

## Qualification Pack



# Material Preparation Worker (Ceramics)

QP Code: HCS/Q0702

Version: 2.0

NSQF Level: 2.5

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## Qualification Pack

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## Qualification Pack

### HCS/Q0702: Material Preparation Worker (Ceramics)

#### Brief Job Description

The individual at work is responsible for filtering out the unwanted particles from the grounded raw material using the iron sieve for further processing.

#### Personal Attributes

The job requires the individual to have: good eye sight, visual observational ability, ability to work independently, quality orientation, health safety, willing to wear protective gears and stamina for working under different environmental conditions in the open area.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [HCS/N0702: Clean the grounded raw material](#)
2. [HCS/N9901: Coordinate with colleagues and work as a team](#)
3. [HCS/N9902: Maintain Safe and Healthy Work Environment](#)
4. [HCS/N9903: Maintain Personal Hygiene](#)
5. [HCS/N9904: Basic Business Management](#)
6. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Handicrafts and Carpet
<b>Sub-Sector</b>	Handicrafts (Ceramics)
<b>Occupation</b>	Blue Pottery Making
<b>Country</b>	India
<b>NSQF Level</b>	2.5
<b>Credits</b>	11
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/7521.9900

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<b>Minimum Educational Qualification &amp; Experience</b>	<p>9th grade pass OR 8th grade pass and pursuing continuous schooling OR 8th grade pass with 1 Year of experience OR 5th grade pass with 4 Years of experience OR Ability to read and write with 5 Years of experience OR Previous relevant Qualification of NSQF Level (2) with 6 Months of experience OR Previous relevant Qualification of NSQF Level (1) with 1-2 Years of experience</p>
<b>Minimum Level of Education for Training in School</b>	Not Applicable
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	NA
<b>Next Review Date</b>	31/08/2026
<b>NSQC Approval Date</b>	31/08/2023
<b>Version</b>	2.0
<b>Reference code on NQR</b>	QG-2.5-HC-00835-2023-V2-HCSCC
<b>NQR Version</b>	2.0

## Qualification Pack

### HCS/N0702: Clean the grounded raw material

#### Description

This unit is about cleaning the grounded raw material of unwanted particles for further processing.

#### Scope

The scope covers the following :

- receiving grounded raw material
- sieving the grounded raw material
- achieving productivity and quality standards

#### Elements and Performance Criteria

##### *Receiving grounded raw material*

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

- PC1.** receive grounded raw material in a bag from the grinding operator.
- PC2.** empty the contents into an iron / wooden sieve.

##### *Sieving the grounded raw material*

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

- PC3.** perform the visual inspection of the grounded raw material while passing hand through it repeatedly.
- PC4.** check for easily visible unwanted materials like small stones mixed in the grounded raw material.
- PC5.** manually remove easily visible unwanted material from the grounded raw material.
- PC6.** pass the grounded raw material through iron / wooden sieve repeatedly for pre-cleaning.
- PC7.** use the pre-cleaned grounded material through narrow graded sieve repeatedly for fine cleaning.
- PC8.** simultaneously check the sieved materials for unwanted materials.
- PC9.** collect the fine cleaned grounded raw material in a separate clean bag.
- PC10.** collect the unwanted / waste materials at one place in a bin.
- PC11.** send the cleaned grounded raw material to dough maker for further processing.

##### *Achieving productivity and quality standards*

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

- PC12.** ensure proper cleaning of the grounded raw material.
- PC13.** prevent mixing of clean grounded raw material from the unclean grounded raw material.

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** companys policies on: human resource management, benefits and code of conduct.

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- KU2.** companys products and quality assurance.
- KU3.** organisation culture and typical customer profile.
- KU4.** companys reporting structure.
- KU5.** companys documentation policy.
- KU6.** list of ingredients used in the blue pottery like quartz, green or white glass powder, multani mitti, katira and sazzi mitti.
- KU7.** the physical identification of quartz, green or white glass powder, multani mitti, katira and sazzi mitti.
- KU8.** process of grounding the raw materials.
- KU9.** usage of graded iron / wooden sieves.
- KU10.** work process of making of blue pottery products.
- KU11.** different types of sieves used for sieving process e.g. iron sieve, wood sieve.
- KU12.** different sizes of sieves used for sieving process e.g. wide and narrow graded sieve.
- KU13.** different types of tools used in blue pottery products making.

## Generic Skills (GS)

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

- GS1.** write notes on the job specification.
- GS2.** read company policy documents.
- GS3.** seek work instructions from the supervisor.
- GS4.** listen to supervisor to know daily targets.
- GS5.** seek out and listen to co-workers.
- GS6.** express the information, both technical and non-technical, to seniors and colleagues effectively.
- GS7.** which sieve to use to do the good cleaning of grounded material.
- GS8.** to prioritize and organise to achieve the daily targets.
- GS9.** the customer preference, taste, etc and accordingly make crafts.
- GS10.** to solve work related problems.
- GS11.** how to analyse the material requirement.
- GS12.** spot process disruptions and delays.
- GS13.** report on any concerns to superiors without delay.

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Receiving grounded raw material</i>	<b>3</b>	<b>10</b>	-	-
<b>PC1.</b> receive grounded raw material in a bag from the grinding operator.	1	3	-	-
<b>PC2.</b> empty the contents into an iron / wooden sieve.	2	7	-	-
<i>Sieving the grounded raw material</i>	<b>15</b>	<b>57</b>	-	-
<b>PC3.</b> perform the visual inspection of the grounded raw material while passing hand through it repeatedly.	2	8	-	-
<b>PC4.</b> check for easily visible unwanted materials like small stones mixed in the grounded raw material.	1	8	-	-
<b>PC5.</b> manually remove easily visible unwanted material from the grounded raw material.	-	8	-	-
<b>PC6.</b> pass the grounded raw material through iron / wooden sieve repeatedly for pre-cleaning.	3	9	-	-
<b>PC7.</b> use the pre-cleaned grounded material through narrow graded sieve repeatedly for fine cleaning.	3	8	-	-
<b>PC8.</b> simultaneously check the sieved materials for unwanted materials.	3	3	-	-
<b>PC9.</b> collect the fine cleaned grounded raw material in a separate clean bag.	1	5	-	-
<b>PC10.</b> collect the unwanted / waste materials at one place in a bin.	1	5	-	-
<b>PC11.</b> send the cleaned grounded raw material to dough maker for further processing.	1	3	-	-
<i>Achieving productivity and quality standards</i>	<b>2</b>	<b>13</b>	-	-
<b>PC12.</b> ensure proper cleaning of the grounded raw material.	1	5	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> prevent mixing of clean grounded raw material from the unclean grounded raw material.	1	8	-	-
<b>NOS Total</b>	<b>20</b>	<b>80</b>	-	-

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	HCS/N0702
<b>NOS Name</b>	Clean the grounded raw material
<b>Sector</b>	Handicrafts and Carpet
<b>Sub-Sector</b>	Handicrafts (Ceramics)
<b>Occupation</b>	Blue Pottery making
<b>NSQF Level</b>	2.5
<b>Credits</b>	4
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	31/08/2023
<b>Next Review Date</b>	31/08/2026
<b>NSQC Clearance Date</b>	31/08/2023

## Qualification Pack

### 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

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Interact with supervisor or superior</i>	<b>14</b>	<b>30</b>	-	-
<b>PC1.</b> comply with health, safety gender, and PwD (People with disability) related instructions applicable to the workplace	2	5	-	-
<b>PC2.</b> actively participate in mock drills/ evacuation procedures; group discussions, training sensitization programs for gender, and PwD awareness organized at the workplace.	2	5	-	-
<b>PC3.</b> receive job orders and instructions from reporting supervisor and receive feedback on work standards.	2	5	-	-
<b>PC4.</b> understand the work output requirements, targets, performance indicators and incentives.	2	5	-	-
<b>PC5.</b> deliver quality work on time and report any anticipated reasons for delays and handover completed work to supervisor	3	5	-	-
<b>PC6.</b> 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 &amp; Gender Sensitisation</i>	<b>6</b>	<b>10</b>	-	-
<b>PC7.</b> communicate maintenance and repair schedule proactively to the supervisor	3	5	-	-
<b>PC8.</b> interact and clarify doubts on design, usage of materials & tools, quality & standards compliance, etc.	3	5	-	-
<i>Report and Document</i>	<b>15</b>	<b>25</b>	-	-
<b>PC9.</b> report in time for shortage or need of raw materials	3	5	-	-
<b>PC10.</b> 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
<b>PC11.</b> maintain the etiquette, use polite language, demonstrate responsible and disciplined behavior towards colleagues.	3	5	-	-
<b>PC12.</b> put team over individual goals and multi-task or share work where necessary supporting the colleagues.	3	5	-	-
<b>PC13.</b> document all the details accurately relating to ones role as required.	3	5	-	-
<b>NOS Total</b>	<b>35</b>	<b>65</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	HCS/N9901
<b>NOS Name</b>	Coordinate with colleagues and work as a team
<b>Sector</b>	Handicrafts and Carpet
<b>Sub-Sector</b>	Handicrafts (Ceramics), Handicrafts (Fashion Jewellery), Handicrafts (Stonecraft), Glassware, Metalware, Carpet, Handicrafts (Woodware)
<b>Occupation</b>	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
<b>NSQF Level</b>	4
<b>Credits</b>	2
<b>Version</b>	6.0
<b>Last Reviewed Date</b>	30/06/2022
<b>Next Review Date</b>	30/06/2025
<b>NSQC Clearance Date</b>	30/06/2022

## Qualification Pack

### HCS/N9902: Maintain Safe and Healthy Work Environment

#### Description

This NOS is about following adequate safety procedures to make the work environment safe and Healthy.

#### Scope

The scope covers the following :

- follow safety procedures and practices.
- achieve safety standards

#### Elements and Performance Criteria

##### *Follow safety procedures and practices*

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

- PC1.** carry out work functions in accordance with organizational standards, greening solutions, procedures, policies, legislation and regulations
- PC2.** apply and follow these policies and procedures within your work practices and inculcate sustainable consumption practices
- PC3.** actively get involved in improving the performance of the organization in line with their own role and responsibilities and support adaptation to more environmentally friendly processes
- PC4.** comply with safety procedures while on work to prevent accidents
- PC5.** take adequate safety measures while handling materials, chemicals and tools
- PC6.** wear appropriate personal protective gears such as gloves, protective goggles, masks etc. while working
- PC7.** wear appropriate and recommended clothing as per the work environment
- PC8.** follow recommended material handling procedure to control material and personal damage.
- PC9.** perform all procedures as per companys work instructions for controlling operational risk

##### *Achieve safety standards*

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

- PC10.** perform the duties in a manner which minimizes environmental damage
- PC11.** dispose off waste safely and correctly in a designated area as per companys sop
- PC12.** report any accidents, incidents or problems without delay to the supervisor and take necessary immediate action to reduce further danger
- PC13.** ensure zero accident at workplace
- PC14.** adhere to safety standards and ensure no material damage

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** making conscious and sustainable decisions for achieving effective and green workplace.

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- KU2.** company's policies on work safety and occupational hazard management
- KU3.** knowledge about company's HR policies and reporting structure
- KU4.** company emergency evacuation procedure
- KU5.** accidental risks to the worker
- KU6.** how to maintain the work area safe and secure
- KU7.** how to perform the duties in a way to minimize accidental risks
- KU8.** how to handle chemicals in a safe manner
- KU9.** purpose and usage of protective gears such as gloves, protective goggles, masks, etc. while working
- KU10.** safe and correct material handling procedure
- KU11.** standard operating procedure (sop) of processes
- KU12.** precautionary activities to be followed in the processes
- KU13.** how to operate tools and electrical equipment
- KU14.** emergency procedures to be followed in case of a mishap such as fire accidents etc.

## Generic Skills (GS)

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

- GS1.** make conscious and sustainable decisions that help reduce, rescue, and recycle the company resources
- GS2.** identify and replace processes that create unnecessary waste.
- GS3.** read safety instructions, safety signage and safety manuals
- GS4.** read the usage of various safety tools and equipment
- GS5.** take notes on descriptions and details of various safety precautions and procedures as instructed
- GS6.** communicate supervisor about the work safety issues.
- GS7.** receive instructions from supervisor on minimizing the accidental risks
- GS8.** communicate co-workers about the precautions to be taken for accident-free work.
- GS9.** how to select appropriate safety tools and equipment
- GS10.** improve work processes by adopting best safety practices
- GS11.** coordinate with different departments on briefing the safety aspects
- GS12.** guide the team members on use of various safety tools and equipment
- GS13.** spot errors and any other disruptions and communicate with solutions
- GS14.** how to use safety equipment such as fire extinguisher during fire accidents.
- GS15.** how to store chemicals and tools in a safe way.

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Follow safety procedures and practices</i>	<b>18</b>	<b>46</b>	-	-
<b>PC1.</b> carry out work functions in accordance with organizational standards, greening solutions, procedures, policies, legislation and regulations	2	5	-	-
<b>PC2.</b> apply and follow these policies and procedures within your work practices and inculcate sustainable consumption practices	2	5	-	-
<b>PC3.</b> actively get involved in improving the performance of the organization in line with their own role and responsibilities and support adaptation to more environmentally friendly processes	2	5	-	-
<b>PC4.</b> comply with safety procedures while on work to prevent accidents	2	5	-	-
<b>PC5.</b> take adequate safety measures while handling materials, chemicals and tools	2	6	-	-
<b>PC6.</b> wear appropriate personal protective gears such as gloves, protective goggles, masks etc. while working	2	5	-	-
<b>PC7.</b> wear appropriate and recommended clothing as per the work environment	2	5	-	-
<b>PC8.</b> follow recommended material handling procedure to control material and personal damage.	2	5	-	-
<b>PC9.</b> perform all procedures as per companys work instructions for controlling operational risk	2	5	-	-
<i>Achieve safety standards</i>	<b>10</b>	<b>26</b>	-	-
<b>PC10.</b> perform the duties in a manner which minimizes environmental damage	2	5	-	-
<b>PC11.</b> dispose off waste safely and correctly in a designated area as per companys sop	2	5	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> report any accidents, incidents or problems without delay to the supervisor and take necessary immediate action to reduce further danger	2	5	-	-
<b>PC13.</b> ensure zero accident at workplace	2	5	-	-
<b>PC14.</b> adhere to safety standards and ensure no material damage	2	6	-	-
<b>NOS Total</b>	<b>28</b>	<b>72</b>	-	-

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	HCS/N9902
<b>NOS Name</b>	Maintain Safe and Healthy Work Environment
<b>Sector</b>	Handicrafts and Carpet
<b>Sub-Sector</b>	Handicrafts (Ceramics), Handicrafts (Fashion Jewellery), Handicrafts (Stonecraft), Glassware, Metalware, Carpet, Handicrafts (Woodware)
<b>Occupation</b>	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/Buffing, Painting and Plating, Packing, Marketing and Merchandising
<b>NSQF Level</b>	4
<b>Credits</b>	1
<b>Version</b>	6.0
<b>Last Reviewed Date</b>	30/06/2022
<b>Next Review Date</b>	30/06/2025
<b>NSQC Clearance Date</b>	30/06/2022

## Qualification Pack

### HCS/N9903: Maintain Personal Hygiene

#### Description

This NOS provides the abilities required for taking responsibility for their own health at the workplace and is about using the correct procedures to prevent, control and minimize risk to them and others at the workplace.

#### Scope

The scope covers the following :

- adopt healthy work practices
- achieve work productivity while maintaining health

#### Elements and Performance Criteria

##### *Adopt healthy work practices*

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

- PC1.** always cover the mouth and nose with a dust mask while working and keep on changing when it gets blocked with dust
- PC2.** wear safety shoes while visiting the production unit to avoid any damage
- PC3.** wear personal protective equipment while visiting the different departments during production. oexample mask in the washing section, glasses and mask in an assembly line, and gloves in the printing section, etc.
- PC4.** always wash sanitize your hands after a factory unit before touching any document, laptop, cell phone, etc.
- PC5.** undergo preventive health checkups at regular intervals.
- PC6.** take prompt treatment from the doctor in case of illness.

##### *Achieve work productivity while maintaining health*

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

- PC7.** follow SOPs for dealing with blisters; scratches; accidental fires or any other type of emergencies at work
- PC8.** ensure no productivity loss or absenteeism from work due to illness
- PC9.** ensure no long-term ill effect on personal health.

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** company's policies on personal health and occupational hazard management
- KU2.** company's HR policies.
- KU3.** company's reporting structure
- KU4.** company's emergency evacuation procedure
- KU5.** health risks to the worker at the workplace

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- KU6.** healthy work practices
- KU7.** how to perform the duties in a way to minimize pollution at the workplace.
- KU8.** what personal protective equipment should be worn and how it is cared for
- KU9.** safe disposal methods for waste
- KU10.** how to provide first-aid treatment at the workplace
- KU11.** emergency procedures to be followed in case of an mishap such as fire accidents etc.

## Generic Skills (GS)

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

- GS1.** read personal health instructions and manual
- GS2.** read the usage of various hand tools and personal protection equipment
- GS3.** take notes on descriptions and details of various personal health maintenance procedures
- GS4.** communicate supervisor about the physical symptoms
- GS5.** receive instructions from doctor and supervisor on medical care
- GS6.** how to select appropriate hand tools and personal protection equipment
- GS7.** when to change personal protection equipment during work
- GS8.** how to identify first aid needs in case and of an injury
- GS9.** how to select appropriate hand tools and personal protection equipment
- GS10.** when to change personal protection equipment during work
- GS11.** how to use materials that does not affect customer health / make injury
- GS12.** improve work processes by adopting best safety practices
- GS13.** analyze the usage of appropriate tools and consumables
- GS14.** spot errors and any other disruptions and communicate with solutions

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Adopt healthy work practices</i>	<b>18</b>	<b>48</b>	-	-
<b>PC1.</b> always cover the mouth and nose with a dust mask while working and keep on changing when it gets blocked with dust	3	8	-	-
<b>PC2.</b> wear safety shoes while visiting the production unit to avoid any damage	3	8	-	-
<b>PC3.</b> wear personal protective equipment while visiting the different departments during production. orexample mask in the washing section, glasses and mask in an assembly line, and gloves in the printing section, etc.	3	8	-	-
<b>PC4.</b> always wash sanitize your hands after a factory unit before touching any document, laptop, cell phone, etc.	3	8	-	-
<b>PC5.</b> undergo preventive health checkups at regular intervals.	3	8	-	-
<b>PC6.</b> take prompt treatment from the doctor in case of illness.	3	8	-	-
<i>Achieve work productivity while maintaining health</i>	<b>9</b>	<b>25</b>	-	-
<b>PC7.</b> follow SOPs for dealing with blisters; scratches; accidental fires or any other type of emergencies at work	3	8	-	-
<b>PC8.</b> ensure no productivity loss or absenteeism from work due to illness	3	8	-	-
<b>PC9.</b> ensure no long-term ill effect on personal health.	3	9	-	-
<b>NOS Total</b>	<b>27</b>	<b>73</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	HCS/N9903
<b>NOS Name</b>	Maintain Personal Hygiene
<b>Sector</b>	Handicrafts and Carpet
<b>Sub-Sector</b>	Handicrafts (Ceramics), Handicrafts (Fashion Jewellery), Handicrafts (Stonecraft), Glassware, Metalware, Carpet, Handicrafts (Woodware)
<b>Occupation</b>	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/Buffing, Painting and Plating, Packing, Marketing and Merchandising
<b>NSQF Level</b>	4
<b>Credits</b>	1
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	30/06/2022
<b>Next Review Date</b>	30/06/2025
<b>NSQC Clearance Date</b>	30/06/2022

## Qualification Pack

### HCS/N9904: Basic Business Management

#### Description

This OS unit focuses on business planning, internal strategy, timelines.

#### Scope

The scope covers the following :

- people management
- product planning
- procurement of raw materials
- market interfacing
- financial management
- record keeping

#### Elements and Performance Criteria

##### *People management*

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

- PC1.** arrange Interactive meetings of managers of sales and production teams and categorize the issues and feedbacks of both the teams
- PC2.** train the employees of his/her unit with the appropriate skills required to make marketrelevant and quality products
- PC3.** motivate the employees

##### *Product planning*

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

- PC4.** compile a report based on old production reports
- PC5.** address the issues faced in previous productions and try to resolve them
- PC6.** gather and analyze the cues from the market
- PC7.** ascertain the customer preference
- PC8.** develop product range lines based on current market preference
- PC9.** develop product range lines that are unique and able to price high
- PC10.** price the products according to market trends
- PC11.** identify the competent marketing strategy for the product range

##### *Procurement of raw materials*

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

- PC12.** list of the raw material s and prepare a B.O.M according to the product lines
- PC13.** ascertain the quantity and right price to procure the materials
- PC14.** identify the right locations/agents from where the raw materials can be procured
- PC15.** negotiate to get the best price
- PC16.** ensure quality materials are procured

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**PC17.** ensure the procured materials are stored in appropriate conditions

**PC18.** compile a record of price quotations, POs, and bills of procurement for future reference

### *Market interfacing*

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

**PC19.** maintain a healthy and professional relationship with vendor

**PC20.** the competitive market falls in order with the company policies of best price, quality, and delivery parameters

**PC21.** analyze the prevalent price for product lines

**PC22.** decide on the most effective means to access the market

**PC23.** plan for cost-effective transportation to the market

**PC24.** position the product according to market requirements

**PC25.** identify and address the expectations of customer

### *Financial management*

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

**PC26.** analyze and ascertain the cost of production

**PC27.** maintain the book of accounts related to the business

**PC28.** maintain export documents like a letter of credit, custom clearance

**PC29.** identify cost-effective means of running the business

### *Record keeping*

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

**PC30.** identify various aspects of business that require recording

**PC31.** design formats for recording

**PC32.** compile various records of all aspects of the business

**PC33.** maintain these records with periodic updations

**PC34.** maintain necessary documents as per local government and regulatory requirements

**PC35.** reframe the procurement strategy according to local scenarios like weather conditions, transport strikes, affected prices, etc.

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** interpersonal skills and communication with a cross-section of stakeholders

**KU2.** understanding of basics accounting so that he/she can monitor the transactions between company and vendor

**KU3.** knowledge of banking basics to keep the export process flawless

**KU4.** understanding of costing principles to calculate the cost of production with all the overheads and the actual price

**KU5.** product and craft knowledge including material and tools requirements

**KU6.** gathering market intelligence.

**KU7.** various transportation means and implications on costing

**KU8.** various product lines that can be created depending on the sector of operation

## Qualification Pack

- KU9.** basic record-keeping techniques
- KU10.** basic laws, rules, regulations, etc. regarding business
- KU11.** vendor management and development
- KU12.** pricing techniques
- KU13.** business profitability assessment

## Generic Skills (GS)

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

- GS1.** analyse product range and keep abreast of market trends
- GS2.** document various aspects of the business
- GS3.** compile descriptions and details about investment, expenditures, and sales
- GS4.** interact with teams to work efficiently
- GS5.** communicate and manage vendors for cost-effective outsourcing and procurements
- GS6.** interface with fellow entrepreneurs to exchange ideas on the business
- GS7.** communicate with the customers for their feedback about the product
- GS8.** comprehend information shared by various stakeholders
- GS9.** plan and organize the product lines
- GS10.** fix the appropriate price.
- GS11.** hire employees with the appropriate skill set and experience
- GS12.** predict the profit margin to be achieved by the business
- GS13.** decide target segment of the market
- GS14.** schedule production cycles for better efficiency of resources
- GS15.** planning of production efficiency based on manpower and equipment available
- GS16.** schedule market visits for surveys and feedback
- GS17.** gather information on preference and taste of the customer
- GS18.** interact with various types of customers and understand the trends
- GS19.** analyze and solve conflicts and problems of the business.
- GS20.** ensure that the problems do not arise repeatedly.
- GS21.** anticipate various problems/challenges that can crop up
- GS22.** analyze the market for increasing sales
- GS23.** spot errors and any other disruptions and communicate with solutions

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>People management</i>	<b>3</b>	<b>6</b>	-	-
<b>PC1.</b> arrange Interactive meetings of managers of sales and production teams and categorize the issues and feedbacks of both the teams	1	2	-	-
<b>PC2.</b> train the employees of his/her unit with the appropriate skills required to make marketrelevant and quality products	1	2	-	-
<b>PC3.</b> motivate the employees	1	2	-	-
<i>Product planning</i>	<b>8</b>	<b>16</b>	-	-
<b>PC4.</b> compile a report based on old production reports	1	2	-	-
<b>PC5.</b> address the issues faced in previous productions and try to resolve them	1	2	-	-
<b>PC6.</b> gather and analyze the cues from the market	1	2	-	-
<b>PC7.</b> ascertain the customer preference	1	2	-	-
<b>PC8.</b> develop product range lines based on current market preference	1	2	-	-
<b>PC9.</b> develop product range lines that are unique and able to price high	1	2	-	-
<b>PC10.</b> price the products according to market trends	1	2	-	-
<b>PC11.</b> identify the competent marketing strategy for the product range	1	2	-	-
<i>Procurement of raw materials</i>	<b>7</b>	<b>14</b>	-	-
<b>PC12.</b> list of the raw material s and prepare a B.O.M according to the product lines	1	2	-	-
<b>PC13.</b> ascertain the quantity and right price to procure the materials	1	2	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC14.</b> identify the right locations/agents from where the raw materials can be procured	1	2	-	-
<b>PC15.</b> negotiate to get the best price	1	2	-	-
<b>PC16.</b> ensure quality materials are procured	1	2	-	-
<b>PC17.</b> ensure the procured materials are stored in appropriate conditions	1	2	-	-
<b>PC18.</b> compile a record of price quotations, POs, and bills of procurement for future reference	1	2	-	-
<i>Market interfacing</i>	<b>7</b>	<b>14</b>	-	-
<b>PC19.</b> maintain a healthy and professional relationship with vendor	1	2	-	-
<b>PC20.</b> the competitive market falls in order with the company policies of best price, quality, and delivery parameters	1	2	-	-
<b>PC21.</b> analyze the prevalent price for product lines	1	2	-	-
<b>PC22.</b> decide on the most effective means to access the market	1	2	-	-
<b>PC23.</b> plan for cost-effective transportation to the market	1	2	-	-
<b>PC24.</b> position the product according to market requirements	1	2	-	-
<b>PC25.</b> identify and address the expectations of customer	1	2	-	-
<i>Financial management</i>	<b>4</b>	<b>8</b>	-	-
<b>PC26.</b> analyze and ascertain the cost of production	1	2	-	-
<b>PC27.</b> maintain the book of accounts related to the business	1	2	-	-
<b>PC28.</b> maintain export documents like a letter of credit, custom clearance	1	2	-	-

## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC29.</b> identify cost-effective means of running the business	1	2	-	-
<i>Record keeping</i>	<b>6</b>	<b>7</b>	-	-
<b>PC30.</b> identify various aspects of business that require recording	1	2	-	-
<b>PC31.</b> design formats for recording	1	1	-	-
<b>PC32.</b> compile various records of all aspects of the business	1	1	-	-
<b>PC33.</b> maintain these records with periodic updations	1	1	-	-
<b>PC34.</b> maintain necessary documents as per local government and regulatory requirements	1	1	-	-
<b>PC35.</b> reframe the procurement strategy according to local scenarios like weather conditions, transport strikes, affected prices, etc.	1	1	-	-
<b>NOS Total</b>	<b>35</b>	<b>65</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	HCS/N9904
<b>NOS Name</b>	Basic Business Management
<b>Sector</b>	Handicrafts and Carpet
<b>Sub-Sector</b>	Handicrafts (Ceramics), Handicrafts (Fashion Jewellery), Handicrafts (Stonecraft), Glassware, Metalware
<b>Occupation</b>	Production Management, Research and Development, Mixing and Milling, Moulding, Finishing and Painting, Pre- Production, Furnance Operation, Production, Pre - Crafting, Stone Crafting, Mixing, Smoothing, Finishing, Designing, Metal Casting and Stamping, Metal Craft Making, Cleaning/Polishing/Buffing, Painting and Plating, Marketing and Merchandising
<b>NSQF Level</b>	4
<b>Credits</b>	1
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	27/01/2022
<b>Next Review Date</b>	27/01/2025
<b>NSQC Clearance Date</b>	27/01/2022

## Qualification Pack

### DGT/VSQ/N0101: Employability Skills (30 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
- 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.** understand the significance of employability skills in meeting the job requirements

##### *Constitutional values - Citizenship*

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

**PC2.** identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices

##### *Becoming a Professional in the 21st Century*

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

**PC3.** explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.

##### *Basic English Skills*

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

**PC4.** speak with others using some basic English phrases or sentences

##### *Communication Skills*

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

**PC5.** follow good manners while communicating with others

**PC6.** work with others in a team

## Qualification Pack

### *Diversity & Inclusion*

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

**PC7.** communicate and behave appropriately with all genders and PwD

**PC8.** report any issues related to sexual harassment

### *Financial and Legal Literacy*

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

**PC9.** use various financial products and services safely and securely

**PC10.** calculate income, expenses, savings etc.

**PC11.** approach the concerned authorities for any exploitation as per legal rights and laws

### *Essential Digital Skills*

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

**PC12.** operate digital devices and use its features and applications securely and safely

**PC13.** use internet and social media platforms securely and safely

### *Entrepreneurship*

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

**PC14.** identify and assess opportunities for potential business

**PC15.** identify sources for arranging money and associated financial and legal challenges

### *Customer Service*

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

**PC16.** identify different types of customers

**PC17.** identify customer needs and address them appropriately

**PC18.** follow appropriate hygiene and grooming standards

### *Getting ready for apprenticeship & Jobs*

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

**PC19.** create a basic biodata

**PC20.** search for suitable jobs and apply

**PC21.** identify and register apprenticeship opportunities as per requirement

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** need for employability skills

**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 basic spoken English language

**KU6.** Do and dont of effective communication

**KU7.** inclusivity and its importance

**KU8.** different types of disabilities and appropriate communication and behaviour towards PwD

**KU9.** different types of financial products and services

## Qualification Pack

- KU10.** how to compute income and expenses
- KU11.** importance of maintaining safety and security in financial transactions
- KU12.** different legal rights and laws
- KU13.** how to operate digital devices and applications safely and securely
- KU14.** ways to identify business opportunities
- KU15.** types of customers and their needs
- KU16.** how to apply for a job and prepare for an interview
- KU17.** apprenticeship scheme and the process of registering on apprenticeship portal

## Generic Skills (GS)

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

- GS1.** communicate effectively using appropriate language
- GS2.** behave politely and appropriately with all
- GS3.** perform basic calculations
- GS4.** solve problems effectively
- GS5.** be careful and attentive at work
- GS6.** use time effectively
- GS7.** maintain hygiene and sanitisation 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>	<b>1</b>	<b>1</b>	-	-
<b>PC1.</b> understand the significance of employability skills in meeting the job requirements	-	-	-	-
<i>Constitutional values - Citizenship</i>	<b>1</b>	<b>1</b>	-	-
<b>PC2.</b> identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	<b>1</b>	<b>3</b>	-	-
<b>PC3.</b> explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.	-	-	-	-
<i>Basic English Skills</i>	<b>2</b>	<b>3</b>	-	-
<b>PC4.</b> speak with others using some basic English phrases or sentences	-	-	-	-
<i>Communication Skills</i>	<b>1</b>	<b>1</b>	-	-
<b>PC5.</b> follow good manners while communicating with others	-	-	-	-
<b>PC6.</b> work with others in a team	-	-	-	-
<i>Diversity &amp; Inclusion</i>	<b>1</b>	<b>1</b>	-	-
<b>PC7.</b> communicate and behave appropriately with all genders and PwD	-	-	-	-
<b>PC8.</b> report any issues related to sexual harassment	-	-	-	-
<i>Financial and Legal Literacy</i>	<b>3</b>	<b>4</b>	-	-
<b>PC9.</b> use various financial products and services safely and securely	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC10.</b> calculate income, expenses, savings etc.	-	-	-	-
<b>PC11.</b> approach the concerned authorities for any exploitation as per legal rights and laws	-	-	-	-
<i>Essential Digital Skills</i>	<b>4</b>	<b>6</b>	-	-
<b>PC12.</b> operate digital devices and use its features and applications securely and safely	-	-	-	-
<b>PC13.</b> use internet and social media platforms securely and safely	-	-	-	-
<i>Entrepreneurship</i>	<b>3</b>	<b>5</b>	-	-
<b>PC14.</b> identify and assess opportunities for potential business	-	-	-	-
<b>PC15.</b> identify sources for arranging money and associated financial and legal challenges	-	-	-	-
<i>Customer Service</i>	<b>2</b>	<b>2</b>	-	-
<b>PC16.</b> identify different types of customers	-	-	-	-
<b>PC17.</b> identify customer needs and address them appropriately	-	-	-	-
<b>PC18.</b> follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship &amp; Jobs</i>	<b>1</b>	<b>3</b>	-	-
<b>PC19.</b> create a basic biodata	-	-	-	-
<b>PC20.</b> search for suitable jobs and apply	-	-	-	-
<b>PC21.</b> identify and register apprenticeship opportunities as per requirement	-	-	-	-
<b>NOS Total</b>	<b>20</b>	<b>30</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DGT/VSQ/N0101
<b>NOS Name</b>	Employability Skills (30 Hours)
<b>Sector</b>	Cross Sectoral
<b>Sub-Sector</b>	Professional Skills
<b>Occupation</b>	Employability
<b>NSQF Level</b>	2
<b>Credits</b>	1
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	29/09/2023
<b>Next Review Date</b>	28/09/2026
<b>NSQC Clearance Date</b>	29/09/2023

## 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.

## Qualification Pack

**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/N0702.Clean the grounded raw material	20	80	0	0	100	60
HCS/N9901.Coordinate with colleagues and work as a team	35	65	-	-	100	10
HCS/N9902.Maintain Safe and Healthy Work Environment	28	72	-	-	100	10
HCS/N9903.Maintain Personal Hygiene	27	73	-	-	100	5
HCS/N9904.Basic Business Management	35	65	-	-	100	5
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	10
<b>Total</b>	<b>165</b>	<b>385</b>	<b>-</b>	<b>-</b>	<b>550</b>	<b>100</b>

## Qualification Pack

### Acronyms

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

## Qualification Pack

### Glossary

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

## Qualification Pack

<b>Knowledge and Understanding (KU)</b>	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
<b>Organisational Context</b>	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
<b>Electives</b>	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
<b>Options</b>	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.