



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

### 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

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## Introduction

### Qualifications Pack- Hand Rolled Agarbatti Maker

**SECTOR:** HANDICRAFTS AND CARPET

**SUB-SECTOR:** Handicrafts (Agarbatti)

**OCCUPATION:** Hand Rolled Agarbatti Maker

**REFERENCE ID:** HCS/Q 7901

**ALIGNED TO:** NCO-2004/8229.20

**Brief Job Description:** A Hand Rolled Agarbatti Maker is the one who produces agarbatti (perfumed or un-perfumed depending on ingredients) by rolling agarbatti masala dough over bamboo stick manually using hand. The major ingredient for hand rolled agarbatti are bamboo stick and agarbatti masala.

**Personal Attributes:** A Hand Rolled Agarbatti Maker should have good eyesight, hand-eye coordination and vision (including near vision, distance vision, colour vision, peripheral vision, depth perception and ability to change focus).



Job Details	Qualifications Pack Code	HCS/Q 7901		
	Job Role	HAND ROLLED AGARBATTI MAKER		
	Credits(NSQF)	TBD	Version number	1.0
	Sector	Handicrafts & Carpet	Drafted on	19/06/15
	Sub-sector	Handicrafts (Agarbatti)	Last reviewed on	29/06/15
	Occupation	Hand Rolled Agarbatti Maker	Next review date	29/06/17

<b>Job Role</b>	<b>Hand Rolled Agarbatti Maker</b>
<b>Role Description</b>	To prepare the raw materials and process them manually by using palm of hand to get agarbatti as the final product.
<b>NSQF level</b>	3
<b>Minimum Educational Qualifications</b>	Preferably 5 <sup>th</sup> standard
<b>Maximum Educational Qualifications</b>	Not Applicable
<b>Training</b> (Suggested but not mandatory)	Training in hand rolled agarbatti making and quality appraisal.
<b>Minimum Job Entry Age</b>	15 years
<b>Experience</b>	Not Applicable
<b>Applicable National Occupational Standards (NOS)</b>	<p><b>Compulsory:</b></p> <ol style="list-style-type: none"> <li><a href="#">HCS/N 7901 (Carry out processing of raw materials)</a></li> <li><a href="#">HCS/N 7901 (Carry out rolling of agarbatti &amp; post rolling operation)</a></li> <li><a href="#">HCS/N 7901 (Contribute to achieve quality in hand rolled agarbatti making)</a></li> <li><a href="#">HCS/N 9908 (Working in a team)</a></li> <li><a href="#">HCS/N 9912 (Maintain work area &amp; tools)</a></li> <li><a href="#">HCS/N 9913 (Maintain health, safety and security at workplace)</a></li> </ol> <p><b>Optional:</b> N/A</p>
<b>Performance Criteria</b>	As described in the relevant OS units



## Glossary of Key Terms

Keywords /Terms	Description
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.
Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
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 OS.
Sub-functions	Sub-functions are sub-activities essential to fulfill the achieving the objectives of the function.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in the Indian context.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack(QP)	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Unit Code	Unit Code is a unique identifier for an OS unit, which can be denoted with either an 'O' or an 'N'.
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the



	appropriate OS they are looking for.
Scope	Scope is 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.
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.
Organizational Context	Organizational 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.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
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 OS , these include communication related skills that are applicable to most job roles.
Helpdesk	Helpdesk is an entity to which the customers will report their IT problems. IT Service Helpdesk Attendant is responsible for managing the helpdesk.
<b>Keywords /Terms</b>	<b>Description</b>
SSC	Sector Skill Council
OS	Occupational Standard(s)
NOS	National Occupational Standard(s)
QP	Qualifications Pack
UGC	University Grants Commission
MHRD	Ministry of Human Resource Development
MoLE	Ministry of Labor and Employment
NVQF	National Vocational Qualifications Framework
HCSSC	Handicrafts and Carpet Sector Skill Council
TBD	To Be Determined
NSDC	National Skill Development Corporation
M/C	Machine

Acronyms

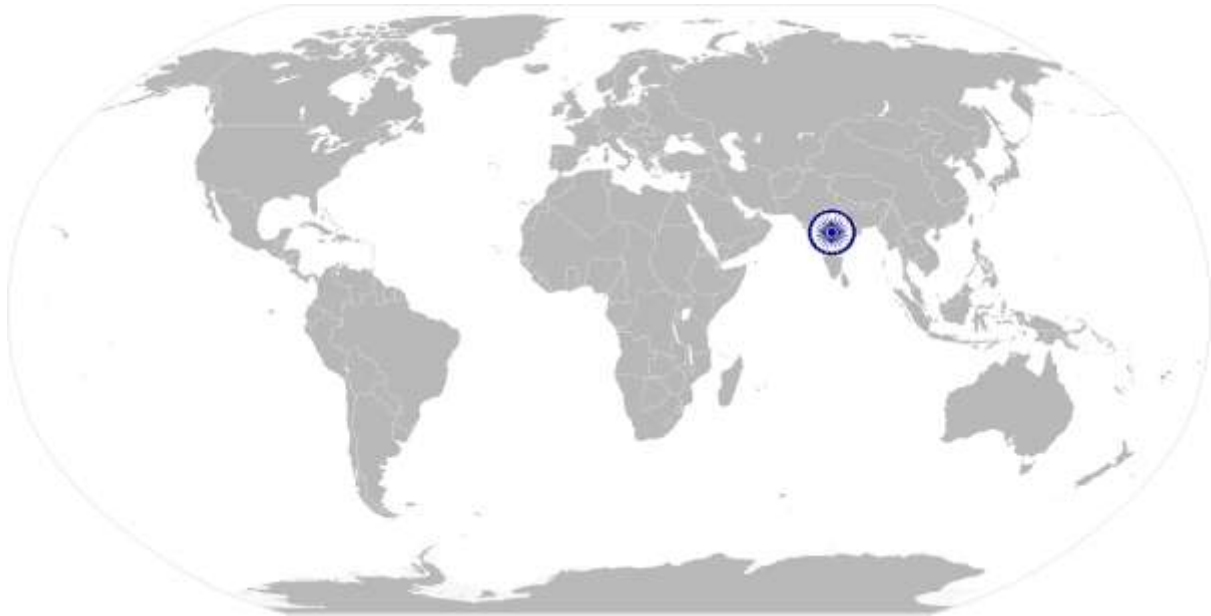


HCS/N 7901

Carry out processing of raw materials

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# National Occupational Standard



## Overview

This unit is about carrying out processing of raw materials, namely bamboo sticks and agarbatti masala dough to make them suitable for hand rolling.



HCS/N 7901

Carry out processing of raw materials

National Occupational Standard	<b>Unit Code</b>	HCS/N 7901
	<b>Unit Title (Task)</b>	Carry out processing of raw materials
	<b>Description</b>	This unit is about carrying processing of various raw materials to make them suitable for hand rolling.
	<b>Scope</b>	Basic operations to be undertaken by the Hand Rolled Agarbatti Maker are: <ul style="list-style-type: none"> <li>preparing bamboo stick for rolling</li> <li>preparing agarbatti masala dough</li> </ul>
	<b>Performance Criteria (PC) w.r.t. the Scope</b>	
	<b>Preparing bamboo stick for rolling</b>	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> <li>PC1. take out the bamboo stick bundle of required length from the stock</li> <li>PC2. sort out &amp; segregate the unusable bamboo stick from the bundle of sticks to reduce wastage of materials &amp; enhance productivity</li> <li>PC3. mark the required tip length for colouring as per instruction (if required)</li> <li>PC4. prepare the colour solution</li> <li>PC5. dip the sorted stick bundle in colour solution covering the required tip length</li> <li>PC6. dry the sorted and coloured bamboo stick and store appropriately</li> </ul>
	<b>Preparing agarbatti masala dough</b>	<ul style="list-style-type: none"> <li>PC7. identify different ingredients for agarbatti masala</li> <li>PC8. check the ingredients and remove any unwanted materials</li> <li>PC9. calculate the approximate ratio in which the ingredients are to be mixed</li> <li>PC10. take out and mix different ingredients uniformly</li> <li>PC11. add appropriate amount of liquid (water or oil) to justify the optimum level of viscosity of the masala dough</li> <li>PC12. mix the liquid with ingredients thoroughly by hand to prepare the dough</li> <li>PC13. check and justify that the masala dough is uniformly mixed with right level of viscosity</li> <li>PC14. proper storage/ covering of the masala dough to avoid drying</li> <li>PC15. carry out operations at a rate which maintains workflow</li> <li>PC16. respond appropriately incase of any major faults in the bamboo stick and other ingredients.</li> <li>PC17. minimise and dispose the waste materials in the approved manner</li> <li>PC18. take safety precautions while mixing the masala ingredients</li> <li>PC19. leave work area safe and secure when work is complete</li> </ul>
	<b>Knowledge and Understanding (K)</b>	
	<b>A. Organizational Context</b> (Knowledge of the company/ organization and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KA1. your organization's policies, procedures, guidelines and standards for quality</li> <li>KA2. safe working practices and organisational procedures</li> <li>KA3. quality systems and other processes practiced in the organization</li> <li>KA4. types of problems with quality and how to report them to appropriate people</li> <li>KA5. reporting procedure in case of faults in own/ other processes</li> <li>KA6. who to refer problems to when they are outside the limit of your authority</li> <li>KA7. your organization's tools, templates and processes for related operations in production</li> </ul>
	<b>B. Technical</b>	The user/individual on the job needs to know and understand:



HCS/N 7901

Carry out processing of raw materials

<b>Knowledge</b>	KB1. different types of ingredients for agarbatti masala KB2. function of different ingredients in agarbatti masala KB3. different grades of bamboo stick used for agarbatti rolling. KB4. recipe of making the the agarbatti masala dough KB5. proportions of the ingredients to make the required amount of dough KB6. need for proper storage of prepared agarbatti masala dough
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	The user/individual on the job needs to know and understand how to: SA1. write in local language
	<b>Reading Skills</b>
	The user/individual on the job needs to know and understand how to: SA2. read measurement instructions.
<b>B. Professional Skills</b>	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how to: SA3. listen effectively and orally communicate information accurately SA4. ask for clarification and advice from others
	<b>Decision Making</b>
	The The user/individual on the job needs to know and understand how to: SB1. follow organization rule-based decision making process SB2. take decision with systematic course of actions and/or response
	<b>Plan and Organize</b>
	User/individual needs to know and understand how to: SB3. plan and organize your work to achieve targets and deadlines
	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to: SB4. manage relationships with customers SB5. build customer relationships and use customer centric approach
	<b>Problem Solving</b>
	User/individual needs to know and understand how to: SB6. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB7. identify immediate or temporary solutions to resolve delays
<b>Analytical Thinking</b>	
User/individual needs to know and understand how to: SB8. analyze data and activities SB9. pass on relevant information to others	
<b>Critical Thinking</b>	
User/individual need to know and understand how to: SB10. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action	

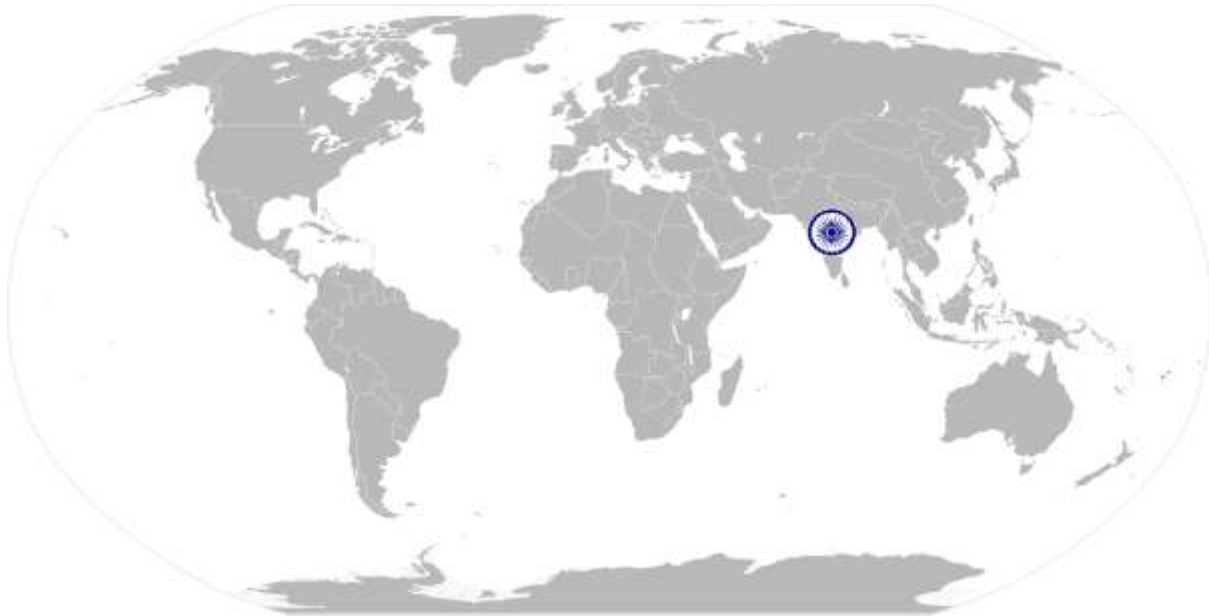


HCS/N 7901

Carry out processing of raw materials

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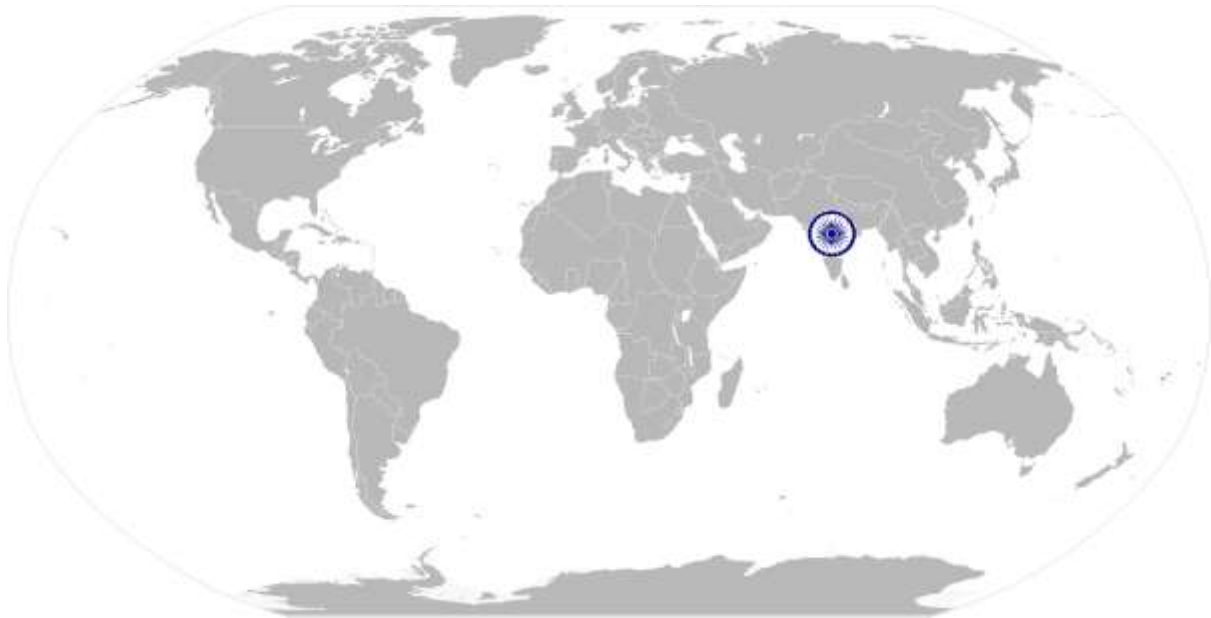
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<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Handicrafts and Carpet Sector</b>	<b>Drafted on</b>	<b>19/06/15</b>
<b>Industry Sub-sector</b>	<b>Handicrafts (Agarbatti)</b>	<b>Last reviewed on</b>	<b>29/06/15</b>
<b>Occupation</b>	<b>Hand Rolled Agarbatti Maker</b>	<b>Next review date</b>	<b>29/06/17</b>







# National Occupational Standard



## Overview

This unit is about carrying out rolling of agarbatti masala onto the bamboo stick and post rolling operations by hand.



HCS/N 7902

Carry out rolling of agarbatti & post rolling operation

National Occupational Standard	<b>Unit Code</b>	HCS/N 7902
	<b>Unit Title (Task)</b>	Carry out rolling of agarbatti & post rolling operation
	<b>Description</b>	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required to carry out rolling of agarbatti and carry out post rolling operations by hand.
	<b>Scope</b>	The basic operations to be undertaken by the Hand Rolled Agarbatti Maker are as follows: <ul style="list-style-type: none"> <li>• preparation of rolling desk &amp; other arrangements</li> <li>• rolling operation</li> <li>• post rolling operation</li> </ul>
	<b>Performance Criteria (PC) w.r.t. the Scope</b>	
	<b>Preparation of rolling desk &amp; other arrangements</b>	To be competent on the job, the user/individual on the job must be able to: <ul style="list-style-type: none"> <li>PC1. identify the appropriate rolling desk suitable for hand rolling</li> <li>PC2. check and ensure that the of rolling surface of the desk does not have any permanent rugged impression</li> <li>PC3. ensure that the rolling desk sits on the ground appropriately without any movement</li> <li>PC4. clean the rolling desk surface from strains of dried masala that may remain from the previous rolling batch</li> <li>PC5. take out the appropriate amount of masala dough from the lot as per your requirement</li> <li>PC6. decide the the optimum tip length using your finger</li> <li>PC7. adjust your sitting posture for comfortable &amp; fast activity</li> <li>PC8. judge the requirement of dry masala powder for outer coating.</li> </ul>
	<b>Rolling Operation</b>	<ul style="list-style-type: none"> <li>PC9. spread a coat of dry masala powder on your palm to avoid stickiness</li> <li>PC10. correctly hold bamboo stick for enhanced productivity</li> <li>PC11. roll the masala over the stick starting from one end (leaving the tip length) to the other end of the stick</li> <li>PC12. coat a layer of dry masala over the rolled stick</li> <li>PC13. keep the rolled agarbatti on a dust free tray/surface</li> </ul>
<b>Post Rolling Operation</b>	<ul style="list-style-type: none"> <li>PC14. carry out drying of rolled batti uniformly ensuring minimum moisture content</li> <li>PC15. check for any defective rolled batti and remove the same from the lot</li> <li>PC16. weigh the dried rolled batti and make bundles of unit weight (say 1 or half kg)</li> <li>PC17. roll each bundle separately in paper to refrain rolled batti to catch moisture</li> <li>PC18. store the rolled batti lot in a dry area avoiding direct contact with ground</li> <li>PC19. clean the rolling desk from any stains of masala that may create difficulty for next rolling batch</li> <li>PC20. dispose the waste materials in the approved manner</li> <li>PC21. take safety precautions while rolling</li> <li>PC22. carry out operations at a rate which maintains workflow</li> </ul>	



HCS/N 7902

**Carry out rolling of agarbatti & post rolling operation**

	PC23. leave work area safe and secure when work is complete
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company/ organization and its processes)	The user/individual on the job needs to know and understand: KA1. the organisation's policies and procedures KA2. responsibilities under health, safety and environmental legislation KA3. guidelines for storage and disposal of waste materials KA4. potential hazards associated with the machines and the safety precautions that must be taken KA5. protocol to obtain more information on work related tasks KA6. contact person in case of queries on procedure or products and for resolving issues related to defective machines, tools and/or equipment KA7. details of the job role and responsibilities KA8. work target and review mechanism with your supervisor KA9. protocol and format for reporting work related risks/ problems KA10. method of obtaining/ giving feedback related to performance KA11. importance of team work and harmonious working relationships KA12. process for offering/ obtaining work related assistance
<b>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand: KB1. need for regular maintenance of rolling desk KB2. standard rolled batti parameters KB3. different types of defects/quality errors/issues in rolled agarbatti KB4. common hazards in the work area and workplace procedures for dealing with them
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	The user/individual on the job needs to know and understand how to: SA1. write in local language
	<b>Reading Skills</b>
	The user/individual on the job needs to know and understand how to: SA2. read measurement instructions.
<b>B. Professional Skills</b>	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how to: SA3. listen effectively and orally communicate information accurately SA4. ask for clarification and advice from others
	<b>Decision Making</b>
	The user/individual on the job needs to know and understand how to: SB1. follow organization rule-based decision making process SB2. take decision with systematic course of actions and/or response
<b>B. Professional Skills</b>	<b>Plan and Organize</b>
	User/individual needs to know and understand how to: SB3. plan and organize your work to achieve targets and deadlines
	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to:



HCS/N 7902

Carry out rolling of agarbatti & post rolling operation

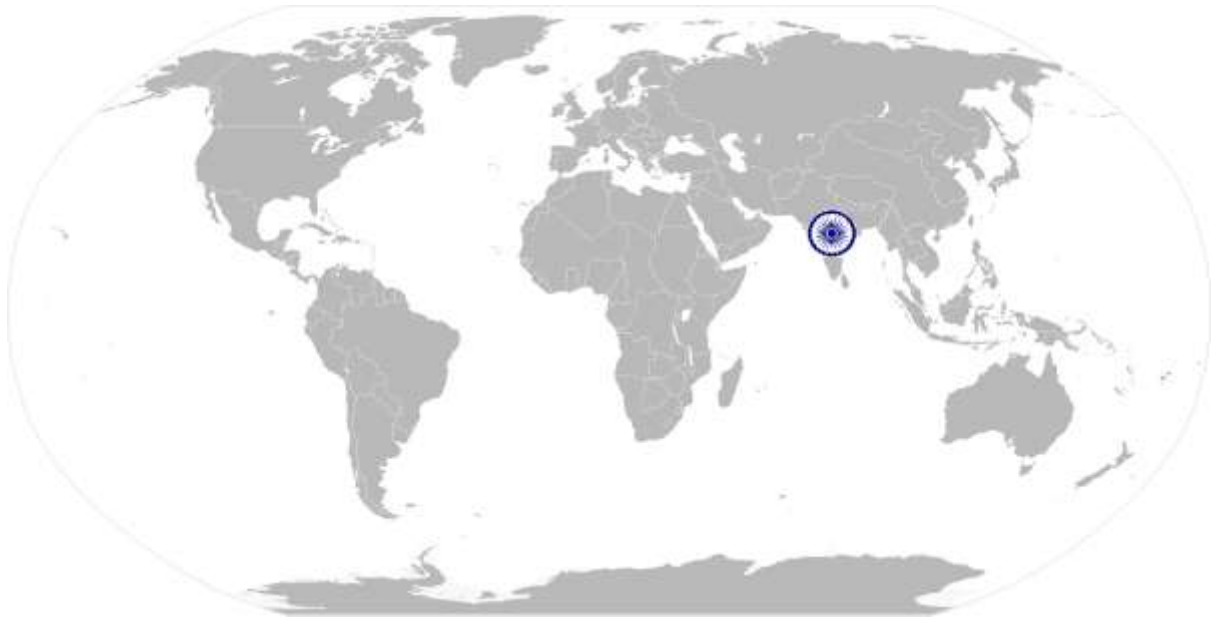
	SB4. manage relationships with customers
	SB5. build customer relationships and use customer centric approach
	<b>Problem Solving</b>
	User/individual needs to know and understand how to:
	SB6. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)
	SB7. identify immediate or temporary solutions to resolve delays
<b>Analytical Thinking</b>	
User/individual needs to know and understand how to:	
SB8. analyze data and activities	
SB9. pass on relevant information to others	
<b>Critical Thinking</b>	
User/individual need to know and understand how to:	
SB10. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action	

**NOS Version Control**

<b>NOS Code</b>	HCS/N 7902		
<b>Credits (NSQF)</b>	TBD	<b>Version number</b>	1.0
<b>Industry</b>	Handicrafts and Carpet Sector	<b>Drafted on</b>	19/06/15
<b>Industry Sub-sector</b>	Handicrafts (Agarbatti)	<b>Last reviewed on</b>	29/06/15
<b>Occupation</b>	Hand Rolled Agarbatti Maker	<b>Next review date</b>	29/06/17



# National Occupational Standard



## Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & abilities required to achieve quality in hand rolled agarbatti making



HCS/N 7903

Contribute to achieve quality in hand rolled agarbatti making

National Occupational Standard

<b>Unit Code</b>	<b>HCS/N 7903</b>
<b>Unit Title (Task)</b>	<b>Contribute to to achieve quality in hand rolled agarbatti making</b>
<b>Description</b>	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required to achieve quality in hand rolled agarbatti making.
<b>Scope</b>	<b>This unit/task covers the following:</b> <ul style="list-style-type: none"> <li>achieving the quality in hand rolled agarbatti making and related operations</li> </ul>
<b>Performance Criteria (PC) w.r.t the Scope</b>	
<b>Elements</b>	<b>Performance Criteria</b>
<b>Contribute to achieving the product quality in embroidery work</b>	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> <li>PC1. identify and use raw materials as per the specifications provided</li> <li>PC2. take the necessary action when materials do not conform to quality standards</li> <li>PC3. report and replace identified faulty materials and component parts which do not meet specification</li> <li>PC4. identify modifiable defects and rework on them</li> <li>PC5. carry out work safely and at a rate which maintains work flow</li> <li>PC6. report to the responsible person when the work flow of other production areas disrupts work</li> <li>PC7. carry out quality checks at specified intervals according to instructions</li> <li>PC8. apply the allowed tolerances</li> <li>PC9. identify faults and take appropriate action for rectification</li> <li>PC10. ensure standard stick length is 8-9 inches or as per the specification</li> <li>PC11. ensure the tip length is 45-55mm for 8 inches and 50-60mm for 9 inches or as per the specification</li> <li>PC12. ensure the burning time is 25-29min for 8 inches and 30-35min for 9 inches or as per the specification</li> </ul>
<b>Knowledge and Understanding (K) w.r.t. the Scope</b>	
<b>Elements</b>	<b>Knowledge and Understanding</b>
<b>A. Organisational Context</b> (Knowledge of the company / organisation and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KA1. safe working practices and organisational procedures</li> <li>KA2. the organisation's procedures and guidelines</li> <li>KA3. quality systems and machine embroidery processes practiced in the organization</li> <li>KA4. equipment operating procedures / manufacturer's instructions</li> <li>KA5. types of problems with quality and how to report them to appropriate people</li> <li>KA6. methods to present any ideas for improvement to supervisor</li> <li>KA7. the importance of complying with written instructions</li> <li>KA8. limits of personal responsibility</li> <li>KA9. reporting procedure in case of faults in own/ other processes</li> </ul>



HCS/N 7903

Contribute to achieve quality in hand rolled agarbatti making

<p><b>B. Technical / Domain Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. different types of faults that are likely to be found</p> <p>KB2. consequences of using incorrect tools</p> <p>KB3. consequences of incorrect handling of tools</p> <p>KB4. types of faults which may occur, how they are identified and methods to deal with it</p> <p>KB5. different types of defects</p> <p>KB6. the importance of segregating rejects</p> <p>KB7. appropriate inspection methods that can be used</p> <p>KB8. different quality parameters in the industry</p> <p>KB9. own responsibilities at work</p>
<p><b>Skills (S) w.r.t the Scope</b></p>	
<p><b>Elements</b></p>	<p><b>Skills</b></p>
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Writing Skills</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA1. write in local language</p> <p><b>Reading Skills</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. read measurement instructions.</p> <p><b>Oral Communication (Listening and Speaking skills)</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. listen effectively and orally communicate information accurately</p> <p>SA4. ask for clarification and advice from others</p>
<p><b>B. Professional Skills</b></p>	<p><b>Decision Making</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. follow organization rule-based decision making process</p> <p>SB2. take decision with systematic course of actions and/or response</p> <p><b>Plan and Organize</b></p> <p>User/individual needs to know and understand how to:</p> <p>SB3. plan and organize your work to achieve targets and deadlines</p> <p><b>Customer Centricity</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. manage relationships with customers</p> <p>SB5. build customer relationships and use customer centric approach</p> <p><b>Problem Solving</b></p> <p>User/individual needs to know and understand how to:</p> <p>SB6. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)</p> <p>SB7. identify immediate or temporary solutions to resolve delays</p> <p><b>Analytical Thinking</b></p> <p>User/individual needs to know and understand how to:</p> <p>SB8. analyze data and activities</p> <p>SB9. pass on relevant information to others</p> <p><b>Critical Thinking</b></p>



**HCS/N 7903      Contribute to achieve quality in hand rolled agarbatti making**

	User/individual need to know and understand how to: SB10. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action
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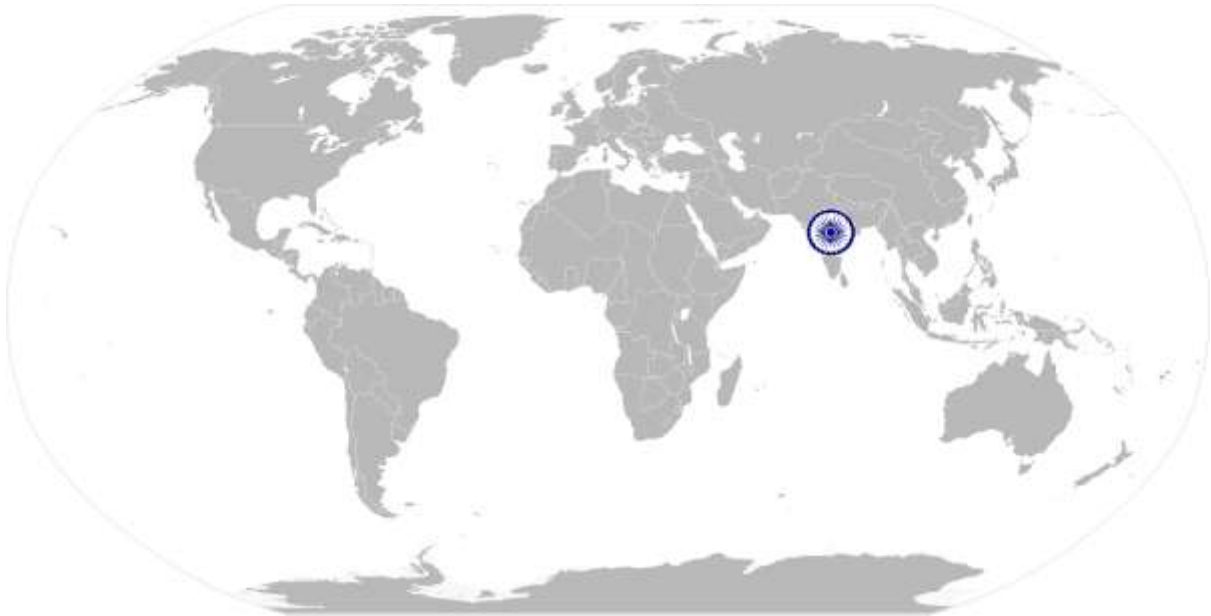
<b>NOS Code</b>	<b>HCS/N 7903</b>		
<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Handicrafts and Carpet Sector</b>	<b>Drafted on</b>	<b>19/06/15</b>
<b>Industry Sub-sector</b>	<b>Handicrafts (Agarbatti)</b>	<b>Last reviewed on</b>	<b>29/06/15</b>
<b>Occupation</b>	<b>Hand Rolled Agarbatti Maker</b>	<b>Next review date</b>	<b>29/06/17</b>







# National Occupational Standard



## Overview

This unit is about working as part of a team within the organization.



HCS/N 9908

Working in a team

National Occupational Standard	<b>Unit Code</b>	HCS/N9908
	<b>Unit Title (Task)</b>	Working in a team
	<b>Description</b>	This unit is about working as a team member within the organisation
	<b>Scope</b>	<ul style="list-style-type: none"> <li>▪ Commitment and trust</li> <li>▪ Communication</li> <li>▪ Adaptability</li> <li>▪ Creative freedom</li> </ul>
	<b>Performance Criteria (PC) w.r.t. the Scope</b>	
	<b>Elements</b>	<b>Performance Criteria</b>
	<b>Commitment and trust</b>	PC1. be accountable to one's own role in whole process of developing product PC2. perform all roles with full responsibility PC3. be effective and efficient at workplace
	<b>Communication</b>	PC4. properly communicate about organization policies PC5. talk politely with other team members and colleagues
	<b>Adaptability</b>	PC6. adjust in different work situations PC7. give due importance to others' point of view PC8. avoid conflicting situations
	<b>Creative freedom</b>	PC9. develop new ideas for work procedures PC10. improve upon the existing techniques to increase process efficiency
<b>Knowledge and Understanding (K)</b>		
<b>A. Organizational Context</b>	KA1. general rules and regulations in a paper mache sector KA2. procedure followed to get the final output KA3. safe working practices to be adopted KA4. reporting to the supervisor or higher authority about any grievances faced	
<b>B. Technical Knowledge</b>	KB1. understanding the importance of the previous and next step of the process KB2. process flow in a paper mache section KB3. material sequence of flow KB4. functions of different parts of product development KB5. tools and equipments used KB6. guidelines for operating the equipment KB7. safety procedures to be followed as applicable	
<b>Skills (S)</b>		
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>	The user/individual on the job needs to know and understand: SA1. write letters, memos, applications regarding team needs and performance in simple language SA2. write daily work report
	<b>Reading Skills</b>	The user/individual on the job needs to know and understand: SA3. comprehend written instructions SA4. read any application sent by other colleagues and team members
	<b>Oral Communication (Listening and Speaking skills)</b>	



HCS/N 9908

Working in a team

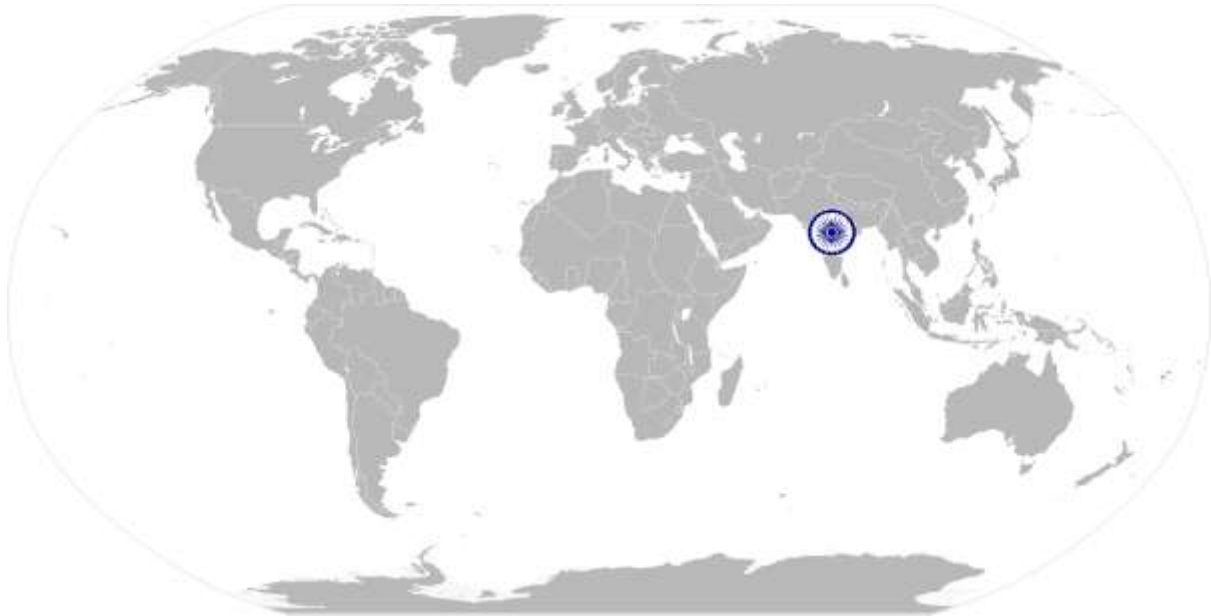
	The user/individual on the job needs to know and understand: SA5. communicate with superior, colleagues and juniors appropriately SA6. talk to team members to convey information effectively
<b>B. Professional Skills</b>	<b>Decision Making</b>
	The user/individual on the job needs to know and understand how to: SB1. make decisions in relation to the concerned scope of work
	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand: SB2. plan and organize the work to achieve shared objectives of the team
	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to: SB3. manage relationships with customers who may be in need of supports to maintain productivity and performance SB4. build with customer a relationship of trust and cooperation in achieving team goal
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand: SB5. apply problem-solving approaches to resolve conflicts SB6. seek clarification to problems when in doubt
	<b>Analytical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB7. identify root cause of problem split to utmost level of circumstances, personality etc
<b>Critical Thinking</b>	
The user/individual on the job needs to know and understand how to: SB8. critically evaluate various approaches of building team and sustaining team performance.	

NOS Version Control

NOS Code	HCS/N9908		
Credits (NSQF)	TBD	Version number	1.0
Industry	Handicrafts and Carpet	Drafted on	19/06/15
Industry Sub-sector	Handicrafts (Agarbatti)	Last reviewed on	29/06/15
Occupation	Hand Rolled Agarbatti Maker	Next review date	29/06/17



# National Occupational Standard



## Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required to organise/maintain work areas and activities to ensure tools used are maintained as per norms



HCS/N 9912

Maintain work area and tools

National Occupational Standard

<b>Unit Code</b>	HCS/N 9912
<b>Unit Title (Task)</b>	Maintain work area and tools
<b>Description</b>	This unit provides <b>Performance</b> Criteria, Knowledge & Understanding and Skills & Abilities required to <b>organise/</b> maintain work areas and activities to ensure tools used for hand rolled <b>agarbatti</b> production are maintained as per norms.
<b>Scope</b>	<b>This unit/task covers the following:</b> <ul style="list-style-type: none"> <li>maintain the work area and tools</li> </ul>
<b>Performance Criteria (PC) w.r.t the Scope</b>	
<b>Elements</b>	<b>Performance Criteria</b>
<b>Maintain the work area, tools and machines</b>	To be competent, the user/individual on the job must be able to: PC1. handle materials and tools safely and correctly PC2. use materials to minimize waste PC3. maintain a clean and hazard free working area PC4. maintain the tools used for bamboo utility handicraft assembling PC5. carry out maintenance and/or cleaning within one's responsibility PC6. report damaged tools & materials PC7. work in a comfortable position with the correct posture PC8. dispose off waste safely in the designated location PC9. store tools safely after use PC10. carry out cleaning according to schedules and limits of responsibility
<b>Knowledge and Understanding (K) w.r.t. the Scope</b>	
<b>Elements</b>	<b>Knowledge and Understanding</b>
<b>A. Organisational Context</b> (Knowledge of the company / organisation and its processes)	The user/individual on the job needs to know and understand: KA1. personal hygiene and duty of care KA2. safe working practices and organisational procedures KA3. limits of your own responsibility KA4. ways of resolving with problems within the work area KA5. the production process and the specific work activities that relate to the whole process KA6. the importance of effective communication with colleagues KA7. the lines of communication, authority and reporting procedures KA8. the organisation's rules, codes and guidelines (including timekeeping) KA9. the company's quality standards KA10. the importance of complying with written instructions
<b>B. Technical / Domain Knowledge</b>	The user/individual on the job needs to know and understand: KB1. work instructions and specifications accurately KB2. method to make use of the information detailed in specifications and instructions KB3. relation between work role and the overall manufacturing process KB4. the importance of taking action when problems are identified KB5. different ways of minimising waste KB6. effects of contamination on products KB7. common faults in hand rolled agarbattis



HCS/N 9912

Maintain work area and tools

	KB8. tools maintenance procedures KB9. hazards likely to be encountered when conducting routine maintenance KB10. safe working practices for cleaning and the method of carrying them out
<b>Skills (S) w.r.t the Scope</b>	
<b>Elements</b>	<b>Skills</b>
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b> The user/individual on the job needs to know and understand how to: SA1. write in local language
	<b>Reading Skills</b> The user/individual on the job needs to know and understand how to: SA2. read measurement instructions.
	<b>Oral Communication (Listening and Speaking skills)</b> The user/individual on the job needs to know and understand how to: SA3. listen effectively and orally communicate information accurately SA4. ask for clarification and advice from others
	<b>B. Professional Skills</b>
	<b>Decision Making</b> The user/individual on the job needs to know and understand how to: SB1. follow organization rule-based decision making process SB2. take decision with systematic course of actions and/or response
	<b>Plan and Organize</b> User/individual needs to know and understand how to: SB3. plan and organize your work to achieve targets and deadlines
	<b>Customer Centricity</b> The user/individual on the job needs to know and understand how to: SB4. manage relationships with customers SB5. build customer relationships and use customer centric approach
	<b>Problem Solving</b> User/individual needs to know and understand how to: SB6. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB7. identify immediate or temporary solutions to resolve delays
	<b>Analytical Thinking</b> User/individual needs to know and understand how to: SB8. analyze data and activities SB9. pass on relevant information to others
	<b>Critical Thinking</b> User/individual need to know and understand how to: SB10. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

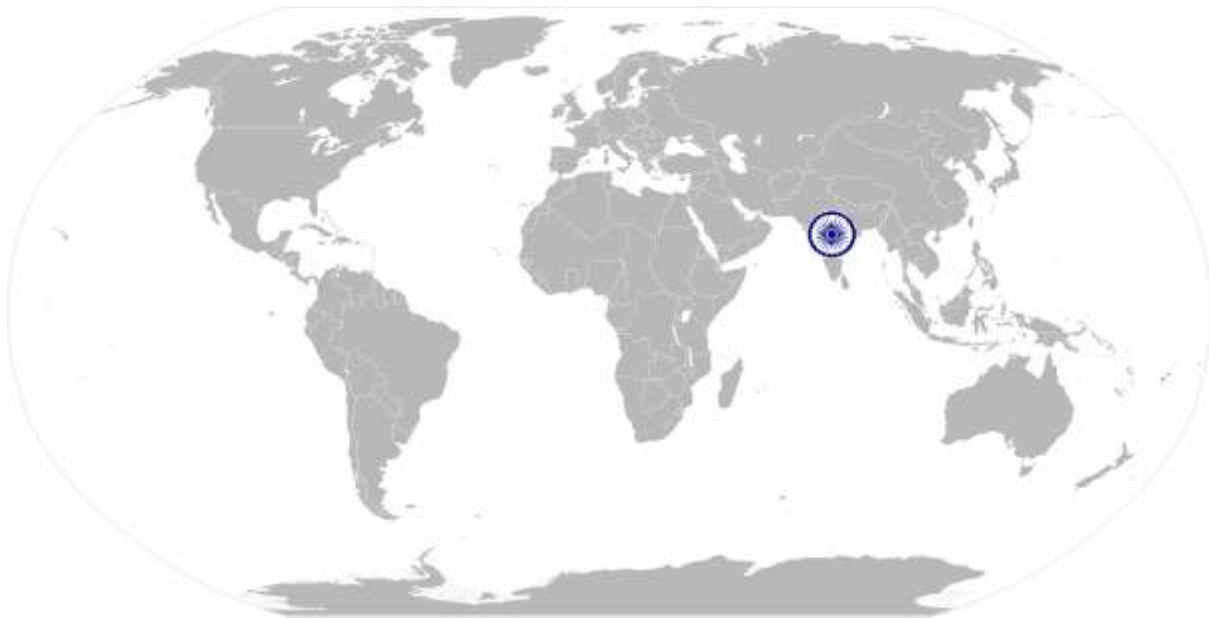


HCS/N 9912

Maintain work area and tools

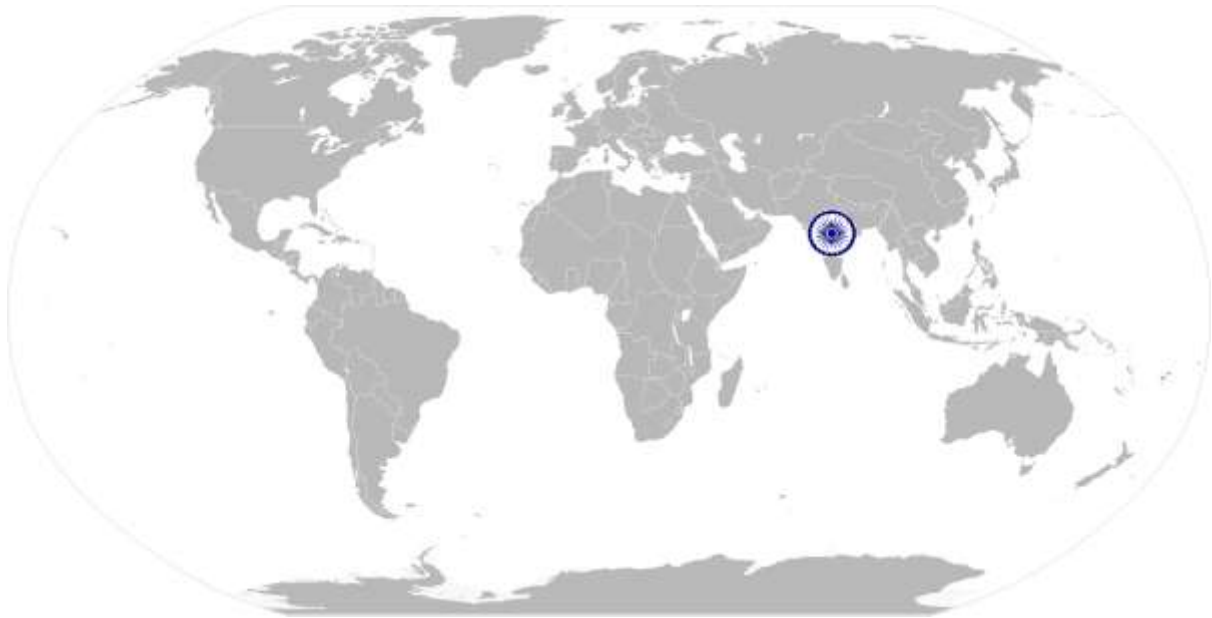
NOS Version Control

NOS Code	HCSSC/N 9912		
Credits (NSQF)	TBD	Version number	1.0
Industry	Handicrafts and Carpet Sector	Drafted on	19/06/15
Industry Sub-sector	Handicrafts (Agarbatti)	Last reviewed on	29/06/15
Occupation	Hand Rolled Agarbatti Maker	Next review date	29/06/17





# National Occupational Standard



## Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required to comply with health, safety and security requirements at the workplace and covers procedures to prevent, control and minimise risk to self and others.





HCS/N 9913

Maintain health, safety and security at workplace

National Occupational Standard

<b>Unit Code</b>	<b>HCS/N 9913</b>
<b>Unit Title (Task)</b>	<b>Maintain health, safety and security at workplace</b>
<b>Description</b>	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required to comply with health, safety and security requirements at the workplace and covers procedures to prevent, control and minimise risk to self and others.
<b>Scope</b>	<b>This unit/task covers the points to:</b> <ul style="list-style-type: none"> <li>comply with health, safety and security requirements at work</li> </ul>
<b>Performance Criteria (PC) w.r.t the Scope</b>	
<b>Elements</b>	<b>Performance Criteria</b>
<b>Comply with health, safety and security requirements at work</b>	To be competent, the user/individual on the job must be able to: PC1. comply with health and safety related instructions applicable to the workplace PC2. use and maintain personal protective equipment as per protocol PC3. carry out own activities in line with approved guidelines and procedures PC4. maintain a healthy lifestyle and guard against dependency on intoxicants PC5. follow environment management system related procedures PC6. store materials and tools in line with manufacturer's and organisational requirements PC7. safely handle and move waste and debris PC8. minimize health and safety risks to self and others due to own actions PC9. seek clarifications, from supervisors or other authorized personnel in case of perceived risks PC10. monitor the workplace and work processes for potential risks and threats PC11. carry out periodic walk-through to keep work area free from hazards and obstructions, if assigned PC12. report hazards and potential risks/ threats to supervisors or other authorized personnel PC13. participate in mock drills/ evacuation procedures organized at the workplace PC14. undertake first aid, fire-fighting and emergency response training, if asked to do so PC15. take action based on instructions in the event of fire, emergencies or accidents PC16. follow organisation procedures for evacuation when required
<b>Knowledge and Understanding (K) w.r.t the Scope</b>	
<b>Elements</b>	<b>Knowledge and Understanding</b>
<b>A. Organisational Context</b>	The user/individual on the job needs to know and understand:
<b>(Knowledge of the company / organisation and its processes)</b>	KA1. health and safety related practices applicable at the workplace KA2. potential hazards, risks and threats based on nature of operations KA3. organizational procedures for safe handling of tools KA4. potential risks due to own actions and methods to minimize these KA5. environmental management system related procedures at the workplace



HCS/N 9913

Maintain health, safety and security at workplace

	<p>KA6. layout of the plant and details of emergency exits, escape routes, emergency equipment and assembly points</p> <p>KA7. potential accidents and emergencies and response to these scenarios</p> <p>KA8. reporting protocol and documentation required</p> <p>KA9. details of personnel trained in first aid, fire-fighting and emergency response</p> <p>KA10. actions to take in the event of a mock drills/ evacuation procedures or actual accident, emergency or fire</p>
<b>B. Technical / Domain Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. occupational health and safety risks and methods</p> <p>KB2. personal protective equipment and method of use</p> <p>KB3. identification, handling and storage of hazardous substances</p> <p>KB4. proper disposal system for waste and by-products</p> <p>KB5. signage related to health and safety and their meaning</p> <p>KB6. importance of sound health, hygiene and good habits</p> <p>KB7. ill-effects of alcohol, tobacco and drugs</p>
<b>Skills (S) w.r.t the Scope</b>	
<b>Elements</b>	<b>Skills</b>
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	The user/individual on the job needs to know and understand how to: SA1. write in local language
	<b>Reading Skills</b>
	The user/individual on the job needs to know and understand how to: SA2. read measurement instructions.
	<b>Oral Communication (Listening and Speaking skills)</b>
The user/individual on the job needs to know and understand how to: SA3. listen effectively and orally communicate information accurately SA4. ask for clarification and advice from others	
<b>B. Professional Skills</b>	<b>Decision Making</b>
	The user/individual on the job needs to know and understand how to: SB1. follow organization rule-based decision making process SB2. take decision with systematic course of actions and/or response
	<b>Plan and Organize</b>
	User/individual needs to know and understand how to: SB3. plan and organize your work to achieve targets and deadlines
	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to: SB4. manage relationships with customers SB5. build customer relationships and use customer centric approach
	<b>Problem Solving</b>
User/individual needs to know and understand how to: SB6. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)	



**HCS/N 9913**

**Maintain health, safety and security at workplace**

	SB7. identify immediate or temporary solutions to resolve delays
	<b>Analytical Thinking</b>
	User/individual needs to know and understand how to:
	SB8. analyze data and activities
	SB9. pass on relevant information to others
	<b>Critical Thinking</b>
	User/individual need to know and understand how to:
	SB10. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

**NOS Version Control**

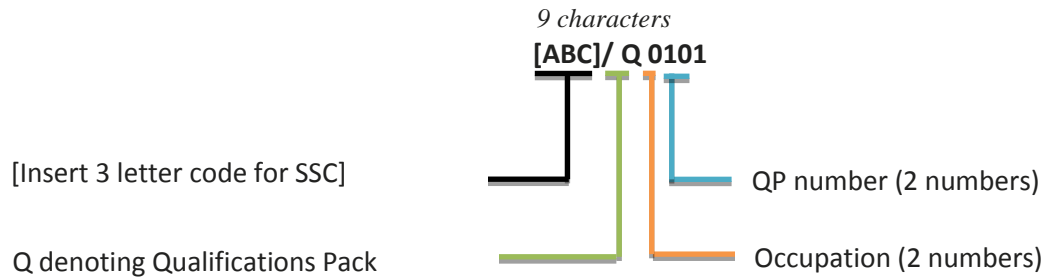
<b>NOS Code</b>	HCS/N 9913		
<b>Credits (NSQF)</b>	TBD	<b>Version number</b>	1.0
<b>Industry</b>	Handicrafts and Carpet Sector	<b>Drafted on</b>	19/06/15
<b>Industry Sub-sector</b>	Handicrafts (Agarbatti)	<b>Last reviewed on</b>	29/06/15
<b>Occupation</b>	Hand Rolled Agarbatti Maker	<b>Next review date</b>	29/06/17



## Annexure

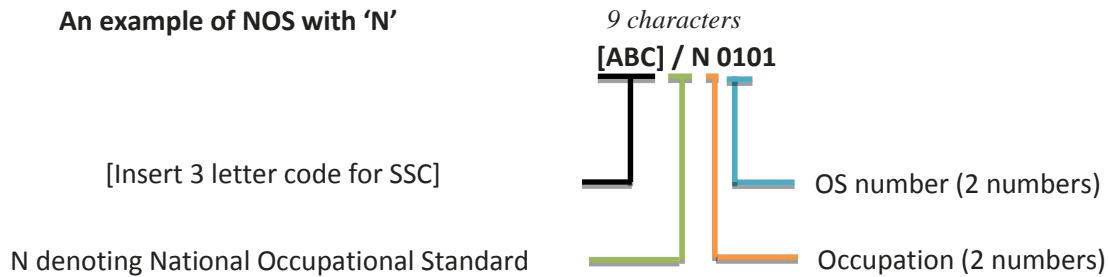
### Nomenclature for QP and NOS

#### Qualifications Pack



#### Occupational Standard

##### An example of NOS with 'N'



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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	Handicraft and Carper Sector Skill Council	HCS
Slash	/	/
Next letter	Whether QP or NOS	Q
Next two numbers	Occupation code	01
Next two numbers	OS number	01



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

**Job Role: Hand Rolled Agarbatti Maker**

**Qualification Pack: HCS/Q 7901**

**Sector Skill Council : Handicrafts & 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 each PC.
2. Each NOS will be assessed both for theoretical knowledge and practical
3. The assessment will be based on knowledge bank of questions created by the SSC.
4. Individual assessment agencies will create unique question papers for theory and skill practical part for each candidate at each examination/training center
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

#### **ASSESSMENT CRITERIA**

		Total Marks (600)	Out of	Marks Allocation	
				Theory	Skills Practical
1. HCS/N 7901 (Carry out processing of raw materials)	PC1. Take out the bamboo stick bundle of required length from the stock	100	3	1	2
	PC2. Sort out & segregate the unusable bamboo stick from the bundle of sticks to reduce wastage of materials & enhance productivity		7	3	4
	PC3. Mark the required tip length for colouring as per instruction (if required)		3	1	2
	PC4. Prepare the colour solution		8	3	5
	PC5. Dip the sorted stick bundle in colour solution covering the required tip length		3	1	2
	PC6. Dry the sorted and coloured bamboo stick and store appropriately		3	1	2
	PC7. Identify different ingredients for agarbatti masala		8	4	4
	PC8. Check the ingredients and remove any unwanted materials		5	1	4



	PC9. Calculate the approximate ratio in which the ingredients are to be mixed		10	4	6
	PC10. Take out and mix different ingredients uniformly		3	1	2
	PC11. Add appropriate amount of liquid (water or oil) to justify the optimum level of viscosity of the masala dough		7	2	5
	PC12. Mix the liquid with ingredients thoroughly by hand to prepare the dough		4	1	3
	PC13. Check and justify that the masala dough is uniformly mixed with right level of viscosity		6	2	4
	PC14. Proper storage/ covering of the masala dough to avoid drying		4	1	3
	PC15. Carry out operations at a rate which maintains workflow		8	3	5
	PC16. Respond appropriately incase of any major faults in the bamboo stick and other ingredients.		3	1	2
	PC17. Minimise and dispose the waste materials in the approved manner		6	2	4
	PC18. Take safety precautions while mixing the masala ingredients		5	2	3
	PC19. Leave work area safe and secure when work is complete		4	1	3
		<b>TOTAL</b>	<b>100</b>	<b>35</b>	<b>65</b>
2. HCS/N 7902 (Carry out rolling of agarbatti & post rolling)	PC1. Identify the appropriate rolling desk suitable for hand rolling	<b>100</b>	3	1	2
	PC2. Check and ensure that the of rolling surface of the desk does not have any permanent rugged impression		3	1	2
	PC3. Ensure that the rolling desk sits on the ground appropriately without any movement		3	1	2
	PC4. Clean the rolling desk surface from strains of dried masala that may remain from the previous rolling batch		3	1	2
	PC5. Take out the appropriate amount of masala dough from the lot as per your requirement		7	2	5
	PC6. Decide the the optimum tip length using your finger		5	2	3
	PC7. Adjust your sitting posture for comfortable & fast activity		3	1	2
	PC8. Judge the requirement of dry masala powder for outer coating.		3	1	2
	PC9. Spread a coat of dry masala powder on your palm to avoid stickiness		3	1	2



	PC10. Correctly Hold bamboo stick for enhanced productivity		3	1	2
	PC11. Roll the masala over the stick starting from one end (leaving the tip length) to the other end of the stick		10	4	6
	PC12. Coat a layer of dry masala over the rolled stick		3	1	2
	PC13. Keep the rolled agarbatti on a dust free tray/surface		3	1	2
	PC14. Carry out drying of rolled batti uniformly ensuring minimum moisture content		7	2	5
	PC15. Check for any defective rolled batti and remove the same from the lot		7	2	5
	PC16. Weigh the dried rolled batti and make bundles of unit weight (say 1 or half kg)		5	1	4
	PC17. Roll each bundle separately in paper to refrain rolled batti to catch moisture		4	1	3
	PC18. Store the rolled batti lot in a dry area avoiding direct contact with ground		4	1	3
	PC19. Clean the rolling desk from any stains of masala that may create difficulty for next rolling batch		3	1	2
	PC20. Dispose the waste materials in the approved manner		4	1	3
	PC21. Take safety precautions while rolling		4	2	2
	PC22. Carry out operations at a rate which maintains workflow		6	2	4
	PC23. Leave work area safe and secure when work is complete		4	1	3
		<b>TOTAL</b>	<b>100</b>	<b>32</b>	<b>68</b>
3. HCS/N 7903 (Contribute to to achieve quality in hand rolled agarbatti making)	PC1. Identify and use raw materials as per the specifications provided		12	4	8
	PC2. Take the necessary action when materials do not conform to quality standards		8	2	6
	PC3. Report and replace identified faulty materials and component parts which do not meet specification		8	2	6
	PC4. Identify modifiable defects and rework on them		8	2	6
	PC5. Carry out work safely and at a rate which maintains work flow		6	1	5





	PC6. Report to the responsible person when the work flow of other production areas disrupts work		3	1	2
	PC7. Carry out quality checks at specified intervals according to instructions		10	3	7
	PC8. Apply the allowed tolerances		5	2	3
	PC9. Identify faults and take appropriate action for rectification		10	3	7
	PC10. Ensure standard stick length is 8-9 inches or as per the specification		10	4	6
	PC11. Ensure the tip length is 45-55mm for 8 inches and 50-60mm for 9 inches or as per the specification		10	4	6
	PC12. Ensure the burning time is 25-29min for 8 inches and 30-35min for 9 inches or as per the specification		10	4	6
		<b>TOTAL</b>		<b>32</b>	<b>68</b>
4. HCS/N9908 (Working in a team)	PC1. Be accountable to one's own role in whole process of developing product	<b>100</b>	12	4	8
	PC2. Perform all roles with full responsibility		10	3	7
	PC3. Be effective and efficient at workplace		10	3	7
	PC4. Properly communicate about organisation's policies		8	4	4
	PC5. Talk politely with other team members and colleagues		10	3	7
	PC6. Adjust in different work situations		10	3	7
	PC7. Give due importance to others' point of view		10	3	7
	PC8. Avoid conflicting situations		10	2	8
	PC9. Develop new ideas for work procedures		8	2	6
	PC10. Improve upon the existing techniques to increase process efficiency		12	2	10
			<b>TOTAL</b>	<b>100</b>	<b>29</b>
5. HCS/N 9912 (Maintain work area and tools)	PC1. Handle materials and tools safely and correctly	100	8	2	6
	PC2. Use materials to minimize waste		10	3	7
	PC3. Maintain a clean and hazard free working area		10	3	7
	PC4. Maintain the tools used for stick making		8	2	6
	PC5. Carry out maintenance and/or cleaning within one's responsibility		10	3	7
	PC6. Report damaged tools and materials		12	4	8
	PC7. Work in a comfortable position with correct posture		10	3	7
	PC8. Dispose of waste safely in designated		12	4	8



	location				
	PC9. Store tools safely after use		10	3	7
	PC10. Carry out cleaning according to schedules and limits of responsibility		10	3	7
		<b>TOTAL</b>	<b>100</b>	<b>30</b>	<b>70</b>
6. HCS/N 9913 (Maintain health, safety and security at workplace)	PC1. Comply with health and safety related instructions applicable to the workplace	100	8	2	6
	PC2. Use and maintain personal protective equipment as per protocol		8	2	6
	PC3. Carry out own activities in line with approved guidelines and procedures		8	2	6
	PC4. Maintain a healthy lifestyle and guard against dependency on intoxicants		8	2	6
	PC5. Follow environment management system related procedures		6	2	4
	PC6. Store materials and tools in line with manufacturer's and organisational requirements		5	2	3
	PC7. Safely handle and move waste and debris		4	1	3
	PC8. Minimize health and safety risks to self and others due to own actions		6	2	4
	PC9. Seek clarifications from supervisors or other authorized personnel in case of perceived risks		4	1	3
	PC10. Monitor the workplace and work processes for potential risks and threats		4	1	3
	PC11. Carry out periodic walk-through to keep work area free from hazards and obstructions, if assigned		5	2	3
	PC12. Report hazards and potential risks/ threats to supervisors or other authorized personnel		7	3	4
	PC13. Participate in mock drills/ evacuation procedures organised at the workplace		5	2	3
	PC14. Undertake first aid, fire fighting and emergency response training, if asked		6	2	4
	PC15. Take action based on instructions in the event of fire, emergencies or accidents		8	2	6
	PC16. Follow organisation evacuation procedures		8	2	6
	<b>TOTAL</b>	<b>100</b>	<b>30</b>	<b>70</b>	