

Revision made by NSDA_25 May 2015

QUALIFICATION FILE – CONTACT DETAILS OF SUBMITTING BODY

Name and address of submitting body:

HCSSC
Handicrafts & Carpet Sector Skill Council,
EPCH House,
Pocket 6 & 7, Sector C,
Vasant Kunj,
New Delhi-110070

Name and contact details of individual dealing with the submission

Name: Rajesh Rawat

Position in the organisation: Chief Executive Officer

Address if different from above

Tel number(s): 011-26139834

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List of documents submitted in support of the Qualifications File

1. Qualification Pack
2. RFP for development of Occupational Standards
3. Selection process of the Consultants to develop Occupational Standards
4. Minutes of the meeting of GC meetings
 - i. Composition of the Technical Committee
 - ii. Approval of Occupational Standards by Technical Committee and Governing Council
5. NSDC Human Resource & Skills Requirement in Handicrafts & Carpet Sector
6. Occupational Map & Progression matrix
7. List of QP/NOS validating companies.

QUALIFICATION FILE SUMMARY

Qualification Title	Floor Supervisor (Ceramics) HCS/Q0101		
Body/bodies which will assess candidates	Handicrafts & Carpet Sector Skill Council		
Body/bodies which will award the certificate for the qualification.	Handicrafts & Carpet Sector Skill Council		
Body which will accredit providers to offer the qualification.	Handicrafts & Carpet Sector Skill Council		
Occupation(s) to which the qualification gives access	Production management		
Proposed level of the qualification in the NSQF.	5		
Anticipated volume of training/learning required to complete the qualification.	390 hours		
Entry requirements / recommendations.	Diploma in Ceramic Engineering		
Progression from the qualification.	Production Manager		
Planned arrangements for RPL.	RPL arrangements and policies are under development. The guidelines should be ready in 2-3 months.		
International Comparability	UK- COGSM28		
Formal structure of the qualification			
Title of unit or other component (include any identification code used)	Mandatory/ Optional	Estimated size (learning hours)	Level
HCS/N0101 Oversee production process	Mandatory	100	5
HCS/N0102 Perform inline quality check	Mandatory	100	5
HCS/N9901 Coordinate with colleagues and work as a team	Mandatory	20	5
HCS/N9902 Maintain safe work environment	Mandatory	40	Common across 1-5 levels
HCS/N9903 Maintain personal health	Mandatory	40	Common across 1-5 levels
HCS/N9904 Basic business management	Mandatory	90	Common across 1-5 levels

Please attach any document giving further detail about the structure of the qualification – eg a Curriculum or Qualification Pack.

Give details of the document here:

- Qualification Pack is attached as Annexure 1

SECTION 1

ASSESSMENT

Name of assessment body:

If there will be more than one assessment body for this qualification, give details.

Assessment bodies are in the process of affiliation.

Will the assessment body be responsible for RPL assessment?

Yes

Give details of how RPL assessment for the qualification will be carried out and quality assured.

RPL will be based on the same approved Qualification Pack and Assessment Criteria mentioned in the Qualification Pack.

The process of RPL assessment is under development.

Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, consistent and fair and show that these are in line with the requirements of the NSQF:

The assessment strategy is under development.

Please attach any documents giving further information about assessment and/or RPL.

Give details of the document(s) here:

ASSESSMENT EVIDENCE

Complete the following grid for each grouping of NOS, assessment unit or other component as per the assessment criteria. Insert the required number of rows.

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role : Floor Supervisor (Ceramics)

Qualification Pack : HCS/Q0101

Sector Skill Council : Handicrafts & Carpet Sector Skill Council

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 evaluations 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	Skills Practical
HCS / N 0101: Oversee production process	PC1. understand the various aspects of the production schedule	100	3	1	2
	PC2. form ideas on the indicative time required for each module of production		3	1	2
	PC3. interface with various heads to discuss on the schedule		3	1	2
	PC4. plan the time required for completing each block of work efficiently		3	1	2
	PC5. manage the resources required for the production		3	1	2
	PC6. ensure the tools and other equipment are in order to meet the schedule		2	1	1
	PC7. assess if the shop floor is equipped to adhere to the schedule		2	1	1
	PC8. ensure that the production moves smoothly from one department to the other		2	1	1
	PC9. interface with various teams to check if the process flow is smooth		3	1	2
	PC10. actively engage in process where required		4	1	3
	PC11. predict key result areas that are critical for the production		3	1	2

PC12. monitor the overall time spent in each sub task	3	1	2
PC13. proactively speed up the processes that lag	3	1	2
PC14. interact with various department heads on the progress	2	1	1
PC15. move around in the production floor observing processes	2	1	1
PC16. allot work appropriately	3	1	2
PC17. train the employees on the production floor when required	3	1	2
PC18. engage with all employees	2	1	1
PC19. promote open communication	2	1	1
PC20. motivate and keep the spirits high	2	1	1
PC21. assess the performance of the employees	3	1	2
PC22. prevent any employee conflict	2	1	1
PC23. resolve conflicts when required	3	1	2
PC24. ensure high performing employees are rewarded	3	1	2
PC25. pre-empt any problems in production and avoid the same	4	1	3
PC26. handle any technical issues in production	4	1	3
PC27. ensure the same issue does not come up in the future	2	1	1
PC28. arrange for quick replacements where required	2	1	1
PC29. manage any equipment failures	2	1	1
PC30. able to visually examine the entire process	2	1	1
PC31. ensure that there is no wastage of the materials	2	1	1
PC32. ensure overall cleanliness	2	1	1
PC33. ensure there is no dilution in quality	2	1	1
PC34. make formats for recording various data	2	1	1
PC35. record all production related data	2	1	1
PC36. keep track of all material movement	2	1	1
PC37. record the material and store data	2	1	1
PC38. record the packing related information	2	1	1
PC39. ensure proper documentation is followed across respective teams	2	1	1
PC40. make notes on employee and team productivity	2	1	1

		Total	100	40	60
HCS / N 0102: Perform inline quality check	PC1. understand the various aspects of quality for the different stages of production	100	6	2	4
	PC2. appreciate the rationale behind the defined parameters		6	2	4
	PC3. formulate the parameters where not defined		6	2	4
	PC4. communicate the parameters to the teams		3	1	2
	PC5. interface with various heads to ensure all the parameters are captured		3	1	2
	PC6. estimate the typical loss generating activities		6	2	4
	PC7. assign order of importance to the quality parameters		6	2	4
	PC8. interface specifically QC team		3	1	2
	PC9. move across the shop floor inspecting various aspects of production		4	2	2
	PC10. spot any deviation from the production models		6	2	4
	PC11. actively engage with employees to understand the overall process flow		4	1	3
	PC12. take samples from various stages of production		5	2	3
	PC13. examine these samples for quality		5	2	3
	PC14. apply various scientific and visual methods to ensure the quality parameters are met		8	3	5
	PC15. interface with the departments in the case of deviation		3	1	2
	PC16. analyze past data to understand the causes		5	2	3
	PC17. make formats for recording various data		3	1	2
	PC18. record all quality related data		3	1	2
	PC19. record the data with the appropriate specifications		4	2	2
	PC20. analyze the data when required		5	1	4
	PC21. ensure proper documentation is followed across respective teams		3	1	2
	PC22. make notes on department specific quality aspects observed		3	1	2
		Total	100	35	65
HCS/N9901: Coordinate	PC1. receive job order and instructions from reporting supervisor	100	4	3	1

with colleagues and work as a team	PC2. understand the work output requirements, targets, performance indicators and incentives		5	4	1
	PC3. deliver quality work on time and report any anticipated reasons for delays		5	1	4
	PC4. report on any grievances, production defects and any potential hazards		4	2	2
	PC5. communicate on process flow improvements		4	2	2
	PC6. communicate maintenance and repair schedule proactively to the supervisor		4	1	3
	PC7. receive feedback on work standards		4	2	2
	PC8. interact and clarify doubts on design, usage of materials & tools, quality & standards compliance, etc		5	2	3
	PC9. report in time for shortage or need of raw materials		4	1	3
	PC10. handover completed work to supervisor		4	2	2
	PC11. communicate to the colleagues from within and other departments, clearly and effectively on all aspects to carry out the work among the team		5	2	3
	PC12. maintain the etiquettes, use polite language, demonstrate responsible and disciplined behaviour to the colleagues		5	2	3
	PC13. interact with colleagues from different functions and understand the nature of their work		4	2	2
	PC14. put team over individual goals and multi task or share work where necessary supporting the colleagues		4	2	2
	PC15. resolve conflicts and ensure smooth workflow		4	1	3
	PC16. interact and understand the production requirement for the day from the previous and successive processing department and work accordingly		4	1	3
	PC17. communicate and discuss work flow related difficulties in order to find solutions with mutual agreement		4	1	3
	PC18. receive feedback from Quality Control and rework in order to complete work on time		5	1	4

	PC19. share information with colleagues to enable efficient delivery of work		6	3	3
	PC20. highlight any errors of colleagues, help to rectify and ensure quality output		4	2	2
	PC21. work with cooperation, coordination, communication and collaboration, with shared goals and supporting each other's performance		4	1	3
	PC22. document all the details accurately relating to one's role as required		4	1	3
	PC23. report on the work completed and keep it in records		4	1	3
		Total	100	40	60
HCS/N9902: Maintain safe work environment	PC1. comply with safety procedures while on work to prevent accidents	100	8	2	6
	PC2. take adequate safety measures while handling materials, chemicals and tools		8	2	6
	PC3. wear appropriate personal protective gears such as gloves, protective goggles, masks etc. while working		8	2	6
	PC4. undertake basic safety checks before operation of all tools and electrical equipments		9	2	7
	PC5. wear appropriate and recommended clothing as per the work environment (eg: working in a furnace area)		9	2	7
	PC6. follow recommended material handling procedure to control material and personal damage		8	2	6
	PC7. perform all procedures as per company's work instructions for controlling operational risk		8	4	4
	PC8. perform the duties in a manner which minimizes environmental damage		6	2	4
	PC9. dispose of waste safely and correctly in a designated area as per company's SOP		8	2	6
	PC10. report any accidents, incidents or problems without delay to the supervisor and take necessary immediate action to reduce further danger		8	4	4
	PC11. ensure zero accident at workplace		10	2	8
	PC12. adhere to safety standards and ensure no material damage		10	2	8
		Total	100	28	72

HCS/N9903: Maintain personal health	PC1. always cover the mouth and nose with a dust mask while working and keep on changing when it gets blocked with dust	100	12	4	8
	PC2. follow work instructions strictly to reduce the amount of pollution at the work place e.g. wet the rock / craft material before working on it		10	2	8
	PC3. wear protective goggles over eyes and replace them when scratches on it obscure the vision		10	2	8
	PC4. wear gloves as per the materials used for making handicraft to avoid blisters; scratches and cuts		10	2	8
	PC5. undergo preventive health checkups at regular intervals		10	2	8
	PC6. take prompt treatment from the doctor in case of illness		11	3	8
	PC7. follow SOPs for dealing with blisters; scratches; accidental fires or any other type of emergencies at work		11	4	7
	PC8. ensure no productivity loss or absenteeism from work due to illness		13	3	10
	PC9. ensure no long term ill effect on the personal health		13	3	10
	Total	100	25	75	
HCS/N9904: Basic business management	PC1. allot work to the employees of the unit according to their skill and experience	100	3	1	2
	PC2. train the employees of his/her unit with the appropriate skills required to make market relevant and quality products		3	1	2
	PC3. motivate the employees		2	1	1
	PC4. handle the grievances/issues that are raised by the employees		2	1	1
	PC5. manage the employee expectations		2	1	1
	PC6. gather and analyse the cues from the market		2	1	1
	PC7. ascertain the customer preference		3	1	2
	PC8. create product lines based on current market preference		3	1	2
	PC9. create product lines that are unique and able to price high		3	1	2
	PC10. price the products according to market trends		3	1	2
	PC11. decide the best way to market the product lines		3	1	2

PC12. make a list of raw materials required according to the product lines	2	0	2
PC13. ascertain the quantity and right price to procure the materials	3	1	2
PC14. identify the right locations/agents from where the raw materials can be procured	3	1	2
PC15. negotiate to get the best price	3	0	3
PC16. ensure quality materials are procured	4	1	3
PC17. ensure the procured materials are stored in appropriate conditions	3	1	2
PC18. maintain the bills and record the prices of procurement for future reference	3	1	2
PC19. maintain healthy vendor relationships	3	1	2
PC20. identify the nearest market	3	1	2
PC21. analyze the prevalent price for product lines	3	2	1
PC22. decide on the most effective means to access the market	2	1	1
PC23. plan for cost effective transportation to the market	3	1	2
PC24. position the product according to market requirements	3	1	2
PC25. manage customer expectations	2	0	2
PC26. analyze and ascertain the cost of production	3	1	2
PC27. maintain the book of accounts related to the business	3	1	2
PC28. own and operate a bank account	4	2	2
PC29. identify cost effective means of running business	3	1	2
PC30. identify various aspects of business that require recording	3	2	1
PC31. create formats for recording	3	2	1
PC32. make various records pertaining to all aspects of business	3	2	1
PC33. maintain these records with periodic updation	3	2	1
PC34. maintain necessary documents as per local government and regulatory requirement	3	2	1
PC35. analyze the records and glean various trends from the same	3	2	1
Total	100	40	60

SECTION 2

EVIDENCE OF NEED

What evidence is there that the qualification is needed?

While collecting data from the companies for the occupational map, we also took feedback from industry, which was collected with respect to roles for which qualification packs development, was to be prioritized. This was largely based on volume of people required, quantitative and qualitative shortfall which the Industry feels they face. Governing council of HCSSC gave final approval and endorsement for the same.

What is the estimated uptake of this qualification and what is the basis of this estimate?

Employed in the role: 3000; Estimate uptake 2000 based on requirements for existing and prospective workforce on the basis of Skills Gap analysis Reports and validation of skill gap study through feedback from industry for demand. An LMIS development initiative is being put in place to be more precise regarding the demand and supply

What steps were taken to ensure that the qualification(s) does/do not duplicate already existing or planned qualifications in the NSQF?

- NSDC list of Approved and Under-Development QPs was checked prior to commissioning the work

What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated?

- Agencies have been appointed by the SSC to interact with training providers to gather feedback in implementation.
- Monitoring of results of assessments
- Employer feedback will be sought post-placement
- A formal review is scheduled in two year time i.e. 2017

Please attach any documents giving further information about any of the topics above.

Give details of the document(s) here:

- NSDC Human Resource & Skills Requirement in handicrafts & Carpet Sector

SECTION 3

SUMMARY OF DIRECT EVIDENCE OF LEVEL

Justify the NSQF level allocated to the QP. Relate information about the job role and build upon the five descriptors for the level to justify.

Health and safety, Work effectively and a basic business management are common for all roles from NSQF levels 1-5 and cover the minimum in a workplace.

Level 5

Floor Supervisor (Ceramics)					HCS/Q0101
Process required	Professional Knowledge	Professional Skills	Core Skills	Responsibility	Level
<p>The floor supervisor needs to manage and monitor the overall production process by interfacing with all departments of the shop floor and continuously checking the products for quality in the production cycle. He/she also needs to understand the process, production cycles and quality parameters; involved in quality check during production.</p> <p>Job that requires well developed skill, with clear choice of procedures in familiar context and job involves:</p> <ul style="list-style-type: none"> • Oversee production process • Perform inline quality check • Coordinate with colleagues and work as a team • Maintain safe work environment • Maintain personal health • Basic business management 	<p>He/she needs to understand the process, production cycles and quality parameters; involved in quality check during production. i.e. Knowledge of facts, principles, processes and general concepts, in a field of production and quality over and above the an understanding of all the work involved. E.g ceramics manufacturing process; production planning; machine and tools required for manufacturing; QC parameters; visual QC techniques; sampling techniques; past data analysis techniques</p> <p>This is not level 6 as there is less of a need for high level theoretical and broad concepts in the field of study and this is not level 4, because of the need for general</p>	<p>The floor supervisor requires a range of cognitive and practical skills to accomplish tasks and solve problems by selecting and applying basic methods, tools. E.g.:</p> <p>Understand production schedule; Ensure production schedule compliant processes; Manage human resources; Manage any challenges; Ensure quality and production standards; Record production process related data; Understand quality parameters; Perform the inline quality checks; Work as a team by coordinating with colleagues within</p>	<p>The floor supervisor requires understanding of social, political situations within the organisation as he/she handles a team and co-ordinates between colleagues within and outside the organisation and also manage human resources Or manage any challenges. He/she also requires some skill of collecting and organising information, planning and communication. E.g Understand production schedule; Ensure production schedule compliant processes; Ensure quality and production standards; Record production process related</p>	<p>The floor supervisor is responsible for own work and learning and has responsibility for other's works and Learning too. Examples:</p> <ul style="list-style-type: none"> • allot work appropriately • train the employees on the production floor when required • engage with all employees • promote open communication • motivate and keep the spirits high • assess the performan 	5

<p>This is not of level 4 which requires clear choice of procedures, as here the procedure is decided by the incumbent though in a familiar environment.</p> <p>This is not level 6 as most requirements are standardised.</p>	<p>concepts as outlined above.</p>	<p>and outside the department</p> <p>This is not level 6 as it uses basic methods for problem solving and not high level skills for specific problems. Not level 4 as there is problem solving involved with requirement of related cognitive skills.</p>	<p>data</p>	<p>ce of the employees</p> <ul style="list-style-type: none"> • prevent any employee conflict • resolve conflicts when required <p>He/she is expected to undertake on-the-job learning and participate in training and development, interventions and assessments Hence the individual working in this job role has complete responsibility for delivering quality of his own work and has responsibility for other's work and learning and therefore is level 5. Also the incumbent does not have full responsibility for others thus not level 6.</p>	
5	5	5	5	5	

OTHER EVIDENCE OF LEVEL [This need only be filled in where evidence other than primary outcomes was used to allocate a level] (**Optional**)

Summary of other evidence (if used):

nil

SECTION 4

EVIDENCE OF RECOGNITION OR PROGRESSION

What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?

- Horizontal and vertical mobility options have been articulated in the occupational map
- Vertical mobility option is Production Manager

Please attach any documents giving further information about any of the topics above.

Give details of the document(s) here:

- Occupational Map and progression matrix

List of companies validated the QP

S. No	Name of the Organisation	Contact Person	Employee - Size
1	B.L.Ceramic Industries	Sami Ahmad Khan	Small
2	Blue Art Flower Vases works	SP Dadoo	Small
3	Dadoo Industries	Naman Dadoo	Small
4	Krishna Ceramics	Khalid Ahmad	Small
5	Chhabra & Sons	Mohd. Yusuf Khan	Small
6	Gopal Grinding Mills	Hari Dadoo	Small
7	Chhabra Industries	Mohd. Abdiul Raheem Khan	Small
8	Central glass & ceramic research institute	Dr. LK Sharma	Medium
9	Neerja International		Large
10	Minhas Pottery	Rajesh Kumar Tomar	Large
11	Chhatwal Ceramics	Vineet Sharma	Large
12	Silico & Chemico Porcelain Works	Darshan Chhatwal	Large

Further contact details and a copy of the validation are submitted both with NSDC and NSDA