



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- Washer (Carpets)

SECTOR: Handicrafts and Carpet

SUB-SECTOR: Carpet

OCCUPATION: Processing

REFERENCE ID: HCS/Q5301

ALIGNED TO: NCO-2004/8264.59

Washer A washer is a role responsible for washing of the carpet using prescribed chemicals for appropriate duration and precision to impart lustre, sheen and softness in the carpet.

Brief Job Description: The washer is responsible for washing the carpet by applying chemicals and cleansing agents with scraper. He will ensure the excess dirt and color should be removed to make the carpet softer.

Personal Attributes: The job requires an individual to have accurate estimation of chemicals to be used for washing. He also needs to have good eyesight ability to judge the impact of chemical and washing process on color, texture, sheen & softness of carpet, etc.



Job Details	Qualifications Pack Code	HCS/Q5301		
	Job Role	Washer		
	Credits (NSQF)	TBD	Version number	1.0
	Sector	Handicrafts and Carpet	Drafted on	31/04/2015
	Sub-sector	Carpets	Last reviewed on	27/05/2015
	Occupation	Processing	Next review date	26/05/2016
	Job Role	Washer		
Role Description	Washer performs the activities to remove excess dye and dirt in the carpet and bring softness to carpet (same as above)			
NSQF level	4			
Minimum Educational Qualifications*	Preferably Class VIII Pass with ability to read and write about chemicals used			
Maximum Educational Qualifications*	Not Applicable			
Training (Suggested but not mandatory)	Not Applicable			
Experience	Min. 5 years of exp in carpet washing			
Applicable National Occupational Standards (NOS)	Compulsory: <ol style="list-style-type: none"> HCS/N5301 Understanding of basic activities involved in washing HCS/ N9907 Understanding of Health and Safety Hazards involved in washing Optional: Not Applicable			
Performance Criteria	As described in the relevant OS units			



Definitions

Keywords /Terms	Description
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 -function	Sub-functions are sub-activities essential to fulfill 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 organization.
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 Standard (NOS)	NOS are Occupational Standards which apply uniquely in the Indian context.
Qualification Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualification Pack (QP)	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification 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 the 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 the quality of performance required.
Knowledge and understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard .
Organizational context	Organizational Context includes the way the organization is structured

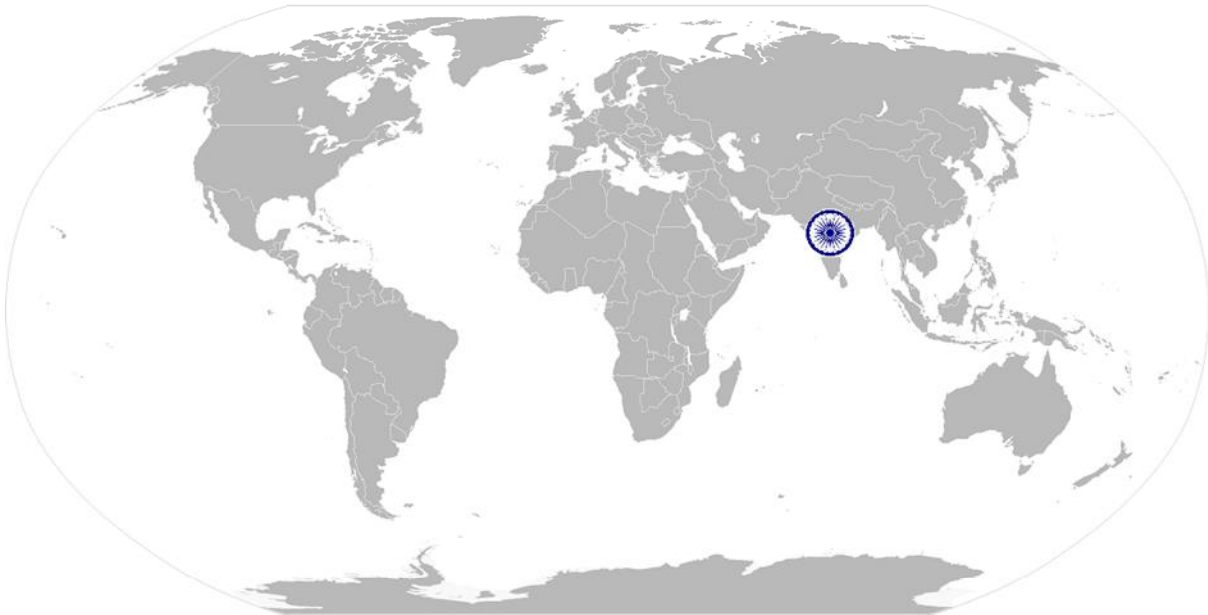


	and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core skill / Generic skill	Core Skills or Generic Skills are a group of skills that are key to learning and working 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
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 unit is about having a basic understanding of activities involved in the washing during carpet manufacturing.



HCS/N5301

Understanding of basic activities involved in washing

National Occupational Standard	Unit Code	HCS/N5301
	Unit Title (Task)	Understanding of basic activities involved in washing
	Description	This NOS unit is about understanding of basic activities involved in Washing
	Scope	This unit/task covers the following: Examination of Carpet Mixing of chemicals as per the requirement: Scraping Drying of carpet Process Compliance
	Performance Criteria(PC) w.r.t. the Scope	
	Element	Performance Criteria
	Examination of carpet	PC1. Analyse the type of carpet and extent of dye used in the manufacturing PC2. Analyze the carpet in such a way so that right type & quantity of bleaching agent should be used PC3. Prepare an instruction card before starting washing process PC4. Understanding of the chemical to be used and in what quantity PC5. Ensure quality while mixing the chemicals
	Preparation of cleaning agent	PC6. Decide and mix the different cleaning agents to prepare a final solution PC7. Check the concentration of solution before using it for washing
	Scraping	PC8. Use the cleaning agent and water to wash the carpet PC9. Use the scraper with long wooden handle to clean the carpet PC10. Remove excess dirt and dye to obtain the desired quality PC11. Clean and check if the fabric is soften, if not repeat the washing process 2-3 times again PC12. Obtain help or advice from specialist if the problem is outside his/her area of competence or experience
	Drying	PC13. Dry the carpet in sunlight to stabilize the color and softness
Process Compliances	PC14. comply with relevant legislation, standards, policies and procedures	
Knowledge and Understanding (K)		
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. relevant legislation, standards, policies, and procedures followed in the company KA2. how to engage with both internal and external specialists for support in order to resolve incidents KA3. service request procedures, tools, and techniques KA4. role and importance in supporting business operations KA5. service life cycle and type of service offered to the organization	



HCS/N5301

Understanding of basic activities involved in washing

B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. how to check the quality of carpet and decide the type of cleaning agents to be used in cleaning process</p> <p>KB2. Knowledge of dyes and impact of cleaning process on color of carpet</p> <p>KB3. typical response time of carpet washing</p> <p>KB4. maintain a knowledge-base of the known problems</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. document call logs, reports, task lists, and schedules with co-workers</p> <p>SA2. prepare status and progress reports</p> <p>SA3. record customers' discussions in the call logs</p> <p>SA4. 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>SA5. read about new products and services with reference to the organization and also from external forums such as websites and blogs</p> <p>SA6. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets</p> <p>SA7. read comments, suggestions, and responses to Frequently Asked Questions (FAQs) posted on the helpdesk portal</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. discuss task lists, schedules, and work-loads with co-workers</p> <p>SA9. question store-keeper about turnaround time and expected outcome</p> <p>SA10. Understand expectation and communicate timelines</p> <p>SA11. keep supervisor 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 pertaining to the concerned area of work</p>
	Plan and Organize
	<p>The user/individual on the job needs to know and understand:</p> <p>SB2. plan and organize washing process and deliver</p>
	Customer Centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. manage relationships with customers</p> <p>SB4. build customer relationships and use customer centric approach</p>
Problem Solving	

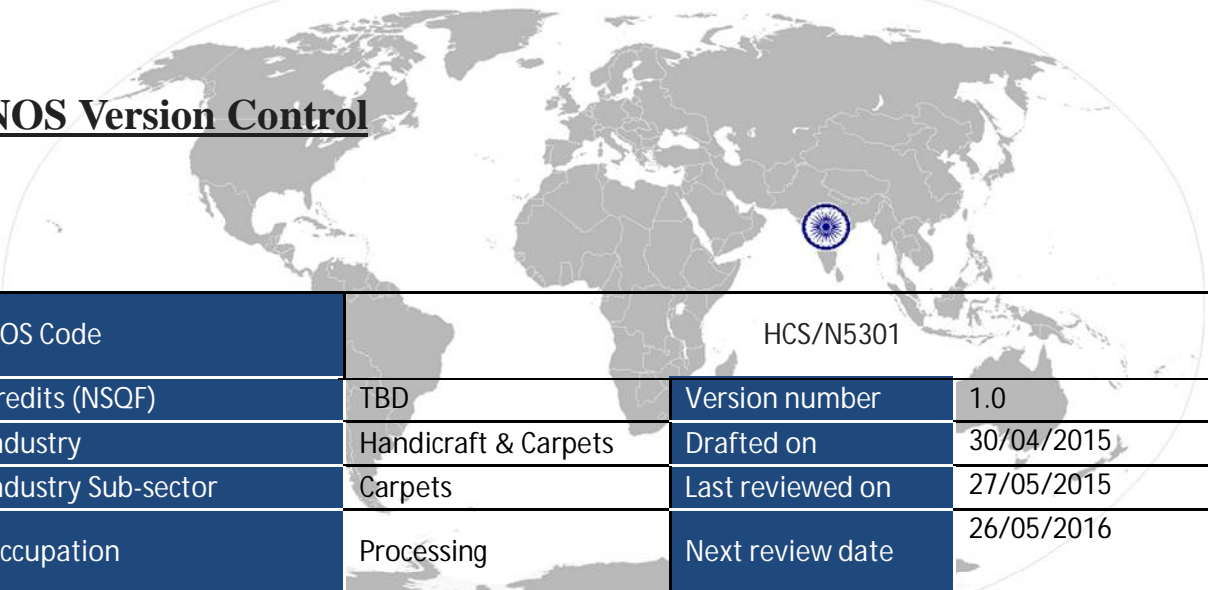


HCS/N5301

Understanding of basic activities involved in washing

	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. identify immediate or temporary solutions to resolve delays
	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 the call resolution time SB9. 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: SB10. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

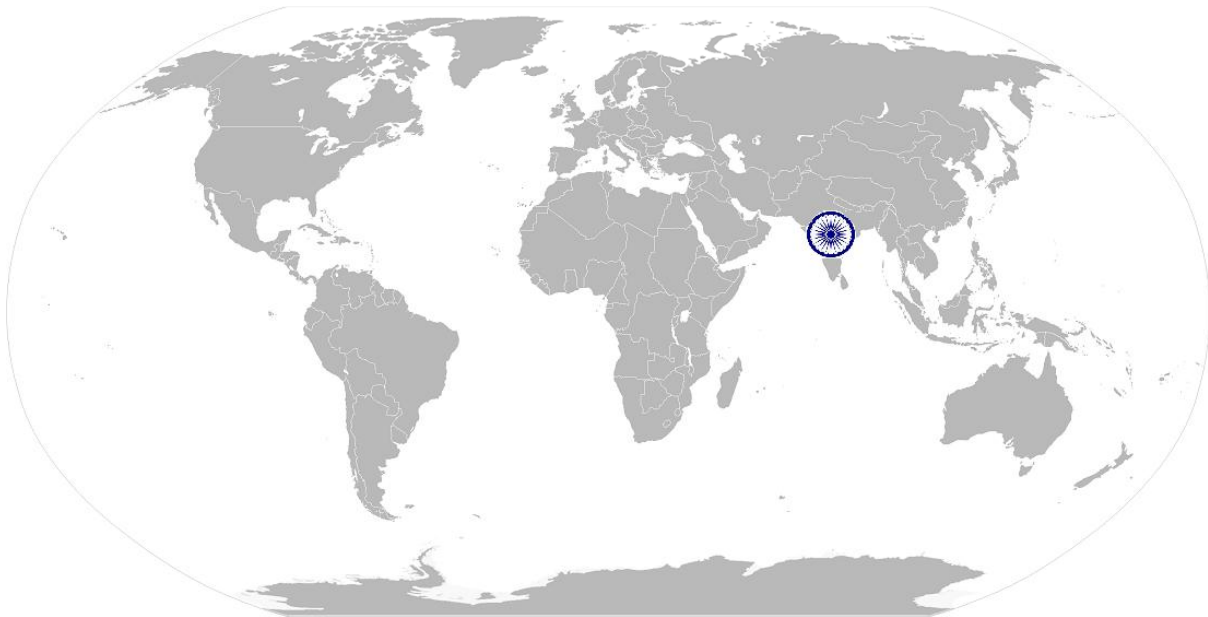
NOS Version Control



NOS Code	HCS/N5301		
Credits (NSQF)	TBD	Version number	1.0
Industry	Handicraft & Carpets	Drafted on	30/04/2015
Industry Sub-sector	Carpets	Last reviewed on	27/05/2015
Occupation	Processing	Next review date	26/05/2016



National Occupational Standard



Overview

This unit is about maintaining health, safety, and security standards at workplace.



HCS/N9907

Maintain health, safety and security at work place

National Occupational Standard	Unit Code	HSC/ N09907
	Unit Title (Task)	Maintain health, safety and security at work place
	Description	This unit provides performance criteria, knowledge & understanding and skills & abilities required to comply with health, safety and security requirements at the workplace and covers procedures to prevent, control and minimize risk to self and others.
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> To comply with health, safety and security requirements at work
	Performance Criteria (PC) w.r.t. the Scope	
	Elements	Performance Criteria
	Comply with health, Safety and security requirements at work	PC1. Comply with health and safety related instructions applicable to the workplace PC2. Use and maintain personal protective equipment such as "Nose Mask" etc. and other relevant protocols (Washer specific - personal protective equipments (PPE), gum boots, apron and hand gloves wherever applicable) PC3. Carry out work activities in line as per prescribed guidelines and procedures PC4. Maintain a healthy lifestyle and guard against dependency on intoxicants PC5. Identify and correct (if possible) malfunctions in machinery and equipment PC6. Report malfunctions of tools to supervisors wherever applicable PC7. Monitor the workplace and work processes for potential risks and threat
	Knowledge and Understanding (K)	
	A. Organizational Context (Knowledge of the company/organization and its processes)	KA1. Health and safety related practices applicable at the workplace KA2. Potential hazards, risks and threats based on nature of operations KA3. Organizational procedures for safe handling of equipment / tools wherever applicable
	B. Technical/Domain Knowledge	KB1. Occupational health and safety risks and methods KB2. Personal protective equipment and method of use KB3. Proper disposal system for waste and by-products KB4. Signage related to health and safety and their meaning KB5. Importance of sound health, hygiene and good habits KB6. Ill-effects of alcohol, tobacco and drugs
Skills (S) [Optional]		
A. Core Skills/ Generic Skills	Writing Skills The user/ individual on the job needs to know and understand how to: SA1. document call logs, reports, task lists, and schedules with co-workers SA2. prepare status and progress reports SA3. record customers' discussions in the call logs SA4. 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 Reading Skills	



HCS/N9907

Maintain health, safety and security at work place

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. read about new products and services with reference to the organization and also from external forums such as websites and blogs</p> <p>SA6. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets</p> <p>SA7. read comments, suggestions, and responses to Frequently Asked Questions (FAQs) posted on the helpdesk portal</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>SA8. discuss task lists, schedules, and work-loads with co-workers</p> <p>SA9. question store-keeper about turnaround time and expected outcome</p> <p>SA10. Understand expectation and communicate timelines</p> <p>SA11. keep supervisor informed about progress</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. make decisions pertaining to the concerned area of work</p>
	<p>Plan and Organize</p>
	<p>The user/individual on the job needs to know and understand:</p> <p>SB2. plan and organize washing process and deliver</p>
	<p>Customer Centricity</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. manage relationships with customers</p> <p>SB4. build customer relationships and use customer centric approach</p>
	<p>Problem Solving</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)</p> <p>SB6. identify immediate or temporary solutions to resolve delays</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. use the existing data to arrive at specific data points</p> <p>SB8. use the existing data points for improving the call resolution time</p> <p>SB9. use the existing data points to generate required reports for business</p>
<p>Critical Thinking</p>	
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB10. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action</p>	

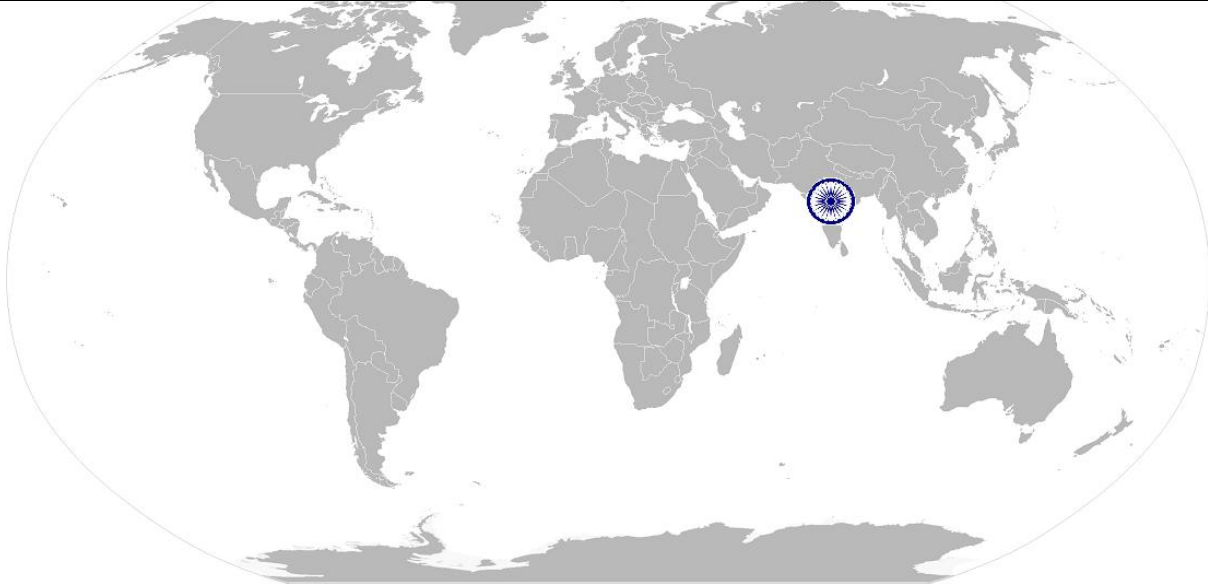


HCS/N9907

Maintain health, safety and security at work place

NOS Version Control

NOS Code	HCS/N9907		
Credits (NSQF)	TBD	Version number	1.0
Industry	Handicrafts and Carpet	Drafted on	30/04/15
Industry Sub-sector	Carpet	Last reviewed on	27/05/15
Occupation	Processing	Next review date	26/05/16





CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role Washer

Qualification Pack HCS/Q5301

Sector Skill Council Handicrafts and Carpet

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 (400+100)	Out Of	Theory	Skills Practical
1. HCS/Q5301 - Understanding of basic activities involved in washing	PC1. Analyse the type of carpet and extent of dye used in the manufacturing	100	5	5	0
	PC2. Analyze the carpet in such a way so that right type & quantity of bleaching agent should be used		15	5	10
	PC3. Prepare an instruction card before starting washing process		15	5	10
	PC4. Use the cleaning agent and water to wash the carpet		15	5	10
	PC5. Use the scraper with long wooden handle to clean the carpet		10		10



	PC6. Remove excess dirt and dye to obtain the desired quality		10		10
	PC7. Clean and check if the fabric is soften		15	5	10
	PC8. Obtain help or advice from specialist if the problem is outside his/her area of competence or experience		15	5	10
	Total		100	30	70
2. HSC/ N09907 - Maintain health, safety and security at work place	PC1. Comply with health and safety related instructions applicable to the workplace	100	20	5	15
	PC2. Use and maintain personal protective equipment such as "Nose Mask" etc. and other relevant protocols (Washer specific - personal protective equipments (PPE), gum boots, apron and hand gloves wherever applicable)		20	10	10
	PC3. Carry out work activities in line as per prescribed guidelines and procedures		20	10	10
	PC4. Maintain a healthy lifestyle and guard against dependency on intoxicants		10	0	10
	PC5. Identify and correct (if possible) malfunctions in machinery and equipment		10	3	7
	PC6. Report malfunctions of tools to supervisors wherever applicable		10	5	5
	PC7. Monitor the workplace and work processes for potential risks and threat		10	7	3
	PC8. Manage and train other people in the assembly line		15	8	7
			100	60	40