

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR GEM & JEWELLERY INDUSTRY



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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-Design Merchandiser

SECTOR: GEM & JEWELLERY

SUB-SECTOR: Cast and Diamonds-Set Jewellery

OCCUPATION: Designing and Product Development

REFERENCE ID: G&J/Q2302

ALIGNED TO: NCO-2004/ NIL

Design Merchandiser: A Design Merchandiser develops jewellery designs concepts and plays key role in product development in the cast and diamond – set jewellery manufacturing in India.

Brief Job Description: The individual at work assesses market trends by: Researching the market, taking cues from exhibitions and interacting with customers and designer. The individual develops design concepts, assesses the value of inputs to price jewellery for different budgets, and presents design brief to senior management or client for finalization.

Personal Attributes: The job requires the individual to be creative, sensitive to fashion changes and analytical with ability to give attention to details, and presentation skills. The individuals must be open to travelling and sharp memory order to create evolving designs which are practical and fashionable

Qualifications Pack Code	G&J/Q2302		
Job Role	Design Merchandiser		
Credits (NSQF)	TBD	Version number	1.1
Sector	Gem & Jewellery	Drafted on	29/05/13
Sub-sector	Cast and Diamond-set Jewellery	Last reviewed on	15/07/15
Occupation	Designing & Product Development	Next review date	15/08/16
NSQC Clearance on*	05/08/2015		

Job Role	Design Merchandiser
Role Description	Developing design concepts at different price points by assessing market trends for practical and fashionable designs
NSQF level	6
Minimum Educational Qualifications*	Graduation
Maximum Educational Qualifications*	Not Applicable
Training	Not Applicable
Minimum Job Entry Age	18 Years
Experience	Not Applicable
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> 1. G&J/N2304 Develop jewellery design concept 2. G&J/N9901 Respect and maintain IPR 3. G&J/N9902 Coordinate with others 4. G&J/N9905 Maintain occupational health and safety <p>Optional: N.A</p>
Performance Criteria	As described in the relevant OS units

G&J/N2304

Develop jewellery design concept

National Occupational Standard

Overview

This unit is about developing jewellery designs concepts for at different price points by assessing market trends for practical and fashionable designs to be created at product development and design stages.

G&J/N2304

Develop jewellery design concept

National Occupational Standard

Unit Code	G&J /N2304
Unit Title (Task)	Develop jewellery design concept
Description	This OS unit is about developing jewellery designs at different price points by assessing market trends for practical and fashionable designs
Scope	<p>This unit/task covers the following:</p> <p>Assess market trends</p> <ul style="list-style-type: none"> conduct research for the trends and market preferences for types of jewellery products and designs preferred by potential customers interact with customers, marketing department and product development head to gather market insights on cost of raw materials and pricing of finished jewellery follow various jewellery design publications, exhibitions, etc., to understand new design trends form hypothesis of the new design modifications required for different price points <p>Develop jewellery design concept</p> <ul style="list-style-type: none"> provide visual image, photographs of the design concepts to designers give instructions to designers in terms of product type, size, dimensions, shapes, materials as per research information gathered get the hand sketch designs done by designers and select the designs provide selected designs to CAD operator for developing 3D models with detailing and dimensions for jewellery pieces to be manufactured check quality of the hand sketch and CAD design <p>Present the designs to senior management</p> <ul style="list-style-type: none"> prepare design brief in terms of uniqueness, practicality, potential in the market and price points presentation the design concepts discuss and finalize the designs <p>Implement product development plan</p> <ul style="list-style-type: none"> prepare the product development plan provide CAD designs to CAM operator for preparing master model in resin or metal coordinate with production manager and get the metal master produced provide quality improvement inputs to production department receive inputs from designers and production department for improvements in product designs

G&J/N2304

Develop jewellery design concept

	<ul style="list-style-type: none"> finalize the master model <p>Provide marketing support</p> <ul style="list-style-type: none"> present the new products to the marketing team jointly showcase products to the customers and in exhibitions select designs for running marketing campaign, catalogues <p>Data management</p> <ul style="list-style-type: none"> store files and folder maintain data securely <p>Check quality and store designs</p> <ul style="list-style-type: none"> self-check each design in terms of dimensions, clarity and practicality ensure timely delivery of the required number of quality approved designs document all the communications and suggestions related to design modification <p>Report problems related to:</p> <ul style="list-style-type: none"> complexity of designs faulty equipment or software operation mismatch in design concept in terms of design trends, customer requirement, production limitations and the appropriate action to take if refinement or modification are required reasons for anticipated delays that may adversely affect delivery <p>Interact with superiors and customers</p> <ul style="list-style-type: none"> receive instructions and materials from reporting supervisor and marketing address customer queries regarding modifications in designs
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Market assessment	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. conduct thorough research on the market trends</p> <p>PC2. Analyse and report the product categories at different price points</p> <p>PC3. conduct competitors analysis</p>
Develop jewellery design	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC4. generate ideas for practical and fashionable designs</p> <p>PC5. explain design concepts to designers and ensure clear sketches of ideas with detailed drawings from designers</p> <p>PC6. create new and successful designs per year</p>
Implement product development plan	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC7. timely produce of master models by CAM operator</p> <p>PC8. accurately disseminate design inputs to the production department</p> <p>PC9. minimize rework after master model making</p>

G&J/N2304

Develop jewellery design concept

Productivity	To be competent, the user/individual on the job must be able to: PC10. timely deliver jewellery designs for master model making PC11. develop number of successful designs as per target given PC12. assist in number of marketing campaigns per year
Quality of output	To be competent, the user/individual on the job must be able to: PC13. maintain practicality and look of the design as per the design concept PC14. conceptualise designs based on feedback from marketing and product development
Knowledge and Understanding (K)	
A. Organizational Context	The user/individual on the job needs to know and understand: KA1. company's policies on: quality, incentives, delivery standards, safety and hazards, integrity and IPR, and personnel management KA2. work flow involved in cast and diamond-set jewellery manufacturing KA3. Importance of the individual's role in the workflow KA4. reporting structure
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. market segments, market research and assessment of jewellery retail trends KB2. valuing of inputs of jewellery such as precious metal, stones, high value consumables KB3. how to use computers, CorelDraw, CAD workstation software and hardware, compact digital camera, MS office, data management software, internet, etc. KB4. the principles of drawing jewellery shapes KB5. different types of jewellery products rings, bracelets, pendants, necklace KB6. different types of diamonds and/or gemstones, colours, cuts, shapes and settings KB7. utility of designs in terms of daily wear, occasional wear KB8. basic jewellery manufacturing and techniques including types of diamonds and/or gemstones settings KB9. basics of design techniques, tools, principals involved in production of precision designs, blueprints, drawings, and models
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Reading and writing skills
	The user/ individual on the job needs to know and understand how to: SA1. read company rules and compliance documents required to complete the work SA2. communicating with industry players and clients SA3. reading manuals, contracts and other documents
	Calculation skills
	The user/individual on the job needs to know and understand how to: SA4. assess the number of diamonds and/or gemstones and weight of gold and other materials required in a jewellery right at the concept stage SA5. determine design parameters for CAD designing

G&J/N2304

Develop jewellery design concept

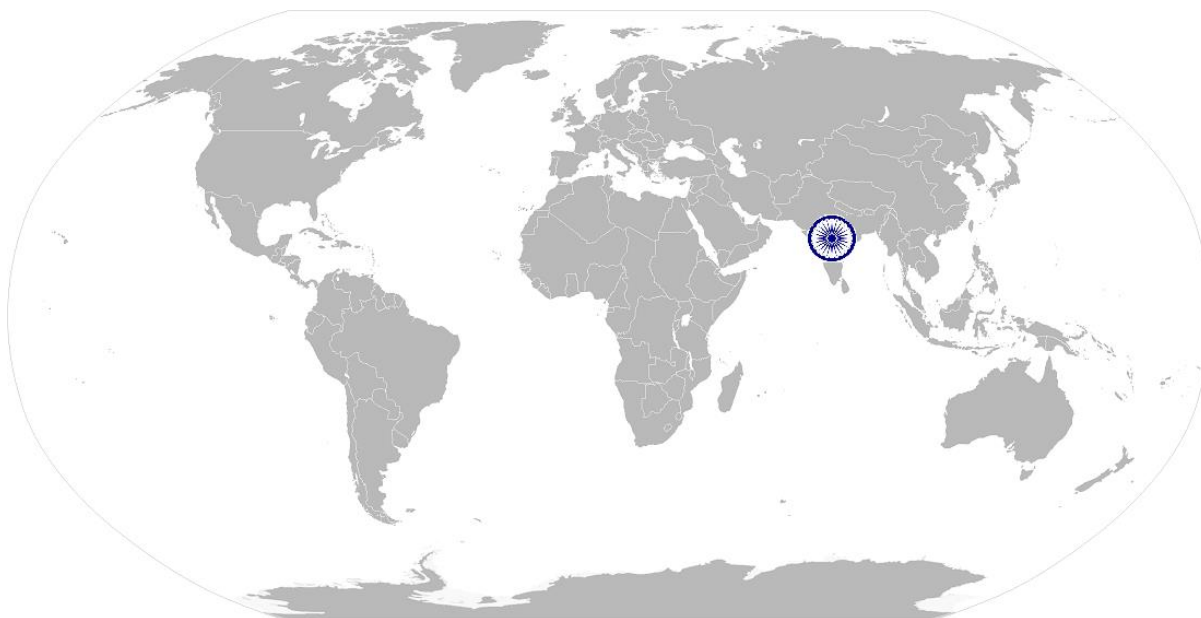
	Pricing skills
	The user/individual on the job needs to know and understand how to: SA6. track gold and diamond prices SA7. estimate the manufacturing prices as per complexity of designs SA8. determining price points for new designs based on gold weight, diamond carat
	Teamwork and multitasking
	The user/individual on the job needs to know and understand how to: SA9. share work load when multiple deliverables are required SA10. deliver the designs to next work process on time SA11. manage deskwork along with travel
B. Professional Skills	Creative thinking
	The user/individual on the job needs to know and understand: SB1. how to accurately visualize designs to develop the concept SB2. fashion trends for jewellery designs and catch changes from time to time SB3. translate design ideas or concepts to jewellery product
	Photography skills
	The user/individual on the job needs to know and understand: SB4. how to use compact digital camera SB5. photography for jewellery design concepts and visualisations
	Using tools and machines
	The user/individual on the job needs to know and understand how: SB6. to use the drawing stationery and measuring tools SB7. To use drawing tools on computer
	Reflective thinking
	The user/individual on the job needs to know and understand how to: SB8. improve ratio of successful designs SB9. improve work processes or greater productivity SB10. pre-empt complexity of the design in order to increase the speed of designs SB11. provide information relevant to designs production department SB12. make necessary design changes for practicality and maintaining look of the jewellery designs
	Critical thinking
	The user/individual on the job needs to know and understand how to: SB13. anticipate process disruption and reasons for delay

G&J/N2304

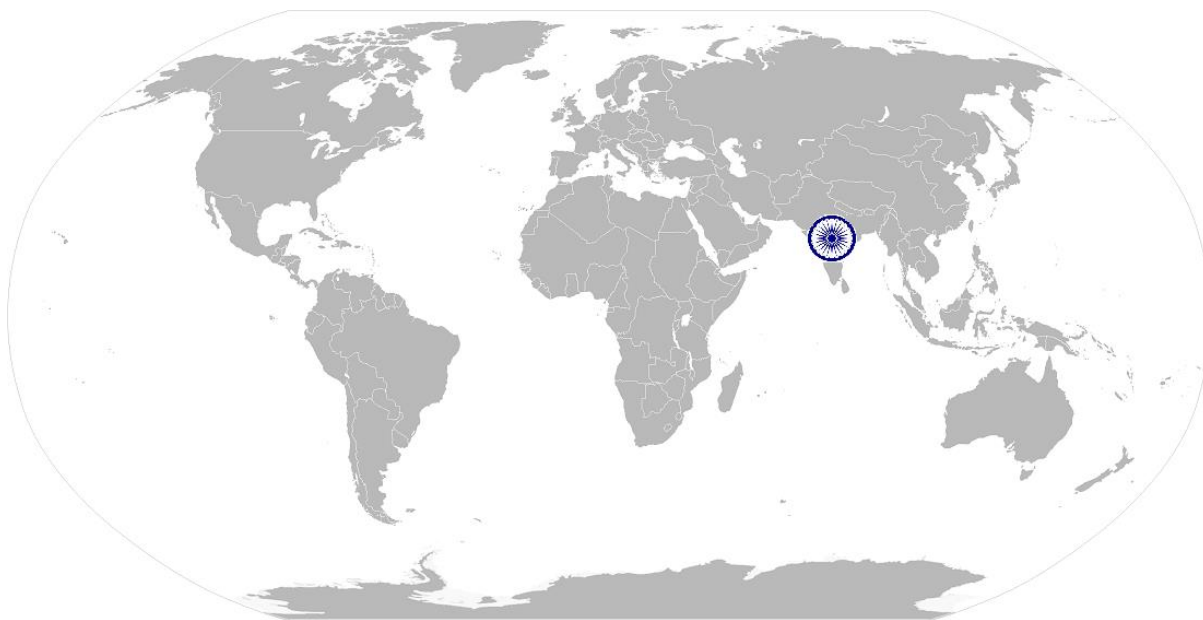
Develop jewellery design concept

NOS Version Control

NOS Code	G&J/N2304		
Credits (NSQF)	TBD	Version number	1.1
Industry	Gem & Jewellery	Drafted on	29/05/13
Industry Sub-sector	Cast and Diamond-set Jewellery	Last reviewed on	15/06/15
Occupation	Designing and product development	Next review date	15/08/16



National Occupational Standard



Overview

This unit is about respecting intellectual property rights of the company's products and designs as well as avoiding infringement on IPR of other companies.

G&J/N9901

Respect and maintain IPR

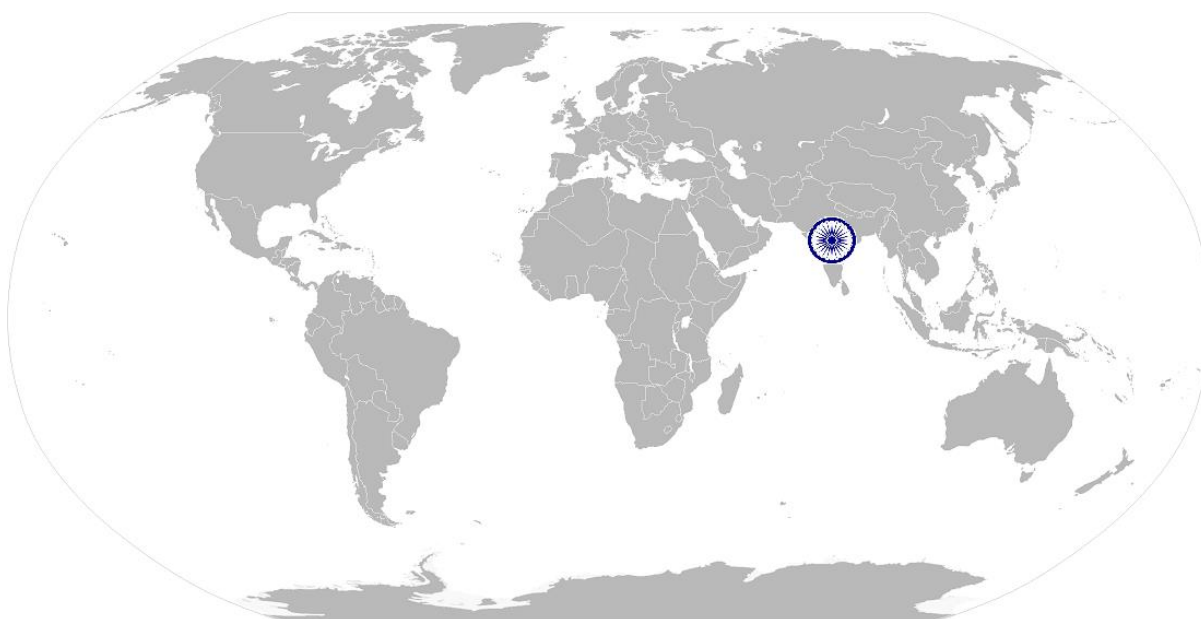
National Occupational Standard

Unit Code	G&J/N9901
Unit Title (Task)	Maintain IPR of company and respect IPR of other companies
Description	This OS unit is about protecting company's IPR and avoiding infringement to IPR of other companies
Scope	<p>This unit/task covers the following:</p> <p>Protect company's Intellectual Property Rights (IPR)</p> <ul style="list-style-type: none"> prevent leak of new designs to competitors by reporting on time be aware of any of company's product or design patents report IPR violations observed in the market, to supervisor or company heads <p>Avoid infringement to IPR of other companies</p> <ul style="list-style-type: none"> read copyright clause of the material published on the internet and any other printed material consult supervisor or senior management when in doubt about using publicly available information report any infringement observed in the company
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Respecting and Maintaining IPR	<p>To be competent, the user/individual on the job must:</p> <p>PC1. be able to spot plagiarism and report</p> <p>PC2. be aware of patents and IPR</p> <p>PC3. not be involved in IPR violations</p>
Knowledge and Understanding (K)	
C. Organizational Context	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on IPR and plagiarism</p> <p>KA2. reporting structure</p> <p>KA3. company's unique product range</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. patents and IPR laws</p> <p>KB2. how IPR protection is important for competitiveness of a company</p>
Skills (S) [Optional]	
C. Core Skills/ Generic Skills	Communication skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. effectively communicate any observed IPR violations or order leaks</p>
D. Professional Skills	Decision making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. report potential sources of violations</p>

G&J/N9901

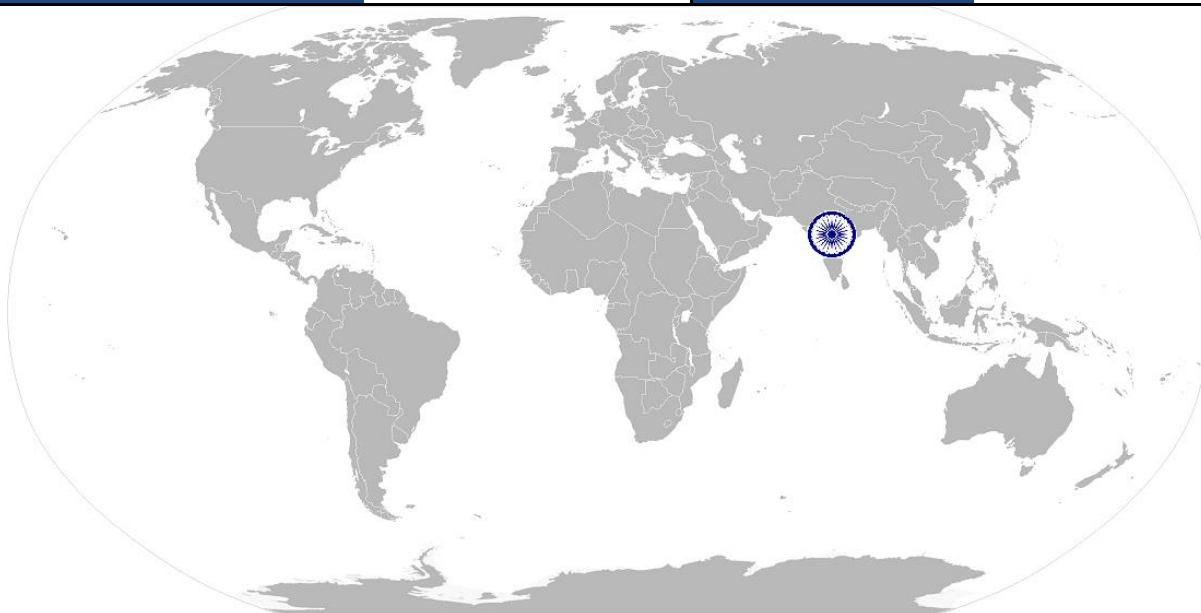
Respect and maintain IPR

	Reflective thinking
	The user/individual on the job needs to know and understand to: SA3. learn from past mistakes and report IPR violations on time
	Critical thinking
	The user/individual on the job needs to know and understand how to: SA4. spot signs of violations and alert authorities in time

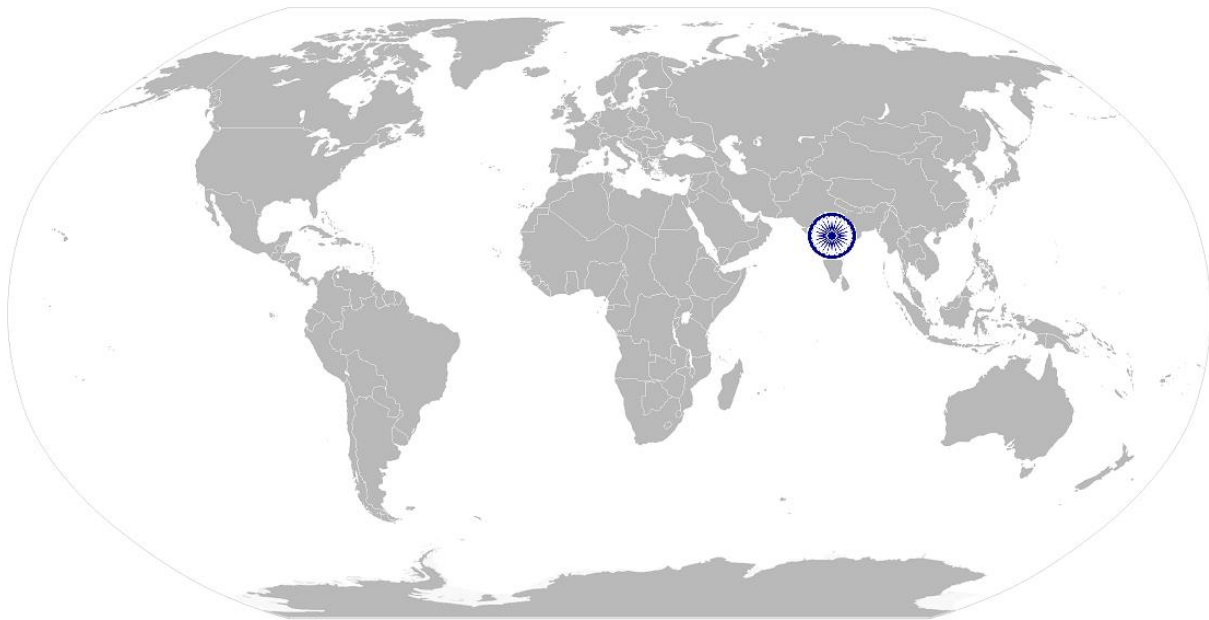


NOS Version Control

NOS Code	G&J/N9901		
Credits (NSQF)	TBD	Version number	1.1
Industry	Gem & Jewellery	Drafted on	29/05/13
Industry Sub-sector	Cast and Diamond-set Jewellery	Last reviewed on	15/06/15
		Next review date	15/08/16



National Occupational Standard



Overview

This unit is about team work and level of communication with colleagues or clients. It determines the ability to work as a team member, share work and multi-task in order to achieve the deliverables on schedule.

G&J/N9902

Coordinate with others

National Occupational Standard

Unit Code	G&J/N9902
Unit Title (Task)	Interact with colleagues and seniors
Description	This OS unit is about communicating with colleagues and seniors in order to achieve smooth and hazard-free work flow
Scope	<p>This unit/task covers the following:</p> <p>Interact with supervisor</p> <ul style="list-style-type: none"> • receive work instructions and raw materials from reporting supervisor • communicate to reporting supervisor about process-flow improvements, product defects received from previous process, repairs and maintenance of tools and machinery as required • communicate any potential hazards or expected process disruptions • handover completed work to supervisor <p>Interact with colleagues within and outside the department</p> <ul style="list-style-type: none"> • work as a team with colleagues and share work as per their or own work load and skills • work with colleagues of other departments • communicate and discuss work flow related difficulties in order to find solutions with mutual agreement • receive feedback from qc and rework in order to complete work on time
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Interaction with supervisor	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. understand the work output requirements</p> <p>PC2. comply with company policy and rule</p> <p>PC3. deliver quality work on time as required by reporting any anticipated reasons for delays</p>
Interactions with colleagues and other departments	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC4. put team over individual goals</p> <p>PC5. be able to resolve conflicts</p> <p>PC6. learn how to multi-task relevant activities</p>
Knowledge and Understanding (K)	
A. Organizational Context	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on: preferred language of communication, reporting and escalation policy, quality delivery standards, and personnel management</p> <p>KA2. reporting structure</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand how to:</p> <p>KB1. communicate effectively</p> <p>KB2. build team coordination</p>
Skills (S) [Optional]	

G&J/N9902

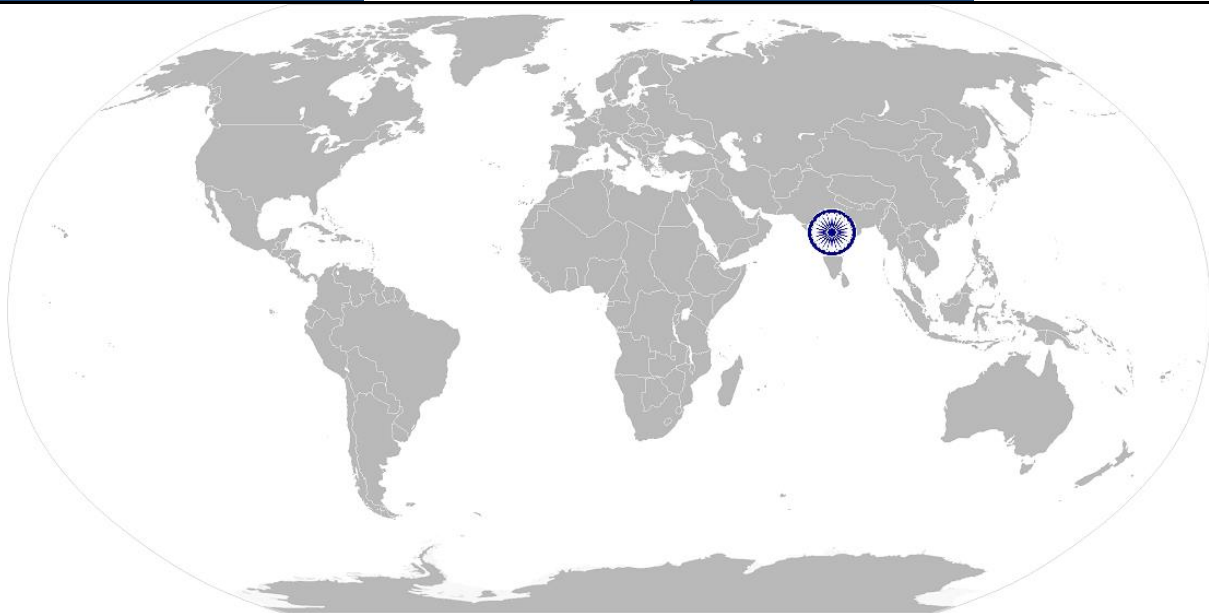
Coordinate with others

A. Core Skills/ Generic Skills	Communication skills
	The individual on the job needs to know and understand how to: SA1. read and write preferred language of communication as prescribed by the company SA2. read job sheets and interpret technical details mentioned in the job sheet
B. Professional Skills	Decision making
	The individual on the job needs to know and understand: SB1. how to spot and communicate potential areas of disruptions to work process and report the same SB2. when to report to supervisor and when to deal with a colleague individually, depending on the type of concern
	Reflective thinking
	The individual on the job needs to know and understand how to: SB3. improve work processes by interacting with others and adopting best practices
	Critical thinking
	The individual on the job needs know and understand how to: SB4. spot process disruptions and delays and report and communicate with solutions

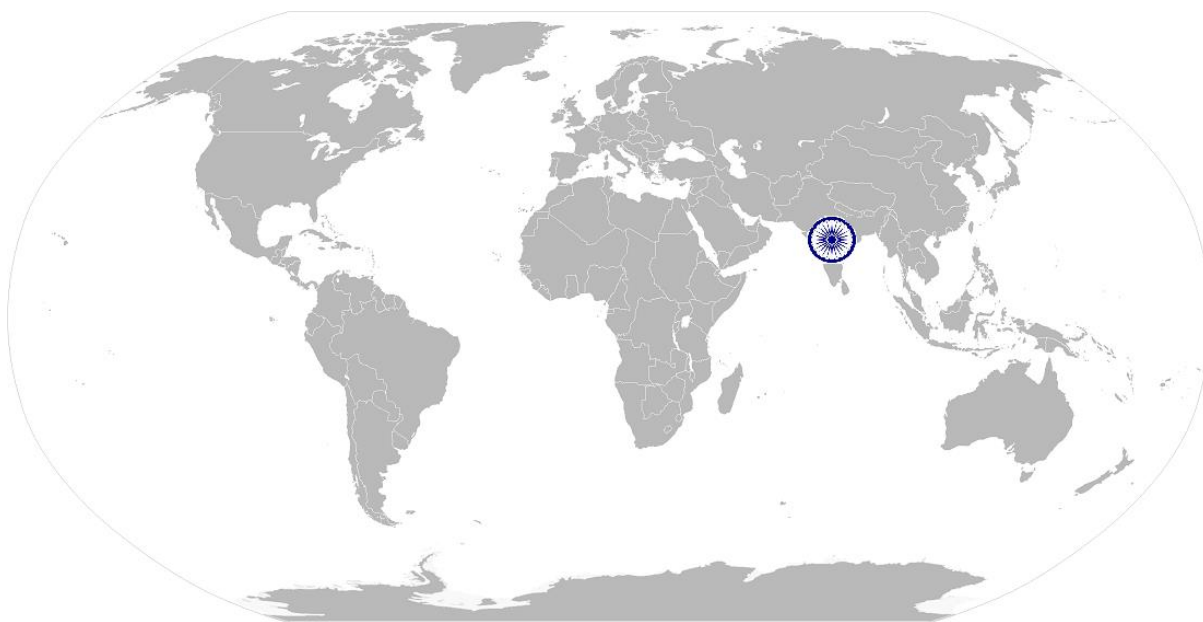


NOS Version Control

NOS Code	G&J/N9902		
Credits (NSQF)	TBD	Version number	1.1
Industry	Gem & Jewellery	Drafted on	29/05/13
Industry Sub-sector	Cast and diamond-set jewellery	Last reviewed on	15/06/15
		Next review date	15/08/16



National Occupational Standard



Overview

This unit is about commitment towards reporting potential hazards, taking preventive measures to contain accidents in order to make the work environment safe for self and colleagues and maintaining occupational health and safety.

G&J/N9905

Maintain occupational health and safety

National Occupational Standard

Unit Code	G&J/N9905
Unit Title (Task)	Maintain occupational health and safety
Description	This OS unit is about being aware of, communicating and taking steps towards minimizing potential hazards and dangers of accidents on the job and maintaining occupational health and safety
Scope	<p>This unit/task covers the following:</p> <p>Understand potential sources of accidents</p> <ul style="list-style-type: none"> to avoid accidents related to use of potentially dangerous chemicals, sharp tools and machines <p>Use safety gear to avoid accidents</p> <ul style="list-style-type: none"> wear safety gear such as goggles, mask, gloves, ear plugs <p>Actively participate in the health and safety awareness campaigns</p> <ul style="list-style-type: none"> attend fire drills organised by the company or industrial zone learn first aid procedure be alert about designated assembly area in the event of an emergency read and understand the evacuation and emergency procedures <p>Communicate to reporting supervisor about:</p> <ul style="list-style-type: none"> process flow improvements that can reduce anticipated or repetitive hazards mishandling of tools, machines or hazardous materials electrical problems that could result in accident
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Communicating potential accident points	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. spot and report potential hazards on time</p> <p>PC2. follow company policy and rules regarding use of hazardous materials</p> <p>PC3. attend and actively participate in the health and safety campaigns organised by the company</p>
Using safety gear	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC4. use or wear safety gear as per the rules of the company</p>
Knowledge and Understanding (K)	
A. Organizational Context	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on: safety and hazards and personnel management</p> <p>KA2. reporting structure</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. how different chemicals react and what could be the danger from them</p> <p>KB2. how to use machines and tools without suffering bodily harm</p>
Skills (S) [Optional]	

G&J/N9905

Maintain occupational health and safety

A. Core Skills/ Generic Skills	Communication skills
	The individual on the job needs to know and understand how to: SA1. effectively communicate the danger
	Organising skills
	The individual on the job needs to know and understand how to: SA2. keep all the tools in an organised manner so as to avoid accidents SA3. keep the work environment safe and clean
B. Professional Skills	Decision making
	The individual on the job needs to know and understand how to: SB1. report potential sources of danger SB2. follow prescribed procedure in the event of an accident SB3. wear appropriate safety gear to avoid an accident
	Reflective thinking
	The individual on the job needs to know and understand to: SB4. learn from past mistakes regarding use of hazardous machines or chemicals
	Critical thinking
	The individual on the job needs to know and understand how to: SB5. spot danger
	Decision making
	The individual on the job needs to know and understand how to: SB6. report potential sources of danger SB7. follow prescribed procedure in the event of an accident SB8. wear appropriate safety gear to avoid an accident

G&J/N9905

Maintain occupational health and safety

NOS Version Control

NOS Code	G&J/N9905		
Credits (NSQF)	TBD	Version number	1.1
Industry	Gem & Jewellery	Drafted on	29/05/13
Industry Sub-sector	Cast and diamond-set jewellery	Last reviewed on	15/06/15
		Next review date	15/08/16



Definitions

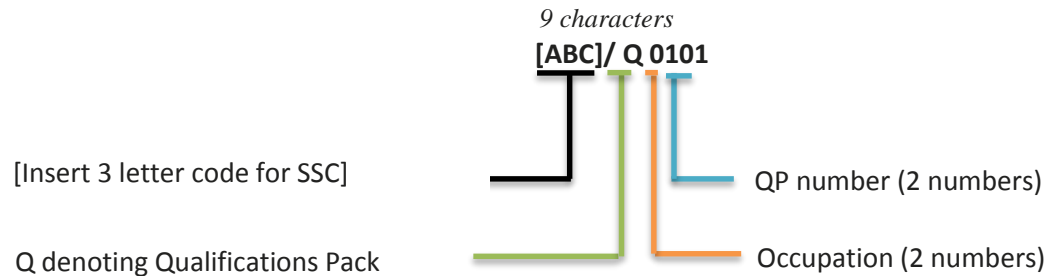
Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or an 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-function	Sub-functions are sub-activities essential to fulfil 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 organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding 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 (OS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.
Knowledge and Understanding	Knowledge and understanding are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.

Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills	Core skills or generic skills are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Keywords /Terms	Description
CAD	Computer Aided Design
CAM	Computer Aided Manufacturing
IPR	Intellectual Property Rights
NOS	National Occupational Standard(s)
NVQF	National Vocational Qualifications Framework
NSQF	National Qualifications Framework
NVEQF	National Vocational Education Qualifications Framework
QP	Qualifications Pack

Annexure

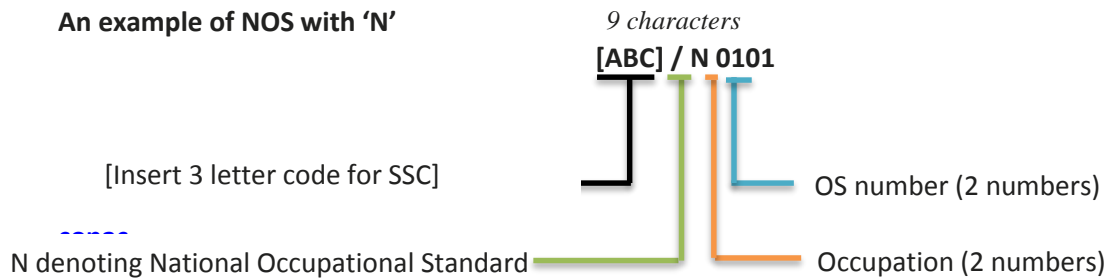
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



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

Sub-sector	Range of Occupation numbers
Handmade gold and gems-set jewellery	01-20
Cast and diamond-set jewellery	21-40
Diamond processing	41-60
Gemstone processing	61-80
Jewellery retailing	81-98

Sequence	Description	Example
Three letters	Industry name	G&J
Slash	/	/
Next letter	Whether QP or NOS	N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role Design Merchandiser

Qualification Pack G&J/Q2302

Sector Skill Council Gem & Jewellery

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 theory question papers for candidates at every examination/training Centre. (As per assessment criteria below)
4. Individual assessment agencies will create practical tests for skill evaluation for candidates at every examination/training Centre. (As per assessment criteria below)
5. To pass the Qualification Pack, every candidate should score a minimum of 50% in theory and 70% in practical to successfully clear the assessment.
6. In case of successfully passing only certain number of NOS's, the candidate is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

				Marks Allocation	
		Total Marks (80+20)	Out Of	Theory	Skills Practical
1. G&J/N2302 Develop jewellery design concept	PC1. conduct thorough research on the market trends	75	7	1	6
	PC2. analyse and report the product categories at different price points		6	1	5
	PC3. conduct competitors analysis		7	1	6
	PC4. generate ideas for practical and fashionable designs		7	1	6
	PC5. explain design concepts to designers and ensure clear sketches of ideas with detailed drawings from designers		7	1	6

	PC6. create new and successful designs per year		6	1	5
	PC7. timely produce of master models by CAM operator		6	1	5
	PC8. accurately disseminate design inputs to the production department		6	1	5
	PC9. minimise rework after master model making		5	0	5
	PC10. timely deliver jewellery designs for master model making		2	0	2
	PC11. develop number of successful designs as per target given		2	0	2
	PC12. assist in number of marketing campaigns per year		2	0	2
	PC13. maintain practicality and look of the design as per the design concept		6	1	5
	PC14. conceptualise designs based on feedback from marketing and product development		6	1	5
		Total	75	10	65
2. G&J/N9901 Respect and maintain IPR	PC1. be able to spot plagiarism and report	9	3	2	1
	PC2. be aware of patents and IPR		4	1	3
	PC3. not be involved in IPR violations		2	1	1
		Total	9	4	5
3. G&J/N9902 Coordinate with various stakeholders related to product development	PC1. understand the work output requirements	8	2	1	1
	PC2. comply with company policy and rule		1	0	1

	PC3. deliver quality work on time as required by reporting any anticipated reasons for delays		1	0	1
	PC4. put team over individual goals		1	1	0
	PC5. be able to resolve conflicts		1	0	1
	PC6. learn how to multi-task relevant activities		2	1	1
		Total	8	3	5
4. G&J/N9905 Maintain occupational health and safety	PC1. spot and report potential hazards on time	8	2	1	1
	PC2. follow company policy and rules regarding use of hazardous materials		2	0	2
	PC3. attend and actively participate in the health and safety campaigns organised by the company		2	1	1
	PC4. use or wear safety gear as per the rules of the company		2	1	1
		Total	8	3	5