inventory system should record accurately & regularly listing of all jewellery and store products like repair pieces or order sample pieces or exchange pieces received from customer, inter-store transfer pieces and pieces carried by sales person etc.,	1	5	-	-
<b>PC10.</b> inventory reconciliation based on predefined periodicity	1	6	-	-
<i>Maintaining and controlling store atmosphere, safety and security</i>	<b>6</b>	<b>25</b>	-	-

<b>Assessment Criteria for Outcomes</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>
<b>PC11.</b> co-ordinate with housekeeping team and maintain well-ventilated, lighted, clean and clutter free store area for trouble-free shopping.	2	7	-	-
<b>PC12.</b> address customer queries and resolve complaints if any amicably	1	7	-	-
<b>PC13.</b> ensure that there is no loss or shoplifting or pilferage of jewellery by following the display polices at counter, safe or vault security, employee frisking policies etc., laid by the organisation.	1	4	-	-
<b>PC14.</b> ensure the proper installation or maintenance of video surveillance cameras, close circuit television, alert set up or alarm etc.,	1	4	-	-
<b>PC15.</b> ensure in case of potential theft raise alarm, report superiors in time and record incident in log books accurately	1	3	-	-
<i>Organising for promotional sales</i>	<b>3</b>	<b>7</b>	-	-
<b>PC16.</b> address customer complaints and negative feedback during promotional sales	2	4	-	-
<b>PC17.</b> maintain the standards decided for the promotional sale	1	3	-	-
<b>NOS Total</b>	<b>23</b>	<b>87</b>	-	-

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	G&J/N8205
<b>NOS Name</b>	Manage the jewellery store operations
<b>Sector</b>	Gem & Jewellery
<b>Sub-Sector</b>	Jewellery Retail
<b>Occupation</b>	Retail Store Management
<b>NSQF Level</b>	5
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	15/05/2018
<b>Next Review Date</b>	15/05/2022
<b>NSQC Clearance Date</b>	NA

## **G&J/N9902: Maintain health and safety at workplace**

### **Description**

This OS unit is about being aware of, communicating and taking steps towards minimizing potential hazards and dangers of accidents on the job and maintaining health and safety at workplace.

### **Elements and Performance Criteria**

#### *Health and safety in work area*

To be competent, the user/individual on the job must be able to:

- PC1.** identify and use appropriate protective clothing/equipment for specific tasks and work
- PC2.** identify hazardous job activities in his/her job and communicate the possible causes of risks or accidents in the workplace
- PC3.** carry out safe working practices while dealing with hazards to ensure safety of self and others
- PC4.** identify and avoid doing any tasks or activities in a wrong posture
- PC5.** practice appropriate working postures to minimise occupational health related issues

#### *Fire safety*

To be competent, the user/individual on the job must be able to:

- PC6.** use the appropriate fire extinguishers on different types of fire
- PC7.** demonstrate rescue techniques applied during fire hazard
- PC8.** demonstrate good housekeeping in order to prevent fire hazards
- PC9.** demonstrate the correct use of any fire extinguisher

#### *Emergencies, rescue and first aid procedures*

To be competent, the user/individual on the job must be able to:

- PC10.** administer appropriate first aid procedure to victims wherever required eg.in case of bleeding, burns, choking, electric shock etc.
- PC11.** respond promptly and appropriately to an accident or medical emergency
- PC12.** participate in emergency procedures such as raising alarm, safe evacuation, correct means of escape, correct assembly point etc.,

### **Knowledge and Understanding (KU)**

The individual on the job needs to know and understand:

- KU1.** companys policies on: safety and hazards and personnel management
- KU2.** names and location of documents that refer to health and safety in work place
- KU3.** reporting structure
- KU4.** meaning of hazards and risks
- KU5.** health and safety hazards commonly present in the work place and related precautions
- KU6.** various dangers associated with use of electrical equipment
- KU7.** preventative and remedial actions to be taken in case of exposure to toxic material
- KU8.** methods of accident prevention

- KU9.** how different chemicals react and the related hazards
- KU10.** how to use machines and tools without causing any accident
- KU11.** importance of using protective clothing/ equipment while working
- KU12.** precautionary activities to prevent the fire accident
- KU13.** various causes of fire
- KU14.** techniques of using different fire extinguishers
- KU15.** different materials used for extinguishing fire
- KU16.** rescue techniques applied during a fire hazard
- KU17.** various types of safety signs and their meaning
- KU18.** appropriate basic first aid treatment relevant to different condition e.g. bleeding, minor burns, eye injuries etc.,
- KU19.** casualty lifting in case of an accident caused to a person

### **Generic Skills (GS)**

User/individual on the job needs to know how to:

- GS1.** read and comprehend basic content to read labels, charts, signages
- GS2.** read and comprehend basic english to read manuals of operations
- GS3.** communicate effectively the risk of not following safety measures
- GS4.** respond to emergencies/accidents, by taking an appropriate and timely decision
- GS5.** organize work schedule, work area, tools, equipment and material to minimize health and safety risk
- GS6.** ensure appropriate action in case of any emergencies, accidents or fire at the work location
- GS7.** analyze untoward incidents from the past and implement correct use of machines, tools or hazardous chemicals
- GS8.** critically analyze the processes carried out by self and colleagues in the department to spot potential hazards and safety issues



## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Health and safety in work area</i>	<b>1</b>	<b>7</b>	-	-
<b>PC1.</b> identify and use appropriate protective clothing/equipment for specific tasks and work	-	2	-	-
<b>PC2.</b> identify hazardous job activities in his/her job and communicate the possible causes of risks or accidents in the workplace	-	1	-	-
<b>PC3.</b> carry out safe working practices while dealing with hazards to ensure safety of self and others	-	1	-	-
<b>PC4.</b> identify and avoid doing any tasks or activities in a wrong posture	-	2	-	-
<b>PC5.</b> practice appropriate working postures to minimise occupational health related issues	1	1	-	-
<i>Fire safety</i>	-	<b>6</b>	-	-
<b>PC6.</b> use the appropriate fire extinguishers on different types of fire	-	1	-	-
<b>PC7.</b> demonstrate rescue techniques applied during fire hazard	-	2	-	-
<b>PC8.</b> demonstrate good housekeeping in order to prevent fire hazards	-	1	-	-
<b>PC9.</b> demonstrate the correct use of any fire extinguisher	-	2	-	-
<i>Emergencies, rescue and first aid procedures</i>	<b>2</b>	<b>4</b>	-	-
<b>PC10.</b> administer appropriate first aid procedure to victims wherever required eg.in case of bleeding, burns, choking, electric shock etc.	-	1	-	-
<b>PC11.</b> respond promptly and appropriately to an accident or medical emergency	1	2	-	-
<b>PC12.</b> participate in emergency procedures such as raising alarm, safe evacuation, correct means of escape, correct assembly point etc.,	1	1	-	-
<b>NOS Total</b>	<b>3</b>	<b>17</b>	-	-

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	G&J/N9902
<b>NOS Name</b>	Maintain health and safety at workplace
<b>Sector</b>	Gem & Jewellery
<b>Sub-Sector</b>	Jewellery Retail, Cast and diamonds-set jewellery
<b>Occupation</b>	Appraising and Valuation
<b>NSQF Level</b>	5
<b>Credits</b>	TBD
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	24/02/2022
<b>Next Review Date</b>	24/02/2025
<b>NSQC Clearance Date</b>	24/02/2022

## Assessment Guidelines and Assessment Weightage

### Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each Element/ PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score the Recommended Pass % aggregate for the QP.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

**Minimum Aggregate Passing % at QP Level : 70**

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

**Assessment Weightage**

Compulsory NOS

<b>National Occupational Standards</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>	<b>Total Marks</b>	<b>Weightage</b>
G&J/N6802.Explain to customers about jewellery product offerings	19	31	-	-	50	30
G&J/N8204.Manage sales and human resource in jewellery store	23	87	-	-	110	20
G&J/N8205.Manage the jewellery store operations	23	87	-	-	110	30
G&J/N9902.Maintain health and safety at workplace	3	17	-	-	20	20
<b>Total</b>	<b>68</b>	<b>222</b>	<b>-</b>	<b>-</b>	<b>290</b>	<b>100</b>

## Acronyms

<b>NOS</b>	National Occupational Standard(s)
<b>NSQF</b>	National Skills Qualifications Framework
<b>QP</b>	Qualifications Pack
<b>TVET</b>	Technical and Vocational Education and Training

## Glossary

<b>Sector</b>	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.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	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.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	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.
<b>Scope</b>	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.
<b>Knowledge and Understanding (KU)</b>	Knowledge and Understanding (KU) 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.

<b>Organisational Context</b>	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.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	Core skills or Generic Skills (GS) 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.
<b>Electives</b>	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
<b>Options</b>	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.