

Qualification Pack



Color Quality Incharge/Shade Supervisor (Carpets)

QP Code: HCS/Q5203

Version: 2.0

NSQF Level: 3.5

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HCS/Q5203: Color Quality Incharge/Shade Supervisor (Carpets)

Brief Job Description

The shade supervisor is a job role in Weaving department. The responsibility of shade supervisor is to ensure knotted and tufted carpets are made as per specified design with correct selection of shade for knotting and tufting while weaving the design.

Personal Attributes

The supervisor should be keen, vigilant, good eyesight, patient and investigative. He should be free from defects of colour vision. Agile, cooperative, available and responsive to needs of people seeking technical/professional assistance.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [HCS/N5203: Supervision for manufacturing of carpets as per design and shade](#)
2. [HCS/N9906: Maintaining work area, tools and machines](#)
3. [HCS/N9901: Coordinate with colleagues and work as a team](#)
4. [HCS/N9913: Maintain health, safety and security at workplace](#)
5. [HCS/N9909: Comply with industry and organizational requirement](#)
6. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Handicrafts and Carpet
Sub-Sector	Carpet
Occupation	Designing
Country	India
NSQF Level	3.5
Credits	15

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Aligned to NCO/ISCO/ISIC Code	NCO-2015/7318.0300
Minimum Educational Qualification & Experience	<p>11th grade pass OR Completed 1st year of 3-year diploma (after 10th) and pursuing regular diploma OR 10th grade pass and pursuing continuous schooling OR 10th grade pass with 1 Year of experience OR 8th grade pass with 3 Years of experience OR Previous relevant Qualification of NSQF Level (3) with 1-2 Years of experience OR Previous relevant Qualification of NSQF Level (2.5) with 3 Years of experience</p>
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	31/08/2026
NSQC Approval Date	31/08/2023
Version	2.0
Reference code on NQR	QG-3.5-HC-00842-2023-V2-HCSSC
NQR Version	2.0

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HCS/N5203: Supervision for manufacturing of carpets as per design and shade

Description

This unit is about inventory of supervisory skills, knowledge, tools and techniques needed for execution of the task of planning, execution and proper implementation of plan so as to ensure production of carpets matching with designs as per colours indicated on design map.

Scope

The scope covers the following :

- supervising shade design
- reporting and recording of production results

Elements and Performance Criteria

Supervising shade design

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

- PC1.** understand buyers defined and implied requirements for design quality and product colour conformity
- PC2.** collect all information needed for identification of threads for knotting and tufting e.g. material types, count, ply, shade number, design reference number etc
- PC3.** check the colour and/or indicative number along with the colour marked on design map
- PC4.** identify and highlight constraints affecting planning, production, quality and target delivery
- PC5.** ensure threads available are matching with the shade indicated on design map
- PC6.** check availability of threads in sufficient quantity as per design needs
- PC7.** supervise by patrolling and random checking to ensure threads are used as per design for knotting and tufting
- PC8.** check knots/inch² and tuft density as per design indicated
- PC9.** process flow of department with stages and significance of monitoring needs for productivity and design conformity to quality.

Reporting and recording of production results

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

- PC10.** record information related to planning, production and quality as per design
- PC11.** record information related to performance report recorded as per organizational recording system and/or suitably presentable layout

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** general rules and regulations in a carpet industry

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- KU2.** correct working practices for inspection and checking adopted
- KU3.** color coding, marking, labeling etc. that are followed to ensure product matches buyers specified requirements for quality
- KU4.** identify quality and production targets and the effect of not meeting these on self and/or your team
- KU5.** the understanding and importance of types of fibres types of threads types of fabric carpet design knot types types of design defects number of knots per square inch (tapka/inch²) tuft density design repeat carpet dimension general aesthetic parameters appearance, cleanliness, feel, etc.
- KU6.** process flow in handmade carpet manufacturing sector
- KU7.** importance of marking/coding/labelling/numbering etc. followed at various process stages of knotting and tufting for identification and traceability
- KU8.** importance of cleanliness at workplace
- KU9.** difference between correctable and non-correctable design faults
- KU10.** acceptable solutions for specific faults identified/detected
- KU11.** methods to make use of the information detailed in specifications and work instructions

Generic Skills (GS)

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

- GS1.** write instruction clearly and legibly
- GS2.** read and comprehend written instructions
- GS3.** communicate with supervisor appropriately
- GS4.** talk to others to convey information effectively
- GS5.** apply problem-solving approaches in different situations
- GS6.** seek clarification on problems from others
- GS7.** apply good attention to detail
- GS8.** check whether a particular work is complete and free from errors

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Supervising shade design</i>	9	26	-	-
PC1. understand buyers defined and implied requirements for design quality and product colour conformity	-	5	-	-
PC2. collect all information needed for identification of threads for knotting and tufting e.g. material types, count, ply, shade number, design reference number etc	2	5	-	-
PC3. check the colour and/or indicative number along with the colour marked on design map	2	4	-	-
PC4. identify and highlight constraints affecting planning, production, quality and target delivery	2	3	-	-
PC5. ensure threads available are matching with the shade indicated on design map	1	3	-	-
PC6. check availability of threads in sufficient quantity as per design needs	1	2	-	-
PC7. supervise by patrolling and random checking to ensure threads are used as per design for knotting and tufting	-	1	-	-
PC8. check knots/inch ² and tuft density as per design indicated	-	1	-	-
PC9. process flow of department with stages and significance of monitoring needs for productivity and design conformity to quality.	1	2	-	-
<i>Reporting and recording of production results</i>	7	8	-	-
PC10. record information related to planning, production and quality as per design	5	5	-	-
PC11. record information related to performance report recorded as per organizational recording system and/or suitably presentable layout	2	3	-	-
NOS Total	16	34	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	HCS/N5203
NOS Name	Supervision for manufacturing of carpets as per design and shade
Sector	Handicrafts and Carpet
Sub-Sector	Carpet
Occupation	Designing
NSQF Level	3.5
Credits	5
Version	2.0
Last Reviewed Date	31/08/2023
Next Review Date	31/08/2026
NSQC Clearance Date	31/08/2023

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HCS/N9906: Maintaining work area, tools and machines

Description

This unit provides performance criteria, knowledge, understanding, skills and abilities required to organize/maintain work areas and activities to ensure the maintenance of tools and machines as per norms.

Elements and Performance Criteria

Maintain the work area, tools and machines

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

- PC1.** handle materials, tools and equipment with care and use them in correct way
- PC2.** Use correct and handling procedures
- PC3.** Maintain clean and hazard free working area
- PC4.** Carry out running maintenance within agreed schedules
- PC5.** Carry out maintenance and/or cleaning within ones responsibility
- PC6.** Report unsafe equipment and other dangerous occurrences
- PC7.** Use clean equipment and methods appropriate for the work to be carried out
- PC8.** Dispose of waste safely in the designated location
- PC9.** Store equipment safely after use

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Personal hygiene and duty of care
- KU2.** Safe working practices and organizational procedures
- KU3.** Ways of resolving conflicts/problems within the work area
- KU4.** The design process and the specific work activities that relate to the process
- KU5.** Organizations rules, codes and guidelines
- KU6.** The companys quality standards
- KU7.** Importance of complying with written instructions
- KU8.** Work instructions and ability to interpret them accurately
- KU9.** Relation between work role and the overall manufacturing process
- KU10.** Hazards likely to be encountered when carrying out the maintenance process
- KU11.** Maintenance procedures
- KU12.** Importance of running maintenance and regular cleaning
- KU13.** Safe working practices for maintenance
- KU14.** The importance of taking action when problems are identified
- KU15.** Effects of contamination on products
- KU16.** Common faults with equipment and the method to rectify

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Generic Skills (GS)

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

- GS1.** Prepare status and progress reports
- GS2.** Write memos and e-mail to co-workers, and vendors to provide them with work updates and to request appropriate information without English language errors in grammar or sentence construct
- GS3.** Keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets
- GS4.** Discuss task lists, schedules, and work-loads with co-workers
- GS5.** Keep coworker and supervisor informed about progress
- GS6.** Make decisions pertaining to the concerned area of work
- GS7.** Plan and manage work routine based on company procedure
- GS8.** Plan and organize service feedback files/documents
- GS9.** Manage relationships with customers
- GS10.** Build customer relationships and use customer centric approach
- GS11.** Think through a problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)
- GS12.** Identify immediate or temporary solutions to resolve delays
- GS13.** Use the existing data to arrive at specific data points
- GS14.** Apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain the work area, tools and machines</i>	21	29	-	-
PC1. handle materials, tools and equipment with care and use them in correct way	5	8	-	-
PC2. Use correct and handling procedures	2	3	-	-
PC3. Maintain clean and hazard free working area	2	3	-	-
PC4. Carry out running maintenance within agreed schedules	2	3	-	-
PC5. Carry out maintenance and/or cleaning within ones responsibility	2	3	-	-
PC6. Report unsafe equipment and other dangerous occurrences	2	3	-	-
PC7. Use clean equipment and methods appropriate for the work to be carried out	2	-	-	-
PC8. Dispose of waste safely in the designated location	2	3	-	-
PC9. Store equipment safely after use	2	3	-	-
NOS Total	21	29	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	HCS/N9906
NOS Name	Maintaining work area, tools and machines
Sector	Handicrafts and Carpet
Sub-Sector	Metalware, Paper Mache, Carpet, Handicrafts (Woodware)
Occupation	Metal Craft Making, Production, Research and Development, Research and Development, Processing, Designing, Finishing, Processing, Designing, Weaving, Quality Check, Merchandising, Pre-Production, Assembling
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	30/11/2023
Next Review Date	30/11/2026
NSQF Clearance Date	30/11/2023

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HCS/N9901: Coordinate with colleagues and work as a team

Description

This NOS describes the communication and coordination skills and knowledge to work with colleagues and supervisor to achieve a smooth and hazard-free workflow.

Scope

The scope covers the following :

- interact with supervisor or superior
- work as a team by coordinating with colleagues within and outside the department and include inputs on PwD & Gender Sensitisation
- report and Document

Elements and Performance Criteria

Interact with supervisor or superior

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

- PC1.** comply with health, safety gender, and PwD (People with disability) related instructions applicable to the workplace
- PC2.** actively participate in mock drills/ evacuation procedures; group discussions, training sensitization programs for gender, and PwD awareness organized at the workplace.
- PC3.** receive job orders and instructions from reporting supervisor and receive feedback on work standards.
- PC4.** understand the work output requirements, targets, performance indicators and incentives.
- PC5.** deliver quality work on time and report any anticipated reasons for delays and handover completed work to supervisor
- PC6.** report on any grievances, production defects and any potential hazards.

Work as a team by coordinating with colleagues within and outside the department and include inputs on PwD & Gender Sensitisation

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

- PC7.** communicate maintenance and repair schedule proactively to the supervisor
- PC8.** interact and clarify doubts on design, usage of materials & tools, quality & standards compliance, etc.

Report and Document

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

- PC9.** report in time for shortage or need of raw materials
- PC10.** communicate with colleagues from within and other departments, clearly and effectively on all aspects to carry out the work among the team
- PC11.** maintain the etiquette, use polite language, demonstrate responsible and disciplined behavior towards colleagues.
- PC12.** put team over individual goals and multi-task or share work where necessary supporting the colleagues.

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PC13. document all the details accurately relating to ones role as required.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** knowledge about the importance of gender equality being followed in the organization and policies for reporting any harassment or inappropriate behavior
- KU2.** knowledge about how to accommodate employees with disabilities etiquette to adhere to and proper language and terminology
- KU3.** knowledge about how to communicate, offer help, respecting space, parking etc. for people with disabilities or special needs
- KU4.** knowledge about promoting a safe, accessible and healthy workplace for disabled employees
- KU5.** company's policies on preferred language of communication, incentives, quality standards, personnel management, reporting and escalation matrix policy.
- KU6.** company's standard operating procedure (sop) and the risk and impact of not following them.
- KU7.** procedures for working with colleagues, his/her role and responsibilities in relation to this
- KU8.** organizational hierarchy and the line of reporting structure and work target and review mechanism
- KU9.** procedures to report employment related issues and to deal with conflicts
- KU10.** importance of the individuals role in the organizational workflow and details of the individual responsibilities
- KU11.** tools and equipment handling procedure and common potential hazards in the work place and the procedures to deal with them
- KU12.** effective communication with various categories of people and the different departments in the organization
- KU13.** to document the job activity as required like the check sheets, history sheets, etc
- KU14.** expressing and addressing grievances appropriately, deal with difficult work relationships and manage the internal conflicts effectively

Generic Skills (GS)

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

- GS1.** create a positive and inclusive workplace atmosphere without any kind of bias/discrimination towards any employee
- GS2.** actively take part in any discussion/workshop organized for gender sensitization training
- GS3.** read and comprehend written instructions related to gender equality issues in the organization
- GS4.** identify and report any harassment or inappropriate behavior towards any employee
- GS5.** create a positive and inclusive workplace atmosphere without any kind of bias/discrimination towards any employee with disability or special needs
- GS6.** actively take part in any discussion/workshop organized for disability sensitization training.

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- GS7.** read and comprehend written instructions related to equality issues in the organization related to disabled persons
- GS8.** read job sheets, design sheet and information displayed at the workplace
- GS9.** read and understand manuals, health and safety instructions, memos etc
- GS10.** fill up documentation to ones role
- GS11.** communicate effectively with supervisor
- GS12.** contribute to quality of team work and achieve smooth workflow
- GS13.** improve work processes by interacting with others and adopting best practices

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Interact with supervisor or superior</i>	14	30	-	-
PC1. comply with health, safety gender, and PwD (People with disability) related instructions applicable to the workplace	2	5	-	-
PC2. actively participate in mock drills/ evacuation procedures; group discussions, training sensitization programs for gender, and PwD awareness organized at the workplace.	2	5	-	-
PC3. receive job orders and instructions from reporting supervisor and receive feedback on work standards.	2	5	-	-
PC4. understand the work output requirements, targets, performance indicators and incentives.	2	5	-	-
PC5. deliver quality work on time and report any anticipated reasons for delays and handover completed work to supervisor	3	5	-	-
PC6. report on any grievances, production defects and any potential hazards.	3	5	-	-
<i>Work as a team by coordinating with colleagues within and outside the department and include inputs on PwD & Gender Sensitisation</i>	6	10	-	-
PC7. communicate maintenance and repair schedule proactively to the supervisor	3	5	-	-
PC8. interact and clarify doubts on design, usage of materials & tools, quality & standards compliance, etc.	3	5	-	-
<i>Report and Document</i>	15	25	-	-
PC9. report in time for shortage or need of raw materials	3	5	-	-
PC10. communicate with colleagues from within and other departments, clearly and effectively on all aspects to carry out the work among the team	3	5	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. maintain the etiquette, use polite language, demonstrate responsible and disciplined behavior towards colleagues.	3	5	-	-
PC12. put team over individual goals and multi-task or share work where necessary supporting the colleagues.	3	5	-	-
PC13. document all the details accurately relating to ones role as required.	3	5	-	-
NOS Total	35	65	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	HCS/N9901
NOS Name	Coordinate with colleagues and work as a team
Sector	Handicrafts and Carpet
Sub-Sector	Handicrafts (Ceramics), Handicrafts (Fashion Jewellery), Handicrafts (Stonecraft), Glassware, Metalware, Carpet, Handicrafts (Woodware)
Occupation	Production Management, Research and Development, Mixing and Milling, Moulding, Finishing and Painting, Pre- Production, Furnace Operation, Quality Check, Production, Pre - Crafting, Stone Crafting, Mixing, Moulding, Cutting, Smoothing, Finishing, Designing, Metal Casting and Stamping, Metal Craft Making, Cleaning/Polishing/Buffering, Painting and Plating, Packing, Marketing and Merchandising
NSQF Level	4
Credits	2
Version	6.0
Last Reviewed Date	30/06/2022
Next Review Date	30/06/2025
NSQC Clearance Date	30/06/2022

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HCS/N9913: Maintain health, safety and security at workplace

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 minimise risk to self and others.

Elements and Performance Criteria

Comply with health, safety and security requirements at work

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

- PC1.** Comply with health and safety related instructions applicable to the workplace.
- PC2.** Use and maintain personal protective equipment as per protocol.
- PC3.** Carry out own activities in line with approved guidelines and procedures.
- PC4.** Maintain a healthy lifestyle and guard against dependency on intoxicants.
- PC5.** Follow environment management system related procedures.
- PC6.** Store materials and tools in line with manufacturers and organisational requirements.
- PC7.** Safely handle and move waste and debris.
- PC8.** Minimize health and safety risks to self and others due to own actions.
- PC9.** Seek clarifications, from supervisors or other authorized personnel in case of perceived risks.
- PC10.** Monitor the workplace and work processes for potential risks and threats.
- PC11.** Carry out periodic walk-through to keep work area free from hazards and obstructions, if assigned.
- PC12.** Report hazards and potential risks/ threats to supervisors or other authorized personnel.
- PC13.** Participate in mock drills/ evacuation procedures organized at the workplace.
- PC14.** Undertake first aid, fire-fighting and emergency response training, if asked to do so.
- PC15.** Take action based on instructions in the event of fire, emergencies or accidents.
- PC16.** Follow organisation procedures for evacuation when required.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Health and safety related practices applicable at the workplace.
- KU2.** Potential hazards, risks and threats based on nature of operations.
- KU3.** Organizational procedures for safe handling of tools.
- KU4.** Potential risks due to own actions and methods to minimize these.
- KU5.** Environmental management system related procedures at the workplace.
- KU6.** Layout of the plant and details of emergency exits, escape routes, emergency equipment and assembly points.
- KU7.** Potential accidents and emergencies and response to these scenarios.

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- KU8.** Reporting protocol and documentation required.
- KU9.** Details of personnel trained in first aid, fire-fighting and emergency response.
- KU10.** Actions to take in the event of a mock drills/ evacuation procedures or actual accident, emergency or fire.
- KU11.** Occupational health and safety risks and methods.
- KU12.** Personal protective equipment and method of use.
- KU13.** Identification, handling and storage of hazardous substances.
- KU14.** Proper disposal system for waste and by-products.
- KU15.** Signage related to health and safety and their meaning.
- KU16.** Importance of sound health, hygiene and good habits.
- KU17.** Ill-effects of alcohol, tobacco and drugs.

Generic Skills (GS)

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

- GS1.** Write in local language.
- GS2.** Read measurement instructions.
- GS3.** Communicate orally with colleagues.
- GS4.** Follow organization rule-based decision making process.
- GS5.** Take decision with systematic course of actions and/or response.
- GS6.** Plan and organize your work to achieve targets and deadlines.
- GS7.** Manage relationships with customers.
- GS8.** Build customer relationships and use customer centric approach.
- GS9.** Think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s).
- GS10.** Identify immediate or temporary solutions to resolve delays.
- GS11.** Analyze data and activities.
- GS12.** Pass on relevant information to others.
- GS13.** Apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Comply with health, safety and security requirements at work</i>	30	70	-	-
PC1. Comply with health and safety related instructions applicable to the workplace.	2	6	-	-
PC2. Use and maintain personal protective equipment as per protocol.	2	6	-	-
PC3. Carry out own activities in line with approved guidelines and procedures.	2	6	-	-
PC4. Maintain a healthy lifestyle and guard against dependency on intoxicants.	2	6	-	-
PC5. Follow environment management system related procedures.	2	4	-	-
PC6. Store materials and tools in line with manufacturers and organisational requirements.	2	3	-	-
PC7. Safely handle and move waste and debris.	1	3	-	-
PC8. Minimize health and safety risks to self and others due to own actions.	2	4	-	-
PC9. Seek clarifications, from supervisors or other authorized personnel in case of perceived risks.	1	3	-	-
PC10. Monitor the workplace and work processes for potential risks and threats.	1	3	-	-
PC11. Carry out periodic walk-through to keep work area free from hazards and obstructions, if assigned.	2	3	-	-
PC12. Report hazards and potential risks/ threats to supervisors or other authorized personnel.	3	4	-	-
PC13. Participate in mock drills/ evacuation procedures organized at the workplace.	2	3	-	-
PC14. Undertake first aid, fire-fighting and emergency response training, if asked to do so.	2	4	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. Take action based on instructions in the event of fire, emergencies or accidents.	2	6	-	-
PC16. Follow organisation procedures for evacuation when required.	2	6	-	-
NOS Total	30	70	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	HCS/N9913
NOS Name	Maintain health, safety and security at workplace
Sector	Handicrafts and Carpet
Sub-Sector	Hand Crafted Textiles, Hand Crocheted Textiles, Handicrafts (Agarbatti), Handicrafts (Bamboo)
Occupation	Traditional Hand Embroiderer, Master Hand Embroiderer, Embroidery finishing, Design Tracer, Hand Block Printer, Block Print Supervisor, Hand Embroidery, Crochet Lace Maker, Master Crochet Lace Maker, Crochet Lace Tailor, Handmade Bamboo Agarbatti Stick Maker, Semi-Mechanized Bamboo Stick Maker, Automatic Stick Making M/C Operator, Hand Rolled Agarbatti Maker, Pedal Operated Machine Agarbatti Maker, Automatic Machine Rolled Agarbatti Maker, Agarbatti Perfume Applicator, Bamboo Processor and Dyer, Bamboo Mat Weaver, Handmade Bamboo Stick Maker (for Woven Mats), Bamboo Basket Maker, Bamboo Utility Handicraft Assembler, Bamboo Utility Product Tailor, Bamboo Artwork Maker.
NSQF Level	4
Credits	1
Version	1.0
Last Reviewed Date	30/11/2023
Next Review Date	30/11/2026
NSQC Clearance Date	30/11/2023

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HCS/N9909: Comply with industry and organizational requirement

Description

This unit is about knowing, understanding, and complying with the requirements of the organization and carpet industry.

Elements and Performance Criteria

Comply with legal and ethical requirements

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

- PC1.** Carry out work functions in accordance with legislation and regulations, organizational guidelines and procedures
- PC2.** Seek and obtain clarifications on policies and procedures, from your supervisor or other authorized personnel
- PC3.** Apply and follow these policies and procedures within your work practices
- PC4.** Provide support to your supervisor and team members in enforcing these considerations
- PC5.** Identify and report any possible deviation to these requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** The importance of having an ethical and value-based approach
- KU2.** Benefits to the company and oneself due to practice of these procedures
- KU3.** The importance of punctuality and attendance
- KU4.** Specific to the industry/sector, know and understand: Legal and ethical requirements
Procedures to follow if someone does not meet the requirements
- KU5.** Customer specific requirements mandated as a part of the work process
- KU6.** Customer specific regulations and their importance
- KU7.** Reporting procedure in case of deviations
- KU8.** Limits of personal responsibility

Generic Skills (GS)

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

- GS1.** Prepare status and progress reports
- GS2.** Write memos and e-mail to co-workers and vendors to provide them with work updates, and to request appropriate information without English language errors regarding grammar or sentence construct
- GS3.** Keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets
- GS4.** Discuss task lists, schedules, and work-loads with co-workers

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- GS5.** Keep coworker and supervisor informed about progress
- GS6.** Make decisions pertaining to the concerned area of work
- GS7.** Plan and organize service feedback files/documents
- GS8.** Manage relationships with customers
- GS9.** Build customer relationships and use customer centric approach
- GS10.** Think through a problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)
- GS11.** Identify immediate or temporary solutions to resolve delays
- GS12.** Take appropriate decisions related to responsibilities
- GS13.** Follow the given standards
- GS14.** Procedure Comply with the standard procedures
- GS15.** Plan and manage work routine based on company procedures
- GS16.** Positively influence your team members to follow procedures as required
- GS17.** Participate and influence the organizations response towards these procedures
- GS18.** Use the existing data to arrive at specific data points
- GS19.** Apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Comply with legal and ethical requirements</i>	5	20	-	-
PC1. Carry out work functions in accordance with legislation and regulations, organizational guidelines and procedures	2	5	-	-
PC2. Seek and obtain clarifications on policies and procedures, from your supervisor or other authorized personnel	1	5	-	-
PC3. Apply and follow these policies and procedures within your work practices	-	4	-	-
PC4. Provide support to your supervisor and team members in enforcing these considerations	1	3	-	-
PC5. Identify and report any possible deviation to these requirements	1	3	-	-
NOS Total	5	20	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	HCS/N9909
NOS Name	Comply with industry and organizational requirement
Sector	Handicrafts and Carpet
Sub-Sector	Carpet
Occupation	Processing, Designing, Finishing, Weaving, Quality Check
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	23/06/2023
Next Review Date	23/06/2026
NSQC Clearance Date	23/06/2023

Qualification Pack

DGT/VSQ/N0102: Employability Skills (60 Hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Career Development & Goal Setting
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

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

- PC1.** identify employability skills required for jobs in various industries
- PC2.** identify and explore learning and employability portals

Constitutional values - Citizenship

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

- PC3.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC4.** follow environmentally sustainable practices

Becoming a Professional in the 21st Century

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

- PC5.** recognize the significance of 21st Century Skills for employment
- PC6.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

Basic English Skills

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

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- PC7.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC8.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC9.** write short messages, notes, letters, e-mails etc. in English

Career Development & Goal Setting

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

- PC10.** understand the difference between job and career
- PC11.** prepare a career development plan with short- and long-term goals, based on aptitude

Communication Skills

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

- PC12.** follow verbal and non-verbal communication etiquette and active listening techniques in various settings
- PC13.** work collaboratively with others in a team

Diversity & Inclusion

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

- PC14.** communicate and behave appropriately with all genders and PwD
- PC15.** escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

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

- PC16.** select financial institutions, products and services as per requirement
- PC17.** carry out offline and online financial transactions, safely and securely
- PC18.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC19.** identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

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

- PC20.** operate digital devices and carry out basic internet operations securely and safely
- PC21.** use e- mail and social media platforms and virtual collaboration tools to work effectively
- PC22.** use basic features of word processor, spreadsheets, and presentations

Entrepreneurship

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

- PC23.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC24.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC25.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

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

- PC26.** identify different types of customers
- PC27.** identify and respond to customer requests and needs in a professional manner.

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PC28. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC29. create a professional Curriculum vitae (Résumé)

PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

PC31. apply to identified job openings using offline /online methods as per requirement

PC32. answer questions politely, with clarity and confidence, during recruitment and selection

PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills and different learning and employability related portals

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

KU4. Twenty first (21st) century skills and their importance

KU5. how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

KU6. importance of career development and setting long- and short-term goals

KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

KU10. different types of financial institutes, products, and services

KU11. how to compute income and expenditure

KU12. importance of maintaining safety and security in offline and online financial transactions

KU13. different legal rights and laws

KU14. different types of digital devices and the procedure to operate them safely and securely

KU15. how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.

KU16. how to identify business opportunities

KU17. types and needs of customers

KU18. how to apply for a job and prepare for an interview

KU19. apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

GS1. read and write different types of documents/instructions/correspondence

GS2. communicate effectively using appropriate language in formal and informal settings

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- GS3.** behave politely and appropriately with all
- GS4.** how to work in a virtual mode
- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization to avoid infection

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values - Citizenship</i>	1	1	-	-
PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC4. follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	2	4	-	-
PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC6. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC9. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development & Goal Setting</i>	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. understand the difference between job and career	-	-	-	-
PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
<i>Communication Skills</i>	2	2	-	-
PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC13. work collaboratively with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	2	-	-
PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	2	3	-	-
PC16. select financial institutions, products and services as per requirement	-	-	-	-
PC17. carry out offline and online financial transactions, safely and securely	-	-	-	-
PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	3	4	-	-
PC20. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
PC22. use basic features of word processor, spreadsheets, and presentations	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Entrepreneurship</i>	2	3	-	-
PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	1	2	-	-
PC26. identify different types of customers	-	-	-	-
PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
PC28. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	2	3	-	-
PC29. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC31. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
NOS Total	20	30	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	31/08/2023
Next Review Date	31/08/2028
NSQC Clearance Date	31/08/2023

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.

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Minimum Aggregate Passing % at QP Level : 50

(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

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
HCS/N5203.Supervision for manufacturing of carpets as per design and shade	16	34	0	0	50	60
HCS/N9906.Maintaining work area, tools and machines	21	29	-	-	50	10
HCS/N9901.Coordinate with colleagues and work as a team	35	65	-	-	100	10
HCS/N9913.Maintain health, safety and security at workplace	30	70	-	-	100	5
HCS/N9909.Comply with industry and organizational requirement	5	20	-	-	25	5
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	10
Total	127	248	-	-	375	100

Qualification Pack

Acronyms

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

Qualification Pack

Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

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Knowledge and Understanding (KU)	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.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	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.
Electives	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.
Options	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.