

Qualification Pack



Willow Craft Artisan

QP Code: HCS/Q9005

Version: 2.0

NSQF Level: 3

Handicrafts and Carpet Sector Skill Council || OCF, Plot No. 2, Pocket 9, Sector B, Vasant Kunj
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HCS/Q9005: Willow Craft Artisan

Brief Job Description

A Willow Craft Artisan expertly weaves pliable willow branches into functional and decorative items such as baskets, furniture, and home accessories. Their craft combines creativity with skilled handwork to produce durable, eco-friendly products that celebrate natural materials.

Personal Attributes

A Willow Craft Artisan is patient and detail-oriented, with strong manual dexterity essential for weaving flexible willow branches. They are creative, resourceful, and committed to producing sustainable, high-quality handcrafted items that blend functionality with natural beauty.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [HCS/N8307: Carry out the process of making Willow Wicker Basket](#)
2. [HCS/N8528: Entrepreneurship skill for Willow Craft Artisan](#)
3. [HCS/N9908: Working in a Team](#)
4. [HCS/N9945: Maintaining workplace health and safety](#)
5. [HCS/N9935: Maintain Personal Cleanliness](#)
6. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Handicrafts and Carpet
Sub-Sector	Handicrafts (Products)
Occupation	Natural Fibre Maker
Country	India
NSQF Level	3
Credits	13

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Aligned to NCO/ISCO/ISIC Code	NCO-2015/3122.2500
Minimum Educational Qualification & Experience	<p>10th grade pass with NA of experience OR 8th grade pass with 1 Year of experience Relevant Experience OR 5th grade pass with 2.5 years of experience Relevant Experience OR Ability to read and write with 5 Years of experience Relevant Experience OR Previous relevant Qualification of NSQF Level 2.5 with 1.5 years of experience Relevant Experience</p>
Minimum Level of Education for Training in School	Not Applicable
Pre-Requisite License or Training	NA
Minimum Job Entry Age	14 Years
Last Reviewed On	NA
Next Review Date	07/10/2028
NSQC Approval Date	07/10/2025
Version	2.0
Reference code on NQR	QG-03-HC-045222025-V2-HCSSC
NQR Version	2

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HCS/N8307: Carry out the process of making Willow Wicker Basket

Description

A Willow Craft Artisan blends traditional weaving techniques with modern innovations to create durable, eco-friendly handcrafted products. By ensuring quality control, proper material selection, and market research, artisans can enhance customer satisfaction and business growth.

Scope

The scope covers the following :

- Understanding the Craft and Its Value
- Material Selection and Preparation
- Weaving and Crafting Techniques
- Product Specification in Moonjh Product Making
- Product Finishing and Quality Control
- Storage, Packaging, and Handling
- Tool Maintenance and Upkeep

Elements and Performance Criteria

Understanding the Craft and Market Potential

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

- PC1.** Discuss the cultural and economic importance of willow craft in traditional and modern markets.
- PC2.** Recognise the increasing demand for sustainable, handmade products and their role in environmental conservation.
- PC3.** Explain how craftsmanship, durability, and creative design contribute to customer satisfaction and business growth.
- PC4.** Identify emerging trends in willow craft, including new product applications and evolving consumer preferences.

Material Selection and Preparation

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

- PC5.** Identify high-quality willow suitable for different products and ensure proper sourcing from sustainable suppliers.
- PC6.** Demonstrate correct methods of harvesting, sorting, and storing willow to maintain its flexibility and strength.
- PC7.** Perform soaking and drying processes effectively to prepare willow for weaving.
- PC8.** Show how to soften and bend willow sticks without breaking to create smooth curves and strong structures.

Weaving and Crafting Techniques

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

- PC9.** Demonstrate various traditional and modern weaving patterns used in crafting baskets, furniture, decor items, etc.

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- PC10.** Perform precise cutting, shaping, and assembling techniques to create uniform and aesthetically pleasing products.
- PC11.** Show how to reinforce joints and weaving structures to enhance product durability and longevity.
- PC12.** Implement innovative weaving techniques to create unique, high-value designs that attract modern consumers.

Product Specification in willow Product Making

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

- PC13.** Describe the key materials used in willow craft, including natural willow branches, binding threads, natural dyes, etc. ensuring sustainability and durability in products like baskets, furniture, and decorative items.
- PC14.** Identify the standard dimensions, weight, and size variations of willow products such as storage baskets, chairs, and trays, considering functionality and customer preferences.
- PC15.** Explain the different weaving techniques used in willow craft, highlighting traditional patterns and methods that enhance strength and aesthetics in products like picnic baskets, lamp shades, wall décor, etc.
- PC16.** Discuss the significance of surface finish, colour variations, and natural treatments in improving the quality and appeal of willow products, including garden planters, woven trays, storage organisers, etc.

Product Finishing and Quality Control

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

- PC17.** Identify common quality issues such as loose weaving, weak joints, or uneven finishing and apply corrective measures.
- PC18.** Demonstrate polishing, sanding, and protective coating applications to improve product durability and visual appeal.
- PC19.** Show how to add decorative elements such as colours, patterns, and natural embellishments to enhance product attractiveness.

Storage, Packaging, and Handling

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

- PC20.** Recognise the importance of proper storage to prevent moisture damage, warping, or pest infestation in willow products.
- PC21.** Demonstrate appropriate packaging techniques to protect products during transport and storage.
- PC22.** Show safe handling methods to prevent damage to delicate or intricately woven pieces.
- PC23.** Perform labelling and branding techniques to make products easily identifiable and appealing to customers.
- PC24.** Ensure all finished products meet quality standards before they are packed and dispatched for sale or delivery.

Tool Maintenance and Upkeep

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

- PC25.** Explain the importance of regular maintenance and proper storage of tools to ensure longevity and efficiency in willow craft making.
- PC26.** Identify common tools used in willow craft, such as pruning shears, knives, awls, weaving frames, and measuring tapes, and discuss best practices for their upkeep.

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- PC27.** Discuss cleaning techniques for different tools, including removing dirt, sharpening blades, oiling metal parts to prevent rust, and ensuring wooden handles remain smooth and splinter-free.
- PC28.** Identify eco-friendly and cost-effective methods for repairing and preserving tools, such as using natural oils for wooden tool handles, repurposing worn-out tools, and minimising waste in the crafting process.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Understand how the quality of willow impacts the final product and how improper storage, or poor selection can affect durability.
- KU2.** Identify ways to reduce material wastage by selecting the right willow, using efficient weaving techniques, and maintaining tools properly.
- KU3.** Recognise the importance of soaking, drying, and preparing willow before crafting to enhance flexibility and weaving efficiency.
- KU4.** Understand the different types of willow and their suitability for various products, such as baskets, furniture, and home decor.
- KU5.** Learn how design variations, weaving patterns, and finishing techniques influence customer preferences and product demand.
- KU6.** Understand the importance of quality control in ensuring consistent product standards and customer satisfaction.
- KU7.** Recognise common defects in willow craft, such as weak joints, loose weaves, or rough edges, and how to correct them.
- KU8.** Learn how protective treatments, such as varnishing or polishing, improve durability and aesthetic appeal.
- KU9.** Identify popular willow craft products in local and international markets and understand how trends impact sales.
- KU10.** Recognise the value of customisation and innovation in attracting customers and increasing market competitiveness.
- KU11.** Understand customer expectations regarding eco-friendly, handmade, and sustainable products.
- KU12.** Learn how to gather and analyse customer feedback to improve designs and quality.
- KU13.** Understand cost-effective methods to source raw materials, manage production expenses, and optimise labour efficiency.
- KU14.** Learn different pricing strategies to ensure fair and competitive pricing while maintaining profitability.
- KU15.** Recognise the role of packaging and branding in enhancing product value and making products more attractive to buyers.
- KU16.** Be aware of government schemes, grants, or funding opportunities available for artisans in the handicraft sector.
- KU17.** Learn about different sales channels, including local markets, exhibitions, online platforms, and direct customer sales.

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- KU18.** Understand the benefits of digital marketing, such as using social media, e-commerce websites, and online advertising, to expand reach.
- KU19.** Recognise the importance of networking with buyers, retailers, and craft organisations to increase sales opportunities.
- KU20.** Be aware of basic legal and regulatory requirements for selling handcrafted products, such as GST registration, business licensing, and invoicing.

Generic Skills (GS)

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

- GS1.** Make informed decisions to balance product quality, costs, and customer demands for sustainable business growth.
- GS2.** Communicate clearly with suppliers, customers, and fellow artisans to ensure smooth production and sales operations.
- GS3.** Negotiate with raw material suppliers to get the best prices and maintain profitability.
- GS4.** Manage time efficiently to complete weaving, finishing, and order fulfilment on schedule.
- GS5.** Use basic mathematics to calculate production costs, selling prices, and profit margins.
- GS6.** Handle customer queries professionally and provide excellent service to encourage repeat purchases.
- GS7.** Adapt to changing market trends by innovating and modifying traditional designs based on customer preferences.
- GS8.** Promote products effectively through exhibitions, craft fairs, social media, and online stores.
- GS9.** Work independently and in teams to ensure efficiency in crafting, quality control, and marketing.
- GS10.** Maintain proper records of expenses, sales, and customer details for future business planning and improvements.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Understanding the Craft and Market Potential</i>	5	12	-	-
PC1. Discuss the cultural and economic importance of willow craft in traditional and modern markets.	2	4	-	-
PC2. Recognise the increasing demand for sustainable, handmade products and their role in environmental conservation.	1	3	-	-
PC3. Explain how craftsmanship, durability, and creative design contribute to customer satisfaction and business growth.	1	3	-	-
PC4. Identify emerging trends in willow craft, including new product applications and evolving consumer preferences.	1	2	-	-
<i>Material Selection and Preparation</i>	4	10	-	-
PC5. Identify high-quality willow suitable for different products and ensure proper sourcing from sustainable suppliers.	1	4	-	-
PC6. Demonstrate correct methods of harvesting, sorting, and storing willow to maintain its flexibility and strength.	1	2	-	-
PC7. Perform soaking and drying processes effectively to prepare willow for weaving.	1	2	-	-
PC8. Show how to soften and bend willow sticks without breaking to create smooth curves and strong structures.	1	2	-	-
<i>Weaving and Crafting Techniques</i>	4	10	-	-
PC9. Demonstrate various traditional and modern weaving patterns used in crafting baskets, furniture, decor items, etc.	1	2	-	-
PC10. Perform precise cutting, shaping, and assembling techniques to create uniform and aesthetically pleasing products.	1	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. Show how to reinforce joints and weaving structures to enhance product durability and longevity.	1	3	-	-
PC12. Implement innovative weaving techniques to create unique, high-value designs that attract modern consumers.	1	2	-	-
<i>Product Specification in willow Product Making</i>	5	9	-	-
PC13. Describe the key materials used in willow craft, including natural willow branches, binding threads, natural dyes, etc. ensuring sustainability and durability in products like baskets, furniture, and decorative items.	2	3	-	-
PC14. Identify the standard dimensions, weight, and size variations of willow products such as storage baskets, chairs, and trays, considering functionality and customer preferences.	1	1	-	-
PC15. Explain the different weaving techniques used in willow craft, highlighting traditional patterns and methods that enhance strength and aesthetics in products like picnic baskets, lamp shades, wall décor, etc.	1	3	-	-
PC16. Discuss the significance of surface finish, colour variations, and natural treatments in improving the quality and appeal of willow products, including garden planters, woven trays, storage organisers, etc.	1	2	-	-
<i>Product Finishing and Quality Control</i>	3	8	-	-
PC17. Identify common quality issues such as loose weaving, weak joints, or uneven finishing and apply corrective measures.	1	3	-	-
PC18. Demonstrate polishing, sanding, and protective coating applications to improve product durability and visual appeal.	1	2	-	-
PC19. Show how to add decorative elements such as colours, patterns, and natural embellishments to enhance product attractiveness.	1	3	-	-
<i>Storage, Packaging, and Handling</i>	5	11	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC20. Recognise the importance of proper storage to prevent moisture damage, warping, or pest infestation in willow products.	1	3	-	-
PC21. Demonstrate appropriate packaging techniques to protect products during transport and storage.	1	2	-	-
PC22. Show safe handling methods to prevent damage to delicate or intricately woven pieces.	1	2	-	-
PC23. Perform labelling and branding techniques to make products easily identifiable and appealing to customers.	1	2	-	-
PC24. Ensure all finished products meet quality standards before they are packed and dispatched for sale or delivery.	1	2	-	-
<i>Tool Maintenance and Upkeep</i>	4	10	-	-
PC25. Explain the importance of regular maintenance and proper storage of tools to ensure longevity and efficiency in willow craft making.	1	4	-	-
PC26. Identify common tools used in willow craft, such as pruning shears, knives, awls, weaving frames, and measuring tapes, and discuss best practices for their upkeep.	1	2	-	-
PC27. Discuss cleaning techniques for different tools, including removing dirt, sharpening blades, oiling metal parts to prevent rust, and ensuring wooden handles remain smooth and splinter-free.	1	2	-	-
PC28. Identify eco-friendly and cost-effective methods for repairing and preserving tools, such as using natural oils for wooden tool handles, repurposing worn-out tools, and minimising waste in the crafting process.	1	2	-	-
NOS Total	30	70	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	HCS/N8307
NOS Name	Carry out the process of making Willow Wicker Basket
Sector	Handicrafts and Carpet
Sub-Sector	Handicrafts (Products)
Occupation	Natural Fibre Maker
NSQF Level	3
Credits	7
Version	1.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

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HCS/N8528: Entrepreneurship skill for Willow Craft Artisan

Description

A Willow Craft Artisan combines creativity with entrepreneurship to produce eco-friendly handcrafted products for domestic and international markets. By ensuring quality, innovation, and effective marketing, artisans can build a strong customer base and grow their business.

Scope

The scope covers the following :

- Understanding Entrepreneurship in Willow Craft
- Product Development and Quality Control
- Market Research and Customer Understanding
- Cost and Resource Management
- Legal Perspectives for Willow Craft Artisan
- Sales, Marketing, and Business Growth

Elements and Performance Criteria

Understanding Entrepreneurship in Willow Craft

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

- PC1.** Discuss the role of a Willow Craft Artisan as both a skilled artisan and an entrepreneur, balancing creativity with business strategies.
- PC2.** Recognise the demand for eco-friendly handcrafted willow products in domestic and international markets.
- PC3.** Explain the importance of craftsmanship, quality, and innovation in building a strong customer base and business growth.
- PC4.** Identify how product uniqueness, cultural significance, and traditional weaving techniques add value to willow crafts.

Product Development and Quality Control

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

- PC5.** Identify common quality issues in willow products and apply techniques to improve durability, strength, and finish.
- PC6.** Demonstrate the ability to modify traditional designs to create innovative and customer-friendly products.
- PC7.** Perform quality checks at different production stages to minimise defects and enhance product appeal.

Market Research and Customer Understanding

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

- PC8.** Analyse market trends to identify the most in-demand willow craft products.
- PC9.** Recognise different customer preferences and tailor products to meet market demands.
- PC10.** Use customer feedback to improve product design, pricing strategies, and overall business performance.

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Cost and Resource Management

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

- PC11.** Calculate production costs, including raw materials, labour, and transportation, to determine profitable selling prices.
- PC12.** Reduce material wastage by optimising weaving techniques and using sustainable raw material sourcing.
- PC13.** Manage inventory efficiently to ensure smooth production flow without overstocking or shortages.

Legal Perspectives for Willow Craft Artisan

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

- PC14.** Obtain the necessary business registration, such as GST registration, required Certification, and trade licenses to operate legally.
- PC15.** Understand copyright, trademark, and rights to protect unique willow craft designs and traditional techniques.
- PC16.** Ensure product quality and safety standards to avoid legal disputes and maintain customer trust under consumer protection laws.
- PC17.** Comply with taxation laws, including GST filing, invoicing, and maintaining proper financial records for business transparency.
- PC18.** Follow export documentation, customs regulations, and fair trade standards to expand business in international markets while ensuring ethical sourcing and labour practices.

Sales, Marketing, and Business Growth

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

- PC19.** Demonstrate how to market willow craft products through exhibitions, craft fairs, social media, and online platforms.
- PC20.** Show negotiation skills while dealing with suppliers and customers to ensure fair pricing and better profit margins.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Understand how the quality of raw willow affects the final product and how defects or wastage can impact costs.
- KU2.** Identify cost-saving methods by minimising material wastage and improving weaving efficiency.
- KU3.** Recognise customer preferences and market demand for various willow craft products.
- KU4.** Understand different pricing strategies and how to set competitive yet profitable prices.
- KU5.** Learn basic financial management, including budgeting, cost calculations, and profit margins.
- KU6.** Be aware of different sales channels, including local markets, exhibitions, and online platforms.
- KU7.** Understand branding, packaging, and storytelling techniques to enhance the value and appeal of willow products.

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- KU8.** Know the benefits of digital marketing, including social media promotions, e-commerce websites, and online advertising.
- KU9.** Recognise the role of customer feedback in improving product quality and increasing sales.
- KU10.** Understand basic legal requirements for selling handcrafted products, such as business licences, GST registration, and invoicing.

Generic Skills (GS)

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

- GS1.** Make informed decisions that balance product quality, costs, and business needs while considering long-term growth.
- GS2.** Communicate effectively with customers, suppliers, and artisans for smooth business operations.
- GS3.** Negotiate with suppliers to get the best prices for high-quality willow raw materials.
- GS4.** Manage time effectively to complete production, quality checks, and order fulfilment on schedule.
- GS5.** Use basic mathematics to calculate costs, set prices, and manage financial records.
- GS6.** Handle customer queries professionally and provide excellent customer service to build brand loyalty.
- GS7.** Adapt to changing market trends and customer preferences to keep products relevant.
- GS8.** Promote products through verbal communication, social media marketing, and participation in craft exhibitions.
- GS9.** Work independently and in teams to ensure efficient production and sales management.
- GS10.** Maintain accurate records of expenses, sales, and customer details for future business planning and growth.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Understanding Entrepreneurship in Willow Craft</i>	6	19	-	-
PC1. Discuss the role of a Willow Craft Artisan as both a skilled artisan and an entrepreneur, balancing creativity with business strategies.	2	5	-	-
PC2. Recognise the demand for eco-friendly handcrafted willow products in domestic and international markets.	1	5	-	-
PC3. Explain the importance of craftsmanship, quality, and innovation in building a strong customer base and business growth.	2	4	-	-
PC4. Identify how product uniqueness, cultural significance, and traditional weaving techniques add value to willow crafts.	1	5	-	-
<i>Product Development and Quality Control</i>	4	13	-	-
PC5. Identify common quality issues in willow products and apply techniques to improve durability, strength, and finish.	2	4	-	-
PC6. Demonstrate the ability to modify traditional designs to create innovative and customer-friendly products.	1	4	-	-
PC7. Perform quality checks at different production stages to minimise defects and enhance product appeal.	1	5	-	-
<i>Market Research and Customer Understanding</i>	4	9	-	-
PC8. Analyse market trends to identify the most in-demand willow craft products.	1	3	-	-
PC9. Recognise different customer preferences and tailor products to meet market demands.	2	2	-	-
PC10. Use customer feedback to improve product design, pricing strategies, and overall business performance.	1	4	-	-
<i>Cost and Resource Management</i>	3	12	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. Calculate production costs, including raw materials, labour, and transportation, to determine profitable selling prices.	1	5	-	-
PC12. Reduce material wastage by optimising weaving techniques and using sustainable raw material sourcing.	1	3	-	-
PC13. Manage inventory efficiently to ensure smooth production flow without overstocking or shortages.	1	4	-	-
<i>Legal Perspectives for Willow Craft Artisan</i>	8	10	-	-
PC14. Obtain the necessary business registration, such as GST registration, required Certification, and trade licenses to operate legally.	2	2	-	-
PC15. Understand copyright, trademark, and rights to protect unique willow craft designs and traditional techniques.	1	2	-	-
PC16. Ensure product quality and safety standards to avoid legal disputes and maintain customer trust under consumer protection laws.	2	2	-	-
PC17. Comply with taxation laws, including GST filing, invoicing, and maintaining proper financial records for business transparency.	2	2	-	-
PC18. Follow export documentation, customs regulations, and fair trade standards to expand business in international markets while ensuring ethical sourcing and labour practices.	1	2	-	-
<i>Sales, Marketing, and Business Growth</i>	5	7	-	-
PC19. Demonstrate how to market willow craft products through exhibitions, craft fairs, social media, and online platforms.	2	3	-	-
PC20. Show negotiation skills while dealing with suppliers and customers to ensure fair pricing and better profit margins.	3	4	-	-
NOS Total	30	70	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	HCS/N8528
NOS Name	Entrepreneurship skill for Willow Craft Artisan
Sector	Handicrafts and Carpet
Sub-Sector	Handicrafts (Products)
Occupation	Entrepreneur
NSQF Level	3
Credits	2
Version	1.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

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HCS/N9908: Working in a Team

Description

This unit is about working as part of a team in the process.

Elements and Performance Criteria

Commitment and trust

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

- PC1.** Be accountable to ones own role in whole process.
- PC2.** Perform all roles with full responsibility.

Communication

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

- PC3.** Report problems faced during the process.
- PC4.** Talk politely with other team members and colleagues.
- PC5.** Submit daily report of own performance.

Adaptability

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

- PC6.** Adjust in different work situations.
- PC7.** Give due importance to others point of view.
- PC8.** Avoid conflicting situations.

Creative freedom

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

- PC9.** Develop new ideas for work procedures
- PC10.** Improve upon the existing techniques to increase process efficiency

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** General rules and regulations in the sector.
- KU2.** Procedure followed to get the final output.
- KU3.** Safe working practices to be adopted.
- KU4.** Reporting to the supervisor or higher authority about any grievances faced.
- KU5.** Understanding the importance of the previous and next step of the process.
- KU6.** Process flow in the handicraft section.
- KU7.** Material sequence of flow.
- KU8.** Functions of different parts of product development.
- KU9.** Tools and equipments used.
- KU10.** Guidelines for operating the equipment.
- KU11.** Safety procedures to be followed as applicable.

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Generic Skills (GS)

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

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

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Commitment and trust</i>	7	15	-	-
PC1. Be accountable to ones own role in whole process.	4	8	-	-
PC2. Perform all roles with full responsibility.	3	7	-	-
<i>Communication</i>	10	18	-	-
PC3. Report problems faced during the process.	3	7	-	-
PC4. Talk politely with other team members and colleagues.	4	4	-	-
PC5. Submit daily report of own performance.	3	7	-	-
<i>Adaptability</i>	8	22	-	-
PC6. Adjust in different work situations.	3	7	-	-
PC7. Give due importance to others point of view.	3	7	-	-
PC8. Avoid conflicting situations.	2	8	-	-
<i>Creative freedom</i>	4	16	-	-
PC9. Develop new ideas for work procedures	2	6	-	-
PC10. Improve upon the existing techniques to increase process efficiency	2	10	-	-
NOS Total	29	71	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	HCS/N9908
NOS Name	Working in a Team
Sector	Handicrafts and Carpet
Sub-Sector	Paper Mache, Carpet, Hand Crocheted Textiles, Handicrafts (Agarbatti), Hand Crafted Textiles, Handicrafts (Bamboo)
Occupation	Procurement, Production, Processing, Designing, Finishing, Weaving, Traditional Hand Embroiderer, Master Hand Embroiderer, Hand Embroidery, Design Tracer, Embroidery Finishing, Hand Block Printer, Block Print Supervisor, Crochet Lace Maker, Master Crochet Lace Maker, Crochet Lace Tailor, Handmade Bamboo Agarbatti Stick Maker, Semi-Mechanized Bamboo Stick Maker, Automatic Stick Making M/C Operator, Hand Rolled Agarbatti Maker, Pedal Operated Machine Agarbatti Maker, Automatic Machine Rolled Agarbatti Maker, Agarbatti Perfume Applicator, Bamboo Processor and Dyer, Bamboo Mat Weaver, Handmade Bamboo Stick Maker (for Woven Mats), Bamboo Basket Maker, Bamboo Utility Handicraft Assembler, Bamboo Utility Product Tailor, Bamboo Artwork Maker.
NSQF Level	3
Credits	1
Version	1.0
Last Reviewed Date	07/10/2025
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Qualification Pack

HCS/N9945: Maintaining workplace health and safety

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

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- 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

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Assessment Criteria

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

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

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National Occupational Standards (NOS) Parameters

NOS Code	HCS/N9945
NOS Name	Maintaining workplace health and safety
Sector	Handicrafts and Carpet
Sub-Sector	
Occupation	Generic Handicrafts and Carpet
NSQF Level	3
Credits	1
Version	1.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

Qualification Pack

HCS/N9935: Maintain Personal Cleanliness

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

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- 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

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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	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HCS/N9935
NOS Name	Maintain Personal Cleanliness
Sector	Handicrafts and Carpet
Sub-Sector	Handicrafts (Ceramics), Handicrafts (Fashion Jewellery), Handicrafts (Stonecraft), Glassware, Metalware
Occupation	Generic Handicrafts and Carpet
NSQF Level	3
Credits	1
Version	1.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

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

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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

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- 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

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
<i>Constitutional values – Citizenship</i>	1	1	-	-
PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	1	3	-	-
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.	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC4. speak with others using some basic English phrases or sentences	-	-	-	-
<i>Communication Skills</i>	1	1	-	-
PC5. follow good manners while communicating with others	-	-	-	-
PC6. work with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	1	-	-
PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC8. report any issues related to sexual harassment	-	-	-	-
<i>Financial and Legal Literacy</i>	3	4	-	-
PC9. use various financial products and services safely and securely	-	-	-	-

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

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0101
NOS Name	Employability Skills (30 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	2
Credits	1
Version	1.0
Last Reviewed Date	18/12/2025
Next Review Date	18/12/2028
NSQC Clearance Date	18/12/2025

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.

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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/N8307.Carry out the process of making Willow Wicker Basket	30	70	-	-	100	40
HCS/N8528.Entrepreneurship skill for Willow Craft Artisan	30	70	-	-	100	20
HCS/N9908.Working in a Team	29	71	-	-	100	10
HCS/N9945.Maintaining workplace health and safety	30	70	-	-	100	10
HCS/N9935.Maintain Personal Cleanliness	30	70	-	-	100	10
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	10
Total	169	381	-	-	550	100

Qualification Pack

Acronyms

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

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Glossary

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

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