



### QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR HANDICRAFTS AND CARPET INDUSTRY

#### What are Occupational Standards(OS)?

OS describe what individuals need to do, know and understand in order to carry out a particular job role or function

OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

#### Contact Us:

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# Introduction Qualifications Pack- Carpet Weaver – Knotted

SECTOR: HANDICRAFTS AND CARPET

SUB-SECTOR: Carpet

**OCCUPATION:** Weaver

**REFERENCE ID:** HCS/Q5701

ALIGNED TO: NCO-2004/NIL

This role exists either as employed or contracted. The weaver could also be a member of a co-operative or self help group.

**Brief Job Description:** This job holder weaves the carpet using different knotting technique as per the design document received from proper authorities along with the consumables like warp yarn, weaving yarn, etc. The job holder may also have to install the loom, make the warp structure and set the warp in the loom as per requirement and work singley or jointly with other weavers. After weaving, the woven carpet is given to the relevant team for further processing.

**Personal Attributes:** Needs to be quality conscious, alert and physically active as well as capable to sit in position and work meticulously for long hours. Should be able to work as per instructions given, be responsible for own outcomes and work in a team.







Qualifications Pack Code		HCS/Q5704	
Job Role	Car	pet Weaver – Knotted	
Credits	TBD	Version number	1.0
Sector	Handicrafts and Carpet	Drafted on	03/08/16
Sub-sector	Carpet	Last reviewed on	03/08/16
Occupation	Weaving	Next review date	03/08/18
NSQC Clearance on		NA	

Job Role	Carpet Weaver – Knotted	
Role Description	The person should be able to weave the carpet using different knotting technique as per the design document received, install loom, make warp structure and set the warp in the loom and weave the carpet using cotton, wool or silk yarn.	
NSQF level	4	
Minimum Educational Qualifications	5 <sup>th</sup> Standard pass, peferably	
Maximum Educational Qualifications	NA	
<b>Training</b> (Suggested but not mandatory)	ΝΑ	
Minimum Job Entry Age	18 Years	
Experience	NA	
Applicable National Occupational Standards (NOS)	<ul> <li>Compulsory: <ol> <li>HCS/N5708 Install loom for knotted carpet weaving</li> <li>HCS/N5709 Prepare warp structure for knotted carpet weaving and fix into the loom</li> <li>HCS/N5710 Perform knotted carpet weaving as per a range of designs</li> <li>HCS/N9907 Receive, track and handle payments as per work done</li> <li>HCS/N9908 Use basic health and safety practices while weaving carpets</li> <li>CSC/N1336 Work effectively with others</li> </ol> </li> <li>Optional: NA</li> </ul>	
Performance Criteria	As described in the relevant OS units	





Keywords /Terms	Description
Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the NOS, these include communication related skills that are applicable to most job roles.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of NOS.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in the Indian context
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Organisational Context	Organisational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
Qualifications Pack(QP)	Qualifications Pack comprises the set of NOS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Scope	Scope is the set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on the quality of performance required.
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-Sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Sub-functions	Sub-functions are sub-activities essential to fulfil the achieving the objectives of the function.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Unit Code	Unit Code is a unique identifier for a NOS unit, which can be denoted with an 'N'
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.



#### Qualifications Pack For Carpet Weaver – Knotted



Keywords /Terms	Description
NSQF	National Skill Qualification Framework
NOS	National Occupational Standards
PPE	Personal Protective Equipment



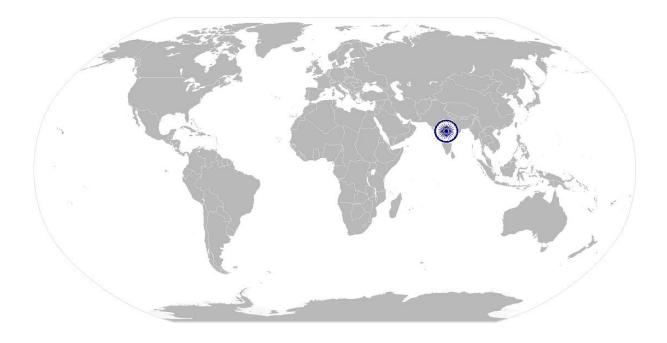




HCS/N5708

Install loom for knotted carpet weaving

# National Occupational Standard



#### **Overview**

This unit is about installation and commissioning of the vertical loom for knotted carpet weaving







### Install loom for knotted carnet weaving

workplacePC3.identify job-site hazardous work a crigitate possible causes of risk or accident in the workplace Hazards: Balancing of the loom that can be heavy, using sharp or heavy tools and nails, working in confined spaces, etc. PC4.Organize for and take care of warp making tools and materialsThe user/individual on the job should be able to: PC5.PC6.prepare the tools appropriately for usage Appropriately: e.g. safely, cleanly, using right accessories, ensuring all parts are well maintained and functional, right sharpness, etc.PC7.identify any damage or malfunctioning of the tools PC8.Prepare for installing the loomThe user/individual on the job should be able to: PC9.Prepare for installing the loomThe user/individual on the job should be able to: PC6.PC7.identify any damage or malfunctioning of the tools PC8.PC8.use appropriate care procedures for routine maintenance or for troubleshootingPrepare for installing the loomThe user/individual on the job should be able to: PC9.PC9.receive the packaged loom from a valid source along with picture guide for installation PC10.PC10.extract key information from the picture guide for installation of the loom PC11. cross check that all the parts as mentioned in the guide have been received PC12. check that all the parts are intact and not damaged in any way PC13. communicate to the contact person as per the contact person details	HCS/N5708	Install loom for knotted carpet weaving	
Install loom for knotted carpet weaving           Description         This unit prepares the learner to install and commission vertical loom for knotted carpet weaving. The loom is usually made of wood, and its width depends on the desired width of the carpet to be produced.           Scope         This unit/task covers the following:           •         Work safely           •         Organize for and take care of loom installation tools and materials           •         Prepare for installing the loom for knotted carpet weaving           •         Install the loom for knotted carpet weaving           •         Install the loom for knotted carpet weaving           •         Check and ensure that the loom is secure and aligned correctly           Performance Criteria         Performance Criteria           Work safely         The user/individual on the job should be able to:           PC1.         use adequate footwear to save from stepping on sharp objects           PC2.         state the name and location of people responsible for health and safety in the workplace           PC3.         identify job-site hazardous work act ate possible causes of risk or accident in the workplace           Organize for and take care of warp making tools and materials used in installing a loom for knotted carpet weaving           corso us tafe working practices while dealing with hazards to ensure the safety of self and others           Organize for and take care of warp making toob	Unit Code	HCS/N5708	
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PC13. communicate to the contact person as per the contact person details		· · ·	
mentioned in the order description in case there is a discrepancy			







HCS/N5708	Install loom for knotted carpet weaving		
Install the loom for	The user/individual on the job should be able to:		
knotted carpet	PC14. assemble the parts of the loom as per instructions provided in the picture		
weaving	guide		
	PC15. setup the loom and fix it securely as per instructions		
	PC16. fix the interlocking mechanism correctly		
	PC17. check alignment using plumb and level		
	PC18. make a few inches of warp and fix the warp structure correctly on the loom		
	PC19. perform a sample weft and interlocking weaving and adjust the parts to		
	ensure that there are no problems in weaving		
	PC20. handle problems with respect to loom installation or alignment during		
	weaving		
Knowledge and Unders	standing (K)		
A. Organizational	The user/individual on the job needs to know and understand:		
Context	KA1. legislation, standards, policies, and procedures followed in the company		
(Knowledge of the	relevant to own employment and performance conditions		
company /	KA2. relevant health and safety requirements applicable in the work place		
organization and	KA3. importance of following health, hygiene, safety and quality standards and the		
its processes)	impact of not following the standards on consumers and the business		
its processes)	KA4. own job role and responsibilities and sources for information pertaining to		
	employment terms, compensation, job role and responsibilities		
	KA5. relevant people and their responsibilities within the work area		
	KA6. who to approach for support in order to obtain work related instructions,		
	clarifications and support		
	KA7. various categories of people that one is required to communicate and co- ordinate with in the organization		
	KA8. documentation and related procedures applicable in the context of		
	employment and work		
B. Technical	The user/individual on the job needs to know and understand:		
Knowledge	KB1. various types of knotted weaving loom		
Kilowicuge	KB2. parts of a knotted weaving loom and their functions		
	KB3. assembly sequence for assembling a knotted weaving loom		
	KB4. importance of checking alignment		
	KB5. precautions to be taken while installing a loom		
	KB6. importance of securing the equipment during and after work and keeping the		
	work area tidy and clutter free		
Skills (S)			
A. Core Skills/	Writing Skills		
Generic Skills	The user/ individual on the job needs to know and understand how to:		
	SA1. fill logs, forms and formats in local or English language for recording		
	production figures, quality related information, tool and material care and		
	maintenance related information, etc.		
	SA2. take notes in any language of instructions received from supervisor		
	Reading Skills		
	The user/individual on the job needs to know and understand how to:		
	SA3. read to differentiate the various types of yarn and their colour codes		
	SA4. read the terminology provided in the design document in local or English		







HCS/N5708	Install loom for knotted carpet weaving		
	language		
	SA5. read and correctly interpret simple instructions from supervisor provided in		
	local or English language		
	SA6. Read and correctly interpret own notes written in any language		
	Oral Communication (Listening and Speaking skills)		
	The user/individual on the job needs to know and understand how to:		
	SA7. inform supervisor or team members of discrepancies; non-standard output;		
	design document or tools and material related issues; or any problems in any language understood locally		
	SA8. take instructions completely so that no instruction is missed or misunderstood		
	SA9. seek clarification and understanding where instructions are not clear in any language understood locally		
	SA10. use common knotted carpet related terms and jargons where required		
B. Professional Skills	Decision Making		
	The user/individual on the job needs to know and understand how to:		
	SB1. when faced with difficult decisions seek clarification from the supervisor and		
	understand the parameters used by the supervisor to arrive at the decision		
	Plan and Organize		
	The user/individual on the job needs to know and understand how to:		
	SB2. plan and organize own work in a way that all activities are completed in time and as per specifications		
	Customer Centricity		
	The user/individual on the job needs to know and understand how to:		
	SB3. interpret contractor or client's work requirements and other weaving related specifications correctly		
	SB4. provide contractor or client with all relevant weaving information includir		
	delivery timelines, work requirements, feasibility and available support		
	SB5. deliver quality output and maintain long term business relationship with		
	contractors or clients		
	Problem Solving		
	The user/individual on the job needs to know and understand how to:		
	SB6. determine timely correction of errors to overcome redoing of work		
	Analytical Thinking		
	The user/individual on the job needs to know and understand how to: NA		
	Critical Thinking		
	The user/individual on the job needs to know and understand how to: NA		





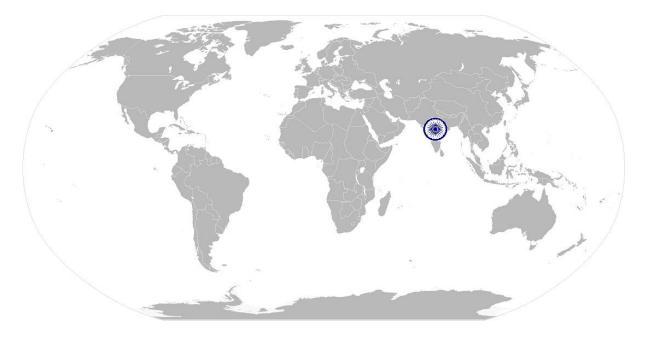


HCS/N5708

Install loom for knotted carpet weaving

## **NOS Version Control**

NOS Code	HCS/N5708		
Credits	TBD	Version number	1.0
Industry	Handicrafts and Carpet	Drafted on	03/08/16
Industry Sub-sector	Carpets	Last reviewed on	03/08/16
Occupation	Weaving	Next review date	03/08/18

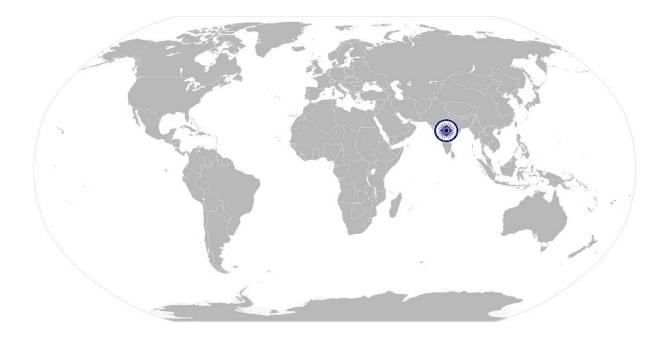








# National Occupational Standard



#### **Overview**

This unit is about preparing the warp structure for knotted carpet weaving as per the requirements of the design document and then fixing it and aligning it with the loom.







Unit Code	HCS/N5709
Unit Title (Task)	Prepare warp structure for knotted carpet weaving and fix into the loom
Description	This unit prepares the learner to make a warp structure for knotted carpet weaving as per the requirements such as dimensions of the carpet, knots per inch required, type of yarn to be used, etc. which the learner will have to identify and make the warp accordingly from the design document and then fix it and align it with the loom.
Scope	<ul> <li>This unit/task covers the following:</li> <li>Work safely</li> <li>Organize for and take care of warp making tools and materials</li> <li>Prepare for warp making</li> <li>Make the warp structure as per the design</li> <li>Check and ensure that the dimensions of the warp is as per the design</li> <li>Fix the and align warp to the loom</li> </ul>

#### Performance Criteria(PC) w.r.t. the Scope

Element	Performance Criteria	
Work safely	<ul> <li>To be competent, the user/individual on the tob must be able to:</li> <li>PC1. use protective mask for protection from inhaling cotton and wool dust and adequate footwear to save from stepping on sharp objects,</li> <li>PC2. state the name and location of people responsible for health and safety in the workplace</li> <li>PC3. identify job-site hazardous work and state possible causes of risk or accident in the workplace</li> <li>Hazards: Inhaling cotton and wool dust, awkward positions, poorly designed tools, repetitive movements, and stressful working conditions including insufficient rest periods, inadequate lighting and poor temperature control, sharp/pointed tools like the knife or wooden comb</li> <li>PC4. carry out safe working practices while dealing with hazards to ensure the safety of self and others</li> </ul>	
Organize for and take	To be competent, the user/individual on the job must be able to:	
care of warp making	PC5. identify various tools and materials used in carpet weaving	
tools and materials	PC6. prepare the tools appropriately for usage Appropriately: e.g. safely, cleanly, using right accessories, ensuring all parts	
	are well maintained and functional, right sharpness, etc.	
	PC7. identify any damage or malfunctioning of the tools	
	PC8. use appropriate care procedures for routine maintenance or for	
	troubleshooting	







	warp structure for knotted carpet weaving and fix into the loom
Prepare for warp	To be competent, the user/individual on the job must be able to:
making	PC9. receive order pack containing processed and dyed raw material, design and description of the work from a valid source
	PC10. extract key information from the design graph and order description
	Key information: Dimensions of the carpet, type of tana to be built(8 or 12 or 16 threads per inch etc.)
	PC11. read and interpret the terminology used on the design map in local language
	or English
	Terminology: e.g. warp (tana), knot, weft (thera), start point (kanni), etc.
	PC12. read and extract key information in order description in local language and English
	Key Information: e.g. timelines, contact person details, etc.
	PC13. check the map for any inconsistency or missing information
	PC14. cross check the raw material given with the description given in the order
	pack and coding given in the design map
	PC15. communicate to the contact person as per the contact person details
	mentioned in the order description in case there is a discrepancy or doubt in
	the map or raw material received
	PC16. spool the warp yarn neatly into easily unwindable spools
Make the warp	To be competent, the user/individual on the job must be able to:
structure as per the	PC17. select the warp yarn as per the requirement of the order
specifications of the	PC18. determine the yardage of yarn required from the dimension details and
design	threads per inch mentioned in the order design and check availability
	PC19. mark the start and end point on the loom structure as per the dimensions of
	the carpet to be woven leaving an allowance of
	PC20. wind the warp yarn on the warp frame for a standing loom as per strings per
	inch indicated in the design document
	Strings per inch range: 8 to 24 strings
	PC21. count no of warp strings and ensure accuracy as per requirement calculated
	from order design intermittently and in the end
Check and ensure	To be competent, the user/individual on the job must be able to:
that the dimensions	PC22. check and ensure that the dimensions of the warp are as per the design
of the warp is as per the design	PC23. perform corrections in case of errors that can be rectified without redoing the warp structure
0	PC24. unravel and redo warp in case error can be rectified by redoing the warp
	structure
	PC25. inform senior or supervisor in case of error that cannot be rectified at own
	level
Fix and align the	To be competent, the user/individual on the job must be able to:
warp to the loom	PC26. fix the warp structure on the loom safely and securely
	PC27. check vertical alignment using a plumb and adjust accordingly
	PC28. check horizontal alignment using a chalk and thread and adjust accordingly
	PC29. insert 2 weft yarns as a precautionary measure before starting the weaving
	part







Knowledge and Understanding (K)			
A. Organizational Context (Knowledge of the company / organization and its processes)	<ul> <li>The user/individual on the job needs to know and understand:</li> <li>KA1. legislation, standards, policies, and procedures followed in the company relevant to own employment and performance conditions</li> <li>KA2. relevant health and safety requirements applicable in the work place</li> <li>KA3. importance of following health, hygiene, safety and quality standards and the impact of not following the standards on consumers and the business</li> <li>KA4. own job role and responsibilities and sources for information pertaining to employment terms, compensation, job role and responsibilities</li> <li>KA5. relevant people and their responsibilities within the work area</li> <li>KA6. who to approach for support in order to obtain work related instructions, clarifications and support</li> <li>KA7. various categories of people that one is required to communicate and coordinate with in the organization</li> <li>KA8. documentation and related procedures applicable in the context of</li> </ul>		
B. Technical Knowledge	<ul> <li>employment and work</li> <li>The user/individual on the job needs to know and understand:</li> <li>KB1. various types of materials used in warp making of knotted carpet weaving and their handling process</li> <li>KB2. various tools used in warp making of knotted carpet weaving and their functions</li> <li>KB3. care procedures for routine maintenance or for troubleshooting</li> <li>KB4. valid sources of receiving the design order, e.g. employer(with valid appointment letter or service agreement), contractor(with valid contract), client(with signed job order and advance payment as agreed), etc.</li> <li>KB5. various features in the design map</li> <li>KB6. how to use a design map</li> <li>KB7. information available in the design map</li> <li>KB8. terminology used in the design map</li> <li>KB9. importance of checking the map and cross-checking raw material before starting work</li> <li>KB10. what to check in the map</li> <li>KB11. purpose of warp and its features</li> <li>KB12. the process of building the warp structure for a standing loom</li> <li>KB13. difference in process for building the warp structure for a vertical or flat loom</li> <li>KB14. how to determine the number of rows of warp threads with the help of the carpet dimensions and strings per inch mentioned in the order design</li> <li>KB16. precautions to be taking while making the warp structure</li> <li>KB17. importance of checking dimensions intermittently and in the end of the weaving</li> <li>KB18. precautions to be taken while checking</li> <li>KB19. how to ensure that the warp is secure and upright while fixing it on the loom</li> <li>KB20. importance of securing the equipment during and after work and keeping the work area tidy and clutter free</li> </ul>		







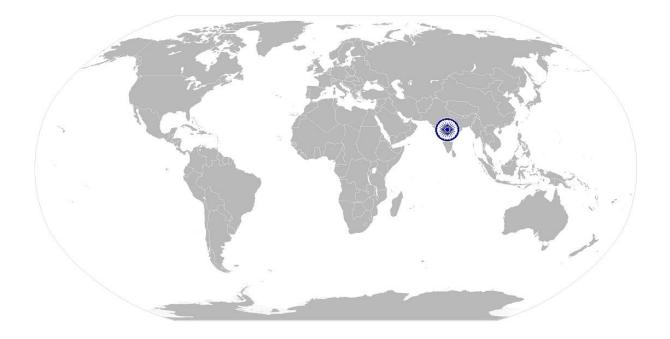
	ills (S)	warp structure for knotled carpet weaving and fix into the foom				
Α.	Core Skills/	Writing Skills				
Generic Skills		<ul> <li>The user/ individual on the job needs to know and understand how to:</li> <li>SA1. fill logs, forms and formats in local, Hindi or English language for recording production figures, quality related information, tool and material care and maintenance related information, etc.</li> <li>SA2. take notes in any language of instructions received from supervisor</li> <li>Reading Skills</li> </ul>				
		<ul> <li>The user/individual on the job needs to know and understand how to:</li> <li>SA3. read to differentiate the various types of yarn and their colour codes</li> <li>SA4. read the terminology provided in the design document in local, Hindi or English language</li> <li>SA5. read and correctly interpret simple instructions from supervisor provided in local, Hindi or English language</li> <li>SA6. read and correctly interpret own notes written in any language</li> </ul>				
		<ul> <li>Oral Communication (Listening and Speaking skills)</li> <li>The user/individual on the job needs to know and understand how to:</li> <li>SA7. inform supervisor or team members of discrepancies; non-standard output; design document or tools and material related issues; or any problems in any language understood locally</li> <li>SA8. take instructions completely so that to instruction is missed or misunderstood</li> <li>SA9. seek clarification and understanding where instructions are not clear in any language understood locally</li> <li>SA10. use common knotted carpet related terms and jargons where required</li> </ul>				
В.	Professional Skills	Decision Making				
		<ul> <li>The user/individual on the job needs to know and understand how to:</li> <li>SB1. use the quality parameters to take decisions on whether to redo or rectify errors during warp making</li> <li>SB2. when faced with difficult decisions seek clarification from the supervisor and understand the parameters used by the supervisor to arrive at the decision</li> <li>Plan and Organize</li> <li>The user/individual on the job needs to know and understand how to:</li> <li>SB3. plan and organize own work in a way that all activities are completed in time and as per specifications</li> <li>Customer Centricity</li> <li>The user/individual on the job needs to know and understand how to:</li> <li>SB4. interpret contractor or client's work requirements and other weaving related specifications correctly</li> <li>SB5. provide contractor or client with all relevant weaving information including delivery timelines, work requirements, feasibility and available support</li> <li>SB6. deliver quality output and maintain long term business relationship with contractors or clients</li> </ul>				







Problem Solving
The user/individual on the job needs to know and understand how to: SB7. determine timely correction of errors to overcome redoing of work
Analytical Thinking
NA
Critical Thinking
NA



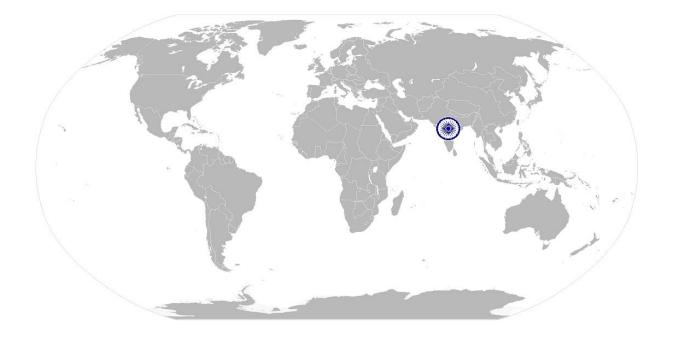






### **NOS Version Control**

NOS Code	HCS/N5709		
Credits	TBD	Version number	1.0
Industry	Handicrafts and Carpet	Drafted on	03/08/16
Industry Sub-sector	Carpet	Last reviewed on	03/08/16
Occupation	Weaving	Next review date	03/08/18

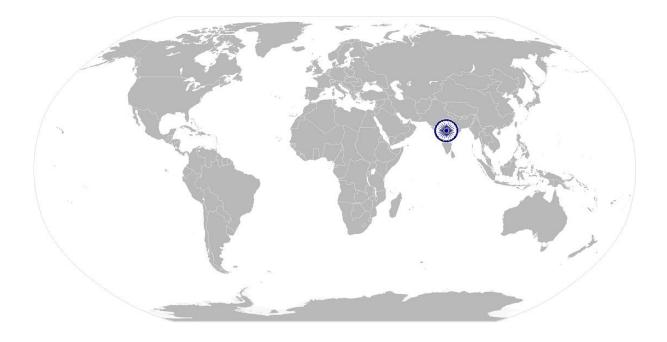








# National Occupational Standard



#### **Overview**

This unit is about weaving the carpet using various knotting techniques as per a range of designs.







Unit Code	HCS/N5710			
Unit Title (Task)	Perform advanced knotted carpet weaving as per a range of designs			
Description	This unit prepares the learner to weave knotted carpets using Persian (Sennah) and Turkish knotted techniques using single weft or double weft as per the requirements of the design document received from proper authorities along with the consumables like cotton, wool or silk warp yarn and weaving yarn, etc. After weaving, the woven carpet is given to the relevant team for further processing.			
Scope	<ul> <li>This unit/task covers the following:</li> <li>Work safely</li> <li>Organize for and take care of knotted carpet weaving tools and materials</li> <li>Prepare for knotted carpet weaving</li> <li>Perform Knotted weaving using various techniques as per the design</li> <li>Jointly perform knotted weaving as per the design</li> <li>Check and ensure that the dimensions and design of the carpet is as per the design</li> <li>Remove the woven carpet material from the warp structure and hand over to relevant people</li> </ul>			

Performance Criteria(PC) w.r.t. the Scope			
Element	Performance Criteria		
Work safely	<ul> <li>To be competent, the user/individual on the job must be able to:</li> <li>PC1. use protective mask for protection from inhaling cotton and wool dust and adequate footwear to save from stepping on sharp objects,</li> <li>PC2. state the name and location of people responsible for health and safety in the workplace</li> <li>PC3. identify job-site hazardous work and state possible causes of risk or accident in the workplace</li> <li>Hazards: Inhaling cotton and wool dust, awkward positions, poorly designed tools, repetitive movements, and stressful working conditions including insufficient rest periods, inadequate lighting and poor temperature control, sharp/pointed tools like the knife or wooden comb</li> <li>PC4. carry out safe working practices while dealing with hazards to ensure the safety of self and others</li> <li>Safe working practices: Use of mouth mask; correct posture; availability of adequate natural light and cross ventilation; care for hygiene and sanitation; adequate resting periods(approx half hour break after every 3 hours of work); correct and safe use of tools; etc.</li> </ul>		
Organize for and take care of knotted carpet weaving tools and materials	To be competent, the user/individual on the job must be able to: PC5. identify various tools and materials used in carpet weaving Tools: Iron screw/chain to tighten or roll warp or weft; specialized knife to cut pile; specialized scissors that cuts fixed pile height; simple scissors; wooden comb tool(panja) as per the quality of carpet and user strength for knocking		







ncs/115/10 Periorm	advanced knotted carpet weaving as per a range of designs
	<ul> <li>threads into place; inch tape to measure dimensions, chalk and thread to check horizontal alignment; plumb or level to check vertical alignment; lever to roll the carpet down;</li> <li>PC6. prepare the tools appropriately for usage Appropriately: e.g. safely, cleanly, using right accessories, ensuring all parts are well maintained and functional, right sharpness, etc.</li> <li>PC7. identify any damage or malfunctioning of the tools</li> <li>PC8. use appropriate care procedures for routine maintenance or for simple troubleshooting</li> </ul>
Prepare for knotted	To be competent, the user/individual on the job must be able to:
carpet weaving	<ul> <li>PC9. receive order pack containing processed and dyed raw material, design and description of the work from a valid source</li> <li>PC10. extract key information from the design graph and order description Key information: Colour/raw material code; where to start; dimensions of the carpet; type of design (simple/complex, repeat patterns/single pattern, geometrical/traditional/modern, etc.); repeat patters; type of tana (8 threads per inch, 16 threads per inch etc.)</li> <li>PC11. read and interpret the terminology used on the design map in local language or English</li> <li>Terminology: e.g Warp(Tana), Knot, Weft (Thera), Start point (Kanni), etc.</li> <li>PC12. read and extract key information in order description in local language and English</li> <li>Key Information: e.g. timelines, contact person details, etc.</li> <li>PC13. check the map for any inconsistency or missing information</li> <li>PC14. cross check the raw material given with the description given in the order pack and coding given in the design map</li> <li>PC15. communicate to the contact person as per the contact person details mentioned in the order description in case there is a discrepancy or doubt in the map or raw material received</li> </ul>
Perform Knotted	To be competent, the user/individual on the job must be able to:
weaving using	PC16. perform checks on all equipment before starting the weaving
various techniques as per the design	<ul> <li>Checks: e.g. check the warp to ensure that it is neither too loose nor too tight; cross check dimensions of the warp and threads per inch as per the design requirements; check loom alignment using plumb and chalk and thread; check curved knife have right sharpness, etc.</li> <li>PC17. rectify problems that are within owns control and seek help if unable to resolve the problem Problem rectification: e.g. adjust the warp to right tightness; redo the warp (partially or completely as the case may be), is there is any error that cannot be corrected otherwise; adjust the loom to correct position and uprightness; Sharpen knife if blunt, etc.</li> <li>PC18. wind the yarn into spools or rolls that can easily unwind</li> <li>PC19. set the yarn spools or rolls on the spool rack attached to the warp structure in the form of a beam or rope to keep them from getting tangled or stuck</li> <li>PC20. sit comfortably on the bench and position self in such a way that the weaving can be done without straining oneself</li> <li>PC21. tie knots using various knotting techniques on the warp threads with the correct yarn and in the correct sequence as per a range of designs</li> </ul>







HCS/N5710 Perform	advanced knotted carpet weaving as per a range of designs
Lointly porform	<ul> <li>Knotting techniques: persian (sennah), turkish knot, single weft weaving, double weft weaving, single warp weaving, double warp weaving, open on the left, open on the right</li> <li>Range of designs: Modern, traditional (medallion, flower, border, field), geometric, intricate motifs, using upto 10 colours</li> <li>PC22. insert thicker yarn as a weft (thera) horizontally over each row of knots</li> <li>PC23. use the interlocking beam that causes the front and back threads of the warp structure to get interchanged after every weft</li> <li>PC24. knock the three rows together (row of knots, weft and interlocking) with the help of a wooden comb tool (panja) to set them tightly</li> <li>PC25. weave uptill 16x16 knots per square inch with a minimum tolerance level of 1 knot per 50 square inches</li> <li>PC26. perform knotted weaving using cotton, wool or silk yarn</li> <li>PC27. join threads neatly and tightly when broken</li> <li>PC28. roll the woven area downwards after around 1 feet of weaving in order to keep the last woven row at accessible height</li> <li>PC29. weave weft and interlocking rows at the beginning and end of the weaving as required by the design.</li> </ul>
Jointly perform Persian knotted	To be competent, the user/individual on the job must be able to: PC30. weave simultaneously with other weavers on the same warp and design by
weaving as per the	dividing up the design
design	PC31. convert design into verbal instructions that can be recited (chalta-front,
	<ul> <li>bachcha-back, dhal-up, the colour code or as per an equivalent of the taalim)</li> <li>PC32. recite the design verbally when working simultaneously on a repetitive pattern</li> <li>PC33. provide feedback and solutions to junior weavers when they are faced with weaving related problems</li> <li>PC34. identify errors in weaving and suggest remedial measures where possible</li> </ul>
Check and ensure that the dimensions	To be competent, the user/individual on the job must be able to: PC35. check and ensure that the dimensions and design of the carpet weaving is as
and design of the	per the design
carpet is as per the	PC36. perform corrections in case of errors that can be rectified without redoing the
design	weaving PC37. unravel and redo weaving in case error can be rectified by redoing the last few rows of weaving
	PC38. inform senior or supervisor in case of error that cannot be rectified at own level
Remove the woven	To be competent, the user/individual on the job must be able to:
carpet material from the warp structure	PC39. cut and remove the woven carpet material from the warp frame without damaging or dirtying it
and hand over to	PC40. roll, pack and dispatch to the relevant authority as mentioned in the order
relevant people	description along with remaining raw material
	PC41. secure the weaving equipment to keep it safe, dry and dirt free
	PC42. keep the work area tidy and clutter free







Knowledge and Unders	standing (K)			
A. Organizational         The user/individual on the job needs to know and understand:				
Context (Knowledge of the company / organization and its processes)	<ul> <li>KA1. relevant legislation, standards, policies, and procedures followed in the company relevant to own employment and performance conditions</li> <li>KA2. relevant health and safety requirements applicable in the work place</li> <li>KA3. own job role and responsibilities and sources for information pertaining to employment terms, entitlements, job role and responsibilities</li> <li>KA4. reporting structure, inter-dependent functions, lines and procedures in the work area</li> <li>KA5. who to approach for support in order to obtain work related instructions, clarifications and support</li> <li>KA6. importance of following health, hygiene, safety and quality standards and the impact of not following the standards on consumers and the business</li> <li>KA7. relevant people and their responsibilities within the work area</li> <li>KA8. escalation matrix and procedures for reporting work and employment related issues</li> </ul>			
	KA9. documentation and related procedures applicable in the context of employment and work			
B. Technical Knowledge	<ul> <li>The user/individual on the job needs to know and understand:</li> <li>(KB1. various types of materials used in knotted carpet weaving and their handling process</li> <li>(KB2. various tools used in knotted carpet weaving and their functions</li> <li>(KB3. care procedures for routine maintenance or for troubleshooting</li> <li>(KB4. valid sources of receiving the design order, e.g. employer(with valid appointment letter or service agreement), contractor(with valid contract), client(with signed job order and advance payment as agreed), etc</li> <li>(KB5. various features in the design map</li> <li>(KB6. how to use a design map</li> <li>(KB7. design map information available in the</li> <li>(KB8. terminology used in the design map</li> <li>(KB9. importance of checking the map and cross checking raw material before starting work</li> <li>(KB10. what to check in the design map</li> <li>(KB11. what is warp and its function</li> <li>(KB12. how to determine the number of rows of warp threads with the help of the carpet dimensions and strings per inch mentioned in the order design</li> <li>(KB13. importance of each of the checks performed before starting and the consequences if the check is not performed</li> <li>(KB14. various types of carpet weaving and knotting techniques,</li> <li>(KB15. various knotting techniques and their characteristics</li> <li>(KB16. various design types and related terminologies</li> <li>(KB17. importance of referring to the design while knotting</li> <li>(KB18. how to use the wooden comb tool to knocking the woven section tightly together</li> <li>(KB2. various to be taking while weaving</li> <li>(KB2. benefits of joint weaving, KB22. benefits of joint weaving, KB23. when is joint weaving possible</li> </ul>			







HCS/N5710 Perform	advanced knotted carpet weaving as per a range of designs
	<ul> <li>KB24. how to convert a design into verbal instructions that can be recited</li> <li>KB25. how to reciting the design (Boli bolna, Taalim padhna or its equivalent)</li> <li>KB26. terminology used while reciting the design</li> <li>KB27. care to be taking while joint weaving</li> <li>KB28. what to check (intermittently and in the end of the weaving)</li> <li>KB29. types of common weaving errors and what can be done to minimize them or resolve them</li> <li>KB30. importance of checking dimensions intermittently and in the end of the weaving</li> <li>KB31. how to check the dimensions and design of the woven carpet material</li> <li>KB32. precautions to be taken while checking</li> <li>KB33. how to removing the woven material from the warp</li> <li>KB34. importance of securing the equipment and keeping the work area tidy and clutter free</li> </ul>
Skills (S)	
A. Core Skills/	Writing Skills
Generic Skills	<ul> <li>The user/ individual on the job needs to know and understand how to:</li> <li>SA1. fill logs, forms and formats in local, Hindi or English language for recording production figures, quality related information, tool and material care and maintenance related information, etc.</li> <li>SA2. take notes in any language of instructions received from supervisor</li> <li>Reading Skills</li> <li>The user/individual on the job needs to know and understand how to:</li> <li>SA3. read to differentiate the various types of yarn and their colour codes</li> <li>SA4. read the terminology provided in the design document in local, Hindi or English language</li> <li>SA5. read and correctly interpret simple instructions from supervisor provided in local, Hindi or English language</li> <li>SA6. read and correctly interpret own notes written in any language</li> <li>Oral Communication (Listening and Speaking skills)</li> <li>The user/individual on the job needs to know and understand how to:</li> </ul>
	<ul> <li>The user/individual on the job needs to know and understand how to:</li> <li>SA7. inform supervisor or team members of discrepancies; non-standard output; design document or tools and material related issues; or any problems in any language understood locally</li> <li>SA8. take instructions completely so that no instruction is missed or misunderstood</li> <li>SA9. seek clarification and understanding where instructions are not clear in any language understood locally</li> <li>SA10. use common knotted carpet related terms and jargons where required</li> </ul>
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. use the quality parameters to take decisions on whether to redo or rectify errors during weaving







in advanced knotted carpet weaving as per a range of designs		
SB2. when faced with difficult decisions seek clarification from the supervisor and understand the parameters used by the supervisor to arrive at the decision		
Plan and Organize		
The user/individual on the job needs to know and understand how to: SB3. plan and organize own work in a way that all activities are completed in time and as per specifications		
Customer Centricity		
The user/individual on the job needs to know and understand how to: SB4. interpret contractor or client's work requirements and other weaving related specifications correctly		
<ul> <li>SB5. provide contractor or client with all relevant weaving information including delivery timelines, work requirements, feasibility and available support</li> <li>SB6. deliver quality output and maintain long term business relationship with contractors or clients</li> </ul>		
Problem Solving		
The user/individual on the job needs to know and understand how to: SB7. determine timely correction of errors to overcome redoing of work		
Analytical Thinking		
NA		
Critical Thinking		
NA		

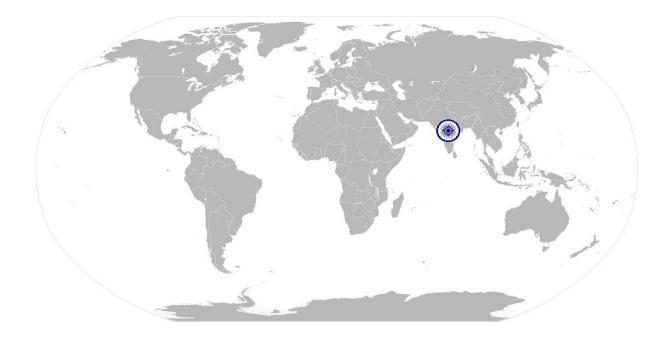






# HCS/N5710 Perform advanced knotted carpet weaving as per a range of designs **NOS Version Control**

NOS Code	HCS/N5710		
Credits	TBD	Version number	1.0
Industry	Handicrafts and Carpet	Drafted on	03/08/16
Industry Sub-sector	Carpet	Last reviewed on	03/08/16
Occupation	Weaving	Next review date	03/08/18



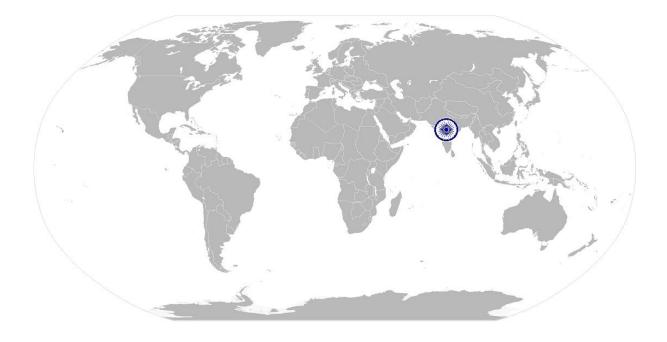






HCS/N9907 Receive, track and handle payments as per work done

# National Occupational Standard



#### **Overview**

This unit is about receiving, tracking and handling payments received for contractual or freelance work.







#### HCS/N9907

Receive, track and handle payments as per work done

Unit Code	HCS/N9907		
Unit Title (Task)	Receive, track and handle payments as per work done		
Description	This OS unit covers competencies required by a worker working on a contractual or freelance basis to receive, track and handle payments as per the work done. It also gives inputs on how payments are calculated so that they understand the basis of payments and deductions.		
	This is relevant for people with low levels of numeracy and literacy.		
Scope	This unit/task covers the following:		
	Receive, track and handle payments as per work done		
Performance Criteria(	PC) w.r.t. the Scope		
Element	Performance Criteria		
Receive, track and handle payments as per work done	<ul> <li>To be competent, the user/individual on the job must be able to:</li> <li>PC1. cross check if the correct amount has been received as per the work agreement and/or agreed basis of payment</li> <li>PC2. keep track of expenses and payments</li> <li>PC3. follow up for non-receipt of payment with the appropriate authorities</li> <li>PC4. open a bank account and perform basic operations</li> <li>Basic operations: withdrawing of money from ATM or by cheque, checking account balance from ATM or branch, tracking transactions in a bank statement, depositing cash or cheque in a bank</li> </ul>		
Knowledge and Under	standing (K)		
A. Organizational Context (Knowledge of the company / organization and its processes)	<ul> <li>The user/individual on the job needs to know and understand:</li> <li>KA1. relevant legislation, standards, policies, and procedures followed in the company</li> <li>KA2. relevant health and safety requirements applicable in the work place</li> <li>KA3. own job role and responsibilities and sources for information pertaining to employment terms, entitlements, job role and responsibilities</li> <li>KA4. reporting structure, inter-dependent functions, lines and procedures in the work area</li> <li>KA5. who to approach for support in order to obtain work related instructions, clarifications and support</li> <li>KA6. importance of following health, hygiene, safety and quality standards and the impact of not following the standards on consumers and the business</li> <li>KA7. relevant people and their responsibilities within the work area</li> <li>KA8. escalation matrix and procedures for reporting work and employment related issues</li> <li>KA9. documentation and related procedures applicable in the context of employment and work</li> </ul>		







**National Occupational Standards** 

HCS/N9907 Re	eceive, track and handle payments as per work done			
B. Technical	The user/individual on the job needs to know and understand:			
Knowledge	KB1. basis of payment for carpet making			
· ·	KB2. modes of receiving payment			
	KB3. importance of keeping track of expenses and payments			
	KB4. how to handle non-receipt of payment			
	KB5. handling a bank account			
	KB6. importance of saving for the future			
	· · ·			
	KB7. various options for micro savings			
	KB8. what is Provident Fund, basis of PF deductions and how to claim PF amount			
Skills (S)				
A. Core Skills/	Writing Skills			
Generic Skills				
Generic Skiiis	The user/individual on the job needs to know and understand how to:			
	SA1. fill bank and PF related forms, write a cheque in regional language, Hindi or			
	English			
	SA2. maintain a record of expenses and payments in any language			
	SA3. take notes in any language of instructions received regarding payments			
	Reading Skills			
	The user/individual on the job needs to know and understand how to:			
	SA4. read dates and amounts transacted in the transaction statement in English			
	SA5. read instructions in the ATM in Hington English			
	Oral Communication (Listening and Speaking skills)			
	The user/individual on the job needs to know and understand how to:			
	SA6. Explain own requirements, ask for clarifications and state observations to			
	employer, contractor, bank authorities, etc. in local, Hindi or English language			
B. Professional Skills	Decision Making			
	The user/individual on the job needs to know and understand how to:			
	SB1. Use the quality parameters to take decisions to reject a packed piece or not			
	SB2. when faced with difficult decisions seek clarification from the supervisor and			
	understand the parameters used by the supervisor to arrive at the decision			
	Plan and Organize			
	The user/individual on the job needs to know and understand how to:			
	SB3. plan and organize own work in a way that all activities are completed in time			
	and as per specifications			
	Customer Centricity			
	The user/individual on the job needs to know and understand how to:			
	SB4. interpret contractor or client's work requirements and manage financial dealings efficiently			
	SB5. provide contractor or client with all relevant weaving information including			
	delivery timelines, work requirements, feasibility and available support			
	SB6. deliver quality output and maintain long term business relationship with			
	contractors or clients			
	Problem Solving			
	5			







**National Occupational Standards** 

HCS/N9907 Receive, track and handle payments as per work done			
	The user/individual on the job needs to know and understand how to: SB7. determine timely correction of errors to overcome redoing of work		
Analytical Thinking			
	NA		
	Critical Thinking		
	NA		





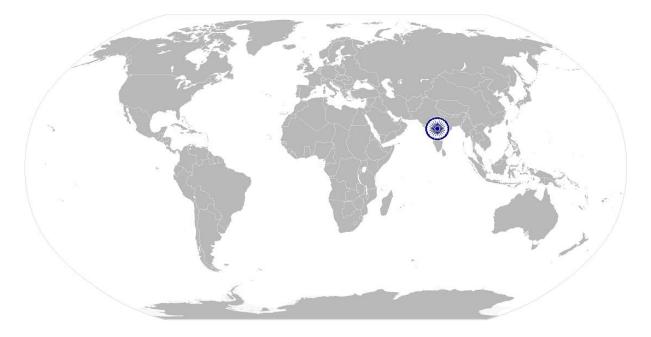




#### HCS/N9907 Receive, track and handle payments as per work done

### **NOS Version Control**

NOS Code	HCS/N9907		
Credits	TBD	Version number	1.0
Industry	Handicrafts and Carpet	Drafted on	03/08/16
Industry Sub-sector	Carpet	Last reviewed on	03/08/16
Occupation	Weaving	Next review date	03/08/18

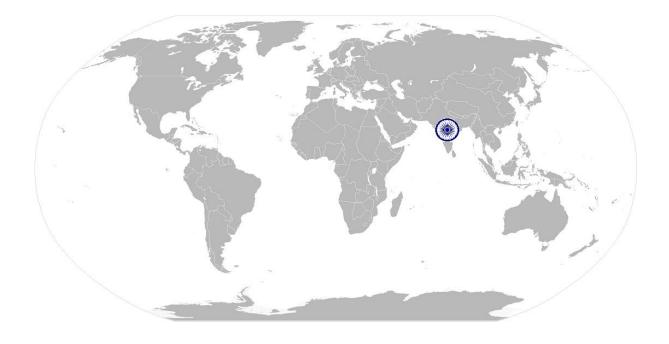








# National Occupational Standard



#### **Overview**

This unit covers health, safety and security while weaving carpets manually. This includes procedures and practices that candidates need to follow to help maintain a healthy, safe and secure work environment.







Unit Code	HCS/N9908		
Unit Title (Task)	Use basic health and safety practices while weaving carpets		
Description	This OS unit is about knowledge and practices relating to health, safety and security that candidates need to use while weaving carpets manually. It covers responsibilities towards self, others, assets and the environment. It includes understanding of risks and hazards in the workplace, along with common techniques to minimize risk, deal with accidents, emergencies, etc.		
Scope	This unit/task covers the following:		
	<ul> <li>Health and safety</li> <li>Fire safety</li> <li>Emergencies, rescue and first-aid procedures</li> </ul>		
Performance Criteria(P	PC) w.r.t. the Scope		
Element	Performance Criteria		
Health and safety	<ul> <li>To be competent, the user/individual on the job must be able to:</li> <li>PC1. use protective clothing/equipment for specific tasks and work conditions</li> <li>Protective clothing: face masks; clobing appropriate to the weather, adequate footwear</li> <li>Equipment: lifting assistance</li> <li>PC2. state the name and location of people responsible for health and safety in the workplace</li> <li>PC3. identify job-site hazardous work and state possible causes of risk or accident in the workplace</li> <li>Hazards: sharp edged tools; poorly designed tools, hazardous surfaces(sharp, slippery, uneven, chipped, broken, etc.); physical hazards(wrong postures, flying particles of fabric/yarn, repetitive movements, and stressful working conditions including insufficient rest periods, inadequate lighting/ventilation and poor temperature control, manual handling, sharp equipment, sharp and piercing objects, excessive noise, confined spaces, over stacked shelves and packages, etc.); electrical hazards (power supply and points, loose and naked cables and wires, equipment malfunctions, etc.)</li> <li>Possible causes of risk and accident: physical actions; listening to and giving instructions while working; inattention; sickness and incapacity (such as drunkenness); health hazards (such as untreated injuries and contagious illness)</li> <li>PC4. carry out safe working practices while dealing with hazards to ensure the safety of self and others</li> <li>Safe working practices: using protective clothing and equipment; putting up and reading safety signs; handle tools in the correct manner and store and maintain them properly; while working with</li> </ul>		







		in and survey practices while weaving carpets
		electricity take all electrical precautions like insulated clothing,
		adequate equipment insulation, use of control equipment, dry work
		area, switch off the power supply when not required, etc.; safe lifting
		and carrying practices; use equipment that is working properly and is
		well maintained; take due measures for safety while working in
		confined places, awkward seating, etc. ensure good ventilation,
		lighting, etc.
	PC5.	state methods of accident prevention in the work environment of the
		job role
		Methods of accident prevention: training in health and safety
		procedures; using health and safety procedures; use of equipment
		and working practices (such as safe carrying procedures); safety
		notices, advice; instruction from colleagues and supervisors
	PC6.	state location of general health and safety equipment in the
		workplace
		General health and safety equipment: fire extinguishers; first aid
	1.35	equipment; safety instruments and clothing; safety installations(e.g.
		fire exits, exhaust fans)
	PC7.	apply good housekeeping practices at all times
	The g	Good housekeeping practices: clean/tidy work areas,
		removal/disposal of waste products, pest control
	PC8.	identify common hazard signs displayed in various areas
	1.00	Various areas: on chemical containers; equipment; packages; inside
	The second	buildings; in open areas and public spaces, etc.
Eiro safoty	To bo o	omnotont the user/individual on the job must be able to:
Fire safety		ompetent, the user/individual on the job must be able to:
Fire safety	To be c PC9.	use the various appropriate fire extinguishers on different types of
Fire safety		use the various appropriate fire extinguishers on different types of fires correctly
Fire safety		use the various appropriate fire extinguishers on different types of fires correctly Types of fires: Class A: eg. ordinary solid combustibles, such as wood,
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Fire safety		use the various appropriate fire extinguishers on different types of fires correctly Types of fires: Class A: eg. ordinary solid combustibles, such as wood, paper, cloth, plastic, charcoal, etc.; Class B: flammable liquids and gases, such as gasoline, propane, diesel fuel, tar, cooking oil, and similar substances; Class C: eg. electrical equipment such as appliances, wiring, breaker panels, etc. (These categories of fires become Class A, B, and D fires when the electrical equipment that initiated the fire is no longer receiving electricity); Class D:
Fire safety		use the various appropriate fire extinguishers on different types of fires correctly Types of fires: Class A: eg. ordinary solid combustibles, such as wood, paper, cloth, plastic, charcoal, etc.; Class B: flammable liquids and gases, such as gasoline, propane, diesel fuel, tar, cooking oil, and similar substances; Class C: eg. electrical equipment such as appliances, wiring, breaker panels, etc. (These categories of fires become Class A, B, and D fires when the electrical equipment that initiated the fire is no longer receiving electricity); Class D: combustible metals such as magnesium, titanium, and sodium (These
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Fire safety	PC9. PC10. PC11.	use the various appropriate fire extinguishers on different types of fires correctly Types of fires: Class A: eg. ordinary solid combustibles, such as wood, paper, cloth, plastic, charcoal, etc.; Class B: flammable liquids and gases, such as gasoline, propane, diesel fuel, tar, cooking oil, and similar substances; Class C: eg. electrical equipment such as appliances, wiring, breaker panels, etc. (These categories of fires become Class A, B, and D fires when the electrical equipment that initiated the fire is no longer receiving electricity); Class D: combustible metals such as magnesium, titanium, and sodium (These fires burn at extremely high temperatures and require special suppression agents) demonstrate rescue techniques applied during fire hazard
Fire safety Emergencies, res	PC9. PC10. PC11. PC12.	use the various appropriate fire extinguishers on different types of fires correctly Types of fires: Class A: eg. ordinary solid combustibles, such as wood, paper, cloth, plastic, charcoal, etc.; Class B: flammable liquids and gases, such as gasoline, propane, diesel fuel, tar, cooking oil, and similar substances; Class C: eg. electrical equipment such as appliances, wiring, breaker panels, etc. (These categories of fires become Class A, B, and D fires when the electrical equipment that initiated the fire is no longer receiving electricity); Class D: combustible metals such as magnesium, titanium, and sodium (These fires burn at extremely high temperatures and require special suppression agents) demonstrate rescue techniques applied during fire hazard demonstrate good housekeeping in order to prevent fire hazards
	PC9. PC10. PC11. PC12. cue To be c	use the various appropriate fire extinguishers on different types of fires correctly Types of fires: Class A: eg. ordinary solid combustibles, such as wood, paper, cloth, plastic, charcoal, etc.; Class B: flammable liquids and gases, such as gasoline, propane, diesel fuel, tar, cooking oil, and similar substances; Class C: eg. electrical equipment such as appliances, wiring, breaker panels, etc. (These categories of fires become Class A, B, and D fires when the electrical equipment that initiated the fire is no longer receiving electricity); Class D: combustible metals such as magnesium, titanium, and sodium (These fires burn at extremely high temperatures and require special suppression agents) demonstrate rescue techniques applied during fire hazard demonstrate good housekeeping in order to prevent fire hazards demonstrate the correct use of a fire extinguisher
Emergencies, res	PC9. PC10. PC10. PC11. PC12. cue To be c PC13.	use the various appropriate fire extinguishers on different types of fires correctly Types of fires: Class A: eg. ordinary solid combustibles, such as wood, paper, cloth, plastic, charcoal, etc.; Class B: flammable liquids and gases, such as gasoline, propane, diesel fuel, tar, cooking oil, and similar substances; Class C: eg. electrical equipment such as appliances, wiring, breaker panels, etc. (These categories of fires become Class A, B, and D fires when the electrical equipment that initiated the fire is no longer receiving electricity); Class D: combustible metals such as magnesium, titanium, and sodium (These fires burn at extremely high temperatures and require special suppression agents) demonstrate rescue techniques applied during fire hazard demonstrate good housekeeping in order to prevent fire hazards demonstrate the correct use of a fire extinguisher ompetent, the user/individual on the job must be able to:
Emergencies, res and first-aid	PC9. PC10. PC10. PC11. PC12. cue To be c PC13.	use the various appropriate fire extinguishers on different types of fires correctly Types of fires: Class A: eg. ordinary solid combustibles, such as wood, paper, cloth, plastic, charcoal, etc.; Class B: flammable liquids and gases, such as gasoline, propane, diesel fuel, tar, cooking oil, and similar substances; Class C: eg. electrical equipment such as appliances, wiring, breaker panels, etc. (These categories of fires become Class A, B, and D fires when the electrical equipment that initiated the fire is no longer receiving electricity); Class D: combustible metals such as magnesium, titanium, and sodium (These fires burn at extremely high temperatures and require special suppression agents) demonstrate rescue techniques applied during fire hazard demonstrate good housekeeping in order to prevent fire hazards demonstrate the correct use of a fire extinguisher ompetent, the user/individual on the job must be able to: demonstrate how to free a person from electrocution
Emergencies, res and first-aid	PC9. PC10. PC10. PC12. cue To be c PC13. PC14.	use the various appropriate fire extinguishers on different types of fires correctly Types of fires: Class A: eg. ordinary solid combustibles, such as wood, paper, cloth, plastic, charcoal, etc.; Class B: flammable liquids and gases, such as gasoline, propane, diesel fuel, tar, cooking oil, and similar substances; Class C: eg. electrical equipment such as appliances, wiring, breaker panels, etc. (These categories of fires become Class A, B, and D fires when the electrical equipment that initiated the fire is no longer receiving electricity); Class D: combustible metals such as magnesium, titanium, and sodium (These fires burn at extremely high temperatures and require special suppression agents) demonstrate rescue techniques applied during fire hazard demonstrate good housekeeping in order to prevent fire hazards demonstrate the correct use of a fire extinguisher ompetent, the user/individual on the job must be able to: demonstrate how to free a person from electrocution administer appropriate first aid to victims where required e.g. in case
Emergencies, res and first-aid	PC9. PC10. PC10. PC11. PC12. cue To be c PC13. PC14. PC15.	use the various appropriate fire extinguishers on different types of fires correctly Types of fires: Class A: eg. ordinary solid combustibles, such as wood, paper, cloth, plastic, charcoal, etc.; Class B: flammable liquids and gases, such as gasoline, propane, diesel fuel, tar, cooking oil, and similar substances; Class C: eg. electrical equipment such as appliances, wiring, breaker panels, etc. (These categories of fires become Class A, B, and D fires when the electrical equipment that initiated the fire is no longer receiving electricity); Class D: combustible metals such as magnesium, titanium, and sodium (These fires burn at extremely high temperatures and require special suppression agents) demonstrate rescue techniques applied during fire hazard demonstrate good housekeeping in order to prevent fire hazards demonstrate the correct use of a fire extinguisher ompetent, the user/individual on the job must be able to: demonstrate how to free a person from electrocution administer appropriate first aid to victims where required e.g. in case of bleeding, burns, choking, electric shock, poisoning, etc.







sic health and safety practices while weaving carpets		
<ul> <li>PC17. perform and organize loss minimization or rescue activity during an accident in real or simulated environments</li> <li>PC18. administer first aid to victims in case of a heart attack or cardiac arrest</li> </ul>		
due to electric shock, before the arrival of emergency services in real or simulated cases PC19 demonstrate the artificial respiration and the CPR Process		
<ul> <li>demonstrate the artificial respiration and the CPR Process</li> <li>participate in emergency procedures</li> </ul>		
Emergency procedures: raising alarm, safe/efficient, evacuation, correct means of escape, correct assembly point, roll call, correct		
return to work		
PC21. complete a written accident/incident report or dictate a report to another person, and send report to person responsible		
Incident Report includes details of: name, date/time of incident,		
date/time of report, location, environment conditions, persons involved, sequence of events, injuries sustained, damage sustained,		
actions taken, witnesses, supervisor/manager notified		
PC22. demonstrate correct method to move injured people and others		
during an emergency canding (K)		
The user/individual on the job needs to know and understand:		
KA1. names (and job titles if applicable), and where to find, all the people		
responsible for health and safety in workplace		
KA2. names and location of documents that refer to health and safety in		
the workplace		
The user/individual on the job needs to know and understand:		
KB1. meaning of "hazards" and "risks" KB2. health and safety hazards commonly present in the work environment		
and related precautions		
KB3. possible causes of risk, hazard or accident in the workplace and why risk and/or accidents are possible		
KB4. possible causes of risk and accident		
KB5. methods of accident prevention		
KB6. safe working practices when working with tools and equipment		
KB7. safe working practices while working at various hazardous sites		
KB8. where to find all the general health and safety equipment in the workplace		
KB9. various dangers associated with the use of electrical equipment		
KB10. preventative and remedial actions to be taken in the case of exposure to toxic materials		
Exposure: ingested, contact with skin, inhaled		
Preventative action: ventilation, masks, protective clothing/ equipment);		
Preventative action: ventilation, masks, protective clothing/		







HCS/N9908 Use b	asic health and safety practices while weaving carpets			
	KB12. adherence to environmental management policies KB13. precautionary activities to prevent the fire accident			
	KB14. various causes of fire Causes of fires: heating of metal; spontaneous ignition; sparking; electrical heating; loose fires (smoking, welding, etc.); chemical fires;			
	etc. KB15. techniques of using the different fire extinguishers KB16. different methods of extinguishing fire KB17. different materials used for extinguishing fire			
	Materials: sand, water, foam, CO2, dry powder KB18. rescue techniques applied during a fire hazard			
	<ul> <li>KB19. various types of safety signs and what they mean</li> <li>KB20. appropriate basic first aid treatment relevant to the condition eg.</li> <li>shock, electrical shock, bleeding, breaks to bones, minor burns,</li> <li>resuscitation, poisoning, eye injuries, etc.</li> </ul>			
	KB21. content of written accident report KB22. potential injuries and ill health associated with incorrect manual handing			
	<ul> <li>KB23. safe lifting and carrying practices</li> <li>KB24. personal safety, health and dignity issues relating to the movement of a person by others</li> <li>KB25. patential impact to a person who is moved incompatible</li> </ul>			
Skills (S)	KB25. potential impact to a person who is moved incorrectly			
A. Core Skills/	Writing Skills			
Generic Skills	The user/individual on the job needs to know and understand how to: SA1. write an accident/incident report in local language or English			
	Reading Skills			
	The user/individual on the job needs to know and understand how to: SA2. read and comprehend basic content to read labels, charts, signages SA3. read an accident/incident report in local language or English			
	Oral Communication (Listening and Speaking skills)			
	The user/individual on the job needs to know and understand how to: SA4. question coworkers appropriately in order to clarify instructions and other issues			
	SA5. give clear instructions to coworkers, subordinates and others			
B. Professional Skills	Decision Making			
	The user/individual on the job needs to know and understand how to: SB1. make appropriate decisions pertaining to the concerned area of work with respect to intended work objective, span of authority, responsibility, laid down procedure and guidelines			
	Plan and Organize			
	The user/individual on the job needs to know and understand how to: SB2. plan and organize their own work schedule, work area, tools, equipment and materials to maintain decorum and for improved productivity			







Customer Centricity
NA
Problem Solving
The user/individual on the job needs to know and understand how to:
SB3. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)
SB4. identify immediate or temporary solutions to resolve delays
SB5. identify sources of support that can be availed of for problem solving for various kind of problems
<ul><li>SB6. seek appropriate assistance from other sources to resolve problems</li><li>SB7. report problems that you cannot resolve to appropriate authority</li></ul>
Analytical Thinking
The user/individual on the job needs to know and understand how to:
SB8. identify cause and effect relations in their area of work
SB9. use cause and effect relations to anticipate potential problems and their solution
Critical Thinking
NA



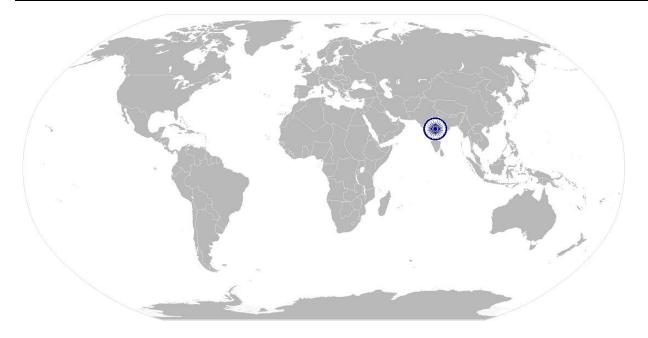






# **NOS Version Control**

NOS Code	HCS/N9908		
Credits	TBD	Version number	1.0
Industry	Handicrafts and Carpet	Drafted on	03/08/16
Industry Sub-sector	Carpet	Last reviewed on	03/08/16
Occupation	All Occupations	Next review date	03/08/18





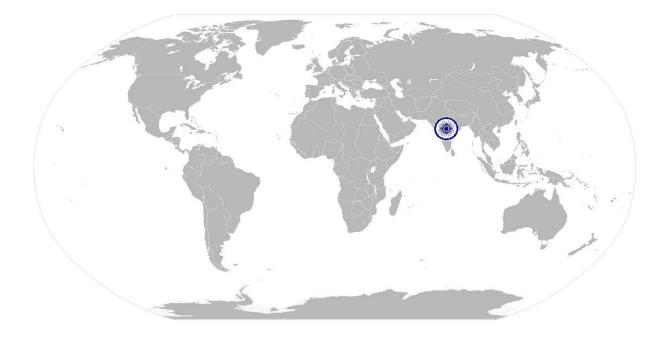




CSC/N1336

Work effectively with others

# National Occupational Standard



# **Overview**

This unit covers basic practices that improve effectiveness of working with others in an organizational set-up.







# CSC/N1336

# Work effectively with others

Unit Code	CSC/N1336
Unit Title (Task)	Work effectively with others
Description	This unit covers basic etiquette and competencies that a candidate is required to possess and demonstrate in their behavior and interactions with others at the workplace. These cover areas such as communication etiquette, discipline, listening, handling conflict and grievances.
Scope	<ul><li>This unit/task covers the following:</li><li>Working with others</li></ul>
Performance Criteria (F	PC) w.r.t. the Scope
Element	Performance Criteria
Working with others	<ul> <li>To be competent, the user/individual on the job must be able to:</li> <li>PC1. accurately receive information and instructions from the supervisor and fellow workers, getting clarification where required</li> <li>PC2. accurately pass on information to authorized persons who require it and within agreed timescale and confirm its receipt</li> <li>PC3. give information to others clearly, at a pace and in a manner that helps them to understand</li> <li>PC4. display helpful behavior by assisting others in performing tasks in a positive manner, where required and possible</li> <li>PC5. consult with and assist others to maximize effectiveness and efficiency in carrying out tasks</li> <li>PC6. display appropriate communication etiquette while working</li> <li>Communication etiquette: do not use abusive language; use appropriate titles and terms of respect; do not eat or chew while talking (vice versa) etc.</li> <li>PC7. display active listening skills while interacting with others at work</li> <li>PC8. use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism</li> <li>PC9. demonstrate responsible and disciplined behaviors at the workplace</li> <li>Disciplined behaviors: e.g. punctuality; completing tasks as per given time and standards; not gossiping and idling time; eliminating waste, honesty, etc.</li> <li>PC10. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict</li> </ul>
Knowledge and Unders	
A. Organizational Context (Knowledge of the	<ul> <li>The user/individual on the job needs to know and understand:</li> <li>KA1. legislation, standards, policies, and procedures followed in the company relevant to own employment and performance conditions</li> </ul>
company / organization and	<ul> <li>KA2. reporting structure, inter-dependent functions, lines and procedures in the work area</li> <li>KA3. relevant people and their responsibilities within the work area</li> </ul>
its processes)	KA4. escalation matrix and procedures for reporting work and employment related issues







National	Occupational	Standards

	Work effectively with others
B. Technical	The user/individual on the job needs to know and understand:
Knowledge	KB1. various categories of people that one is required to communicate and co-
	ordinate with in the organization
	KB2. importance of effective communication in the workplace
	KB3. importance of teamwork in organizational and individual success
	KB4. various components of effective communication
	KB5. key elements of active listening
	KB6. value and importance of active listening and assertive communication
	KB7. barriers to effective communication
	KB8. importance of tone and pitch in effective communication
	KB9. importance of avoiding casual expletives and unpleasant terms while
	communicating professional circles
	KB10. how poor communication practices can disturb people, environment and
	cause problems for the employee, the employer and the customer
	KB11. importance of ethics for professional success
	KB12. importance of discipline for professional success
	KB13. what constitutes disciplined behavior for a working professional
	KB14. common reasons for interpersonal conflict
	KB15. importance of developing effective working relationships for professional
	success
	KB16. expressing and addressing grievances appropriately and effectively
	KB17. importance and ways of managing interpersonal conflict effectively
Skills (S)	
A. Core Skills/	Writing Skills
Generic Skills	NA
	Reading Skills
	NA
	Oral Communication (Listening and Speaking skills)
	NA
B. Professional Skills	Decision Making
B. Professional Skills	Decision Making NA
B. Professional Skills	
B. Professional Skills	NA
B. Professional Skills	NA Plan and Organize
B. Professional Skills	NA Plan and Organize NA Customer Centricity NA
B. Professional Skills	NA Plan and Organize NA Customer Centricity
B. Professional Skills	NA Plan and Organize NA Customer Centricity NA
B. Professional Skills	NA         Plan and Organize         NA         Customer Centricity         NA         Problem Solving
B. Professional Skills	NA         Plan and Organize         NA         Customer Centricity         NA         Problem Solving         NA         Analytical Thinking         NA
B. Professional Skills	NA         Plan and Organize         NA         Customer Centricity         NA         Problem Solving         NA         Analytical Thinking







CSC/N1336

Work effectively with others

# **NOS Version Control**

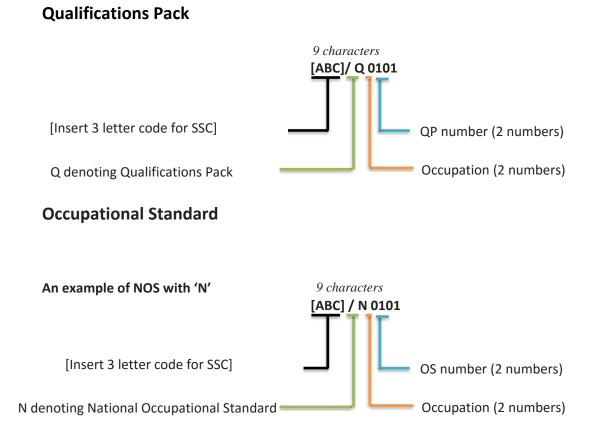
NOS Code		CSC/N1336		
Credits	TBD	Version number	1.0	
Industry	Handicrafts and Carpet	Drafted on	03/08/16	
Industry Sub-sector	Ceramics Fashion Jewellery Stoneware Glassware Metalware crafts Leather crafts Paper Mache Carpets & rugs Horn bone & shell craft Wood ware, dolls & toys Hand printed, Embroidered / knitted & crocheted textiles Agarbatti Paper crafts NER crafts Miscellaneous crafts Generic Occupation	Last reviewed on	03/08/16	
Occupation	All Occupations	Next review date	03/08/18	





# <u>Annexure</u>

### Nomenclature for QP and NOS







The following acronyms/codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
Ceramics	01-10
Fashion Jewellery	11-13
Stoneware	14-19
Glassware	20-27
Metalware crafts	28-37
Leather crafts	38-43
Paper Mache	44-49
Carpets & rugs	50-59
Horn bone & shell craft	60-65
Wood ware, dolls & toys	66-71
Hand printed, Embroidered / knitted & crocheted textiles	72-77
Agarbatti	78-82
Paper crafts	83-86
NER crafts	87-92
Miscellaneous crafts	93-95
Generic Occupation	96-99

Sequence	Description	Example
Three letters	Handicrafts	HCS
Slash	/	/
Next letter	Whether <b>Q</b> P or <b>N</b> OS	Ν
Next two numbers	Occupation code	01
Next two numbers	OS number	01





#### **CRITERIA FOR ASSESSMENT OF TRAINEES**

#### Job Role: Carpet Weaver- Knotted

#### Qualification Pack: HCS/Q5704

#### Sector Skill Council: Handicrafts and Carpet

#### **Guidelines for Assessment:**

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.

2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.

3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).

4. Individual assessment agencies will create unique evaulations for skill practical for every student at each examination/training center based on this criteria.

5. To pass the Qualification Pack, every trainee should score a minimum of 70% in every NOS.

6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

Assessable Outcomes	Assessment Criteria	Total Marks	Out of	Theory	Practical Skills		
HCS/N5708 Install loom	PC1. use adequate footwear to save from stepping on sharp objects		4	0	4		
for knotted carpet weaving	PC2. state the name and location of people responsible for health and safety in the workplace		4	0	4		
	PC3. identify job-site hazardous work and state possible causes of risk or accident in the workplace		5	1	4		
	PC4. carry out safe working practices while dealing with hazards to ensure the safety of self and others	100	100	100	7	2	5
	PC5. identify various tools and materials used in installing a loom for knotted carpet weaving		4	0	4		
	PC6. prepare the tools appropriately for usage		3	0	3		
	PC7. identify any damage or malfunctioning of the tools		5	1	4		
	PC8. use appropriate care procedures for routine maintenance or for troubleshooting		6	2	4		
	PC9. receive the packaged loom from a valid source along with picture guide for installation		4	0	4		



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	PC10. extract key information from the picture guide for installation of the loom		4	1	3
	PC11. cross check that all the parts as mentioned in the guide have been received		7	2	5
	PC12. check that all the parts are intact and not damaged in any way		3	0	3
	PC13. communicate to the contact person as per the contact person details mentioned in the order description in case there is a discrepancy		4	1	3
	PC14. assemble the parts of the loom as per instructions provided in the picture guide		6	2	4
	PC15. setup the loom and fix it securely as per instructions		6	2	4
	PC16. fix the interlocking mechanism correctly		7	2	5
	PC17. check alignment using plumb and level		6	2	4
	PC18. make a few inches of warp and fix the warp structure correctly on the loom		6	2	4
	PC19. perform a sample weft and interlocking weaving and adjust the parts to ensure that there are no problems in weaving		6	2	4
	PC20. handle problems with respect to loom installation or alignment during weaving		4	0	4
		Total	100	22	78
HCS/N5709 Prepare warp structure for	PC1. use protective mask for protection from inhaling cotton and wool dust and adequate footwear to save from stepping on sharp objects,		5	1	4
knotted carpet weaving and	PC2. state the name and location of people responsible for health and safety in the workplace		4	1	3
fix into the loom	PC3. identify job-site hazardous work and state possible causes of risk or accident in the workplace	100	4	1	3
	PC4. carry out safe working practices while dealing with hazards to ensure the safety of self and others		5	1	4
	PC5. identify various tools and materials used in carpet weaving		2	0	2
	PC6. prepare the tools appropriately for usage		2	0	2
	PC7. identify any damage or malfunctioning of the tools		3	1	2



#### Qualifications Pack For Carpet Weaver- Knotted



PC8. use appropriate care procedures for routine maintenance or for troubleshooting	4	1
PC9. receive order pack containing processed and dyed raw material, design and description of the work from a valid source	3	0
PC10. extract key information from the design graph and order description	3	0
PC11. read and interpret the terminology used on the design map in local language or English	3	1
PC12. read and extract key information in order description in local language and English	3	1
PC13. check the map for any inconsistency or missing information	4	1
PC14. cross check the raw material given with the description given in the order pack and coding given in the design map	4	1
PC15. communicate to the contact person as per the contact person details mentioned in the order description in case there is a discrepancy or doubt in the map or raw material received	3	0
PC16. spool the warp yarn neatly into easily unwindable spools	2	0
PC17. select the warp yarn as per the requirement of the order	3	1
PC18. determine the yardage of yarn required from the dimension details and threads per inch mentioned in the order design and check availability	4	1
PC19. mark the start and end point on the loom structure as per the dimensions of the carpet to be woven leaving an allowance of	5	2
PC20. wind the warp yarn on the warp frame for a standing loom as per strings per inch indicated in the design document	3	1
PC21. count no of warp strings and ensure accuracy as per requirement calculated from order design intermittently and in the end	5	2
PC22. check and ensure that the dimensions of the warp are as per the design	3	1





	PC23. perform corrections in case of errors that can be rectified without redoing the warp structure		3	0	3
	PC24. unravel and redo warp in case error can be rectified by redoing the warp structure		3	0	3
	PC25. inform senior or supervisor in case of error that cannot be rectified at own level		4	1	3
	PC26. fix the warp structure on the loom safely and securely		4	1	3
	PC27. check vertical alignment using a plumb and adjust accordingly		3	1	2
	PC28. check horizontal alignment using a chalk and thread and adjust accordingly		3	1	2
	PC29. insert 2 weft yarns as a precautionary measure before starting the weaving part		3	1	2
		Total	100	23	77
HCS/N5710 Perform advanced knotted	PC1. use protective mask for protection from inhaling cotton and wool dust and adequate footwear to save from stepping on sharp objects,		4	1	3
carpet weaving as per a range	PC2. state the name and location of people responsible for health and safety in the workplace		3	1	2
of designs	PC3. identify job-site hazardous work and state possible causes of risk or accident in the workplace		3	1	2
	PC4. carry out safe working practices while dealing with hazards to ensure the safety of self and others		4	1	3
	PC5. identify various tools and materials used in carpet weaving	100	2	0	2
	PC6. prepare the tools appropriately for usage		2	0	2
	PC7. identify any damage or malfunctioning of the tools		2	0	2
	PC8. use appropriate care procedures for routine maintenance or for simple troubleshooting		3	1	2
	PC9. receive order pack containing processed and dyed raw material, design and description of the work from a valid source		2	0	2
	PC10. extract key information from the design graph and order description		3	1	2





PC11. read and interpret the terminology used on	2	
the design map in local language or English PC12. read and extract key information in order description in local language and English	2	
PC13. check the map for any inconsistency or missing information	2	
PC14. cross check the raw material given with the description given in the order pack and coding given in the design map	2	
PC15. communicate to the contact person as per the contact person details mentioned in the order description in case there is a discrepancy or doubt in the map or raw material received	2	
PC16. perform checks on all equipment before starting the weaving	3	
PC17. rectify problems that are within owns control and seek help if unable to resolve the problem	3	
PC18. wind the yarn into spools or rolls that can easily unwind	1	
PC19. set the yarn spools or rolls on the spool rack attached to the warp structure in the form of a beam or rope to keep them from getting tangled or stuck	3	
PC20. sit comfortably on the bench and position self in such a way that the weaving can be done without straining oneself	3	
PC21. tie knots using various knotting techniques on the warp threads with the correct yarn and in the correct sequence as per a range of designs	4	
PC22. insert thicker yarn as a weft (thera) horizontally over each row of knots	2	
PC23. use the interlocking beam that causes the front and back threads of the warp structure to get interchanged after every weft	2	
PC24. knock the three rows together (row of knots, weft and interlocking) with the help of a wooden comb tool (panja) to set them tightly	2	





PC25. weave uptill 16x16 knots per square inch with a minimum tolerance level of 1 knot per 50 square inches

PC26. perform knotted weaving using cotton, wool or silk yarn

PC27. join threads neatly and tightly when broken

PC28. roll the woven area downwards after around 1 feet of weaving in order to keep the last woven row at accessible height

PC29. weave weft and interlocking rows at the beginning and end of the weaving as required by the design

PC30. weave simultaneously with other weavers on the same warp and design by dividing up the design

PC31. convert design into verbal instructions that can be recited (chalta-front, bachcha-back, dhalup, the colour code or as per an equivalent of the taalim)

PC32. recite the design verbally when working simultaneously on a repetitive pattern

PC33. provide feedback and solutions to junior weavers when they are faced with weaving related problems

PC34. identify errors in weaving and suggest remedial measures where possible

PC35. check and ensure that the dimensions and design of the carpet weaving is as per the design

PC36. perform corrections in case of errors that can be rectified without redoing the weaving

PC37. unravel and redo weaving in case error can be rectified by redoing the last few rows of weaving

PC38. inform senior or supervisor in case of error that cannot be rectified at own level

PC39. cut and remove the woven carpet material from the warp frame without damaging or dirtying it

3	1	2
2	0	2
2	0	2
2	1	1
2	1	1
2	0	2
3	1	2
3	1	2
2	0	2
3	1	2
3	1	2
3	1	2
2	0	2
2	0	2
1	0	1





	PC40. Roll, pack and dispatch to the relevant authority as mentioned in the order description along with remaining raw material		2	1	1
	PC41. secure the weaving equipment to keep it safe, dry and dirt free		1	0	1
	PC42. keep the work area tidy and clutter free		1	0	1
		Total	100	26	74
HCS/N9907 Receive, track and	PC1. cross check if the correct amount has been received as per the work agreement and/or agreed basis of payment		25	5	20
handle	PC2. keep track of expenses and payments	100	25	5	20
payments as per work done	PC3. follow up for non-receipt of payment with the appropriate authorities	100	20	5	15
	PC4. open a bank account and perform basic operations		30	10	20
		Total	100	25	75
HSC/N9908 Use basic health and safety practices while weaving carpets	PC1. use protective clothing/equipment for specific tasks and work conditions	100	4	1	3
	PC2. state the name and location of people responsible for health and safety in the workplace		5	2	3
	PC3. identify job-site hazardous work and state possible causes of risk or accident in the workplace		5	2	3
	PC4. carry out safe working practices while dealing with hazards to ensure the safety of self and others		5	2	3
	PC5. state methods of accident prevention in the work environment of the job role		5	1	4
	PC6. state location of general health and safety equipment in the workplace		4	0	4
	PC7. apply good housekeeping practices at all times		5	0	5
	PC8. identify common hazard signs displayed in various areas		4	1	3
	PC9. use the various appropriate fire extinguishers on different types of fires correctly		5	1	4
	PC10. demonstrate rescue techniques applied during fire hazard		5	2	3
	PC11. demonstrate good housekeeping in order to prevent fire hazards		4	1	3





	PC12. demonstrate the correct use of a fire extinguisher		5	1	4
	PC13. demonstrate how to free a person from electrocution		4	1	3
	PC14. administer appropriate first aid to victims where required e.g. in case of bleeding, burns, choking, electric shock, poisoning, etc.		5	1	4
	PC15. demonstrate basic techniques of bandaging		4	1	3
	PC16. respond promptly and appropriately to an accident situation or medical emergency in real or simulated environments		4	0	4
	PC17. perform and organize loss minimization or rescue activity during an accident in real or simulated environments		4	0	4
	PC18. administer first aid to victims in case of a heart attack or cardiac arrest due to electric shock, before the arrival of emergency services in real or simulated cases		4	1	3
	PC19. demonstrate the artificial respiration and the CPR Process		5	1	4
	PC20. participate in emergency procedures		4	1	3
	PC21. complete a written accident/incident report or dictate a report to another person, and send report to person responsible		6	2	4
	PC22. demonstrate correct method to move injured people and others during an emergency		4	1	3
		Total	100	23	77
CSC/N1336 Work effectively with others	PC1. accurately receive information and instructions from the supervisor and fellow workers, getting clarification where required	100	10	3	7
	PC2. accurately pass on information to authorized persons who require it and within agreed timescale and confirm its receipt		10	3	7
	PC3. give information to others clearly, at a pace and in a manner that helps them to understand		10	3	7
	PC4. display helpful behavior by assisting others in performing tasks in a positive manner, where required and possible		10	3	7



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	Total	100	30	70
PC10. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict		10	3	7
PC9. demonstrate responsible and disciplined behaviors at the workplace		10	3	7
PC8. use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism		10	3	7
PC7. display active listening skills while interacting with others at work		10	3	7
PC6. display appropriate communication etiquette while working		10	3	7
PC5. consult with and assist others to maximize effectiveness and efficiency in carrying out tasks		10	3	7