

Revised Application Documentation: Revision made by NSDA_22 May 2015

QUALIFICATION FILE – CONTACT DETAILS OF SUBMITTING BODY

Name and address of submitting body:

Gem & Jewellery Skill Council of India

**Business Facilitation Centre, 3rd Floor
Seepz Special Economic Zone.
Andheri (E). Mumbai 400 096.**

Name and contact details of individual dealing with the submission

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Position in the organisation: Chief Operating Officer

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List of documents submitted in support of the Qualifications File

1. Career Map of Cashier- Annexure 1
2. QP G&J/Q 8301– Annexure 2
3. Format for EOI for AA Accreditation from GJSCI - Annexure 3
4. Protocol for Accreditation of Assessment Agencies and Assessment Framework – Annexure 4
5. Skill gap report for Gem and Jewellery Sector_2008-2022– Annexure 5

QUALIFICATION FILE SECTION 1

SUMMARY

| | |
|---|---|
| Qualification Title | G&J/Q 8301– Cashier |
| Body/bodies which will assess candidates | <ul style="list-style-type: none"> • Five Elements Business Solutions Pvt Ltd. • CoCubes Technologies Pvt Ltd • Cindrel Infotech Private Limited • Skill Training Assessment Management Partners, Ltd. • AssessPeople Services (India) Pvt. Ltd. • Manipal City and Guilds • Induslynk Training Services Pvt Ltd (Mettl) • Navriti Technologies Pvt Ltd • The Assessors Guild (TAG) • Aspiring Minds Assessment private Limited • Edu World Consultants Pvt Ltd |
| Body/bodies which will award the certificate for the qualification: | Gems& Jewellery Skill Council of India |
| Body which will accredit providers to offer the qualification. | Gems& Jewellery Skill Council of India |
| Occupation(s) to which the qualification gives access | Cashier |
| Proposed level of the qualification in the NSQF. | Level – 4 |
| Anticipated volume of training/learning required to complete the qualification. | 240 hours |
| Entry requirements / recommendations. | Graduate |
| Minimum age | 14 Years |
| Progression from the qualification. | N/A |
| Planned arrangements for RPL. | <p>Implementation Mechanism</p> <p>Facilitation</p> <p>The GJSCI has empowered the Training Partners to play the role of facilitation agency. The roles and responsibilities of the facilitation agency will be as follows:</p> <ol style="list-style-type: none"> 1. Survey the market and contact the persons who have acquired the skills of a particular trade in informal/non-formal settings and motivate them for getting their skills/competencies assessed, certified and recognized by a National Level Organization. 2. Alternatively, a person who has acquired skills/competencies in informal/non-formal settings and desires to get his/her skills assessed, certified and recognized by a National Level Organization approaches the Training Partner. 3. Training Partners will explain and assist interested candidates to register and submit the application form along with the required documents. |

RPL Implementation Process:

In order to create an awareness about the RPL assessments, GJSCI will put in marketing efforts in targeted regions of the country to invite applications from the persons who desire to get their skills assessed, recognized and certified in relevant trade.

The set of documents along with the application form should be sent to the GJSCI office in the form of scanned copy and hard copy by post or in person by the Training Partner

| | |
|---|---|
| Group A (Skill based evidence) | i) Proof of work experience/skills/competencies acquired in informal/non-formal settings (Self undertaking) |
| | ii) Work experience certificate from the employer if any |
| | iii) Work experience certificate from the local Jeweller's Manufacturer's association |
| Group B (Literacy based evidence) | iv) Copy of the Educational Qualification certificate, if any |
| | iv) Self undertaking by the candidate indicating the basic literacy level |
| The candidate should submit the evidence at least one each from Group A and Group B. | |

1. The applications along with the evidence submitted by the candidates will be screened and reviewed by the Training Partner & GJSCI.

2. The eligible candidates will be informed accordingly.

3. The candidates who could not be eligible for RPL assessment, will be informed about the deficiency in the application form and evidence submitted by them to the Training Partner and will be asked to apply again after taking necessary remedial measures.

4. Training Partner will inform the candidates about the assessment centre, date and time for assessment well in advance. Efforts will be made to ensure that the candidate is assessed in his/her work place only.

Eligibility criteria:

1. Any artisan above the age of 18 with a minimum work experience of 6 months can get assessed in the RPL programme.

2. To validate the work experience, we shall need a letter from the local jeweller's association or the employing company certifying his/her experience.

International comparability where known.

Not Done yet

Formal structure of the qualification

Title of unit or other component
(include any identification code used)

Mandatory/

Estimated size

Level

| | Optional | (learning hours) | |
|---|-----------------|-------------------------|----------|
| G&J/N8301 Close the sales transaction | Mandatory | 240 | 4 |
| G&J/N9940 Respect and maintain company's IPR | Mandatory | | 4 |
| G&J/N9943 Maintain safe and clean environment | Mandatory | | 4 |

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

Give details of the document here:

1. QP G&J/Q 8301– Annexure 2

SECTION 1

ASSESSMENT

Body or Bodies which will carry out assessment:

- a) Five Elements Business Solutions Pvt.Ltd.
- b) CoCubes Technologies Pvt. Ltd
- c) Cindrel Infotech Private Limited
- d) Skill Training Assessment Management Partners, Ltd.
- e) AssessPeople Services (India) Pvt. Ltd.
- f) Manipal City and Guilds
- g) Induslynk Training Services Pvt. Ltd (Mettl)
- h) Navriti Technologies Pvt. Ltd
- i) The Assessors Guild (TAG)
- j) Aspiring Minds Assessment private Limited
- k) Edu World Consultants Pvt. Ltd

These assessing agencies have been chosen after thorough scrutiny of the credentials presented in response to the RFP. A set was made of the documents received from the assessment agencies. To check the knowledge of the assessing agencies they were required to set a question bank and were also required to find assessors with minimum 5 years of experience for the specified job roles. The documents were then verified by the assessment manager and cross verified by CEO / COO. Then the set of documents were submitted to the Governing concern for review and approving the assessment agency for the affiliation. The Governing concern reviewed the entire set along with set of question bank and the assessors profile and approved or rejected the same by signing the covering page.

Will the assessment body be responsible for RPL assessment?

Yes the assessment body shall be responsible for RPL assessment.

In RPL, the candidate has acquired the skills and knowledge while working and requires assessment and certification only. RPL is the acknowledgement of skills and knowledge obtained through:

- formal training
- work experience
- life experiences

The focus of RPL is the competence gained from these experiences; not how, when or where the learning occurred.

Process or steps in RPL assessments

1. Offering RPL to potential candidates
2. Providing information to the candidate
3. Self-assessment
4. Evidence collation
5. Assessment and making the decision
6. Feedback to the candidate
7. Documentation of outcomes

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:

- a) The emphasis is on 'learning-by-doing' and practical demonstration of skills and knowledge based on the performance criteria.
- b) The assessment papers are developed by Subject Matter Experts (SME) available with the Assessment Agency as per the performance and assessment criteria mentioned in the Qualification Packs.
- c) The assessments papers are also checked for the various outcome based parameters such as quality, time taken, precision, tools & equipment requirement, etc.
- d) The assessments are designed so as to assess maximum parts during the practical hands on work. Duties and responsibility of a Cashier are also assessed. The technical limitations at the training centres are taken care in theory and viva.
- e) The assessment agencies are instructed to hire assessors with integrity, reliability and fairness. Each assessor shall sign a document with its assessment agency by which they commit themselves to comply with the rules of confidentiality and conflict of interest, independence from commercial and other interests that would compromise impartiality of the assessments.
- f) The assessment agencies are instructed to ideally have assessor with right mix of industry experience, academia and these are detailed in Assessment Agency Protocol
- g) The assessors selected by Assessment Agencies are scrutinized and made to undergo training and introduction to Assessment Framework, competency based assessments, assessors guide etc.
- h) The assessors are provided with assessors guide developed by the Subject Matter Expert of the assessment agency or by Gems & Jewellery SSC as per the assessment framework. The assessment guides are developed to ensure the maximum possible consistency / transparency in the assessment by different assessors and elaborate on the following
 1. Qualification Pack Structure
 2. Guidance for the assessor to conduct theory, practical and viva assessments
 3. Guidance for trainees to be given by assessor before the start of the assessments.
 4. Guidance on assessments process, practical brief with steps of operations practical observation checklist Attendance Sheet and mark sheet
 5. Viva guidance for uniformity and consistency across the batch.
 6. Guidance on assessment evidence collection

The assessment results are backed by evidences collected by assessors.

1. The assessor needs to collect a copy of the attendance for the training done under the scheme. The attendance sheets are signed and stamped by the in charge /Head of the Training Centre.
2. The assessor needs to verify the authenticity of the candidate by checking the photo ID card issued by the institute as well as any one Photo ID card issued by the Central/Government. The same needs to be mentioned in the attendance sheet. In case of suspicion, the assessor should authenticate and cross verify trainee's credentials in the enrolment form.
3. The assessor needs to take a photograph of all the students along with the centre name/ banner at the back as evidence.
4. The assessor needs to carry a camera to click photograph of the trainees working on the job and giving theory exam as evidence.
5. The assessor also needs to carry a photo ID card.

6. The assessor also needs to take the photographs as evidence from appropriate angles/ sides of the final work piece/job submitted by the trainee.
7. The details on assessment framework are elaborated in Gem & jewellery SSC Protocol for Accreditation of Assessment Agencies and Assessment Framework.

All accredited Assessment Agency follow the “Gems&Jewellery SSC Protocol for Accreditation of Assessment Agencies and Assessment Framework”. Each NOS in the Qualification Pack (QP) is assigned a relative weightage for assessment based on the criticality of the NOS. Therein each Performance Criteria in the NOS will be assigned marks for or practical based on relative importance, criticality of function and training infrastructure.

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

Give details of the document(s) here:

1. Format for EOI for AA Accreditation from GJSCI - Annexure 3
2. Protocol for Accreditation of Assessment Agencies and Assessment Framework – Annexure 4

ASSESSMENT EVIDENCE

Complete a grid for each grouping of NOS, assessment unit or other component as listed in the entry on the structure of the qualification on page 1.

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role Cashier

Qualification Pack G&J/Q8301

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 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

| | | | | Marks Allocation | |
|---|---|------------------|--------|------------------|------------------|
| | | Total Mark (100) | Out Of | Theory | Skills Practical |
| 1. G&J/N8301 Close the sales transaction | PC1. mention all appropriate details in the bill | 84 | 12 | 2 | 10 |
| | PC2. address any customer complaints in billing | | 12 | 2 | 10 |
| | PC3. ensure that there is no deviation from company billing policy | | 9 | 1 | 8 |
| | PC4. close the transaction within a specified time | | 9 | 1 | 8 |
| | PC5. collect all necessary document from customers as per regulatory requirements | | 10 | 2 | 8 |
| | PC6. tally accounts | | 10 | 2 | 8 |
| | PC7. Ensure that there is no deviation from company pricing | | 7 | 1 | 6 |

| | | | | | |
|---|--|--------------|----|----|----|
| | policy | | | | |
| | PC8. maintain record of daily account of sales as per store policy | | 8 | 2 | 6 |
| | PC9. maintain document for audit and regulatory purpose | | 7 | 1 | 6 |
| | | Total | 84 | 14 | 70 |
| 2. G&J/N9940 Maintain IPR at work | PC1. be aware of company's code of conduct, patents and IPR | 2 | 1 | 1 | 0 |
| | PC2. not involve in IPR violations | | 1 | 1 | 0 |
| | | Total | 2 | 2 | 0 |
| 3. G&J / N 9943 Maintain safe and clean work environment | PC1. maintain cleanliness at the retail counter | 14 | 6 | 1 | 5 |
| | PC2. personal hygiene and presentable at all times | | 6 | 1 | 5 |
| | PC3. ensure that there is no loss of product or shoplifting | | 1 | 1 | 0 |
| | PC4. report for potential theft or raise alarm in time | | 1 | 1 | 0 |
| | | Total | 14 | 4 | 10 |

SECTION 2

EVIDENCE OF NEED

What evidence is there that the qualification is needed?

Please refer to the attached list of job roles and occupations as per the attachment and their career paths as per Annexure 1, which have been derived through extensive industry interactions. 11 Large scale industries, 11 Medium Size industries and 11 small industries were involved in the validation process to make the Qualification Packs viable to the current industry requirements.

List of industries involved in the Validation process for the QP – Cashier

| S No. | Large scale industries | Medium scale industries | Small scale industries |
|--------------|------------------------------------|--------------------------------|---|
| 1. | Emerald | Damodardas Jewellers | M.V . Pendurkar & co |
| 2. | Abaran | Karan Kothari Jewellers | Chheda Jewels |
| 3. | C Krishniah Chetty & Sons | A B Jewels | M/s S G Mhapralkar |
| 4. | Indian Gems and Jewellery Creation | Ans Jewelry | Pure Gold Ornament Pvt Ltd |
| 5. | H K Jewels PVT LTD | Lagu Bandhu Motiwalw Pvt Ltd | Shah jethalal Jadavji Jewellers |
| 6. | Nac Jewellers P Limited | Kays Jewels Pvt Ltd | Annopchand Tilokchand Jewellers Pvt Ltd |
| 7. | Vaaman Hari pethe & Sons | Khanna Jewellers | Danabhai |
| 8. | Thangamayal Jewellery Pvt ltd | Premji Valji | Kothari Jewellers |
| 9. | GRT Jewellers | OM Jewellers | Bholasons |
| 10. | P.N. Gadgil | Hazoorilal | Panchratna Jewellers |
| 11. | Vaman Hari Pethe Jewellers | Namichand Bamalwa | VBZ |

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

The Estimated uptake between 2013 and 2022 is 206450underCashier.For details of the calculations please Refer to Annexure-5.

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

QPs for Job Roles of various related SSC's were studied to ensure that there is no duplicity

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?

The comments, feedback and suggestions were collected through interaction with industry during September'14 to March'15. The same will be compiled and justifiable changes will be incorporated in the next/updated version of the QP. This QP is set to be revised post 15th July 2015.

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

Give details of the document(s) here:

1. Skill gap report for Gem & Jewellery sector_2008-2022– Annexure 5

SECTION 3

SUMMARY EVIDENCE OF LEVEL

Summary of Direct Evidence:

Justify the NSQF level allocated to the QP by building upon the five descriptors of NSQF. Explain the reasons for allocating the level to the QP.

Generic NOS is/are linked to the overall authority attached to the job role.

| Process required | Professional Knowledge | Professional Skills | Core Skills | Responsibility | Level |
|--|---|--|---|--|--------------|
| The process deployed which is mostly predictable are prepare the bills, receive payments from customers, maintain records of transaction, operate necessary equipments for closing the purchase transaction and Interact and coordinate with others. | Knowledge of company policies on - personnel management, relevant legislation, standards, policies, procedures, various saving scheme offerings, human resource, pricing, billing, customer loyalty program. Additionally all the documentation required. | This individual recalls and demonstrates repetitive practical skill like book keeping, basics on jewellery products, preparation of bills considering exchange and new purchases, closing sales transaction, methods of alternative payments, payments as per government regulations, maintenance of records, identify fake currency, etc. Overall computer application and software usage for bills and record keeping. | Communication skills to record the note prepared by sales executive for the purchase made by the customer to bill accordingly, read the bill prepared and ensure availability of relevant information and read the details of saving scheme customer account details during encashment and prepare bills (written) in the bill book. The user/individual on the job needs to know and understand how to interact with customer to collect relevant documents to complete the purchase transaction, interact with store manager to provide details on the daily sales data, interact with sales executive to confirm the purchase details. | This individual collects instructions and materials from his supervisor and is responsible for valuation of the product or jewellery, checking purity, interacting with sales executives, floor manager, and store manager to inform the value of the product. Inform store manager when there is an issue such as the product is found to be fake or low quality of gold and should not be considered. Checking calculations of the bills and making the customer understand the exchange of old to new purchase transaction vis-à-vis the rate of gold on that particular day. | 4 |
| Follows level 4 | Follows level 4 | Follows level 4 | Follows level 4 | Follows level 4 | |

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):

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?

Please refer to attached career path as per annexure 1 which clearly defines the career path.

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

Give details of the document(s) here:

2. Career Path of Cashier - Annexure 1
3. QP G&J/Q 8301- Annexure 2

Annexure 1

The career progression would be as follows:

1. Cashier
2. Jewellery Retail Sales Associate - Basic
3. Jewellery Retail Sales Associate - Advanced
4. Floor manager
5. Store Manager



[Annexure 2- QP G&J/ Q 8301](#)

Annexure 3 - Format for EOI for AA Accreditation from GJSCI

Annexure 4- Protocol for Accreditation of Assessment Agencies and Assessment Framework

Annexure 5_Manpower Requirement for Gems & Jewellery Sector for the period 2013-2022