



Merchandiser

QP Code: HCS/Q9801

Version: 4.0

NSQF Level: 4.5

Handicrafts and Carpet Sector Skill Council || OCF, Plot No. 2, Pocket 9, Sector B, Vasant Kunj
New Delhi – 110070 || email: project.cen@hcsc.in

Contents

| | |
|---|----|
| HCS/Q9801: Merchandiser | 3 |
| <i>Brief Job Description</i> | 3 |
| Applicable National Occupational Standards (NOS) | 3 |
| <i>Compulsory NOS</i> | 3 |
| <i>Qualification Pack (QP) Parameters</i> | 3 |
| HCS/N9807: Introduction to types of Merchandisers in Different fields | 5 |
| HCS/N9808: Planning and strategy development | 12 |
| HCS/N9809: Product sourcing and supplier management | 16 |
| HCS/N9810: Inventory and stock management | 21 |
| HCS/N9811: Performance analysis and reporting | 25 |
| HCS/N9812: Communication and team coordination | 30 |
| HCS/N9032: Maintain health, security and safety at workplace | 35 |
| HCS/N9933: Maintain good hygiene habits | 40 |
| DGT/VSQ/N0102: Employability Skills (60 Hours) | 44 |
| Assessment Guidelines and Weightage | 51 |
| <i>Assessment Guidelines</i> | 51 |
| <i>Assessment Weightage</i> | 52 |
| Acronyms | 53 |
| Glossary | 54 |

HCS/Q9801: Merchandiser

Brief Job Description

A Merchandiser is responsible for planning, sourcing, and displaying products to maximise sales and meet customer demand, often analysing trends and managing inventory. They play a crucial role in linking production with market needs.

Personal Attributes

A Merchandiser should have strong analytical skills, attention to detail, and a good sense of market trends. Effective communication, time management, and decision-making abilities are essential for coordinating between suppliers, buyers, and production teams.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [HCS/N9807: Introduction to types of Merchandisers in Different fields](#)
2. [HCS/N9808: Planning and strategy development](#)
3. [HCS/N9809: Product sourcing and supplier management](#)
4. [HCS/N9810: Inventory and stock management](#)
5. [HCS/N9811: Performance analysis and reporting](#)
6. [HCS/N9812: Communication and team coordination](#)
7. [HCS/N9032: Maintain health, security and safety at workplace](#)
8. [HCS/N9933: Maintain good hygiene habits](#)
9. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

Qualification Pack (QP) Parameters

| | |
|-------------------|-----------------------------|
| Sector | Handicrafts and Carpet |
| Sub-Sector | Handicrafts |
| Occupation | Marketing and Merchandising |
| Country | India |

| | |
|---|--|
| NSQF Level | 4.5 |
| Credits | 17 |
| Aligned to NCO/ISCO/ISIC Code | NCO-2015/1219.0100 |
| Minimum Educational Qualification & Experience | 12th grade Pass with 2 Years of experience Relevant experience OR 10th grade pass with 4 Years of experience Relevant experience OR Previous relevant Qualification of NSQF Level (4) with 1.5 years of experience Relevant experience |
| Minimum Level of Education for Training in School | |
| Pre-Requisite License or Training | NA |
| Minimum Job Entry Age | 23 Years |
| Last Reviewed On | NA |
| Next Review Date | NA |
| NSQC Approval Date | |
| Version | 4.0 |

HCS/N9807: Introduction to types of Merchandisers in Different fields

Description

This unit explores different types of merchandisers. Understanding their roles and responsibilities helps businesses improve sales, enhance the customer experience, and maintain a competitive edge in the market.

Scope

The scope covers the following :

- Understanding Merchandising and its Importance
- Overview of Different types of Merchandisers
- Role and responsibilities of a Fashion Merchandiser
- Role and responsibilities of a Visual Merchandiser
- Role and responsibilities of a Retail Merchandiser
- Role and responsibilities of an Export Merchandiser
- Role and responsibilities of an E-commerce Merchandiser
- Role and responsibilities of a Wholesale Merchandiser

Elements and Performance Criteria

Understanding Merchandising and Its Importance

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

- PC1.** Define merchandising and explain its role in different industries.
- PC2.** Identify the key functions of merchandising, including product selection, placement, and promotion.
- PC3.** Describe how merchandising influences consumer buying behavior and sales trends.
- PC4.** Explain how merchandising contributes to overall business growth and profitability.

Overview of different types of Merchandisers

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

- PC5.** Identify various types of merchandisers and their roles in different industries.
- PC6.** Differentiate between retail, fashion, export, e-commerce, visual, and wholesale merchandisers.
- PC7.** Describe how each type of merchandiser contributes to business success.
- PC8.** Explain the interrelationship between different types of merchandisers.

Role and responsibilities of a Fashion Merchandiser

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

- PC9.** Define fashion merchandising and its significance in the fashion industry.
- PC10.** Explain trend forecasting and its impact on product development.
- PC11.** Describe how fashion merchandisers collaborate with designers, manufacturers, and retailers.
- PC12.** Explain the importance of seasonal planning, inventory control, and pricing strategies.

Role and responsibilities of a Visual Merchandiser

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

PC13. Define visual merchandising and explain its role in increasing sales and brand awareness.

PC14. Explain techniques used in store layout, lighting, signage, and product display.

PC15. Explain the use of colors, textures, and themes in visual merchandising.

PC16. Explain how festivals, seasonal events, and promotions influence visual merchandising strategies.

Role and responsibilities of a Retail Merchandiser

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

PC17. Define retail merchandising and its importance.

PC18. Explain product assortment, shelf placement, and inventory management techniques.

PC19. Describe the role of retail merchandisers in managing discounts and promotional campaigns.

PC20. Identify the key challenges faced by retail merchandisers, such as stockouts and overstocking.

Role and responsibilities of an Export Merchandiser

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

PC21. Define export merchandising and its role in international trade.

PC22. Explain how export merchandisers manage overseas client relationships.

PC23. Describe order processing, quality control, documentation, and logistics.

PC24. Explain how products are marketed internationally.

Role and responsibilities of an E-commerce Merchandiser

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

PC25. Define e-commerce merchandising and explain its role in online retailing.

PC26. Describe how e-commerce merchandisers optimize pricing and promotions for different platforms.

PC27. Identify the use of AI, analytics, and customer behavior tracking in e-commerce merchandising.

PC28. Explain how logistics, inventory management, and fulfillment strategies differ in e-commerce.

Role and responsibilities of a Wholesale Merchandiser

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

PC29. Define wholesale merchandising and its role in bulk trading.

PC30. Explain how wholesale merchandisers manage supplier and buyer relationships.

PC31. Describe how pricing, discounts, and bulk orders work in wholesale merchandising.

PC32. Explain how trade shows and B2B platforms help wholesale merchandisers.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. Definition of merchandising and its significance in different industries.

KU2. Key objectives of merchandising, including product selection, pricing, and promotion.

KU3. Importance of customer behaviour analysis in merchandising decisions.

KU4. Overview of different merchandising strategies used in physical and digital spaces.

- KU5.** Key responsibilities of a fashion merchandiser in trend forecasting and inventory planning.
- KU6.** Influence of sustainability and ethical sourcing in fashion merchandising.
- KU7.** Key elements of visual merchandising: store layout, lighting, colours, and signage.
- KU8.** Role of retail merchandisers in executing sales promotions and discount strategies.
- KU9.** Importance of handling overseas client relationships and export documentation.
- KU10.** Importance of analytics, AI, and customer behaviour tracking in e-commerce.
- KU11.** Logistics, inventory management, and fulfilment strategies in online merchandising.
- KU12.** Role of trade shows, B2B platforms, and distributor networks in wholesale merchandising.

Generic Skills (GS)

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

- GS1.** Ability to communicate effectively with suppliers, manufacturers, clients, and customers.
- GS2.** Identifying challenges in product selection, pricing, or stock management and providing effective solutions.
- GS3.** Ensuring accuracy in product descriptions, pricing, and inventory management.
- GS4.** Understanding pricing, profit margins, and stock calculations to maintain financial accuracy.
- GS5.** Working effectively with designers, sales teams, suppliers, and marketing professionals.
- GS6.** Adjusting to market trends, customer preferences, and technological advancements in merchandising.
- GS7.** Understanding different types of merchandising, including retail, fashion, export, e-commerce, and wholesale.
- GS8.** Analysing trends, competitor strategies, and customer demand to make informed merchandising decisions.
- GS9.** Handling discussions with suppliers, manufacturers, and buyers to achieve profitable agreements.
- GS10.** Implementing visual merchandising, product placement, and pricing techniques.
- GS11.** Coordinating with manufacturers, logistics partners, and retailers to ensure smooth product delivery.
- GS12.** Ensuring that products meet industry standards, brand specifications, and customer expectations.
- GS13.** Budgeting, cost analysis, and profit margin calculations in merchandising operations.

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Understanding Merchandising and Its Importance</i> | 16 | - | - | - |
| PC1. Define merchandising and explain its role in different industries. | 4 | - | - | - |
| PC2. Identify the key functions of merchandising, including product selection, placement, and promotion. | 4 | - | - | - |
| PC3. Describe how merchandising influences consumer buying behavior and sales trends. | 4 | - | - | - |
| PC4. Explain how merchandising contributes to overall business growth and profitability. | 4 | - | - | - |
| <i>Overview of different types of Merchandisers</i> | 12 | - | - | - |
| PC5. Identify various types of merchandisers and their roles in different industries. | 3 | - | - | - |
| PC6. Differentiate between retail, fashion, export, e-commerce, visual, and wholesale merchandisers. | 3 | - | - | - |
| PC7. Describe how each type of merchandiser contributes to business success. | 3 | - | - | - |
| PC8. Explain the interrelationship between different types of merchandisers. | 3 | - | - | - |
| <i>Role and responsibilities of a Fashion Merchandiser</i> | 12 | - | - | - |
| PC9. Define fashion merchandising and its significance in the fashion industry. | 3 | - | - | - |
| PC10. Explain trend forecasting and its impact on product development. | 3 | - | - | - |
| PC11. Describe how fashion merchandisers collaborate with designers, manufacturers, and retailers. | 3 | - | - | - |
| PC12. Explain the importance of seasonal planning, inventory control, and pricing strategies. | 3 | - | - | - |
| <i>Role and responsibilities of a Visual Merchandiser</i> | 12 | - | - | - |

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| PC13. Define visual merchandising and explain its role in increasing sales and brand awareness. | 3 | - | - | - |
| PC14. Explain techniques used in store layout, lighting, signage, and product display. | 3 | - | - | - |
| PC15. Explain the use of colors, textures, and themes in visual merchandising. | 3 | - | - | - |
| PC16. Explain how festivals, seasonal events, and promotions influence visual merchandising strategies. | 3 | - | - | - |
| <i>Role and responsibilities of a Retail Merchandiser</i> | 12 | - | - | - |
| PC17. Define retail merchandising and its importance. | 3 | - | - | - |
| PC18. Explain product assortment, shelf placement, and inventory management techniques. | 3 | - | - | - |
| PC19. Describe the role of retail merchandisers in managing discounts and promotional campaigns. | 3 | - | - | - |
| PC20. Identify the key challenges faced by retail merchandisers, such as stockouts and overstocking. | 3 | - | - | - |
| <i>Role and responsibilities of an Export Merchandiser</i> | 12 | - | - | - |
| PC21. Define export merchandising and its role in international trade. | 3 | - | - | - |
| PC22. Explain how export merchandisers manage overseas client relationships. | 3 | - | - | - |
| PC23. Describe order processing, quality control, documentation, and logistics. | 3 | - | - | - |
| PC24. Explain how products are marketed internationally. | 3 | - | - | - |
| <i>Role and responsibilities of an E-commerce Merchandiser</i> | 12 | - | - | - |
| PC25. Define e-commerce merchandising and explain its role in online retailing. | 3 | - | - | - |

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| PC26. Describe how e-commerce merchandisers optimize pricing and promotions for different platforms. | 3 | - | - | - |
| PC27. Identify the use of AI, analytics, and customer behavior tracking in e-commerce merchandising. | 3 | - | - | - |
| PC28. Explain how logistics, inventory management, and fulfillment strategies differ in e-commerce. | 3 | - | - | - |
| <i>Role and responsibilities of a Wholesale Merchandiser</i> | 12 | - | - | - |
| PC29. Define wholesale merchandising and its role in bulk trading. | 3 | - | - | - |
| PC30. Explain how wholesale merchandisers manage supplier and buyer relationships. | 3 | - | - | - |
| PC31. Describe how pricing, discounts, and bulk orders work in wholesale merchandising. | 3 | - | - | - |
| PC32. Explain how trade shows and B2B platforms help wholesale merchandisers. | 3 | - | - | - |
| NOS Total | 100 | - | - | - |

National Occupational Standards (NOS) Parameters

| | |
|-------------------------|--|
| NOS Code | HCS/N9807 |
| NOS Name | Introduction to types of Merchandisers in Different fields |
| Sector | Handicrafts and Carpet |
| Sub-Sector | |
| Occupation | Marketing and Merchandising |
| NSQF Level | 4.5 |
| Credits | 1 |
| Version | 1.0 |
| Next Review Date | NA |

HCS/N9808: Planning and strategy development

Description

This unit focuses on the skills, knowledge, and competencies required for effective planning and strategy development in merchandising.

Scope

The scope covers the following :

- Understanding market trends and consumer behaviour
- Product selection and sourcing strategy
- Merchandising planning and budgeting
- Pricing and Promotion strategies

Elements and Performance Criteria

Understanding market trends and consumer behaviour

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

- PC1.** Identify and analyse current market trends, consumer preferences, and buying behaviour.
- PC2.** Conduct competitor analysis to assess market positioning and pricing strategies.
- PC3.** Use market research data to forecast demand and plan inventory accordingly.

Product selection and sourcing strategy

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

- PC4.** Determine the right product based on market demand and sales potential.
- PC5.** Identify and collaborate with suppliers for quality product sourcing.
- PC6.** Evaluate cost-effectiveness, availability, and sustainability of sourced products.

Merchandising planning and budgeting

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

- PC7.** Develop a merchandise plan aligned with business goals and seasonal trends.
- PC8.** Allocate budgets for procurement, inventory management, and promotional activities.
- PC9.** Monitor financial performance and adjust plans based on sales data and market changes.

Pricing and promotion strategies

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

- PC10.** Establish competitive pricing strategies to increase profitability.
- PC11.** Develop promotional campaigns to enhance product visibility and sales.
- PC12.** Assess the effectiveness of promotions and adjust strategies as needed.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Understand key market trends and their impact on merchandising strategies.
- KU2.** Analyse consumer behaviour, preferences, and purchasing patterns.

- KU3.** Identify factors influencing product selection, including quality, cost, and demand.
- KU4.** Understand sourcing strategies and supplier selection criteria.
- KU5.** Understand the fundamentals of merchandise planning and its role in business success.
- KU6.** Learn how to allocate budgets effectively for procurement, promotions, and stock management.
- KU7.** Understand different pricing strategies and their impact on sales.
- KU8.** Learn how to develop and implement effective promotional campaigns.
- KU9.** Understand the principles of inventory control and demand forecasting.
- KU10.** Understand the principles of visual merchandising and its effect on customer engagement.
- KU11.** Learn how to design an effective store layout to enhance the shopping experience.
- KU12.** Understand the importance of customer feedback in refining merchandising strategies.

Generic Skills (GS)

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

- GS1.** Ability to assess market trends, consumer behaviour, and sales data for informed decision-making.
- GS2.** Identifying challenges in merchandising and developing effective solutions.
- GS3.** Clear and effective verbal and written communication with suppliers, team members, and customers.
- GS4.** Efficiently planning and executing merchandising tasks within deadlines.
- GS5.** Responding proactively to market changes, customer demands, and emerging trends.
- GS6.** Ability to interpret data to forecast demand and plan inventory.
- GS7.** Evaluating and choosing the right products based on quality, cost, and consumer demand.
- GS8.** Managing costs, pricing strategies, and profitability.
- GS9.** Using merchandising software, inventory management systems, and data analytics tools.
- GS10.** Designing attractive product displays and optimising store layouts.

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Understanding market trends and consumer behaviour</i> | 15 | 9 | - | - |
| PC1. Identify and analyse current market trends, consumer preferences, and buying behaviour. | 5 | 3 | - | - |
| PC2. Conduct competitor analysis to assess market positioning and pricing strategies. | 5 | 3 | - | - |
| PC3. Use market research data to forecast demand and plan inventory accordingly. | 5 | 3 | - | - |
| <i>Product selection and sourcing strategy</i> | 15 | 9 | - | - |
| PC4. Determine the right product based on market demand and sales potential. | 5 | 3 | - | - |
| PC5. Identify and collaborate with suppliers for quality product sourcing. | 5 | 3 | - | - |
| PC6. Evaluate cost-effectiveness, availability, and sustainability of sourced products. | 5 | 3 | - | - |
| <i>Merchandising planning and budgeting</i> | 16 | 9 | - | - |
| PC7. Develop a merchandise plan aligned with business goals and seasonal trends. | 5 | 3 | - | - |
| PC8. Allocate budgets for procurement, inventory management, and promotional activities. | 5 | 3 | - | - |
| PC9. Monitor financial performance and adjust plans based on sales data and market changes. | 6 | 3 | - | - |
| <i>Pricing and promotion strategies</i> | 18 | 9 | - | - |
| PC10. Establish competitive pricing strategies to increase profitability. | 6 | 3 | - | - |
| PC11. Develop promotional campaigns to enhance product visibility and sales. | 6 | 3 | - | - |
| PC12. Assess the effectiveness of promotions and adjust strategies as needed. | 6 | 3 | - | - |
| NOS Total | 64 | 36 | - | - |

National Occupational Standards (NOS) Parameters

| | |
|-------------------------|-----------------------------------|
| NOS Code | HCS/N9808 |
| NOS Name | Planning and strategy development |
| Sector | Handicrafts and Carpet |
| Sub-Sector | |
| Occupation | Marketing and Merchandising |
| NSQF Level | 4.5 |
| Credits | 2 |
| Version | 1.0 |
| Next Review Date | NA |

HCS/N9809: Product sourcing and supplier management

Description

This unit focuses efficient product sourcing and supplier management, leading to better business performance and customer satisfaction.

Scope

The scope covers the following :

- Identifying product requirement and market demand
- Supplier identification and evaluation
- Negotiation and contract management
- Procurement and order management
- Quality control and supplier relationship management
- Risk management and continuous improvement

Elements and Performance Criteria

Identifying product requirements and market demand

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

- PC1.** Analyse consumer needs and market trends to determine suitable products.
- PC2.** Define product specifications, quality standards, and sourcing criteria.
- PC3.** Assess pricing, durability, and sustainability aspects before sourcing products.

Supplier identification and evaluation

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

- PC4.** Research and shortlist potential suppliers based on business requirements.
- PC5.** Evaluate supplier credentials, certifications, and compliance with industry standards.
- PC6.** Conduct comparative analysis of suppliers to ensure cost-effectiveness and quality.

Negotiation and contract management

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

- PC7.** Negotiate pricing, payment terms, and delivery schedules with suppliers.
- PC8.** Establish clear contractual agreements outlining quality, timelines, and responsibilities.
- PC9.** Ensure compliance with legal and ethical procurement practices.

Procurement and order management

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

- PC10.** Plan and place purchase orders based on demand forecasts.
- PC11.** Track order status and ensure timely delivery of products.
- PC12.** Maintain accurate procurement records for financial tracking and audits.

Quality control and supplier relationship management

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

- PC13.** Implement quality control measures to ensure products meet required standards.
- PC14.** Develop strong relationships with suppliers for long-term partnerships.

PC15. Monitor supplier performance and address issues related to product defects or delays.

Risk management and continuous improvement

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

PC16. Identify and mitigate risks associated with product sourcing and supplier reliability.

PC17. Adapt sourcing strategies based on changing market conditions and business needs.

PC18. Continuously evaluate and refine supplier management practices for efficiency.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. Understanding market trends and consumer demand for effective product selection.

KU2. Knowledge of sourcing channels including domestic and international suppliers.

KU3. Supplier evaluation techniques to assess credibility, pricing, and reliability.

KU4. Legal and ethical considerations in supplier agreements and procurement.

KU5. Understand the fundamentals of merchandise planning and its role in business success.

KU6. Contract negotiation strategies to establish fair pricing and payment terms.

KU7. Understand different pricing strategies and their impact on sales.

KU8. Risk management approaches for mitigating supply chain disruptions.

KU9. Understand the principles of inventory control and demand forecasting.

KU10. Understand the principles of visual merchandising and its effect on customer engagement.

KU11. Inventory management principles to maintain optimal stock levels.

KU12. Technology and digital tools used in supplier management and procurement.

Generic Skills (GS)

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

GS1. Ability to assess market trends, consumer behaviour, and sales data for informed decision-making.

GS2. Identifying challenges in merchandising and developing effective solutions.

GS3. Clear and effective verbal and written communication with suppliers, team members, and customers.

GS4. Efficiently planning and executing merchandising tasks within deadlines.

GS5. Responding proactively to market changes, customer demands, and emerging trends.

GS6. Ability to interpret data to forecast demand and plan inventory.

GS7. Evaluating and choosing the right products based on quality, cost, and consumer demand.

GS8. Managing costs, pricing strategies, and profitability.

GS9. Using merchandising software, inventory management systems, and data analytics tools.

GS10. Designing attractive product displays and optimising store layouts.

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Identifying product requirements and market demand</i> | 9 | 6 | - | - |
| PC1. Analyse consumer needs and market trends to determine suitable products. | 3 | 2 | - | - |
| PC2. Define product specifications, quality standards, and sourcing criteria. | 3 | 2 | - | - |
| PC3. Assess pricing, durability, and sustainability aspects before sourcing products. | 3 | 2 | - | - |
| <i>Supplier identification and evaluation</i> | 9 | 6 | - | - |
| PC4. Research and shortlist potential suppliers based on business requirements. | 3 | 2 | - | - |
| PC5. Evaluate supplier credentials, certifications, and compliance with industry standards. | 3 | 2 | - | - |
| PC6. Conduct comparative analysis of suppliers to ensure cost-effectiveness and quality. | 3 | 2 | - | - |
| <i>Negotiation and contract management</i> | 10 | 6 | - | - |
| PC7. Negotiate pricing, payment terms, and delivery schedules with suppliers. | 3 | 2 | - | - |
| PC8. Establish clear contractual agreements outlining quality, timelines, and responsibilities. | 3 | 2 | - | - |
| PC9. Ensure compliance with legal and ethical procurement practices. | 4 | 2 | - | - |
| <i>Procurement and order management</i> | 12 | 6 | - | - |
| PC10. Plan and place purchase orders based on demand forecasts. | 4 | 2 | - | - |
| PC11. Track order status and ensure timely delivery of products. | 4 | 2 | - | - |
| PC12. Maintain accurate procurement records for financial tracking and audits. | 4 | 2 | - | - |
| <i>Quality control and supplier relationship management</i> | 12 | 6 | - | - |

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| PC13. Implement quality control measures to ensure products meet required standards. | 4 | 2 | - | - |
| PC14. Develop strong relationships with suppliers for long-term partnerships. | 4 | 2 | - | - |
| PC15. Monitor supplier performance and address issues related to product defects or delays. | 4 | 2 | - | - |
| <i>Risk management and continuous improvement</i> | 12 | 6 | - | - |
| PC16. Identify and mitigate risks associated with product sourcing and supplier reliability. | 4 | 2 | - | - |
| PC17. Adapt sourcing strategies based on changing market conditions and business needs. | 4 | 2 | - | - |
| PC18. Continuously evaluate and refine supplier management practices for efficiency. | 4 | 2 | - | - |
| NOS Total | 64 | 36 | - | - |

National Occupational Standards (NOS) Parameters

| | |
|-------------------------|--|
| NOS Code | HCS/N9809 |
| NOS Name | Product sourcing and supplier management |
| Sector | Handicrafts and Carpet |
| Sub-Sector | |
| Occupation | Marketing and Merchandising |
| NSQF Level | 4.5 |
| Credits | 3 |
| Version | 1.0 |
| Next Review Date | NA |

HCS/N9810: Inventory and stock management

Description

This unit focuses tracking, controlling, and optimizing the storage and movement of goods within a business

Scope

The scope covers the following :

- Inventory planning and forecasting
- Inventory control and stock maintenance
- Risk management and technology integration

Elements and Performance Criteria

Inventory planning and forecasting

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

- PC1.** Analyse past sales data and market trends to forecast inventory requirements.
- PC2.** Identify seasonal demand fluctuations and plan stock levels accordingly.
- PC3.** Coordinate with suppliers to ensure timely stock availability.
- PC4.** Establish reorder points and maintain buffer stock for contingency planning.

Inventory control and stock maintenance

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

- PC5.** Maintain real-time stock records using inventory management systems.
- PC6.** Implement labelling and categorisation systems for efficient stock retrieval.
- PC7.** Monitor stock levels regularly to prevent overstocking or stockouts.

Risk management and technology integration

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

- PC8.** Identify potential risks such as theft, spoilage, and obsolescence in inventory.
- PC9.** Implement security measures to protect stock from damage and pilferage.
- PC10.** Train staff on proper handling and tracking of inventory to minimise errors.
- PC11.** Use inventory management software to track stock movement and levels.
- PC12.** Leverage data analytics to optimise stock management and forecasting.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Understanding market trends and consumer demand for effective product selection.
- KU2.** Knowledge of sourcing channels including domestic and international suppliers.
- KU3.** Supplier evaluation techniques to assess credibility, pricing, and reliability.
- KU4.** Legal and ethical considerations in supplier agreements and procurement.

- KU5.** Understand the fundamentals of merchandise planning and its role in business success.
- KU6.** Contract negotiation strategies to establish fair pricing and payment terms.
- KU7.** Understand different pricing strategies and their impact on sales.
- KU8.** Risk management approaches for mitigating supply chain disruptions.
- KU9.** Understand the principles of inventory control and demand forecasting.
- KU10.** Understand the principles of visual merchandising and its effect on customer engagement.
- KU11.** Inventory management principles to maintain optimal stock levels.
- KU12.** Technology and digital tools used in supplier management and procurement.

Generic Skills (GS)

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

- GS1.** Ability to assess market trends, consumer behaviour, and sales data for informed decision-making.
- GS2.** Identifying challenges in merchandising and developing effective solutions.
- GS3.** Clear and effective verbal and written communication with suppliers, team members, and customers.
- GS4.** Efficiently planning and executing merchandising tasks within deadlines.
- GS5.** Responding proactively to market changes, customer demands, and emerging trends.
- GS6.** Ability to interpret data to forecast demand and plan inventory.
- GS7.** Evaluating and choosing the right products based on quality, cost, and consumer demand.
- GS8.** Managing costs, pricing strategies, and profitability.
- GS9.** Using merchandising software, inventory management systems, and data analytics tools.
- GS10.** Designing attractive product displays and optimising store layouts.

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Inventory planning and forecasting</i> | 24 | 8 | - | - |
| PC1. Analyse past sales data and market trends to forecast inventory requirements. | 6 | 2 | - | - |
| PC2. Identify seasonal demand fluctuations and plan stock levels accordingly. | 6 | 2 | - | - |
| PC3. Coordinate with suppliers to ensure timely stock availability. | 6 | 2 | - | - |
| PC4. Establish reorder points and maintain buffer stock for contingency planning. | 6 | 2 | - | - |
| <i>Inventory control and stock maintenance</i> | 18 | 6 | - | - |
| PC5. Maintain real-time stock records using inventory management systems. | 6 | 2 | - | - |
| PC6. Implement labelling and categorisation systems for efficient stock retrieval. | 6 | 2 | - | - |
| PC7. Monitor stock levels regularly to prevent overstocking or stockouts. | 6 | 2 | - | - |
| <i>Risk management and technology integration</i> | 30 | 14 | - | - |
| PC8. Identify potential risks such as theft, spoilage, and obsolescence in inventory. | 6 | 2 | - | - |
| PC9. Implement security measures to protect stock from damage and pilferage. | 6 | 3 | - | - |
| PC10. Train staff on proper handling and tracking of inventory to minimise errors. | 6 | 3 | - | - |
| PC11. Use inventory management software to track stock movement and levels. | 6 | 3 | - | - |
| PC12. Leverage data analytics to optimise stock management and forecasting. | 6 | 3 | - | - |
| NOS Total | 72 | 28 | - | - |

National Occupational Standards (NOS) Parameters

| | |
|-------------------------|--------------------------------|
| NOS Code | HCS/N9810 |
| NOS Name | Inventory and stock management |
| Sector | Handicrafts and Carpet |
| Sub-Sector | |
| Occupation | Marketing and Merchandising |
| NSQF Level | 4.5 |
| Credits | 3 |
| Version | 1.0 |
| Next Review Date | NA |

HCS/N9811: Performance analysis and reporting

Description

This unit focuses performance analysis and reporting involve evaluating business operations, employee productivity, or financial outcomes to measure efficiency and effectiveness.

Scope

The scope covers the following :

- Data collection and performance monitoring
- Performance analysis and evaluation
- Reporting and strategic decision-making

Elements and Performance Criteria

Data collection and performance monitoring

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

- PC1.** Gather and organise sales, inventory, customer feedback, and financial data for analysis.
- PC2.** Monitor operational efficiency, customer trends, and revenue patterns.
- PC3.** Ensure data accuracy and consistency by validating sources and cross-checking records.
- PC4.** Use digital tools and software to automate data collection and minimise errors.
- PC5.** Establish a structured framework for periodic performance tracking and reporting.

Performance analysis and evaluation

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

- PC6.** Analyse sales performance, profitability, stock turnover rates, and market trends.
- PC7.** Compare actual performance with business targets, historical data, and industry benchmarks.
- PC8.** Identify patterns, trends, and anomalies in business operations.
- PC9.** Evaluate the impact of marketing strategies, promotions, and pricing decisions on sales.
- PC10.** Assess supplier performance and product demand to optimise procurement decisions.
- PC11.** Use data visualisation tools such as charts, graphs, and dashboards to interpret insights effectively.
- PC12.** Conduct root cause analysis for areas of underperformance and suggest improvement strategies.

Reporting and strategic decision-making

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

- PC13.** Prepare comprehensive performance reports for management, stakeholders, and investors.
- PC14.** Present findings in a clear, structured, and visually engaging manner using professional reporting formats.
- PC15.** Provide actionable recommendations to improve sales, customer satisfaction, and operational efficiency.
- PC16.** Ensure timely and regular communication of performance insights to all relevant departments.

PC17. Develop and implement performance improvement strategies based on data-driven insights.

PC18. Monitor the impact of implemented changes and adjust strategies accordingly.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Understanding market trends and consumer demand for effective product selection.
- KU2.** Knowledge of sourcing channels including domestic and international suppliers.
- KU3.** Supplier evaluation techniques to assess credibility, pricing, and reliability.
- KU4.** Legal and ethical considerations in supplier agreements and procurement.
- KU5.** Understand the fundamentals of merchandise planning and its role in business success.
- KU6.** Contract negotiation strategies to establish fair pricing and payment terms.
- KU7.** Understand different pricing strategies and their impact on sales.
- KU8.** Risk management approaches for mitigating supply chain disruptions.
- KU9.** Understand the principles of inventory control and demand forecasting.
- KU10.** Understand the principles of visual merchandising and its effect on customer engagement.
- KU11.** Inventory management principles to maintain optimal stock levels.
- KU12.** Technology and digital tools used in supplier management and procurement.

Generic Skills (GS)

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

- GS1.** Ability to assess market trends, consumer behaviour, and sales data for informed decision-making.
- GS2.** Identifying challenges in merchandising and developing effective solutions.
- GS3.** Clear and effective verbal and written communication with suppliers, team members, and customers.
- GS4.** Efficiently planning and executing merchandising tasks within deadlines.
- GS5.** Responding proactively to market changes, customer demands, and emerging trends.
- GS6.** Ability to interpret data to forecast demand and plan inventory.
- GS7.** Evaluating and choosing the right products based on quality, cost, and consumer demand.
- GS8.** Managing costs, pricing strategies, and profitability.
- GS9.** Using merchandising software, inventory management systems, and data analytics tools.
- GS10.** Designing attractive product displays and optimising store layouts.

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Data collection and performance monitoring</i> | 20 | 5 | - | - |
| PC1. Gather and organise sales, inventory, customer feedback, and financial data for analysis. | 4 | 1 | - | - |
| PC2. Monitor operational efficiency, customer trends, and revenue patterns. | 4 | 1 | - | - |
| PC3. Ensure data accuracy and consistency by validating sources and cross-checking records. | 4 | 1 | - | - |
| PC4. Use digital tools and software to automate data collection and minimise errors. | 4 | 1 | - | - |
| PC5. Establish a structured framework for periodic performance tracking and reporting. | 4 | 1 | - | - |
| <i>Performance analysis and evaluation</i> | 28 | 11 | - | - |
| PC6. Analyse sales performance, profitability, stock turnover rates, and market trends. | 4 | 1 | - | - |
| PC7. Compare actual performance with business targets, historical data, and industry benchmarks. | 4 | 1 | - | - |
| PC8. Identify patterns, trends, and anomalies in business operations. | 4 | 1 | - | - |
| PC9. Evaluate the impact of marketing strategies, promotions, and pricing decisions on sales. | 4 | 2 | - | - |
| PC10. Assess supplier performance and product demand to optimise procurement decisions. | 4 | 2 | - | - |
| PC11. Use data visualisation tools such as charts, graphs, and dashboards to interpret insights effectively. | 4 | 2 | - | - |
| PC12. Conduct root cause analysis for areas of underperformance and suggest improvement strategies. | 4 | 2 | - | - |
| <i>Reporting and strategic decision-making</i> | 24 | 12 | - | - |

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| PC13. Prepare comprehensive performance reports for management, stakeholders, and investors. | 4 | 2 | - | - |
| PC14. Present findings in a clear, structured, and visually engaging manner using professional reporting formats. | 4 | 2 | - | - |
| PC15. Provide actionable recommendations to improve sales, customer satisfaction, and operational efficiency. | 4 | 2 | - | - |
| PC16. Ensure timely and regular communication of performance insights to all relevant departments. | 4 | 2 | - | - |
| PC17. Develop and implement performance improvement strategies based on data-driven insights. | 4 | 2 | - | - |
| PC18. Monitor the impact of implemented changes and adjust strategies accordingly. | 4 | 2 | - | - |
| NOS Total | 72 | 28 | - | - |

National Occupational Standards (NOS) Parameters

| | |
|-------------------------|------------------------------------|
| NOS Code | HCS/N9811 |
| NOS Name | Performance analysis and reporting |
| Sector | Handicrafts and Carpet |
| Sub-Sector | |
| Occupation | Marketing and Merchandising |
| NSQF Level | 4.5 |
| Credits | 2 |
| Version | 1.0 |
| Next Review Date | NA |

HCS/N9812: Communication and team coordination

Description

This unit focuses Effective communication involves sharing clear and accurate information, while coordination ensures that team members work together towards common goals.

Scope

The scope covers the following :

- Effective workplace communication
- Team collaboration and coordination
- Professional documentation and reporting

Elements and Performance Criteria

Effective workplace communication

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

- PC1.** Use clear, concise, and professional language in verbal and written communication.
- PC2.** Actively listen to team members and stakeholders to ensure mutual understanding.
- PC3.** Adapt communication style based on the audience, context, and purpose.
- PC4.** Provide constructive feedback to colleagues and encourage open discussions.
- PC5.** Maintain a respectful and inclusive approach in all workplace interactions.
- PC6.** Use digital communication tools (emails, messaging apps, and video conferencing) effectively.

Team collaboration and coordination

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

- PC7.** Establish clear team goals, roles, and responsibilities for efficient workflow.
- PC8.** Encourage a collaborative work environment that values diverse perspectives.
- PC9.** Facilitate regular team meetings to discuss progress, challenges, and solutions.
- PC10.** Ensure alignment between team members by setting clear expectations and deadlines.
- PC11.** Resolve conflicts professionally and mediate disputes to maintain a positive team dynamic.
- PC12.** Promote knowledge sharing and skill development within the team.
- PC13.** Support colleagues in achieving common objectives through teamwork and mutual assistance.

Professional documentation and reporting

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

- PC14.** Prepare and maintain accurate reports, meeting minutes, and records of communication.
- PC15.** Ensure clarity and completeness in business correspondence, emails, and official documents.
- PC16.** Present information logically and professionally in reports and presentations.
- PC17.** Follow organisational protocols for internal and external communication.
- PC18.** Maintain confidentiality and professionalism while handling sensitive business information.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Understanding market trends and consumer demand for effective product selection.
- KU2.** Knowledge of sourcing channels including domestic and international suppliers.
- KU3.** Supplier evaluation techniques to assess credibility, pricing, and reliability.
- KU4.** Legal and ethical considerations in supplier agreements and procurement.
- KU5.** Understand the fundamentals of merchandise planning and its role in business success.
- KU6.** Contract negotiation strategies to establish fair pricing and payment terms.
- KU7.** Understand different pricing strategies and their impact on sales.
- KU8.** Risk management approaches for mitigating supply chain disruptions.
- KU9.** Understand the principles of inventory control and demand forecasting.
- KU10.** Understand the principles of visual merchandising and its effect on customer engagement.
- KU11.** Inventory management principles to maintain optimal stock levels.
- KU12.** Technology and digital tools used in supplier management and procurement.

Generic Skills (GS)

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

- GS1.** Ability to assess market trends, consumer behaviour, and sales data for informed decision-making.
- GS2.** Identifying challenges in merchandising and developing effective solutions.
- GS3.** Clear and effective verbal and written communication with suppliers, team members, and customers.
- GS4.** Efficiently planning and executing merchandising tasks within deadlines.
- GS5.** Responding proactively to market changes, customer demands, and emerging trends.
- GS6.** Ability to interpret data to forecast demand and plan inventory.
- GS7.** Evaluating and choosing the right products based on quality, cost, and consumer demand.
- GS8.** Managing costs, pricing strategies, and profitability.
- GS9.** Using merchandising software, inventory management systems, and data analytics tools.
- GS10.** Designing attractive product displays and optimising store layouts.

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Effective workplace communication</i> | 18 | 12 | - | - |
| PC1. Use clear, concise, and professional language in verbal and written communication. | 3 | 2 | - | - |
| PC2. Actively listen to team members and stakeholders to ensure mutual understanding. | 3 | 2 | - | - |
| PC3. Adapt communication style based on the audience, context, and purpose. | 3 | 2 | - | - |
| PC4. Provide constructive feedback to colleagues and encourage open discussions. | 3 | 2 | - | - |
| PC5. Maintain a respectful and inclusive approach in all workplace interactions. | 3 | 2 | - | - |
| PC6. Use digital communication tools (emails, messaging apps, and video conferencing) effectively. | 3 | 2 | - | - |
| <i>Team collaboration and coordination</i> | 21 | 19 | - | - |
| PC7. Establish clear team goals, roles, and responsibilities for efficient workflow. | 3 | 2 | - | - |
| PC8. Encourage a collaborative work environment that values diverse perspectives. | 3 | 2 | - | - |
| PC9. Facilitate regular team meetings to discuss progress, challenges, and solutions. | 3 | 3 | - | - |
| PC10. Ensure alignment between team members by setting clear expectations and deadlines. | 3 | 3 | - | - |
| PC11. Resolve conflicts professionally and mediate disputes to maintain a positive team dynamic. | 3 | 3 | - | - |
| PC12. Promote knowledge sharing and skill development within the team. | 3 | 3 | - | - |
| PC13. Support colleagues in achieving common objectives through teamwork and mutual assistance. | 3 | 3 | - | - |
| <i>Professional documentation and reporting</i> | 15 | 15 | - | - |

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| PC14. Prepare and maintain accurate reports, meeting minutes, and records of communication. | 3 | 3 | - | - |
| PC15. Ensure clarity and completeness in business correspondence, emails, and official documents. | 3 | 3 | - | - |
| PC16. Present information logically and professionally in reports and presentations. | 3 | 3 | - | - |
| PC17. Follow organisational protocols for internal and external communication. | 3 | 3 | - | - |
| PC18. Maintain confidentiality and professionalism while handling sensitive business information. | 3 | 3 | - | - |
| NOS Total | 54 | 46 | - | - |

National Occupational Standards (NOS) Parameters

| | |
|-------------------------|-------------------------------------|
| NOS Code | HCS/N9812 |
| NOS Name | Communication and team coordination |
| Sector | Handicrafts and Carpet |
| Sub-Sector | |
| Occupation | Marketing and Merchandising |
| NSQF Level | 4.5 |
| Credits | 2 |
| Version | 1.0 |
| Next Review Date | NA |

HCS/N9032: Maintain health, security and safety 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 minimize risk to self and others.

Scope

The scope covers the following :

- Comply with health, safety, and security requirements at work

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
- 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

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 | - | - |

| 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 | - | - |

National Occupational Standards (NOS) Parameters

| | |
|-------------------------|---|
| NOS Code | HCS/N9032 |
| NOS Name | Maintain health, security and safety at workplace |
| Sector | Handicrafts and Carpet |
| Sub-Sector | Handicrafts and Carpet |
| Occupation | Generic |
| NSQF Level | 4.5 |
| Credits | 1 |
| Version | 1.0 |
| Next Review Date | NA |

HCS/N9933: Maintain good hygiene habits

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.** follow work instructions strictly to reduce the amount of pollution at the work place e.g. wet the rock / craft material before working on it
- PC3.** wear protective goggles over eyes and replace them when scratches on it obscure the vision
- PC4.** wear gloves as per the materials used for making handicraft to avoid blisters; scratches and cuts
- 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 the absence of no productivity loss or absenteeism from work due to illness
- PC9.** ensure no long term ill effect on the personal health

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** companys policies on personal health and occupational hazard management
- KU2.** companys hr policies
- KU3.** companys reporting structure
- KU4.** companys emergency evacuation procedure
- KU5.** health risks to the worker at the work place
- KU6.** healthy work practices

- KU7.** how to perform the duties in a way to minimize pollution at the work place
- KU8.** what personal protective equipments should be worn and how it is cared for
- KU9.** safe disposal methods for waste
- KU10.** how to provide the first aid treatment at 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 equipments
- GS3.** take notes on descriptions and details of various personal health maintenance procedures
- GS4.** communicate with 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

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Adopt healthy work practices</i> | 18 | 48 | - | - |
| PC1. always cover the mouth and nose with a dust mask while working and keep on changing when it gets blocked with dust | 3 | 8 | - | - |
| PC2. follow work instructions strictly to reduce the amount of pollution at the work place e.g. wet the rock / craft material before working on it | 3 | 8 | - | - |
| PC3. wear protective goggles over eyes and replace them when scratches on it obscure the vision | 3 | 8 | - | - |
| PC4. wear gloves as per the materials used for making handicraft to avoid blisters; scratches and cuts | 3 | 8 | - | - |
| PC5. undergo preventive health checkups at regular intervals | 3 | 8 | - | - |
| PC6. take prompt treatment from the doctor in case of illness | 3 | 8 | - | - |
| <i>Achieve work productivity while maintaining health</i> | 12 | 22 | - | - |
| PC7. follow SOPs for dealing with blisters; scratches; accidental fires or any other type of emergencies at work | 4 | 7 | - | - |
| PC8. ensure the absence of no productivity loss or absenteeism from work due to illness | 4 | 7 | - | - |
| PC9. ensure no long term ill effect on the personal health | 4 | 8 | - | - |
| NOS Total | 30 | 70 | - | - |

National Occupational Standards (NOS) Parameters

| | |
|-------------------------|---|
| NOS Code | HCS/N9933 |
| NOS Name | Maintain good hygiene habits |
| Sector | Handicrafts and Carpet |
| Sub-Sector | Handicrafts (Ceramics), Handicrafts (Fashion Jewellery), Handicrafts (Stonecraft), Glassware, Metalware |
| Occupation | Generic Handicrafts and Carpet |
| NSQF Level | 4.5 |
| Credits | 1 |
| Version | 1.0 |
| Next Review Date | NA |

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:

- 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.
- 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
- 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

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 | - | - |

| 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 | - | - | - | - |
| <i>Entrepreneurship</i> | 2 | 3 | - | - |

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| 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 | - | - |

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 | 18/02/2025 |
| Next Review Date | 18/02/2028 |
| NSQC Clearance Date | 18/02/2025 |

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

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

Minimum Aggregate Passing % at QP Level : 70

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

Minimum Passing % at NOS Level: 50

(Please note: A Trainee must score the minimum percentage for each NOS separately as well as on the QP as a whole.)

Assessment Weightage

Compulsory NOS

| National Occupational Standards | Theory Marks | Practical Marks | Project Marks | Viva Marks | Total Marks | Weightage |
|--|--------------|-----------------|---------------|------------|-------------|------------|
| HCS/N9807.Introduction to types of Merchandisers in Different fields | 100 | - | - | - | 100 | 10 |
| HCS/N9808.Planning and strategy development | 64 | 36 | - | - | 100 | 20 |
| HCS/N9809.Product sourcing and supplier management | 64 | 36 | - | - | 100 | 20 |
| HCS/N9810.Inventory and stock management | 72 | 28 | - | - | 100 | 10 |
| HCS/N9811.Performance analysis and reporting | 72 | 28 | - | - | 100 | 10 |
| HCS/N9812.Communication and team coordination | 54 | 46 | - | - | 100 | 15 |
| HCS/N9032.Maintain health, security and safety at workplace | 30 | 70 | - | - | 100 | 5 |
| HCS/N9933.Maintain good hygiene habits | 30 | 70 | - | - | 100 | 5 |
| DGT/VSQ/N0102.Employability Skills (60 Hours) | 20 | 30 | - | - | 50 | 5 |
| Total | 506 | 344 | - | - | 850 | 100 |

Acronyms

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

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. |
| 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. |