

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR APPAREL MADE-UPS & HOME FURNISHING 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

Contact Us:

AMH - SSC

E-mail:

ceo@sscamh.com



Contents

1. Introduction and Contacts.....P.1
2. Qualifications Pack.....P.2
3. Glossary of Key Terms.....P.3
4. NOS Units.....P.5

Introduction

Qualifications Pack Export Assistant

SECTOR: APPAREL, MADE-UP'S AND HOME FURNISHING

SUB-SECTOR: APPAREL

OCCUPATION: EXPORT MARKETING & DOCUMENTATION

REFERENCE ID: AMH/Q 1601

ALIGNED TO: NCO-2004 / 7436.90

Brief Job Description: An Export Assistant is responsible for managing all the processes in the export department of a company. This includes preparation & management of all shipment related documents, interpret export financing methods and terms of payment, understand foreign trade practices & procedures, handle the Central Excise/Customs Clearance: Regulations, Procedures and Documentation. An export assistant needs to have thorough knowledge of Indian and Foreign trade policies & operations to ensure effective management of the exports business.

Personal Attributes: An Export Assistant should have the ability to work unsupervised, taking independent decisions for own area of work. Individual needs to demonstrate ability to precisely follow defined procedures and should possess high quality orientation and attention to detail.

Job Details	Qualifications Pack Code	AMH/Q 1601		
	Job Role	Export Assistant		
	Credits (NSQF)	TBD	Version number	1.0
	Sector	Apparel, Made-Up's and Home Furnishing	Drafted on	08/08/14
	Sub-sector	Apparel	Last reviewed on	17/10/14
	Occupation	Export Marketing & Documentation	Next review date	30/12/15

Job Role	Export Assistant
Role Description	To manage export related operations & documentation
NSQF level	4
Minimum Educational Qualifications	12 th standard, preferably
Maximum Educational Qualifications	N/A
Training (Suggested but not mandatory)	Training in export marketing procedures & documentation
Experience	Preferably 1-2 years of work experience in export department
National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> AMH/N 1601 (Manage export marketing operations) AMH/N 1602 (Carry out export processes & complete documentation) AMH/N 1603 (Comply with industry and organisational requirements) AMH/N 1604 (Analyze foreign trade logistics) AMH/N 1605 (Maintain health, safety and security at workplace) <p>Optional: N/A</p>
Performance Criteria	As described in the relevant OS units

Glossary of Key Terms

Table 1: Glossary of Key Terms

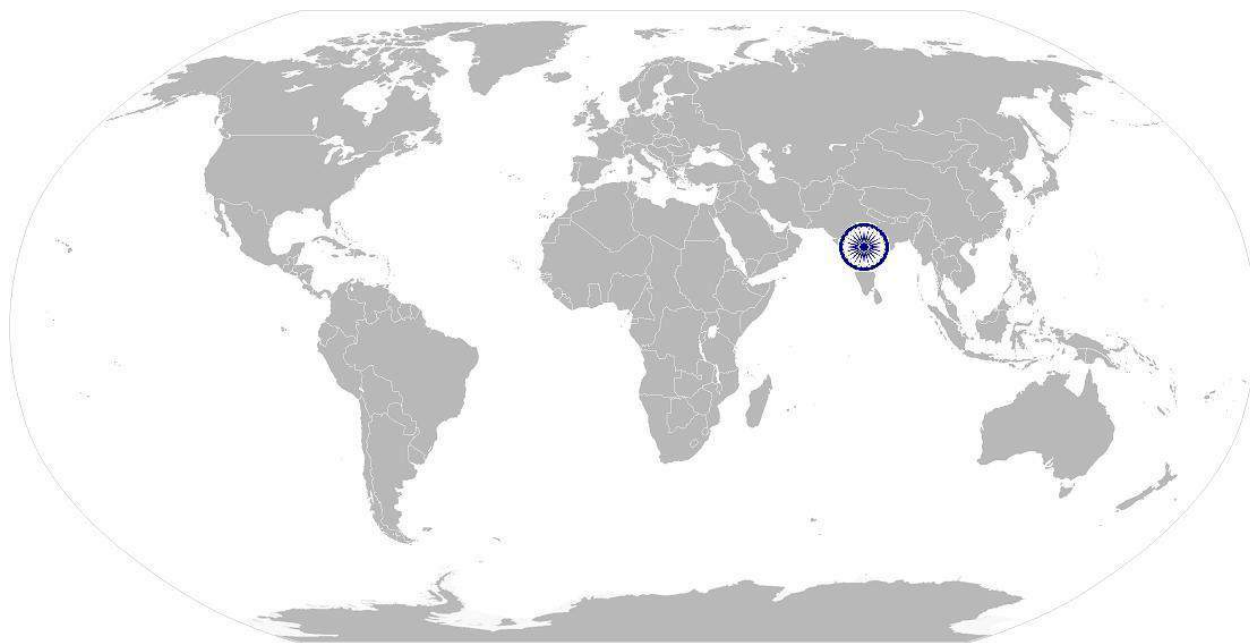
Definitions	Keywords /Terms	Description
	Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
	Sub-sector	Sub-sector is derived 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.
Keywords /Terms	Description
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
NVEQF	National Vocational Education Qualifications Framework
NVQF	National Vocational Qualifications Framework

Acronyms

AMH/N 1601 (Manage export marketing operations)

National Occupational Standard



Overview

This unit is about managing the export marketing operations.

AMH/N 1601 (Manage export marketing operations)

National Occupational Standard	Unit Code	AMH/N1601
	Unit Title (Task)	Manage export marketing operations
	Description	This unit is about managing the various export marketing operations
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> ▪ Framework of Export Marketing Management
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Framework of Export Marketing Management	<p>To be competent, you must be able to:</p> <p>PC1. Analyze the export marketing business & the operations involved</p> <p>PC2. Interpret the export marketing terms & understand the processes involved</p> <p>PC3. Apply export-market entry strategies</p> <p>PC4. Analyze the factors that affect cost in export marketing</p> <p>PC5. Be adept in understanding foreign currencies & conversion</p> <p>PC6. Be updated on current market trade in respect of various foreign currencies</p> <p>PC7. Manage the export distribution across geography</p> <p>PC8. Understand the Institutional Framework for Export Promotional Council & World Trade Organization</p> <p>PC9. Coordinate with Export Promotional Council/Ministry of commerce & Industry for affiliation & documentation formalities</p> <p>PC10. Understand & interpret the various export schemes</p> <p>PC11. Interpret Export Financing Methods and Terms of Payment</p> <p>PC12. Carry out Export Credit and Foreign Exchange Risk Management</p> <p>PC13. Apply export promotional strategies where appropriate</p> <p>PC14. Carry out all export marketing functions effectively</p>
	Knowledge and Understanding (K)	
	A. Organizational Context (Knowledge of the company/ organization and its processes)	<p>You need to know and understand:</p> <p>KA1. your organization's policies, procedures, guidelines and standards</p> <p>KA2. Safe working practices and organisational procedures</p> <p>KA3. Quality systems and other processes practiced in the organization</p> <p>KA4. Types of problems with quality and how to report them to appropriate people</p> <p>KA5. The importance of complying with written instructions</p> <p>KA6. Reporting procedure in case of faults in own/ other processes</p> <p>KA7. who to refer problems to when they are outside the limit of your authority</p> <p>KA8. your organization's tools, templates and processes for export marketing related operations</p>
	B. Technical Knowledge	<p>You need to know and understand:</p> <p>KB1. Concept & Framework of Export Marketing Management</p> <ul style="list-style-type: none"> ▪ What is Export Marketing Management ▪ Impact of Technology: Internet Marketing ▪ Entrepreneurial Approaches to Export Marketing ▪ Selection of Export- Markets / Products ▪ Export- Market Entry Strategies

AMH/N 1601 (Manage export marketing operations)

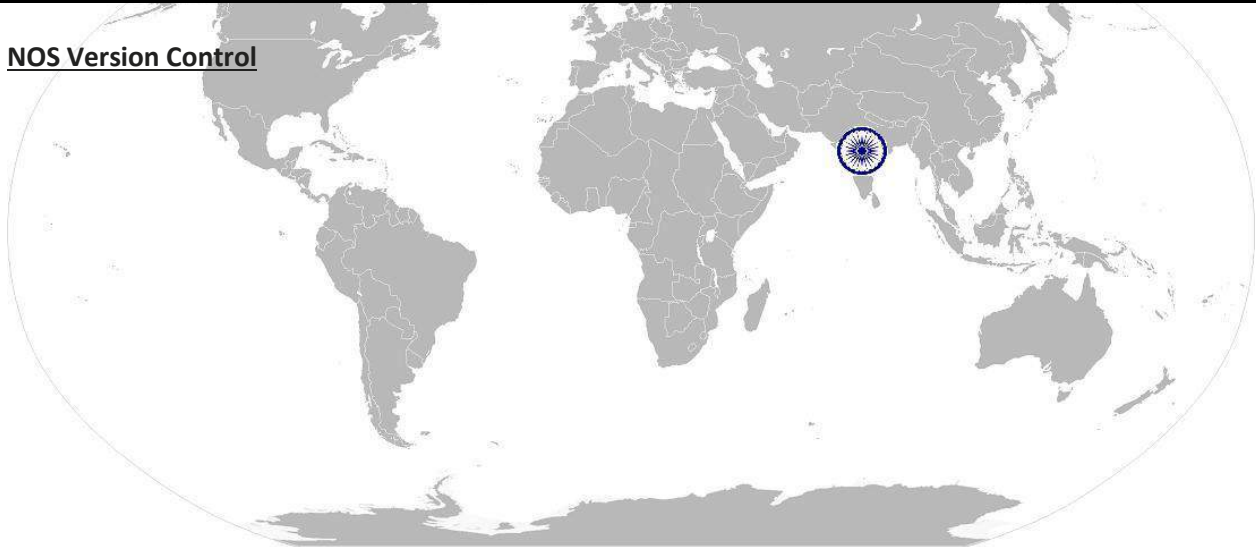
	<ul style="list-style-type: none"> ▪ Export- Pricing Decisions ▪ Export- Distribution <p>KB2. Export Promotional Strategies KB3. Export marketing procedures & processes KB4. Impact of Technology: Internet Marketing KB5. Entrepreneurial Approaches to Export Marketing KB6. Selection of Export- Markets / Products KB7. Export- Market Entry Strategies KB8. Export- Pricing Decisions KB9. Export- Distribution Processes KB10. Export Promotional Strategies KB11. Functions of the Export Department KB12. Foreign Exchange Risk Management KB13. Knowledge of foreign currencies & conversion</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	You need to know and understand how to: SA1. Complete accurate well written work with attention to detail SA2. Communicate with others in writing
	Reading Skills
	You need to know and understand how to: SA3. Read & follow guidelines, rules, processes, export documents & agreements
	Oral Communication (Listening and Speaking skills)
B. Professional Skills	You need to know and understand how to: SA4. listen effectively and orally communicate information accurately SA5. ask for clarification and advice from others
	Decision Making
	You need to know and understand how to: SB1. follow rule-based decision-making processes SB2. make decisions on a suitable course of action or response
	Plan and Organize
	You need to know and understand how to: SB3. plan and organize your work to achieve targets and deadlines
	Problem Solving
	You need to know and understand how to: SB4. apply problem-solving approaches in different situations SB5. refer anomalies to the supervisor SB6. seek clarification on problems from others
	Analytical Thinking
You need to know and understand how to: SB7. analyze data and activities SB8. pass on relevant information to others	
Critical Thinking	

AMH/N 1601 (Manage export marketing operations)

	<p>You need to know and understand how to:</p> <p>SB9. provide opinions on work in a detailed and constructive way</p> <p>SB10. apply balance judgments to different situations</p>
--	---

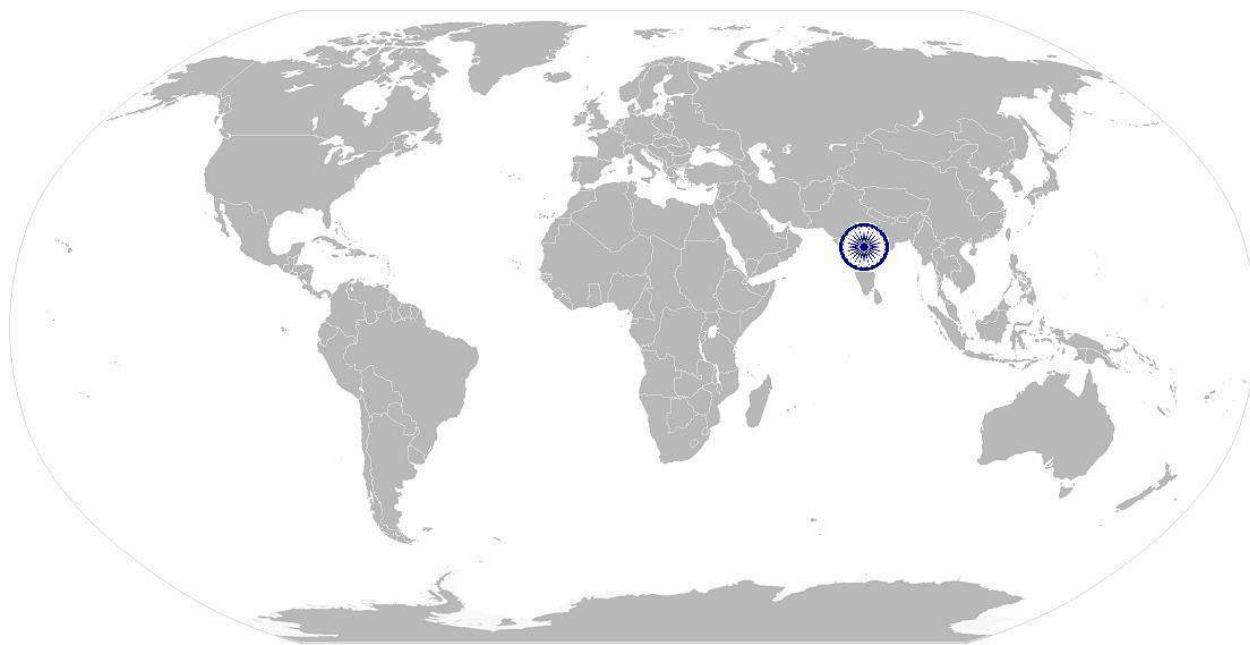
NOS Code	AMH/N 1601		
Credits (NSQF)	TBD	Version number	1.0
Industry	Apparel, Made-Up's and Home Furnishing	Drafted on	08/08/14
Industry Sub-sector	Apparel	Last reviewed on	17/10/14
Occupation	Export Marketing & Documentation	Next review date	30/12/15

NOS Version Control



AMH/N 1602 (Carry out export processes&complete documentation)

National Occupational Standard



Overview

This unit is about carrying out all the export processes and completing the requisite documentation at each stage of operation.

AMH/N 1602

Carry out export processes & complete documentation

National Occupational Standard	Unit Code	AMH/N 1602
	Unit Title (Task)	Carry out export processes & complete documentation
	Description	This unit is about carrying out all the export related processes and completing the requisite documentation at each stage of operation.
	Scope	This unit/task covers the following: 1. Documentation related to export transactions
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Documentation related to export transactions	<p>To be competent on the job, you must be able to:</p> <p>PC1. Create and manage Documentation related to pre & post shipment</p> <p>PC2. Create and manage Export Sales Contract</p> <p>PC3. Handle the Central Excise/Customs Clearance: Regulations, Procedures and Documentation</p> <p>PC4. Do Processing of an Export Order</p> <p>PC5. Use the correct tools and equipments</p> <p>PC6. Prepare & check all pre-shipment documents including:</p> <ul style="list-style-type: none"> ▪ invoice ▪ packing list ▪ gr form ▪ ar-4/ ar4a form ▪ etc licence ▪ indent ▪ acceptance of contract ▪ letter of credit (loc) ▪ qc certificate ▪ port trust date ▪ any other ▪ sign of inspector/ customs div <p>PC7. To complete, file and maintain EXIM documents pertaining to Pre and Post Shipment.</p> <p>PC8. Liaise with customs and excise officials</p> <p>PC9. Handle duty backward matters</p> <p>PC10. Take care of applications for export incentives</p> <p>PC11. Obtaining advance license from Jt DGFT (Director General of Foreign Trade), Adherence with contracts and agreements</p> <p>PC12. Looking after freight forwards, CHA (Customs House Agent), Transporter</p> <p>PC13. Communication with suppliers, consignee, agents, transporters</p> <p>PC14. To follow up regularly and diligently with logistics companies to ensure timely shipments of goods</p> <p>PC15. Negotiation & co-ordination with customs agents for Freight Rates, Customs clearances</p>

AMH/N 1602

Carry out export processes & complete documentation

Knowledge and Understanding (K)	
<p>A. Organizational Context (Knowledge of the company/ organization and its processes)</p>	<p>You need to know and understand:</p> <ul style="list-style-type: none"> 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. Documentation and reporting formats KA9. Work target and review mechanism with your supervisor KA10. Protocol and format for reporting work related risks/problems KA11. Method of obtaining/giving feedback related to performance KA12. Importance of teamwork and harmonious working relationships KA13. Process for offering/obtaining work related assistance
<p>B. Technical Knowledge</p>	<p>You need to know and understand:</p> <ul style="list-style-type: none"> KB1. Documentation formalities relating to export transactions KB2. Documentation Framework KB3. Export Financing Methods and Terms of Payment KB4. Export Credit and Foreign Exchange Risk Management KB5. International Commercial Terms KB6. Export Sales Contract KB7. Central Excise/Customs Clearance: Regulations, Procedures and Documentation KB8. Processing of an Export Order KB9. Knowledge of export related documents such as: <ul style="list-style-type: none"> ▪ Proforma Invoice ▪ Purchase Order ▪ Commercial Invoice ▪ Packing List ▪ Shipping Bill ▪ Bill Of Lading ▪ Master Airway Bill / House Airway Bill ▪ Export Certificate ▪ Certificate Of Origin ▪ Bill Of Exchange ▪ Bank Realisation Certificate ▪ Letter Of Credit

AMH/N 1602

Carry out export processes & complete documentation

	<ul style="list-style-type: none"> Documents Against Acceptance 	
Skills (S)		
A. Core Skills/ Generic Skills	Writing Skills	
	You need to know and understand how to: SA1. Complete accurate well written work with attention to detail SA2. Communicate with others in writing	
	Reading Skills	
	You need to know and understand how to: SA3. read instructions, guidelines, procedures and rules SA4. read and understand techpacks, buyer specifications	
	Oral Communication (Listening and Speaking skills)	
	You need to know and understand how to: SA1. ask for clarification and advice from managers SA2. communicate orally with colleagues	
	B. Professional skills	Decision Making
		You need to know and understand how to: SB1. handle the customs clearance
		Plan and Organize
		You need to know and understand how to: SB2. organize the export documents
Customer Centricity		
NA		
Problem Solving		
You need to know and understand how to: SB3. refer anomalies to the manager SB4. seek clarification on problems from others		
Analytical Thinking		
You need to know and understand how to: SB5. provide relevant information to others SB6. analyze needs, requirements and dependencies in order to meet your work requirements		
Critical Thinking		
SB7. negotiation of the customs duties, freight rates .		

AMH/N 1602

Carry out export processes & complete documentation

NOS Version Control

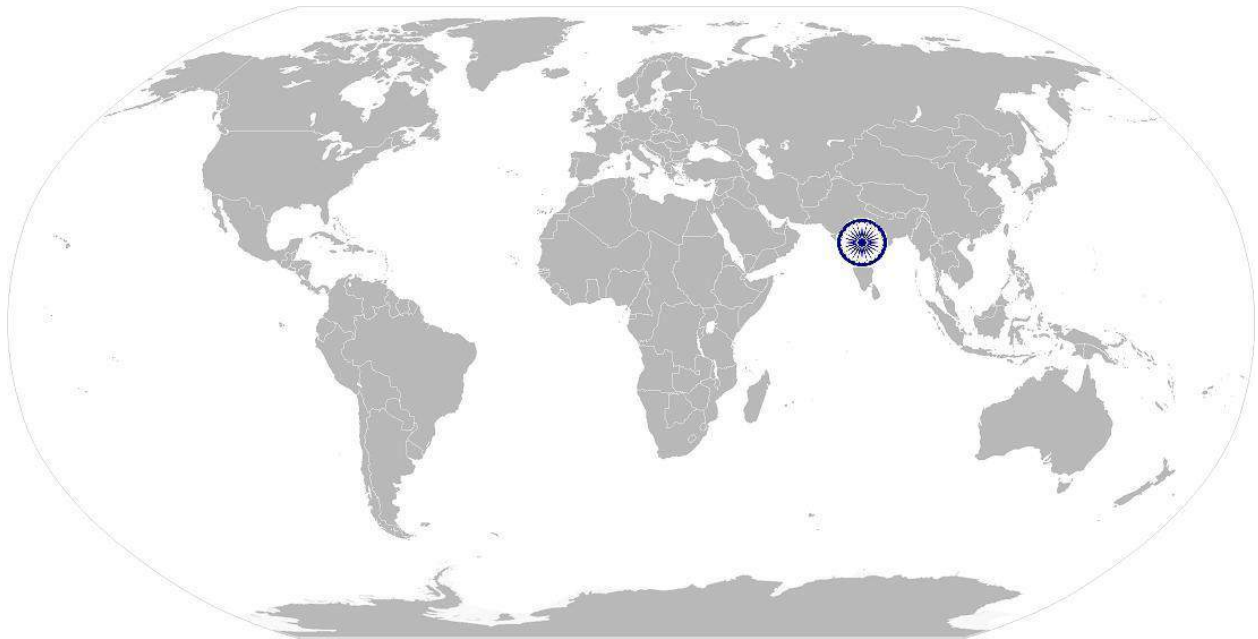
NOS Code	AMH/N 1602		
Credits(NSQF)	TBD	Version number	1.0
Industry	Apparel, Made-Up's and Home Furnishing	Drafted on	08/08/14
Industry Sub-sector	Apparel	Last reviewed on	17/10/14
Occupation	Export Marketing & Documentation	Next review date	30/12/15



AMH/N 1603

Complywithindustryandorganisational requirements

National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required for complying with legal and ethical requirements at the workplace.

AMH/N 1603
Comply with industry and organisational requirements

National Occupational Standard	Unit Code	AMH/N1603
	Unit Title (Task)	Comply with industry and organisational requirements
	Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required for complying with legal and ethical requirements at
	Scope	This unit/task covers the following: 1. Comply with legal and ethical requirements
	Performance Criteria (PC) w.r.t. the Scope	
	Elements	Performance Criteria
	Comply with legal and ethical requirements	To be competent, the user/individual on the job must be able to: PC1. Carry out work functions in accordance with legislation and regulations, organizational guidelines and procedures PC2. Seek and obtain clarifications on policies and procedures, from your Supervisor or other authorized personnel PC3. Apply and follow these policies and procedures within your work practices PC4. Provide support to your supervisor and team members in enforcing these considerations PC5. Identify and report any possible deviation to these requirements
	Knowledge and Understanding (K) w.r.t. the Scope	
	Elements	Knowledge and Understanding
	A. Organisational Context (Knowledge of the company/ organization and its processes)	The user/individual on the job needs to know and understand: KA1. The importance of having an ethical and value-based approach to governance KA2. Benefits to your company and yourself due to practice of these procedures KA3. The importance of punctuality and attendance KA4. Specific to the industry/sector, know and understand: a. Legal and ethical requirements b. Procedures to follow if someone does not meet the requirements KA5. Customer specific requirements mandated as a part of your work process
B. Technical/ Domain Knowledge	The user/individual on the job needs to know and understand: KB1. Country / customer specific regulations for your sector and their importance KB2. Reporting procedure in case of deviations KB3. Limit of personal responsibility	
Skills (S) w.r.t. the Scope		
Elements	Skills	
A. Core Skills/ Generic Skills	Writing Skills	

AMH/N 1603

Complywithindustryandorganisational requirements

	<p>The user/ individual on the job needs to know and understand how to: SA1. Write and document appropriate technical forms format of the company</p>
	<p>Reading Skills</p>
	<p>The user/ individual on the job needs to know and understand how to: SA2. Read and comprehend the organizational documents pertaining to rules and procedures</p>
	<p>Oral Communication (Listening and Speaking Skills)</p>
	<p>The user/ individual on the job needs to know and understand how to: SA3. Positively influence the team members into following procedures</p>
B. Professional Skills	<p>Decision Making</p>
	<p>The user/ individual on the job needs to know and understand how to: SB1. Take appropriate decisions related to responsibilities of assigned export order</p>
	<p>Plan and Organize</p>
	<p>The user/ individual on the job needs to know and understand how to: SB2. Plan and manage work routine based on company procedure</p>
	<p>Customer Centricity</p>
	<p>The user/ individual on the job needs to know and understand how to: SB3. Practice a customer service oriented approach</p>
	<p>Analytical Thinking</p>
	<p>The user/ individual on the job needs to know and understand how to: SB4. Apply balanced judgment to different situations</p>
	<p>Critical Thinking</p>
	<p>The user/ individual on the job needs to know and understand how to: SB5. Analyze, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently</p>
	<p>The user/ individual on the job needs to know and understand how to: SB6. Evaluate and seek and obtain clarification from the superiors</p>

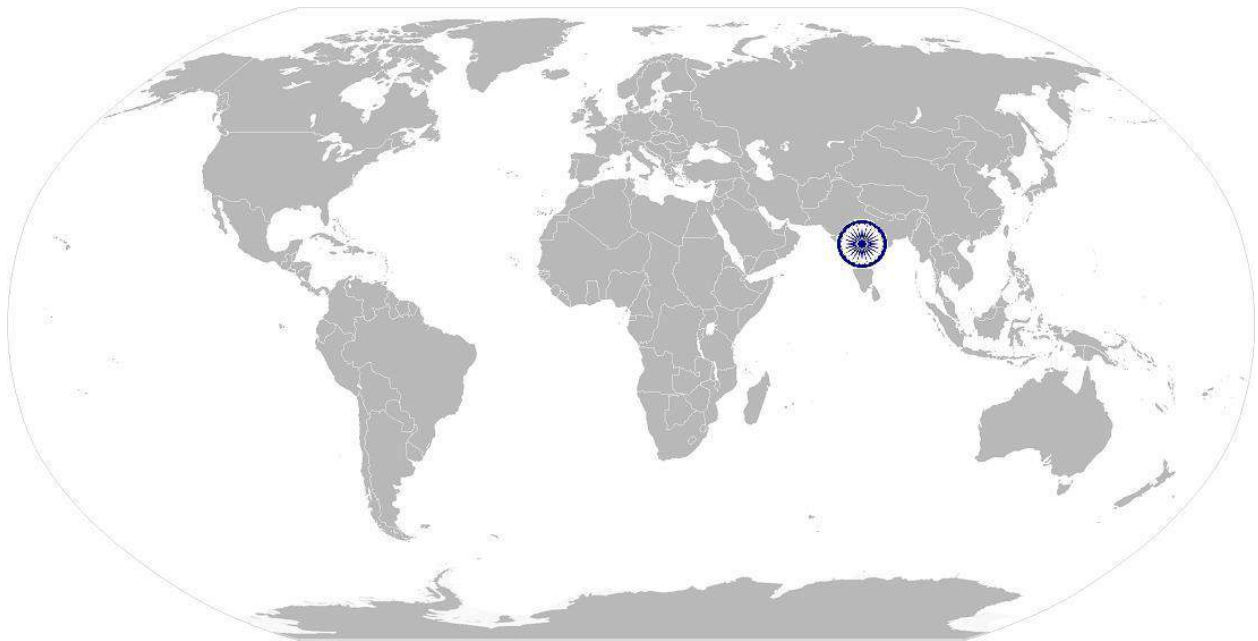
NOS Version Control

NOS Code	AMH/N 1603		
Credits (NSQF)	TBD	Version number	1.0
Industry	Apparel, Made-Up's and Home Furnishing	Drafted on	08/08/14
Industry Sub-sector	Apparel	Last reviewed on	17/10/14
Occupation	Export Marketing & Documentation	Next review date	30/12/15



AMH/N 1604 Analyze foreign trade logistics

National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required to analyze foreign trade logistics concepts

AMH/N 1604 Analyze foreign trade logistics

National Occupational Standard	Unit Code	AMH/N1604
	Unit Title (Task)	Analyze foreign trade logistics
	Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required to analyze foreign trade logistics concepts.
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Fundamentals of trade logistics as applied in international trade
	Performance Criteria (PC) w.r.t. the Scope	
	Elements	Performance Criteria
	Fundamentals of trade logistics as applied in international trade	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Check pre shipment document</p> <p>PC2. Understand and identify the best suitable logistics as per buyer's standard</p> <p>PC3. Interpret and negotiate the logistics cost with different type of shipment mode</p> <p>PC4. Track the shipment and follow up for payment</p> <p>PC5. Communicate with logistic agency, buying offices and buyers</p> <p>PC6. Apply knowledge of different types of Transport and the best suitable method</p> <p>PC7. Manage logistics processes as per norms</p>
	Knowledge and Understanding (K) w.r.t. the Scope	
	Elements	Knowledge and Understanding
	A. Organisational Context (Knowledge of the company/ organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Personal hygiene and duty of care</p> <p>KA2. Safe working practices and organizational procedures</p> <p>KA3. Limits of your own responsibility</p> <p>KA4. Ways of resolving with problems within the work area</p> <p>KA5. The production process and the specific work activities that relate to the whole process</p> <p>KA6. The importance of effective communication with colleagues</p> <p>KA7. The lines of communication, authority and reporting procedures</p> <p>KA8. The organisation's rules, codes and guidelines (including time keeping)</p> <p>KA9. The company's quality standards</p> <p>KA10. The importance of complying with written instructions</p>

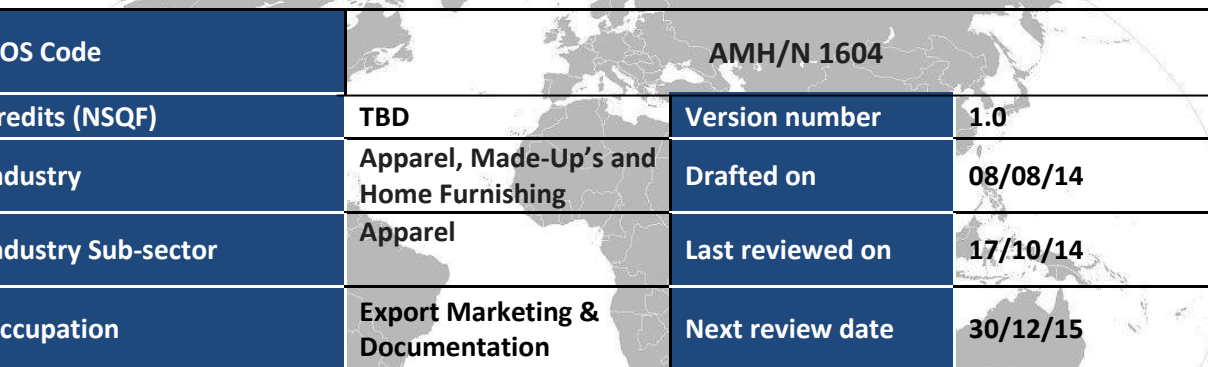
AMH/N 1604 Analyze foreign trade logistics

<p>B. Technical/ Domain Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Work instructions and specifications and interpret them accurately</p> <p>KB3. Foreign Trade Logistics</p> <p>KB4. Maritime Transport</p> <p>KB5. Multimodal Transport: Containerization</p> <p>KB6. Role of ICDS/CFS</p> <p>KB7. Role of CHAs/Freight Forwarders</p> <p>KB8. Relation between work role and the overall process</p>
<p>Skills (S) w.r.t the Scope</p>	
<p>Elements</p>	<p>Skills</p>
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>On the job the individual needs to be able to:</p> <p>SA1. Send emails to the buying offices and buyers</p> <p>Reading Skills</p> <p>On the job the individual needs to be able to:</p> <p>SA2. Read the shipping document</p> <p>Oral Communication (Listening and Speaking Skills)</p> <p>On the job the individual needs to be able to:</p> <p>SA3. Communicate effectively with logistic agency, buying offices and buyers</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>On the job the individual needs to be able to:</p> <p>SB1. Take appropriate decisions related to his responsibilities regarding the shipment</p> <p>Plan and Organize</p> <p>On the job the individual needs to be able to:</p> <p>SB2. Manage the logistics process</p> <p>Customer Centricity</p> <p>On the job the individual needs to be able to:</p> <p>SB3. Practice a customer service oriented approach regarding logistics of shipment</p> <p>Problem Solving</p> <p>On the job the individual needs to be able to:</p> <p>SB4. Solve operational role related issues</p> <p>Analytical Thinking</p>

AMH/N 1604 Analyze foreign trade logistics

	SB5. identify the best suitable logistics cost with different type of shipment mode
	Critical Thinking
	NA

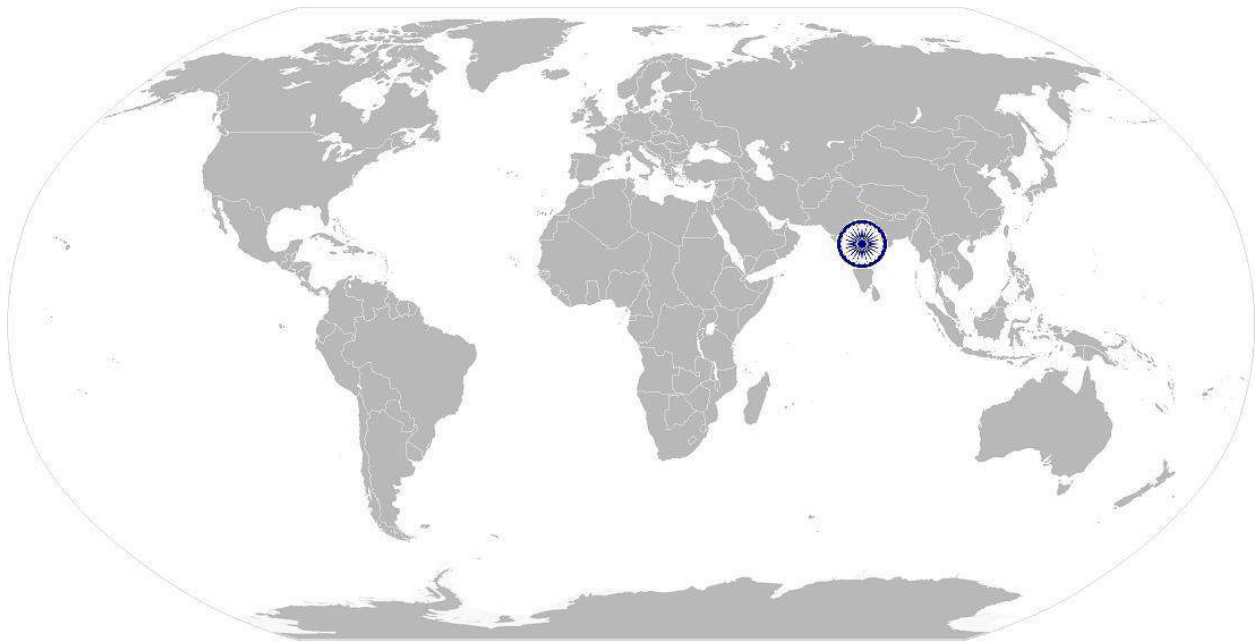
NOS Version Control



NOS Code	AMH/N 1604		
Credits (NSQF)	TBD	Version number	1.0
Industry	Apparel, Made-Up's and Home Furnishing	Drafted on	08/08/14
Industry Sub-sector	Apparel	Last reviewed on	17/10/14
Occupation	Export Marketing & Documentation	Next review date	30/12/15

AMH/N 1605 Maintain health, safety and security at workplace

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 minimize risk to self and others.

AMH/N 1605 Maintain health, safety and security at workplace

National Occupational Standard

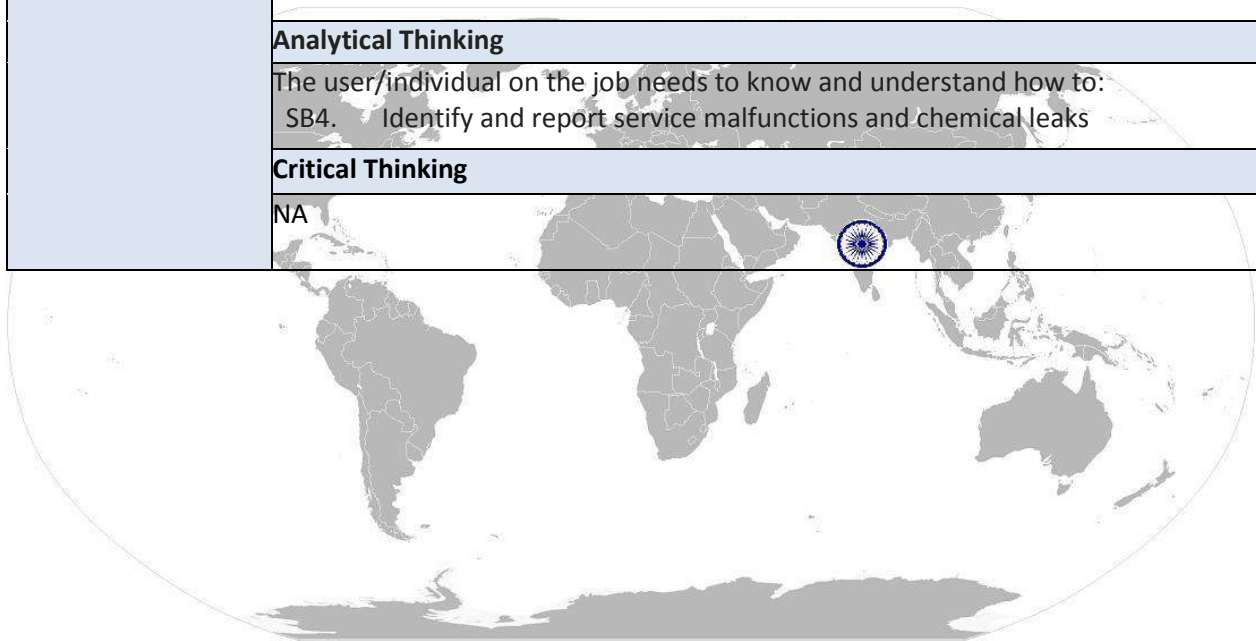
Unit Code	AMH/N1605
Unit Title (Task)	Maintain health, safety and security at workplace
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required to comply with health, safety and security requirements at the workplace and covers procedures to prevent, control and minimize risk to self and others.
Scope	This unit/task covers the following: 1. Comply with health, safety and security requirements at work
Performance Criteria (PC) w.r.t. the Scope	
Elements	Performance Criteria
Comply with health, safety and security requirements at work	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. Carry out own activities in line with approved guidelines and procedures PC3. Maintain a healthy lifestyle and guard against dependency on intoxicants PC4. Follow environment management system related procedures PC5. Minimize health and safety risks to self and others due to own actions PC6. Seek clarifications, from supervisors or other authorized personnel in case of perceived risks PC7. Monitor the workplace and work processes for potential risks and threats PC8. Carry out periodic walk-through to keep work area free from hazards and obstructions, if assigned PC9. Report hazards and potential risks/ threats to supervisors or other authorized personnel PC10. Participate in mock drills/ evacuation procedures organized at the workplace PC11. Undertake first aid, fire-fighting and emergency response training, if asked to do so PC12. Take action based on instructions in the event of fire, emergencies or accidents PC13. Follow organization procedures for shutdown and evacuation when required
Knowledge and Understanding (K) w.r.t. the Scope	
Elements	Knowledge and Understanding
A. Organisational Context	The user/individual on the job needs to know and understand:

AMH/N 1605 Maintain health, safety and security at workplace

(Knowledge of the company / organisation and its processes)	<p>KA1. Health and safety related practices applicable at the workplace KA2. Potential hazards, risks and threats based on nature of operations KA3. Potential risks due to own actions and methods to minimize these KA4. Environmental management system related procedures at the workplace KA5. Layout of the plant and details of emergency exits, escape routes, emergency equipment and assembly points KA6. Potential accidents and emergencies and response to these scenarios KA7. Reporting protocol and documentation required KA8. Details of personnel trained in first aid, fire-fighting and emergency response KA9. Actions to take in the event of a mock drills/ evacuation procedures or actual accident, emergency or fire</p>
B. Technical / Domain Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Occupational health and safety risks and methods KB2. Identification, handling and storage of hazardous substances KB3. Proper disposal system for waste and by-products KB4. Signage related to health and safety and their meaning KB5. Importance of sound health, hygiene and good habits KB6. Ill-effects of alcohol, tobacco and drugs</p>
Skills (S) w.r.t the Scope	
Elements	Skills
A. Core Skills/ Generic Skills	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Write and document appropriate technical forms in required format of the company</p> <p>Reading Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA2. Read and comprehend the organizational documents pertaining to rules and procedures SA3. Read and understand manuals, health and safety instructions, memos, reports, job cards etc.</p> <p>Oral Communication (Listening and Speaking Skills)</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA4. Positively influence the team members into following procedures</p>
B. Professional Skills	<p>Decision Making</p> <p>NA</p>

AMH/N 1605 Maintain health, safety and security at workplace

	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB1. Keep work area free from potential hazards
	Customer Centricity
	NA
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB2. Raise alarm SB3. Report to supervisors and other authorized personnel for assistance
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB4. Identify and report service malfunctions and chemical leaks
	Critical Thinking
	NA



AMH/N 1605 Maintain health, safety and security at workplace

NOS Version Control

NOS Code	AMH/N 1605		
Credits (NSQF)	TBD	Version number	1.0
Industry	Apparel, Made-Up's and Home Furnishing	Drafted on	08/08/14
Industry Sub-sector	Apparel	Last reviewed on	17/10/14
Occupation	Export Marketing & Documentation	Next review date	30/12/15



CRITERIA FOR ASSESSMENT OF TRAINEES

Export Assistant

AMH/Q1601

AMHSSC

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 50% 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

		Total Marks 350	Out of	Theory	Skills Practical	ViVa
1. AMH/N1601 Framework of Export Marketing Management	PC1. Analyze the export marketing business & the operations involved	100	8	4	2	2
	PC2. Interpret the export marketing terms & understand the processes involved		8	3	3	2
	PC3. Apply export-market entry strategies		8	4	2	2
	PC4. Analyze the factors that affect cost in export marketing		8	4	2	2
	PC5. Be adept in understanding foreign currencies & conversion		8	4	2	2
	PC6. Be updated on current market trade in respect of various foreign currencies		8	2	4	2
	PC7. Manage the export distribution across geography		8	4	2	2
	PC8. Understand the Institutional Framework for Export Promotional Council & World Trade Organization		7	2	4	1
	PC9. Coordinate with Export Promotional Council/Ministry of commerce & Industry for affiliation & documentation formalities		4	1	2	1

	PC10. Understand & interpret the various export schemes		6	2	1	3
	PC11. Interpret Export Financing Methods and Terms of Payment		6	2	2	2
	PC12. Carry out Export Credit and Foreign Exchange Risk Management		8	4	3	1
	PC13. Apply export promotional strategies where appropriate		6	2	3	1
	PC14. Carry out all export marketing functions effectively		7	2	3	2
		Total	100	40	35	25
2.AMH/N 1602 Documentation related to export transactions	PC1. Create and manage Documentation related to pre & post shipment		8	2	2	2
	PC2. Create and manage Export Sales Contract		7	3	3	1
	PC3. Handle the Central Excise/Customs Clearance: Regulations, Procedures and Documentation		6	2	2	2
	PC4. Do Processing of an Export Order		8	4	3	1
	PC5. Use the correct tools and equipments		8	4	2	2
	PC6. Prepare & check all pre-shipment documents including: <ul style="list-style-type: none"> • invoice • packing list • gr form • ar-4/ ar4a form • etc licence • indent • acceptance of contract • letter of credit (loc) • qc certificate • port trust date • any other • sign of inspector/ customs div 	100	8	4	2	2
	PC7. To complete, file and maintain EXIM documents pertaining to Pre and Post Shipment.		6	3	2	1
	PC8. Liaise with customs and excise officials		7	2	3	2
	PC9. Handle duty backward matters		6	3	1	2
	PC10. Take care of applications for export incentives		7	3	2	2
	PC11. Obtaining advance license from Jt DGFT (Director General of Foreign Trade), Adherence with contracts and agreements		6	3	2	1
	PC12. Looking after freight forwards, CHA (Customs House Agent), Transporter		7	3	4	2

	PC13. Communication with suppliers, consignee, agents , transporters		7	2	2	3
	PC14.To follow up regularly and diligently with logistics companies to ensure timely shipments of goods		5	1	2	2
	PC15. Negotiation & co-ordination with customs agents for Freight Rates, Customs clearances		4	1	2	1
		Total	100	40	34	26
3.AMH/N1603 Comply with legal and ethical requirements	PC1. Carry out work functions in accordance with legislation and regulations, organizational guidelines and procedures		10	4	4	2
	PC2. Seek and obtain clarifications on policies and procedures, from your Supervisor or other authorized personnel	50	10	4	4	2
	PC3. Apply and follow these policies and procedures within your work practices		10	5	3	2
	PC4. Provide support to your supervisor and team members in enforcing these considerations		10	3	3	4
	PC5. Identify and report any possible deviation to these requirements		10	3	4	3
		Total	50	19	18	13
4 AMH/N1604 Fundamentals of trade logistics as applied in international trade	PC1. Check pre shipment document		7	3	2	2
	PC2. Understand and identify the best suitable logistics as per buyer's standard		8	5	2	1
	PC3. Interpret and negotiate the logistics cost with different type of shipment mode	50	7	2	2	3
	PC4. Track the shipment and follow up for payment		8	2	4	2
	PC5. Communicate with logistic agency, buying offices and buyers		5	2	2	1
	PC6. Apply knowledge of different types of Transport and the best suitable method		7	1	5	1
	PC7. Manage logistics processes as per norms		8	2	5	1
		Total	50	17	22	11
5 AMH/N1605 Comply with health, safety and security requirements at work	PC1. Comply with health and safety related instructions applicable to the workplace		4	1	2	1
	PC2. Carryout own activities in line with approved guidelines and procedures	50	4	1	2	1
	PC3. Maintain a healthy lifestyle and guard against dependency on intoxicants		5	2	2	1

	PC4. Follow environment management system related procedures		3	1	1	1
	PC5. Minimize health and safety risks to self and others due to own actions		4	1	1	2
	PC6. Seek clarifications, from supervisors or other authorized personnel in case of perceived risks		4	1	1	2
	PC7. Monitor the workplace and work processes for potential risks and threats		3	1	1	1
	PC8. Carryout periodic walk-through to keep work area free from hazards and obstructions, if assigned		3	1	1	1
	PC9. Report hazards and potential risks/ threats to supervisors or other authorized personnel		3	1	1	1
	PC10. Participate in mock drills/ evacuation procedures organized at the workplace		5	1	3	1
	PC11. Undertake first aid, fire-fighting and emergency response training, if asked to do so		5	1	3	1
	PC12. Take action based on instructions in the event of fire, emergencies or accidents		4	1	2	1
	PC13. Follow organization procedures for shutdown and evacuation when required		3	1	1	1
		Total	50	14	21	15
	GRAND TOTAL		350	130	130	90

