



QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR HANDICRAFTS AND CARPET

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- Carpet Final Inspector (Carpets)

SECTOR: Handicrafts and Carpet

SUB-SECTOR: Carpet

OCCUPATION: Finishing

REFERENCE ID: HCS/Q5601

ALIGNED TO: NCO-2004/ NIL

Carpet Final Inspector: The carpet final inspector examines the carpet and is predominantly responsible for ensuring overall quality of products and compliance with regulations and standard operating procedures, if any

Brief Job Description: A Carpet Final Inspector performs physical checks, ensures compliances to buyer's requirements, ensure that carpet is free from any technical defects and carries out finished products inspection

Personal Attributes: The job individual to have excellent understanding of each process in the carpet manufacturing, high concentration, excellent vision, eye for detail and understanding of critical check-points for possible defects identification etc.



Job Details	Qualifications Pack Code	HCS/Q5601		
	Job Role	Carpet Final Inspector		
	Credits (NSQF)	TBD	Version number	1.0
	Sector	Handicrafts and carpet	Drafted on	30/04/2015
	Sub-sector	Carpet	Last reviewed on	27/05/2015
	Occupation	Finishing	Next review date	26/05/2016

Job Role	Carpet Final Inspector
Role Description	Responsible for ensuring the overall quality of the carpet before it is finally despatched.
NSQF level	5
Minimum Educational Qualifications*	Minimum: Graduate
Maximum Educational Qualifications*	Not Applicable
Training (Suggested but not mandatory)	Not Applicable
Experience	Min. 5 years of experience in carpet manufacturing process / supply chain
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> HCS/N5601 Understanding of the quality parameters and perform necessary quality checks HCS/N5602 Understanding of the value chain of the carpet manufacturing process and basic business management HCS/N9910 Managing a team HCS/N9907 Maintaining Health and Safety at the workplace <p>Optional: Not Applicable</p>
Performance Criteria	As described in the relevant OS units



Keywords /Terms	Description	
Definitions	Sector	Sector is a conglomeration of different business operations having similar businesses 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.
	Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
	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 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-functions	Sub-functions are sub-activities essential achieving the objectives of the function.
	Job role	Job role defines unique set of functions that together form a unique employment opportunity in an organization.
	Occupational Standards (OS)	OS specify the standards of performance an individual must achieve consistently while carrying out a function at the workplace. Occupational Standards as set of competencies is applicable both in Indian and overreaching global contexts.
	Performance Criteria	Performance Criteria defined for a task are statements that together specify the standard of performance while carrying out the task.
	National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in Indian context.
	Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
	Qualifications Pack(QP)	Qualifications Pack comprises set of OS, together with the educational, training and other criteria that are required to perform a job role satisfactorily at workplace. A Qualifications Pack is assigned a unique qualification pack code for clear identification.
	Knowledge and Understanding	Knowledge and Understanding are statements which together as a set specify the technical, generic, professional and organization specific knowledge that an individual needs to possess in order to perform and meet the required standards consistently.
	Organizational Context	Organizational Context includes the way the organization is structured and how it operates. It includes elements of operational knowledge contents defined in relation to functioning of an organization that a skilled

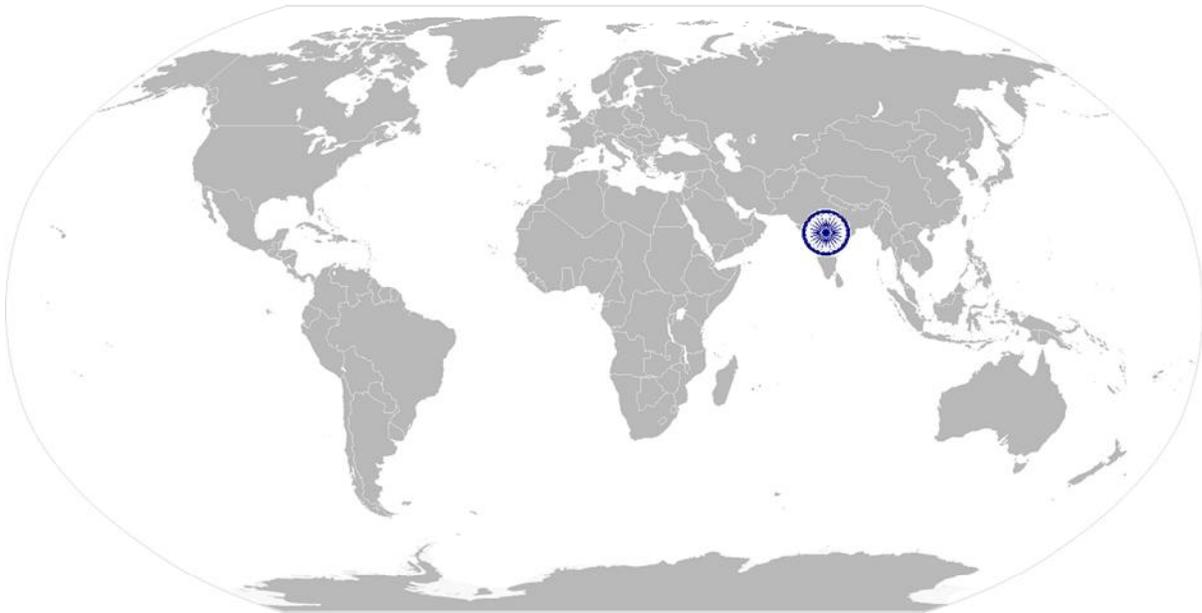


	professional need to possess specific to its precise areas of responsibility.
Technical Knowledge	Technical Knowledge is the specific domain knowledge needed to accomplish the task in combination with other competencies. It is usually coined with specifically designated roles and responsibilities.
Core Skills/Generic Skills	Core Skills or Generic Skills as set are group of skills. It is key to working in today's world. These skills are typically needed in any work environment. In the context of the OS, these include mainly communication related skills that are applicable to most job roles.
Sector	Sector is a conglomeration of different business operations having similar businesses 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.
Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Keywords /Terms	Description
SSC	Sector Skill Council
OS	Occupational Standard(s)
NOS	National Occupational Standard(s)
QP	Qualifications Pack
NSQF	National Skill Qualifications Framework
NCO	National Classifications of Occupation
TBD	To Be Determined
HCS	Handicrafts and Carpet Skill Sector Council
NSDC	National Skill Development Corporation

Acronyms



National Occupational Standard



Overview

This occupational standard describes the knowledge, understanding and skills required for a Carpet Final Inspector to perform post-production quality checks



HCS/ N5601 Understanding of quality parameters and perform quality checks

National Occupational Standard

Unit Code	HCS/ N5601
Unit Title (Task)	Understand necessary quality parameters and perform quality checks
Description	This OS unit is about understanding of necessary quality parameters that are defined for quality checking
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Discuss on Quality Check parameters with management / Quality Head Perform quality checks Report issues to the management with respect to anticipated delays caused due to quality checks Present the work done by workers and provide feedback Develop and maintain quality procedures and checklist and share with the production managers and field supervisors involved at various stages – designing, dyeing, washing, weaving / tufting, binding, latexing, third backing, finishing etc. as applicable
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Discuss on quality check parameters with management / QC Head	<p>PC1. Communicate with management / QC Head on various quality parameters</p> <p>PC2. Understand the rationale behind the defined parameters</p> <p>PC3. Relate the stage of production which is associated with the parameter</p> <p>PC4. Discuss the parameters with the Quality team</p> <p>PC5. Clarify any doubts with management / QC Head</p> <p>PC6. Provide suggestions on various quality criteria wherever required</p> <p>PC7. Highlight any discrepancy if observed due to changes in the process</p> <p>PC8. Identify what aids must be used for checking</p> <p>PC9. Know the precise manner of examining the carpet</p> <p>PC10. Communicate within the team and workers</p>
Perform quality checks and suggest solutions	<p>PC11. Perform quality checks keeping the various stages of carpet manufacturing</p> <p>PC12. Conduct checks on critical areas which could hamper the final output. Some of these quality checks are as follows:</p> <ol style="list-style-type: none"> Dyeing: Checks if there are any uneven or patchy stains on the carpet, wool not dyed as per design map etc. Washing: Checks whether the carpet is washed properly with appropriate chemicals, color fade etc. Weaving: Ensure that there is no uneven pile cutting, no broken threads, wrong weaving design, holes other than weaving pattern etc. Latexing and Third-backing: Ensure that latex is dried properly, tufted withdrawal force is adequate, there are no defects in third backing, proper pasting of 'nevaar' etc. Binding: Ensure the carpet is stitched properly from all ends Embossing: Ensure that design is appearing over the yarn pile and is visible properly; yarn is not overlapping the design etc. Finishing: Ensure that carpet is sheared and trimmed properly, there are no dusts or any metal or spools on the carpet, it is not torn from anywhere, colors are matching in terms of their finish, the final product is matching



HCS/ N5601 Understanding of quality parameters and perform quality checks

	<p>with the buyer's requirements</p> <p>h. Packing: Ensure that labelling is done, color codes are marked, bar codes are there, carpet is cleaned and properly rolled etc.</p> <p>PC13. Suggest solutions at every stage where the defects are found</p> <p>PC14. Ensures that end product is free from any defect</p> <p>PC15. Provides final approval and sign on the clearance receipt</p>
Report issues to the management	<p>PC16. Informs management on some anticipated delays on account of quality</p> <p>PC17. Explain clearly the reason for delays and corrective action taken to expedite</p> <p>PC18. Communicate tentative timelines by when the defect shall be addressed</p> <p>PC19. Seek management views and advise</p> <p>PC20. Demonstrate ownership and responsibility</p>
Present the work done by workers and provide feedback	<p>PC21. Identify the area of concern at particular stage(s)</p> <p>PC22. Discuss with the worker engaged for undertaking that specific activity</p> <p>PC23. Give feedback on the quality of work</p> <p>PC24. Discuss on the corrective measures with the worker</p> <p>PC25. Discuss with the field supervisor (if applicable)</p> <p>PC26. Discuss timelines by when the corrective measures can be implemented</p> <p>PC27. Understand technical gaps with the worker for performing a particular task</p>
Develop and maintain quality procedures and checklist and share with the production managers and field supervisors	<p>PC28. Determine standards operating procedures, checklists etc and discuss with management / Quality Head</p> <p>PC29. Share the checklists / manuals with the production managers, field supervisors and workers</p> <p>PC30. Suggest Process improvements methods and techniques based on past learning or experiences</p> <p>PC31. Document each and every check-point minutely and comprehensively</p> <p>PC32. Ensure complete adherence to the process</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. Organizational policies related to Quality compliance</p> <p>KA2. Organization structure and escalation matrix</p> <p>KA3. Policies and procedures for conducting quality checks</p> <p>KA4. Quality assurance methods approved by the company</p> <p>KA5. Format of presenting the information captured during quality checks</p>



HCS/ N5601 Understanding of quality parameters and perform quality checks

B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Importance of inspection</p> <p>KB2. Techniques of carpet inspection</p> <p>KB3. Understanding of value chain in the carpet manufacturing process</p> <p>KB4. Various stages of production</p> <p>KB5. Quality checklists</p> <p>KB6. Analysis of repeated issues during quality checking</p> <p>KB7. Tools and techniques used in the quality process</p> <p>KB8. Good vision and experience for colors and aesthetics</p>
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. prepare status and progress reports</p> <p>SA2. write memos and e-mail to customers, co-workers, and vendors to provide them with work updates and to request appropriate information without English language errors regarding grammar or sentence construct</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. discuss task lists, schedules, and work-loads with co-workers</p> <p>SA5. keep co-workers and supervisors informed about progress</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. make decisions on a suitable course of action</p>
	Plan and Organize
	<p>The user/individual on the job needs to know and understand:</p> <p>SB2. Plan and work in an effective and balanced manner</p> <p>SB3. Plan work assigned on a daily basis and provide estimates of time required for each piece of work</p>
	Customer Centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. build customer relationships and use customer centric approach</p>
Problem Solving	



HCS/ N5601 Understanding of quality parameters and perform quality checks

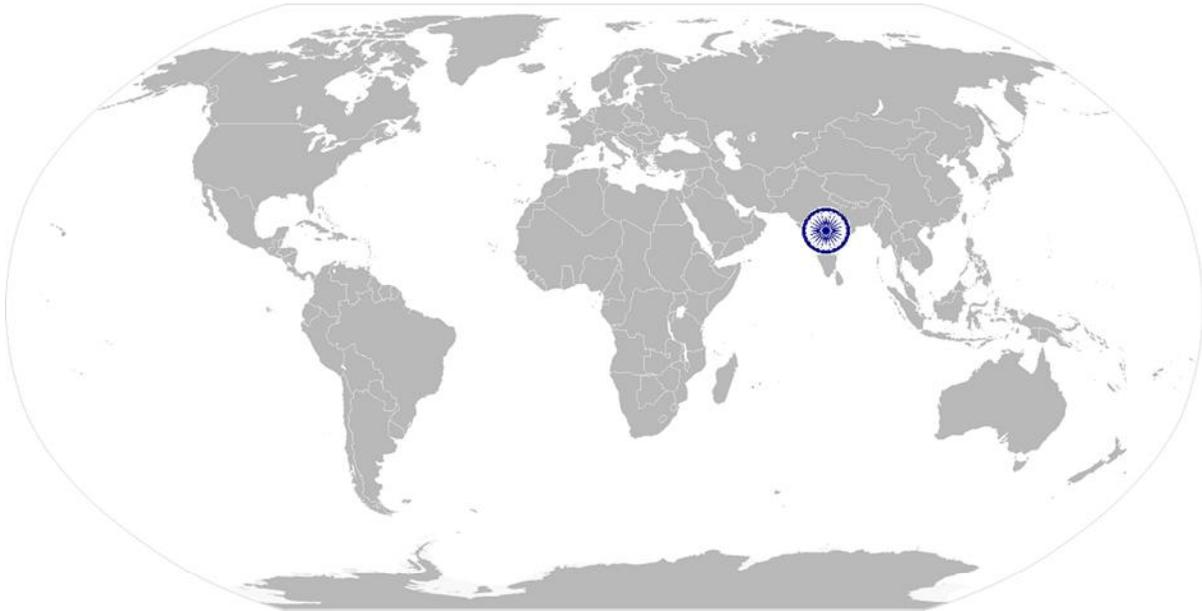
	The user/individual on the job needs to know and understand how to: SB5. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB6. Use effective problem solution techniques depending on the rating and context of the problem
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB7. use the existing data to arrive at specific data points SB8. use the existing data points for improving current systems and processes SB9. use the existing data points to make revisions and improvisations in the quality data checklists
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB10. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

NOS Version Control

NOS Code	HCS/N5601		
Credits (NSQF)	TBD	Version number	1.0
Industry	Handicrafts and Carpet	Drafted on	30/04/2015
Industry Sub-sector	Carpet	Last reviewed on	27/05/2015
Occupation	Finishing	Next review date	26/05/2016



National Occupational Standard



Overview

This unit is about having an understanding of value chain involved in carpet manufacturing process



HCS/N5602

Understanding of the value chain involved in carpet manufacturing

National Occupational Standard	Unit Code	HCS/ N5602
	Unit Title (Task)	Understanding of the value chain involved in carpet manufacturing
	Description	This OS unit is about understanding of value chain involved and basic business management of the carpet manufacturing sector
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> Value chain involved in the carpet manufacturing sector Working in a team
	Performance Criteria(PC) w.r.t. the Scope	
	Element	Performance Criteria
	Basic understanding of value chain	PC1. Basic understanding about the value chain right from procurement of raw materials till the final inspection and dispatch PC2. Understanding the importance of role of quality inspection in the carpet manufacturing process PC3. Understanding the impact and importance of various processes involved in the carpet manufacturing process (put this in qualification also) PC4. Manage the work pressure in case of high volumes PC5. Create a back-up and train other individual to meet contingencies PC6. Resolve queries of supervisor and manage expectations
	Coordination with other team members	PC7. Receive orders and instructions from supervisors PC8. Manage and train other people in the assembly line PC9. Interact and clarify doubts PC10. Adhere to instructions given by supervisor PC11. Help other people and provide active support in their tasks PC12. Obtain regular feedback from supervisors PC13. Communicate clearly and effectively with other team members, supervisors for effective delivery of work PC14. Maintain etiquettes, politeness and demonstrate responsible and disciplined behaviour to other team members PC15. Resolve conflicts for smooth workflow PC16. Work harmoniously with other colleagues, coordinate and cooperate and support each other on their performance goals
	Knowledge and Understanding (K)	
	B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. Knowledge about the organization and its nature of business KB2. Knowledge about the target customers KB3. Understand the impact of Final quality check in carpet manufacturing process KB4. Understand the impact on company's reputation attached with this particular job role
Skills (S) [Optional]		



HCS/N5602 Understanding of the value chain involved in carpet manufacturing

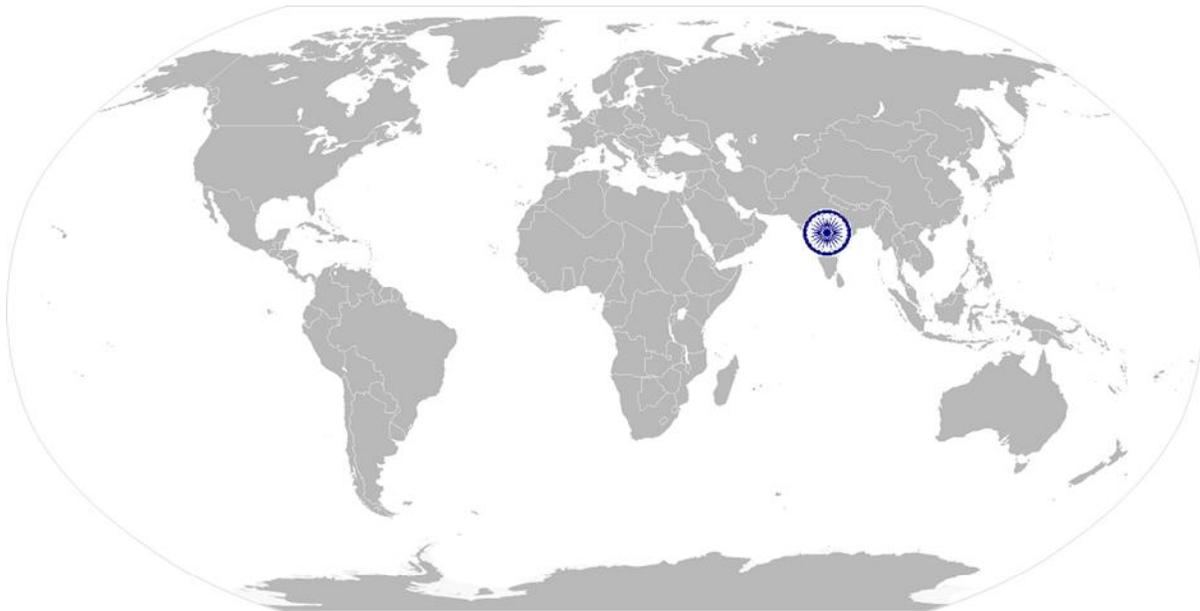
A. Core Skills/ Generic Skills	Reading and Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Read the specific instructions provided by the supervisor SA2. Read company's brochures, annual reports for better understanding about the organization
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA3. Discuss with supervisors and senior leadership about the company's growth SA4. Listen to the supervisor instructions and follow carefully SA5. Communicate properly and effectively with seniors and other members of the team
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. make decisions pertaining to the concerned area of work
	Plan and Organize
	The user/individual on the job needs to know and understand: SB2. plan and organize tasks to be done during a day
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB3. build customer relationships and use customer centric approach
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB4. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB5. identify immediate or temporary solutions to resolve delays
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB6. use the existing data to arrive at specific data points SB7. use the existing data points to generate required reports for business
Critical Thinking	
The user/individual on the job needs to know and understand how to: SB8. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action	



HCS/N5602 Understanding of the value chain involved in carpet manufacturing

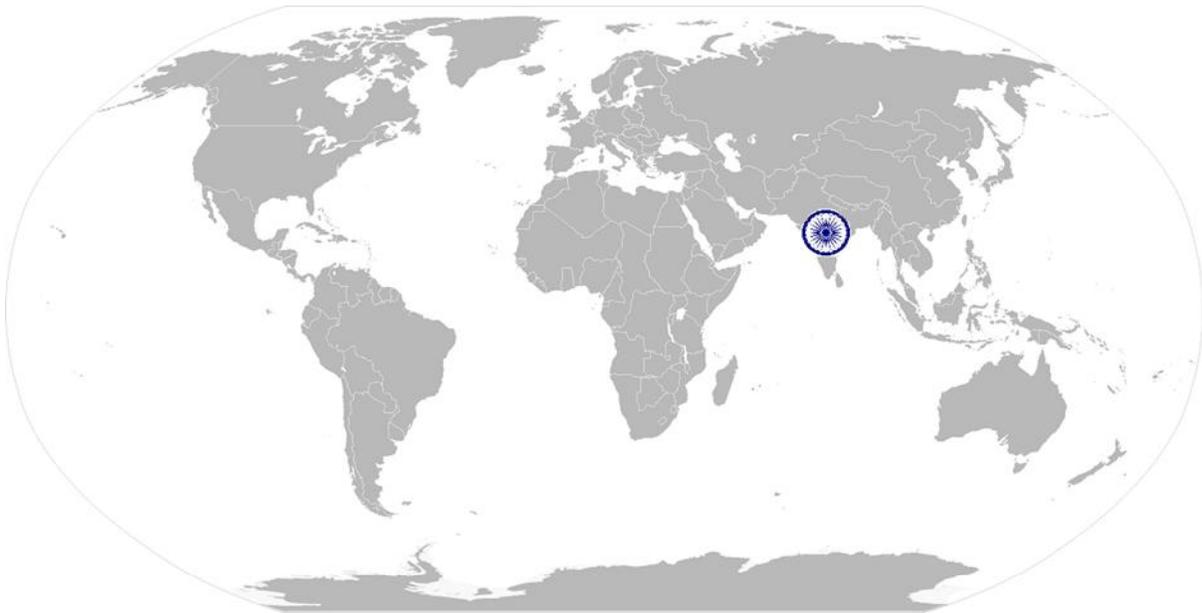
NOS Version Control

NOS Code	HCS / N5602		
Credits (NSQF)	TBD	Version number	1.0
Industry	Handicrafts and Carpet	Drafted on	30/04/2015
Industry Sub-sector	Carpet	Last reviewed on	27/05/2015
Occupation	Finishing	Next review date	26/05/2016





National Occupational Standard



Overview

This unit is about managing the team on day to day basis, ensuring their deployment, motivating them by involving them in various engagement initiatives at the work area, helping them improve the skills levels and managing their grievances in the best possible manner in order to maximize the people productivity.



HCS/ N9910

Managing the Team

National Occupational Standard	Unit Code	HCS/ N9910
	Unit Title (Task)	Manage and lead a team
	Description	Manage the team on day to day basis, ensuring their deployment, motivating them by involving them in various engagement initiatives at the work area, helping them improve the skills levels and managing their grievances in the best possible manner in order to maximize the people productivity
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> Engaging the team Coordinating the deployment of the team Measuring performance, sharing feedback and training of the team Managing grievances of the team
	Working Conditions	<ul style="list-style-type: none"> Ability to work in shifts, weekends and public holidays
	Performance Criteria(PC) w.r.t. the Scope	
	Element	Performance Criteria
	Manage and lead a team	<p>The user/individual on the job needs to know and understand:</p> <p>PC1. Ensure the team is aware of the schedule and job expectations on a daily basis</p> <p>PC2. Involve the team in regular meetings to communicate information intended for them</p> <p>PC3. Ensure communication to the team on any changes in policies/ processes by the organization through required verbal/ written mechanisms</p> <p>PC4. Ensure participation of the team in various engagement initiatives organized by the organization</p> <p>PC5. Counsel and address issues among the team for any work related issues</p> <p>PC6. Support the centre manager the deployment of the team as per client schedule and the organizational norms and guidelines</p> <p>PC7. Ensure periodic training of the team and support the team by delivering trainings</p> <p>PC8. Share knowledge of processes, techniques, therapies and products with the the team to enhance their skill levels</p> <p>PC9. Provide feedback to the centre manager pertaining to performance appraisals of the team</p>
	Knowledge and Understanding (K)	
	A. Organizational Context (Knowledge of the organization and	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Organization's standards of performance and sequence of services</p> <p>KA2. Relevant HR Policies and Processes followed by the organization</p>



HCS/ N9910

Managing the Team

its processes)	
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. Knowledge of roster norms and guidelines KB2. How and when to measure performance of the team KB3. How to share feedback with team members KB4. Applicable legislation relating to the workplace (for example health and safety, workplace regulations, use of work equipment, handling/ storage/ disposal/ cautions of use of products, fire precautions, hygiene practice, disposal of waste, environmental protection)
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Professional Attitude and Client Relationships
	SA1. Use positive body language, abide by organization regulations and codes of conduct, be supportive and respectful, be sensitive to client's and colleague's personal details, professional appearance, avoid inappropriate conversations SA2. Provide a level of service which meets the expectations in terms of quality, hygiene, health and safety of the organization
	Presentation/ Personal Grooming
	SA3. Clean shaven, sporting the professional uniform, neat combed hair, closed-in footwear, personal hygiene and cleanliness (shower/bath), oral hygiene (clean teeth, fresh breath) SA4. Committed to service excellence, courteous, pleasant personality and have considerable patience to address client queries
	Communications
	SA5. Manner and tone, professional, supportive, respectful, sensitive to client SA6. Effectively communicate with the therapists and helpers and make them aware of work expectations, targets, policies, processes etc. SA7. Listen with full attention the queries and grievances raised by the the team and comprehend the queries and grievances SA8. Use emails and other business correspondence methods (internal memos, circular etc.) for communicating with colleagues
	Working Environment – Hygiene and Safety Requirements
	SA9. Maintain a hygienic work area adhering to the organizational and applicable legal health and safety standards SA10. Manage the storage/ disposal/cautions of use of products, fire precautions, occurrences, hygiene practice, disposal of waste and environmental protection SA11. Maintain accurate records of operating and closing checklists, product stock status, electrical equipment maintenance
B. Professional Skills	Planning and Organizing
	The user/individual on the job needs to know and understand how to: SB1. Maintain accurate records of the team member deployment, leave, and timkeeping
	Developing Self & Others



HCS/ N9910

Managing the Team

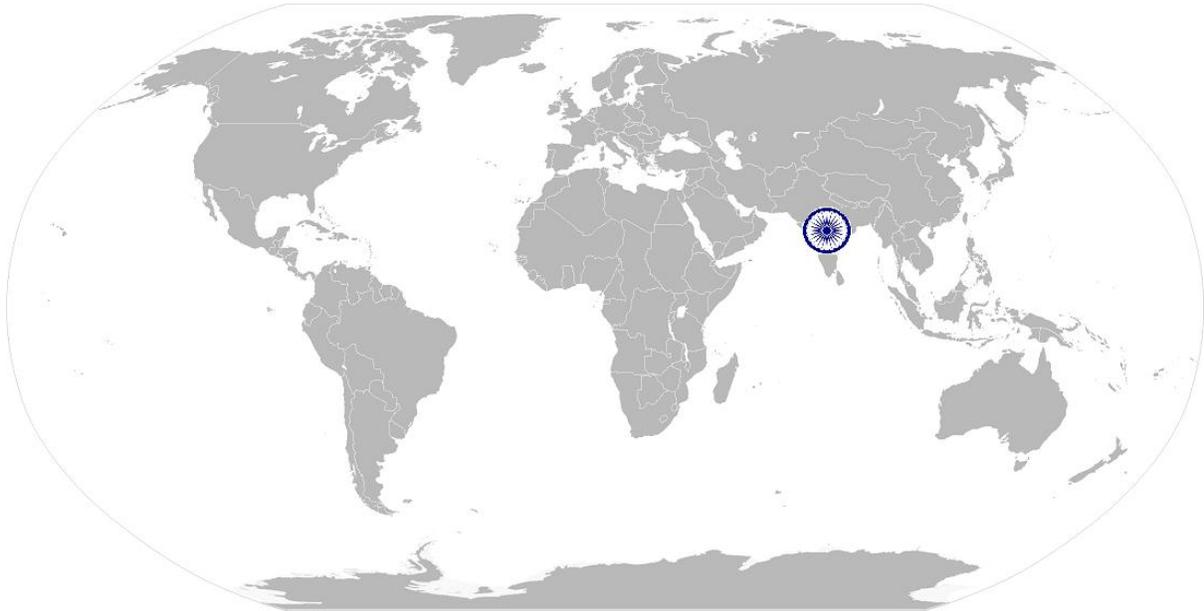
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Identify the strengths and weaknesses of the subordinate team members</p> <p>SB3. Provide constructive and genuine feedback</p> <p>SB4. Provide training to the the team for technical and behavioural areas</p> <p>SB5. Identify conflicts in the team and try to resolve them at the earliest</p> <p>SB6. Interact and engage with the team members on a day to day basis</p> <p>SB7. Counsel and coach the the team and help them resolve issues</p> <p>SB8. Timely highlight to the management about any good work/ achievement by the team</p> <p>SB9. Display empathy for the problems faced by the team and act on the concerns</p>
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NOS Version Control

NOS Code	HCS/N9910		
Credits (NSQF)	TBD	Version number	1.0
Industry	Handicrafts and Carpet	Drafted on	30/04/2015
Industry Sub-sector	Carpets	Last reviewed on	27/05/2015
Occupation	Finishing	Next review date	26/05/2016



National Occupational Standard



Overview

This unit is about individual's effort towards maintaining health and safety standards at workplace



HCS/ N9907

Maintain health, safety and security at work place

National Occupational Standard

Unit Code	HCS / N9907
Unit Title (Task)	Maintaining health and safety at work place
Description	This OS unit is about ensuring Health and safety standards at work place and correct procedures to prevent control and minimize risk to yourself and others in the workplace.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Contribute to the safety and security in the workplace • Taking necessary action in the event of any uncertainty • Raising the alarm and follow correct procedures • Using sensitive and hazardous equipment correctly and safely • Monitor the workplace for hazards
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Follow safety procedures at work place	<p>PC1. Identify activities that can cause potential injury through sharp objects and other tools and equipments</p> <p>PC2. Use and maintain personal protective equipment such as “Nose Mask”etc</p> <p>PC3. Identify areas in the workplace which are potentially hazardous / unhygienic in nature</p> <p>PC4. Conduct regular checks on equipment and machines to identify potential hazards due to wear and tear of the machine</p> <p>PC5. Inform concerned authorities about the potential risks identified in the processes, workplace area/layout, materials used etc</p> <p>PC6. Report malfunctions of tools to supervisors wherever applicable</p> <p>PC7. Follow the instructions given on the equipment manual describing the operating process</p> <p>PC8. Maintain a clean and safe working environment by ensuring no chemicals is spread on the floor resulting in injury</p> <p>PC9. Maintain high standards of personal hygiene at the work place</p>
Ensure 100% adherence to safety standards	<p>PC1. Ensure zero accidents at workplace</p> <p>PC2. Adhere to safety norms and ensure no damage to any material or individual</p>
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: <ul style="list-style-type: none"> KA1. Relevant standards, procedures and policies related to Health, safety and Environment followed at the workplace KA2. Emergency handling procedures and hierarchy for escalations KA3. Organizational procedures for safe handling of equipment / tools wherever applicable



HCS/ N9907

Maintain health, safety and security at work place

B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Basic knowledge of safety procedures (fire-fighting, first aid) within the organization</p> <p>KB2. Basic knowledge of risks/hazards associated with each job role in the organization</p> <p>KB3. Knowledge of personal hygiene and how an individual contribute towards creating a highly safe and clean working environment</p> <p>KB4. Signage related to health and safety and their meaning</p> <p>KB5. Ill-effects of alcohol, tobacco and drugs</p>
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	<p>Reading and Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Write basic notes and observations</p> <p>SA2. Read safety precautions mentioned in equipment manuals</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Effectively communicate information to co-workers</p> <p>SA4. Question operators / supervisors in order to understand the safety related issues</p> <p>SA5. Attentively listen with full attention and comprehend the information given by the speaker during safety drills and training programs</p>
B. Professional Skills	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Use common sense and make judgments on day to day basis</p> <p>SB2. Use examples of past experiences that could help in effective usage of time and resources</p> <p>SB3. Use intuition and keen observation skills to detect any potential problems which could arise during operations</p>

NOS Version Control

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Industry Sub-sector	Carpet	Last reviewed on	27/05/15
Occupation	Finishing	Next review date	26/05/16



CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role Carpet Final Inspector

Qualification Pack HCS/Q5601

Sector Skill Council Handicrafts and Carpets

Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each 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 PC
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5. To pass the Qualification Pack, every trainee should score a minimum of 70% in every NOS
6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack

		Marks Allocation			
		Total Mark	Out Of	Theory	Skills Practical
1. HCS/N5601 - Understand necessary quality parameters and perform quality checks	PC1. Communicate with management / QC Head on various quality parameters	200	8	2	6
	PC2. Understand the rationale behind the defined parameters		8	2	6
	PC3. Relate the stage of production which is associated with the parameter		8	2	6
	PC4. Discuss the parameters with the Quality team		8	2	6
	PC5. Clarify any doubts with management / QC Head		8	2	6
	PC6. Provide suggestions on various quality criteria wherever required		8	2	6
	PC7. Highlight any discrepancy if observed due to changes in the process		8	2	6



	PC8. Identify what aids must be used for checking		8	2	6
	PC9. Know the precise manner of examining the carpet		8	2	6
	PC10. Communicate within the team and workers		8	2	6
	PC11. Perform quality checks keeping the various stages of carpet manufacturing		8	2	6
	PC12. Conduct checks on critical areas which could hamper the final output		8	2	6
	PC13. Suggest solutions at every stage where the defects are found		4	2	2
	PC14. Ensures that end product is free from any defect		4	2	2
	PC15. Provides final approval and sign on the clearance receipt		4	2	2
	PC16. Informs management on some anticipated delays on account of quality		4	2	2
	PC17. Explain clearly the reason for delays and corrective action taken to expedite		8	2	6
	PC18. Communicate tentative timelines by when the defect shall be addressed		8	2	6
	PC19. Seek management views and advise		8	2	6
	PC20. Demonstrate ownership and responsibility		8	2	6
	PC21. Identify the area of concern at particular stage(s)		8	2	6
	PC22. Discuss with the worker engaged for undertaking that specific activity		8	2	6
	PC23. Give feedback on the quality of work		8	2	6



	PC24. Discuss on the corrective measures with the worker		8	2	6
	PC25. Discuss with the field supervisor (if applicable)		8	2	6
	PC26. Discuss timelines by when the corrective measures can be implemented		4	2	2
	PC27. Understand technical gaps with the worker for performing a particular task		4	2	2
	PC28. Determine standards operating procedures, checklists etc and discuss with management / Quality Head		4	2	2
	PC29. Share the checklists / manuals with the production managers, field supervisors and workers		4	2	2
	PC30. Suggest Process improvements methods and techniques based on past learning or experiences		4	2	2
	PC31. Document each and every check-point minutely and comprehensively		4	2	2
		Total	200	60	140
2. HCS/N5602 - Understanding of the value chain involved in carpet manufacturing	PC1. Basic understanding about the value chain right from procurement of raw materials till the final inspection and dispatch	50	10	4	6
	PC2. Understanding the importance of role of quality inspection in the carpet manufacturing process		10	4	6
	PC3. Understanding the impact and importance of various processes involved in the carpet manufacturing process (put this in qualification also)		10	4	6
	PC4. Manage the work pressure in case of high volumes		10	4	6
	PC5. Create a back-up and train other individual to meet contingencies		5	2	3



	PC6. Resolve queries of supervisor and manage expectations		5	2	3
		Total	50	20	30
3. HCS/N9906 - Maintain workarea, tools and machines	PC1. handle materials, machinery, equipment and tools with care and use them in correct way	50	10	4	6
	PC2. maintain a clean and hazard free working area		10	4	6
	PC3. report unsafe equipment and other dangerous occurrences		10	4	6
	PC4. use clean equipment and methods appropriate for the work to be carried out		10	4	6
	PC5. dispose of waste safely in the designated location		10	4	6
		Total	50	20	30
3. HCS/N9910 - Manage and lead a team	PC1. Ensure the team is aware of the schedule and job expectations on a daily basis	50	6	2	4
	PC2. Involve the team in regular meetings to communicate information intended for them		6	2	4
	PC3. Ensure communication to the team on any changes in policies/ processes by the organization through required verbal/ written mechanisms		6	2	4
	PC4. Ensure participation of the team in various engagement initiatives organized by the organization		6	2	4
	PC5. Counsel and address issues among the team for any work related issues		6	2	4
	PC6. Support the centre manager the deployment of the team as per client schedule and the organizational norms and guidelines		5	2	3



	PC7. Ensure periodic training of the team and support the team by delivering trainings		5	2	3
	PC8. Share knowledge of processes, techniques, therapies and products with the the team to enhance their skill levels		5	2	3
	PC9. Provide feedback to the centre manager pertaining to performance appraisals of the team		5	2	3
		Total	50	18	32
4. HCS/N9907 - Maintain Health, Safety and Security at Workplace	PC1. Comply with health and safety related instructions applicable to the workplace	100	8	3	5
	PC2. Use and maintain personal protective equipment such as "Nose Mask"etc. as per protocol		8	3	5
	PC3. Carry out own activities in line with approved guidelines and procedures		8	3	5
	PC4. Maintain a healthy lifestyle and guard against dependency on intoxicants		6	2	5
	PC5. Follow environment management system related procedures		5	2	3
	PC6. Identify and correct (if possible) malfunctions in machinery and equipment when required		5	2	3
	PC7. Report any service malfunctions that cannot be rectified		5	2	3
	PC8. Store materials and equipment in line with organizational requirements		5	2	3
	PC9. Safely handle and remove waste		5	2	3



	PC10. Minimize health and safety risks to self and others due to own actions		5	2	3
	PC11. Seek clarifications, from supervisors or other authorized personnel in case of perceived risks		5	2	3
	PC12. Monitor the workplace and work processes for potential risks and threat		5	2	3
	PC13. Carry out periodic walk-through to keep work area free from hazards and obstructions, if assigned		5	2	3
	PC14. Report hazards and potential risks/threats to supervisors or other authorized personnel		5	2	3
	PC15. Participate in mock drills/evacuation procedures organized at the workplace		5	2	3
	PC16. Undertake first aid, fire-fighting and emergency response training, if asked to do so		5	2	3
	PC17. Take action based on instructions in the event of fire, emergencies or accidents		5	2	3
	PC18. Follow organization procedures for shutdown and evacuation		5	2	3
		Total	100	39	61