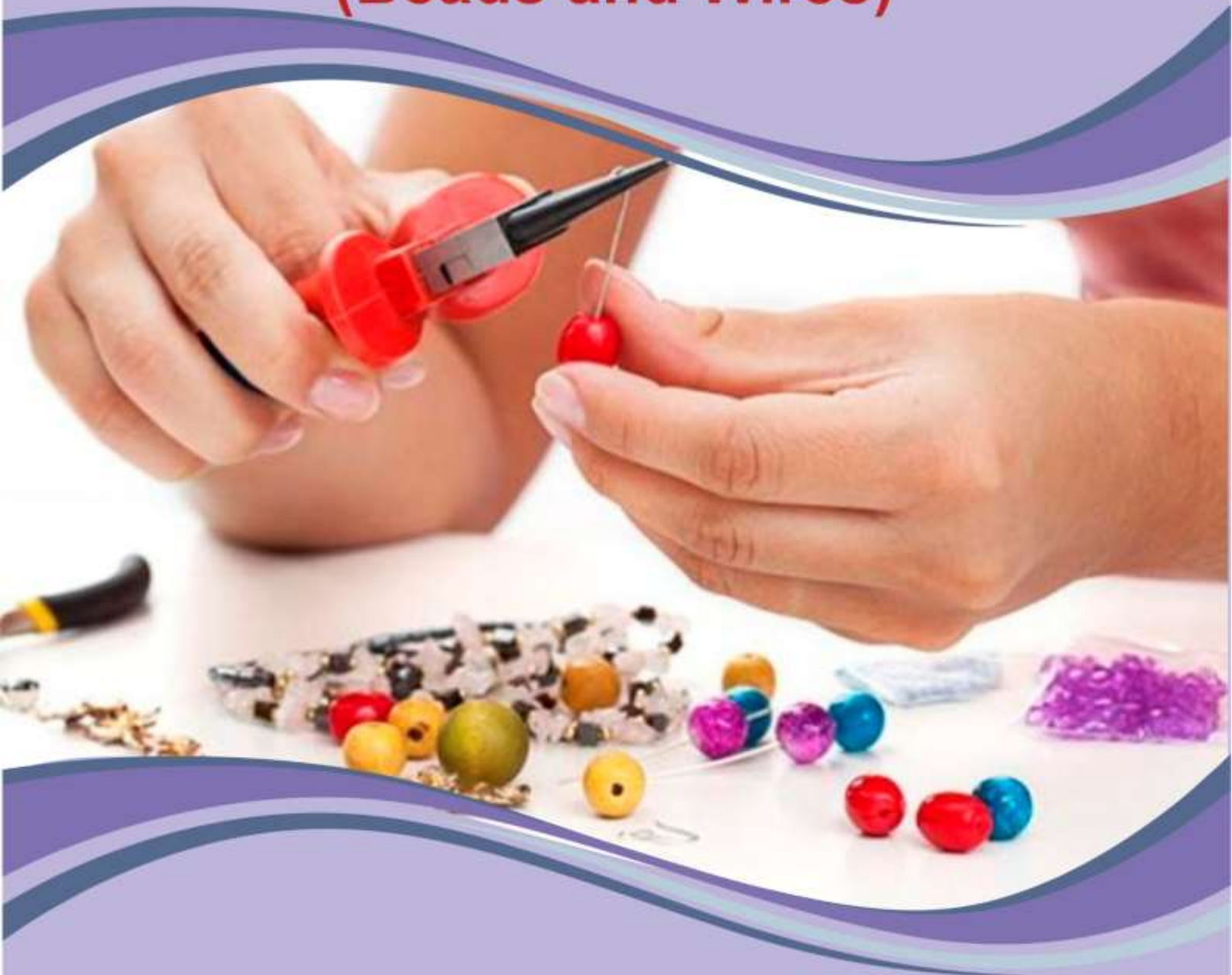




National Vocational Certificate level 2, in
(Gems & Jewellery Sector)

Fashion Jewellery Maker (Beads and Wires)



National Vocational and Technical Training Commission (NAVTTTC)
Government of Pakistan

Quality Assessed by:

Mr. Muqem-ul-Islam

Director General (Skills, Standards and Curricula
NAVTTTC, Islamabad

Mr. Muhammad Naeem Akhtar

Senior Technical Advisor (QA)
TVET Sector Support Programme, Islamabad.

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**National Vocational Certificate level 2, in
(Gems & Jewellery Sector)
“Fashion Jewellery Maker – (Beads and Wires)”**

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TITLE OF QUALIFICATION

National Vocational Certificate level 2, in (Gems and Jewellery Sector) “Fashion Jewellery Maker – (Beads and Wires)”

INTRODUCTION

The National Competency Standards are written specifications of skill and knowledge competencies required in a particular trade. The competency standards are developed in collaboration with United Nations Industrial Development Organization (UNIDO), GIZ and National Vocational & Technical Training Commission (NAVTTTC).

Industry experts from the relevant industries from different geographical locations across Pakistan were consulted during the development process of these competency standards to ensure input and ownership of all the stakeholders. NAVTTTC approves these competency standards on the recommendation of Industry Advisory Group (IAG) for the Gems and Jewelry sector.

The National Competency Standards could be used as a referral document for the development of curricula to be used by training institutions.

Training in the course is based on defined competency standards, which are industry oriented, here the traditional role of a trainer changes and shifts towards the facilitation of training. A trainer encourages and assists trainees to learn for themselves. Trainees are likely to work in groups (pairs) and all doing something different. Some are doing practical tasks in the workshop, some writing, some not even in the classroom or workshop but in another part of the building using specialist equipment, working on computers doing research on the Internet or the library. As trainees learn at different pace they might well be at different stages in their learning, thus learning must be tailored to suit individual needs. The following facilitation methods (teaching strategies) are generally employed:

- **Direct Instruction Method:** This might be effective when introducing a new topic to a larger group of trainees in a relative short amount of time. In most cases this method relies on one-way communication, hence there are limited opportunities to get feedback on the trainee’s understanding.
- **Discussion Method:** This allows trainees to actively participate in sharing knowledge and ideas. It will help the trainer to determine whether trainees understand the content of the topic. On the other hand, there is a possibility of straying off topic under discussion and some trainees dominating others on their views.

- **Small Group Method:** Pairing trainees to help and learn from each other often results in faster knowledge/skill transfer than with the whole class. The physical arrangement of the classroom/workshop and individual assessment may be challenging. Analogy method should be incorporated.
- **Problem Solving Method:** This is a very popular teaching strategy for the training. Trainees are challenged and are usually highly motivated when they gain new knowledge and skills by solving problems (Contingency skills). Trainees develop critical thinking skills and the ability to adapt to new learning situations (Transfer skills). It might be time consuming and because trainees sometimes work individually, they may not learn all the things that they are expected to learn.
- **Research Method:** This is used for workshops and laboratory tasks, field experiments, and case studies. It encourages trainees to investigate and find answers for themselves and to critically evaluate information. It however requires a lot of time and careful planning of research projects for the trainee.

The detail of the competency standards included in this qualification is given below:

National Vocational Certificate level 2, in (Gems and Jewelry Sector) “Fashion Jewelry Making – (Beads and Wires)”

- Perform Sketching
- Develop Bead straining
- Making Jewellery from beads and wires
- Communicate with others

PURPOSE OF THE QUALIFICATION

The purpose of the training is to provide skilled manpower for the value addition on Gemstone and Jewellery of the existing Gems and Jewellery sector and related industry. This will improve the abilities and accreditation of a Fashion Jewellery Maker (Beads and Wires) in terms of national and international standards applicable in the field of Gems and Jewellery. The availability of quality Fashion Jewellery Maker in the local and international markets will ultimately bring economic benefits to the producers and processors.

The core purpose of this qualification is to produce employable Fashion Jewellery Maker, who could provide advanced Services in Fashion Jewellery Making specific to Beads and Wires Jewellery. In addition this qualification will prepare youth to be employee in industry or work as an entrepreneur. Main purpose is to prepare and train students through skill training and enable them to earn their living either through employment in industry or to be self-employed.

MAIN OBJECTIVES OF THE QUALIFICATION

Fashion Jewellery Making (Beads and Wires) qualification consists of theoretical and practical details required to perform sketching, develop beads strings, make beads and wire jewellery and to enhance their skills in communication with others for better market linkage development. The main objectives of the qualification are as follows

- A. Perform Sketching
- B. Develop Bead strings
- C. Make beads and wire Jewellery
- D. Communicate with others

DATE OF VALIDATION

The level 2 of national vocational qualification on Gems and Jewelry Sector – Fashion Jewelry Maker (Beads and Wires) has been validated by the Qualifications Development Committee (QDC) members on May 2018 and will remain in currency until May 2023.

CODES OF QUALIFICATIONS

The International Standard Classification of Education (ISCED) is a framework for assembling, compiling and analyzing cross-nationally comparable statistics on education and training. ISCED codes for these qualifications are assigned as follows:

ISCED Classification for Fashion Jewelry Maker (Beads and Wires)

Code	Description
0214G&J1	National Vocational Certificate level 2 in Gems and Jewelry Sector – Fashion Jewelry Maker (Beads and Wires)”

MEMBERS OF QUALIFICATIONS DEVELOPMENT COMMITTEE

The following members participated in the qualifications development and validation of these qualifications:

Name	Designation	Organization	Email	Contact
Bashir Agha	Principal	GJTMC- Quetta	bashiragha786@gmail.com	03218119120
Khalid Aziz	Ex-General Manager	PGJDC, Karachi	khalidaziz1958@yahoo.com	03002296904
Taj Muhammad	Chairman	TTB- Balochistan	Taj.mdmt@gmail.com	03003829116
Nadeem Ahmed	Manager Trainings	PGJDC, Karachi	nadeembasit@pgjdc.org	03332141192
Farheen Agha	Lapidary In-charge	GJTMC-Quetta	farheenagha@pgjdc.org	0812837268
M. Touqir Ali	Lapidary In-charge	GJTMC-AJK	touqir@pgjdc.org	03329192551
Tausif Ahmed	Instructor	GJTMC-Lahore	tausifjan@hotmail.com	03216601612
Muhammad Shoaib	Instructor	GJTMC-Lahore	shoaib@pgjdc.org	03214150608
Muhammad Arif	Instructor gemstone faceting	GJTMC-Quetta	marifgems@gmail.com	03338837772
Muhammad Naseem	Instructor-Gemstone Caving	GJTMC-Quetta	m.naseembarech@gmail.com	03368110565
Faeza Siddiqui	Assist. Mgr Trainings	PGJDC, Karachi	faeza@pgjdc.org	03002702933
Syed Saifullah	CEO	Businessman G&J sector	Ssaif_brothers@yahoo.com	03008381061
Jalil ahmed	Lecturer	Geology Dept.	Jalil.barech182@gmail.com	03327818733

		UoB		
M. Naeem Akhtar	Sr.Tech Advisor	GIZ, TU	muhammad.akhtar@giz.de	03009438051
Arsalan Javed	MA	GIZ	arsalan.javed@giz.de	03335164833
Ghulam Raza Hussain	DACUM Facilitator	B-TVETA, Quetta	Grhussain70@gmail.com	03332064233
S-Sabhai	Tech. Advisor	GIZ/EU	Syed.shah@giz.de	03005957954
Akhtar Khan	Marketing & Job placement	GJTMC, Quetta	akhtarsargarh@gmail.com	03138353410
Muhammad Ishaq	Proprietor	Universal Gems & Jewellery, Qta	micronzasallu@yahoo.com	03218040814
Salman Khan	Instructor Gemology	GJTMC-Quetta	Salmanshai121@gmail.com	03138821117
Imran Zafar	Principal	GJTMC, AJK	Imran.zafar@pgjdc.org	03359393266
Hafeezullah	TA-TF, Balochistan	GIZ	Hafeez.jogezai@giz.de	030-8659520
Muhammad Saleem	CEO	Chaghi Gems	Chaghigems786@gmail.com	03333787771

ENTRY REQUIREMENTS

The entry for National Vocational Certificate level 2, in (Gems and Jewellery Sector) “Fashion Jewellery Maker (Beads and Wires)” are given below:

Entry for assessment for this qualification is open. However, entry into formal training institutes, based on this qualification may require skills and knowledge equivalent to middle (Grade 8).

SUMMARY OF COMPETENCY STANDARDS

Code	Competency Standards	Level	Credits	Category
0214G&J1 A	Perform Sketching	2	10	Functional
0214G&J1 B	Perform Bead stringing	2	10	Technical
0214G&J1 C	Make beads and wire Jewellery	2	35	Technical
0214G&J1 D	Communicate with others	2	10	Generic
041600453	Occupational health and safety	2	3	Technical
041600455	Communicate in the workplace to support customers and team	3	6	Technical
041600459	Work effectively in a customer service - sales environment	3	7	Technical
041600460	Develop professionalism	3	3	Technical
041600461	Comply with health and safety regulations	3	2	Technical

Competency Standard A: Perform Sketching

Overview

This competency standard covers the skills and knowledge required to perform free hand sketching, Perform rendering, Draw geometrical sketches, Draw Jewellery shapes, and Draw gemstone shapes.

Competency Units	Performance Criteria	Knowledge & understanding
A1: Perform free hand sketching.	<p>Trainee will be able to:</p> <p>P1. Follow instructions for drawing</p> <p>P2. Practice to draw freehand lines, triangles, squares, circles etc.</p> <p>P3. Perform Assorted shading exercises</p> <p>P4. Draw 3D object according to instructions</p>	<p>Trainee will be able to know:</p> <p>K1. Sketching material</p> <p>K2. Correct angle to hold pencil</p> <p>K3. Variation of shading</p> <p>K4. Sketching and drawing techniques</p>

A 2: Perform rendering	<p>Trainee will be able to:</p> <p>P1. Sketch design on tracing paper</p> <p>P2. Practice basic rendering techniques</p> <p>P3. Mixing different colors</p> <p>P4. Develop different color scheme</p>	<p>Trainee will be able to know:</p> <p>K1. Basic rendering techniques</p> <p>K2. Mixing of water color</p> <p>K3. Uses of rendering material.</p> <p>K4. Correct use of color pencils.</p>
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A3: Draw geometrical sketches.	<p>Trainee will be able to:</p> <p>P1. Arrange geometrical tools</p> <p>P2. Arrange temples/ stencils</p> <p>P3. Draw various geometrical shapes Round, square, rectangular, Tri angels, oval</p>	<p>Trainee will be able to know:</p> <p>K1. geometrical shapes</p> <p>K2. Uses of Geometrical tools</p> <p>K3. To use Templates/stencils</p>
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A4: Draw Jewellery shapes	<p>Trainee will be able to:</p> <p>P1. Arrange materials to draw Jewellery shape</p> <p>P2. Draw various jewelry shape Earring, pendant, Rings, Brooches, hair pin, necklaces, nose pin.</p>	<p>Trainee will be able to know:</p> <p>K1. Jewelry types and design.</p> <p>K2. Wear ability of jewellery designs</p> <p>K3. Joints and links to assemble jewellery pieces</p> <p>K4. Rendering of jewellery shapes</p>
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A5: Draw gemstone shapes.	<p>Trainee will be able to:</p> <p>P1. Arrange materials to draw gemstone shape</p>	<p>Trainee will be able to know:</p>
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	<p>P2. Draw assorted gemstone shapes</p> <ul style="list-style-type: none"> ● Round brilliant ● Emerald cut. ● Oval cut. ● Marquees cut ● Pear cut <p>P3. Mention parts of gemstone</p>	<p>K1. Colors of gemstones</p> <p>K2. Shapes of gemstone</p> <p>K3. Calibrated gemstones</p> <p>K 4. Parts of gemstones</p>
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Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Draw free hand sketch of given article
- Draw one hexagon shape.
- Explain geometrical shape
- Draw shape of earring and pendent as per instructions.
- Draw marquise shape of stone

Tools and equipment required

- Geometrical box
- Pencils HB
- Eraser
- Stencils
- Templates
- Drawing sheet
- Drawing boards (students)
- Paper cutter
- Sharpener

Competency Standard B: Perform Beads Stringing

Overview

This competency standard covers the skills and knowledge required to Identify various bead stringing tools, Identify various bead stringing materials, Cluster making, Jewellery making with bead stringing method.

Competency Units	Performance Criteria	Knowledge & understanding
B1: Identify various bead stringing tools.	<p><i>Trainee will be able to:</i></p> <p>P1. List various bead stringing tools</p> <p>P2. Arrange tools before start a job</p> <p>P3. Use various measuring tools</p> <p>P4. Select accurate tools for a given job</p>	<p><i>Trainee will be able to know:</i></p> <p>K1. Types of stringing tools.</p> <p>K2. uses of bead stringing Tools.</p>
B2: Identify various bead stringing materials	<p><i>Trainee will be able to:</i></p> <p>P2. Arrange bead stringing material before start a job</p> <p>P3. Use various bead stringing materials</p> <p>P4. Select appropriate material for a given job</p>	<p><i>Trainee will be able to know:</i></p> <p>k1. Quality of thread used for string.</p> <p>k2. Size, Weight, shapes and color of beads.</p> <p>K3. Thickness of Threads & strings,</p>

<p>B3: Cluster making</p>	<p>Trainee will be able to:</p> <p>P1. Arrange material according to given job</p> <p>P2. Develop cluster as per requirement</p>	<p>Trainee will be able to know:</p> <p>K1. Planning on paper before go to cluster making process.</p> <p>K2. All types of clusters, Single, double, or triple bead Clusters, grapes types Clusters.</p> <p>K3. Use of finding</p>
<p>B4: Jewellery making with bead stringing method.</p>	<p>Trainee will be able to:</p> <p>P1. Develop a pendent as per design</p> <p>P2. Develop a pair of ear-rings as per design</p> <p>P3. Develop a gypsy ring</p> <p>P4. Develop a choker</p> <p>P5. Develop a three steps necklace</p> <p>P6. Develop a beaded anklet</p> <p>P7. Develop a Wrist wear for girls</p> <p>P8. Develop a bracelet</p> <p>P9. Decorate bangles with beads</p>	<p>Trainee will be able to know:</p> <p>K1- Size, Shape, Weight of bead</p> <p>K2- Type of threads, cords, leather strips used as string</p> <p>K3. Balance and proportion of jewellery piece</p> <p>K4. Wear ability of jewellery piece</p> <p>K5. Mirror techniques</p> <p>K6. Locking and fastening techniques</p> <p>K7. Selection of jewellery findings</p>

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Identify various bead stringing tools
- Identify various bead stringing materials
- Make Cluster of beads
- Make Jewellery with bead stringing method

Tools and equipment required

- Assorted Needles
- Tweezers
- Scissor (small)
- Surgical blade
- Vernier caliper
- Measuring tap
- Scale (12 inches)
- Small file set
- Pin vise
- Burs
- Bead reamers
- Beads
- Crystals
- Threads
- strings
- Super Glue
- Ribbons

Competency Standard C: Make Beads and Wire Jewellery

Overview

This competency standard covers the skills and knowledge required to identify tools for bead and wire jewellery, Identify materials for bead and wire Jewellery, Perform assorted exercises to make bead and wire jewellery, Develop bead and wire jewellery, Develop Wire Wrapped Jewellery, Perform bead and wire applications other than Jewellery: - Use of beads and cabochons in Embroidery -Tissue box - Glass cover -Bottles

Competency Units	Performance Criteria	Knowledge & understanding
C1: Identify tools for bead and wire jewelry	<p><i>Trainee will be able to:</i></p> <p>P1. Differentiate tools to make bead & wire Jewellery</p> <p>P2. Differentiate between measuring tools</p> <p>P3. Select right tools to complete given job.</p>	<p><i>Trainee will be able to know:</i></p> <p>K1- Arrange tools with sequence of use</p> <p>K2- Hazardous tools.</p> <p>K3- safety precautions</p>
C2: Identify materials for bead and wire jewellery	<p><i>Trainee will be able to:</i></p> <p>P1. Differentiate various wires used in wire and bead jewellery.</p> <p>P2. Differentiate various beads, crystals, pearls, and findings</p> <p>P3. Differentiate between jewellery findings</p>	<p><i>Trainee will be able to know:</i></p> <p>K1-Types of Wires</p> <p>K2-Guages of wires</p> <p>K3 Types and quality of beads</p>
C3: Perform assorted exercises to make bead and wire jewellery	<p><i>Trainee will be able to:</i></p> <p>P1. Perform cutting of wire</p> <p>P2. Perform straightening of wire</p>	<p><i>Trainee will be able to know:</i></p> <p>K1-Techniques used in wire</p>

	<p>P3. Perform sizing of wire</p> <p>P4. Perform twisting wire</p> <p>P5. Perform jump ring making</p> <p>P6. Perform knot making exercises</p> <p>P7. Perform bead holding in wires</p> <p>P8. Perform locking and fastener making</p>	<p>Jewellery.</p> <p>K2. Adjustments of beads in wires as per design</p> <p>K3. Quality of beads securing in wires</p> <p>K4. To use correct thickness and length of wires</p> <p>K5. Minimize wastage of materials</p>
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C4: Develop bead and wire jewellery.

Trainee will be able to:

- P1.** Develop cluster
- P2.** Develop a pendent
- P3.** Develop a pair of earrings
- P4.** Develop a choker
- P5.** Develop a three steps necklace
- P6.** Develop a beaded anklet
- P7.** Develop a bracelet
- P8.** Decorate bangles with beads

Trainee will be able to know:

- K1.** Sizes, Shapes, Weight and colors of bead, stones, pearls uses as per design
- K2-** Type and thickness of wires used as per design
- K3.** balance and summity of jewellery piece
- K4.** A wearable jewellery piece
- K5.** Mirror techniques
- K6.** Locking and fastening systems
- K7.** use of jewellery findings

<p>C5: Develop Wire Wrapped Jewellery</p>	<p>Trainee will be able to:</p> <p>P1. Develop a Basic cabochon OR uncut wire wrapped pendant</p> <p>P2. Develop a marokel pendant</p> <p>P3. Develop a simple wire wrapped ring with stone and drilled beads</p> <p>P4. Develop a simple pair of wire wrapped earrings</p> <p>P5. Develop a wire wrapped necklace</p> <p>P6. Develop a wire wrapped bracelet</p>	<p>Trainee will be able to know:</p> <p>K1. Sizes, Shapes, Weight and colors of stones used as per design</p> <p>K2- Type and thickness of wires used as per design</p> <p>K3. A balanced piece of jewellery</p> <p>K4. Wires weaving process</p> <p>K5. Balance and proportion of jewelry piece</p> <p>K6. Wraparound weaving</p> <p>K7. To make curves, bends during wrapping up</p> <p>K8. Mirror techniques</p> <p>K9. Locking and fastening systems</p>
<p>C6: Perform bead and wire applications other than Jewellery: - Use of beads and cabochons in</p>	<p>Trainee will be able to:</p> <p>P1. Use beads and cabochons in embroidery work</p> <p>P2. design and develop ornaments for a tissue box</p> <p>P2. Design and develop a glass cover</p>	<p>Trainee will be able to know:</p> <p>K1. Combination of beads as per design.</p> <p>K2. Accurate thickness and sizes of wires to</p>

Embroidery		decorate tissue box and glass covers
-Tissue box	P3. Decorate a bottle with beads, stones and pearls	
-Glass cover		
-Bottles		K3. Adhesive materials to paste beads, stones etc. to decorate bottles.

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Identify tools for bead and wire jewellery
- Identify materials for bead and wire Jewellery
- Perform assorted exercises to make bead and wire jewellery
- Develop bead and wire jewellery
- Develop Wire Wrapped Jewellery
- Perform bead and wire applications other than Jewellery -Use of beads and cabochons in Embroidery -Tissue box -Glass cover -Bottles

Tools and equipment required

- Pliers
- Side Cutter
- Shears
- Round Pliers
- Chain Nose pliers
- Long nose pliers
- Crimping pliers
- Mandrels
- Horn anvil
- Chasing hammer
- Hand flatter
- Wire gauge
- Apron
- Velvet tray 9x12
- Copper wires of various gauges
- Brass wire

- Aluminum coated wire
- Beads storage box
- Table lamp
- First aid box
- White board markers
- Tool box
- Multimedia project with screen

Competency Standard D: Communicate with other

Overview

This competency standard covers the skills and knowledge required to build good relationship with customers, to manage the workers and other personnel that can help in improving work quality, following instructions of the seniors to perform proper job and to develop good relationships and linkage with raw material suppliers.

Competency Units	Performance Criteria	Knowledge & Understanding
F1: Build relations with customers	Trainee will be able to: P1. Offer after sales services P2. Update customers with new products P3. Kind and honest with customers P4. Be polite with customers in dealing P5. Keep record of customers P6. Share details of new products with customers	Trainee will be able to know: K1. Maintaining data of related customers. K2. 4Ps and 4Cs of customers.
F2: Supervise workers	Trainee will be able to: P1. Perform the duty with other team members. P2. Supervise the work and achieve targets in minimum time. P3. Give clear direction to workers. P4. Check efficiency of workers/ team members. P5. Motivate the workers in order to enhance the efficiency of workers. P6. Make work environment comfortable for workers. P7. Evaluate workers on the basis of performance.	Trainee will be able to know: K1. Assigned task K2. Management skills K3. Leadership qualities K4. Being team leader

<p>F3: Follow instructions from seniors</p>	<p>Trainee will be able to:</p> <p>P1. Seek guidance from seniors.</p> <p>P2. Follow the instructions from seniors.</p> <p>P3. . consult seniors in case of emergency</p>	<p>Trainee will be able to know:</p> <p>K1. Knowledge of seniors to enhance the efficiency of products.</p> <p>K2. Senior suggestions and instructions.</p>
<p>F4: Establish linkage with suppliers.</p>	<p>Trainee will be able to:</p> <p>P1. Keep good relationships in order to supply material in time.</p> <p>P2. Maintain record of the suppliers.</p> <p>P3. Identify relevant suppliers.</p>	<p>Trainee will be able to know:</p> <p>K1. Supply chain management.</p> <p>K2. Maintaining record of suppliers.</p>

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Presentation on build good relationship with customers
- Presentation to manage the workers and other personnel that can help in improving work quality
- Presentation to develop good relationships and linkage with raw material suppliers.

Tools and equipment required

- Data of customers
- Mobile phone
- Computer with internet connection
- Catalogue
- Notice board
- Web portal
- Senior businessmen
- Record register
- Pen

Occupational health and safety

Purpose

It is for the safety of persons working in that environment.

Classification ISCED

0416 Wholesale and retail sales

Available grade

Competent / Not yet competent

Modification history

N/A

Unit of Competency	Performance Criteria	Knowledge
I1. Identify and implement safe working practices	You must be able to: P1. Study of facility layout design and operations P2. Implement the health and safety measures	You must know and understand: K1. Knowledge of health and safety precautions

Communicate in the workplace to support customers and team

Purpose

This Competency standard identifies the competencies required to communicate in the workplace to support customers and team as per organization's approved guidelines and procedures. You will be expected to communicate face-to-face with customers, use technology to communicate with customers, communicate with customers and colleagues from diverse backgrounds, work in a team, ask appropriate probing / questioning from customers and provide continuous feedback to customers / colleagues. Your underpinning knowledge about basic communication tools and correspondence tactics will be sufficient for you to provide the basics of the work.

Classification ISCED

Available grade

Competent / Not yet competent

Modification history

N/A

Unit of Competency	Performance Criteria	Knowledge
B1. Communicate face-to-face with customers.	You must be able to: P1. Maintain welcoming customer environment that reflects company branding and market position and is in line with the company policy and procedures. P2. Greet customer warmly according to company policy and procedures. P3. Create effective service	You must be able to: K1. Explain different techniques that can be applied when communicate with customer face to face K2. Describe types of customer behavior and dealings K3. Explain different communication skills and techniques K4. Explain the basic key

	<p>environment through verbal and non-verbal interaction according to company policy and procedures.</p> <p>P4. Use questioning and active listening to determine customer needs.</p> <p>P5. Use positive and inclusive language.</p> <p>P6. Recognize personal factors impact on customer service delivery</p>	<p>elements of the communication process.</p> <p>K5. Describe a range of communication methods that can be used to effectively communicate with customers and identify the most appropriate to use in different situations.</p> <p>K6. Explain how 'body language' impacts on the communication process.</p>
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B2. Use technology to communicate with customers.

You must be able to:

- P1. Answer telephone according to the company procedures.
- P2. Questioning and active listening to identify caller and establish and confirm requirements.
- P3. Use telephone system functions according to instructions.
- P4. Use email, social networking sites and other technologies to receive and process information and customer requests in line with company policy and procedures.
- P5. Record and promptly pass on messages or information.
- P6. Inform customer of any problems and relevant action being taken.
- P7. Perform follow-up action as necessary.

You must be able to:

- K1. Identify the recognized principles of communicating electronically, by telephone and in writing.
- K2. Describe the different methods of collecting customer feedback on telephone.
- K3. Explain the importance of collecting customer feedback and how this can be used to improve customer service.
- K4. Describe how technology can affect and enhance the service delivery process.

B3. Communicate with customers and colleagues from diverse backgrounds.

You must be able to:

- P1. Treat customers and colleagues from diverse backgrounds with respect and sensitivity.
- P2. Consider cultural differences in verbal and non-verbal communication.

You must be able to:

- K1. Identify the barriers to effective communication that can arise and how best to deal with these.
- K2. Identify and explain when it is necessary to seek advice or assistance from colleagues

	<p>P3. Use gestures or simple words to communicate where language barriers exist.</p> <p>P4. Obtain assistance from colleagues or supervisors when required to facilitate communications.</p>	<p>and when to take own initiative.</p> <p>K3. Describe different types of dealings techniques with different types of behaviors</p>
<p>B4. Work in a team.</p>	<p>You must be able to:</p> <p>P1. Display a courteous and helpful manner at all times.</p> <p>P2. Complete allocated tasks willingly, according to set timeframes.</p> <p>P3. Actively seek or provide assistance by approaching other team members when difficulties arise.</p> <p>P4. Identify and use lines of communication with supervisors and peers according to company policy.</p> <p>P5. Encourage, acknowledge and act upon constructive feedback provided by other team members.</p> <p>P6. Use questioning to minimise misunderstandings.</p> <p>P7. Identify signs of potential workplace conflict wherever possible and take action to resolve the situation using open and respectful communication.</p> <p>P8. Participate in team problem solving.</p> <p>P9. Interpret organization's goals and objectives and translate them into individual targets</p> <p>P10. Prepare plan of action to achieve individual as well as team goals</p>	<p>You must be able to:</p> <p>K1. Define team work.</p> <p>K2. Explain the importance of team work.</p> <p>K3. Define company goals and objectives as well as SOPs of the company</p> <p>K4. Explain different concepts and techniques of problem solving</p> <p>K5. Describe systematic decision making process</p> <p>K6. Describe characteristics of a successful teamwork experience.</p>
<p>B5. Ask appropriate probing / questioning from customers</p>	<p>You must be able to:</p> <p>P1. Use different types of questions when appropriate.</p> <p>P2. Allow the other person to</p>	<p>You must be able to:</p> <p>K1. Explain:</p> <ul style="list-style-type: none"> • Open-ended questions • Close-ended questions

	<p>answer freely.</p> <p>P3. Collect facts, information and data about the other person's situation.</p> <p>P4. Focus on the necessary information (information that links directly to product or service)</p>	<ul style="list-style-type: none"> • High gain questions • Mirror questions • Probing questions • Situation questions
<p>B6. Provide continuous feed-back</p>	<p>You must be able to:</p> <p>P1. Give and receive feed-back with customers.</p> <p>P2. Apply appropriate body language and read customers body language.</p> <p>P3. Give and receive feed-back with internal departments.</p> <p>P4. Design a communication system / process and share information.</p> <p>P5. Gain commitment from others to work together in the interest of the customers.</p> <p>P6. Conduct meetings.</p> <p>P7. Utilize the feed-back to identify opportunities for product / service improvement.</p>	<p>You must be able to:</p> <p>K1. Explain how to use customer feed-back to improve your business</p> <p>K2. Define importance of body language.</p> <p>K3. Explain communication ethics.</p> <p>K4. Define organizational Jargon.</p>

Work effectively in a customer service/ sales environment

Purpose

This Competency standard identifies the competencies required Work Effectively in a Customer Service/Sales Environment as per Organization's approved guidelines and procedures. You will be expected to work within organizational requirements, support the work team, maintain personal presentation, develop effective work habits, portray ethical behaviour and acquire up to date product / service knowledge. Your underpinning knowledge about Work Effectively in a Customer Service/Sales Environment will be sufficient for you to provide the basics of the work.

Classification ISCED

0416 Wholesale and retail sales

Available grade

Competent / Not yet competent

Modification history

N/A

Unit of Competency	Performance Criteria	Knowledge
F1. Work within organizational requirements.	You must be able to: P1. Identify and read organisation's requirements and responsibilities and seek advice from appropriate people where necessary. P2. Interpret staff rosters and provide sufficient notice of unavailability	You must be able to: K1. Define industry awards and agreements that relate to personal job role and terms and conditions of employment. K2. Differentiate between employer and employee responsibilities. K3. Explain different relevant legislation and statutory requirements.

	<p>for rostered hours according to workplace policy and procedures.</p> <p>P3. Develop and use a current working knowledge and understanding of employee and employer rights and responsibilities.</p> <p>P4. Comply with relevant duty of care and legal responsibilities, and support organisational culture.</p> <p>P5. Identify roles and responsibilities of colleagues and immediate supervisors.</p> <p>P6. Identify standards and values considered to be detrimental to the organisation and communicate this through appropriate channels.</p> <p>P7. Identify, recognise and follow behaviour that contributes to a safe and sustainable work environment.</p>	
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F2.Support the work team.

You must be able to:

- P1. Display courteous and helpful behaviour at all times.
- P2. Take opportunities to enhance the level of assistance offered to colleagues and meet all reasonable requests for assistance within acceptable workplace timeframes.
- P3. Complete allocated tasks as required.

You must be able to:

- K1. Explain the importance of team work
- K2. Define workplace relations
- K3. Explain workplace policies, plans and procedures, including:
 - Dealing with grievances
 - Discriminatory behavior
 - Equal opportunity issues.
 - Staff rosters and notification of shift
 - Availability or non-

- P4. Seek assistance when difficulties arise.
- P5. Use questioning techniques to clarify instructions or responsibilities.
- P6. Identify and display a non-discriminatory attitude in all contacts with customers and other staff members.

- attendance
- Providing customer service to colleagues and customers.

<p>F3. Maintain personal presentation.</p>	<p>You must be able to:</p> <ul style="list-style-type: none"> P1. Observe appropriate dress code and presentation as required by the workplace, job role and level of customer contact. P2. Follow personal hygiene procedures according to organisational policy and relevant legislation. 	<p>You must be able to:</p> <ul style="list-style-type: none"> K1. Explain hygiene and personal presentation K2. Explain the importance of workplace ethics
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F4. Develop effective work habits.

- You must be able to:**
- P1. Interpret, confirm and act on workplace information, instructions and procedures relevant to the particular task.
 - P2. Ask questions to seek and clarify workplace information.
 - P3. Plan and organise daily work routine within the scope of the job role.
 - P4. Prioritise and complete tasks according to required timeframes.
 - P5. Identify work and personal priorities and achieve a balance between competing priorities

- You must be able to:**
- K1. Explain staff counseling and disciplinary procedures
 - K2. Describe workplace organizational structure.

F5. Portray ethical behavior	You must be able to: P1. Follow ethical code of conduct. P2. Understand your customer's code of ethics. P3. Declare conflict of interest. P4. Maintain confidentiality. P5. Honour your commitments (timeframe, deliverables etc.) P6. Use internet for business only on company time.	You must be able to: K1. Explain the importance of ethical behavior. K2. Explain the importance of commitment in sales and customer services.
F6. Acquire up to date product / service knowledge	You must be able to: P1. Gather information about your product / services. P2. Identify the components of your product and services. P3. Recognize the essential selling features of your products and services. P4. Translate all essential features of your product and services. P5. Analyze product success. P6. Identify your market position. P7. Familiar with all product promotions, sales manuals and product literature. P8. Keep information of latest technology advances and seek ways to use these technologies in your work.	You must be able to: K1. Explain: <ul style="list-style-type: none"> • Price per product. • Profit per product / service. • Price flection • Product strengths • Product weaknesses. • Warranty / guarantee policies. • Packaging facilities and potential. K2. Explain how your product/service fits into your customers overall operations, business plan, sales success, operation cost etc.

Develop professionalism

Purpose

This Competency standard identifies the competencies required to Develop Professionalism as per Organization's approved guidelines and procedures. You will be expected to create a personal vision / mission, manage your attitude, practice self-discipline, manage time, manage your professional development, and participate in trainings and performance review. Your underpinning knowledge about Develop Professionalism will be sufficient for you to provide the basics of the work.

Classification ISCED

0416 Wholesale and retail sales

Available grade

Competent / Not yet competent

Modification history

N/A

Unit of Competency	Performance Criteria	Knowledge
G1. Create a personal vision / mission	You must be able to: P1. Clarify / prioritize self-values and consider the value of others. P2. Clarify expectations of yourself and expectations others have of you. P3. Identify what you need to do to be successful (personal standards, targets, goals, principals) P4. Set specific short and long term goals.	You must be able to: K1. Explain long and short term goals. K2. Explain why personal vision and mission is important for success. K3. Describe the advantages of personal vision and mission.

	<p>P5. Translate the vision into actionable steps.</p> <p>P6. Integrate the vision into daily practice.</p> <p>P7. Recount frequently with your vision and change accordingly.</p>	
G2. Manage your attitude.	<p>You must be able to:</p> <p>P1. Challenge yourself, break old habits, and move out of your comfort zone.</p> <p>P2. Practice innovative techniques for out of the box creative thinking.</p> <p>P3. Seek out support and feedback from others on the team, in the organization / community etc.</p> <p>P4. Identify daily, weekly accomplishments.</p> <p>P5. Read inspirational material, audiotapes etc.</p>	<p>You must be able to:</p> <p>K1. Explain the importance of personal and professional motivation</p> <p>K2. Identify your positive attitude.</p> <p>K3. Explain the advantages of innovative ideas and techniques during job.</p>
G3. Practice self-discipline	<p>You must be able to:</p> <p>P1. Accountable for your performance.</p> <p>P2. Identify what you need to do to be successful.</p> <p>P3. Communicate your priorities to others.</p> <p>P4. Make and honour appointments with yourself and others.</p> <p>P5. Practice relaxation and energizing techniques.</p>	<p>You must be able to:</p> <p>K1. Explain the importance of communication.</p> <p>K2. Explain the advantages of self-discipline.</p>
G4. Manage time	<p>You must be able to:</p> <p>P1. Isolate key success activities and prioritize them.</p> <p>P2. Breakdown large tasks down into manageable action steps (set time frame).</p> <p>P3. Create or adopt action plans and follow it.</p> <p>P4. Set aside appropriate</p>	<p>You must be able to:</p> <p>K1. Explain the importance of time management to achieve different tasks.</p>

blocks of time for goal-related activities.

- P5. Make the best possible use of support people / recourses to accomplish tasks.

<p>G5.Manage your professional development</p>	<p>You must be able to:</p> <ul style="list-style-type: none"> P1. Take inventory of your personal interests, abilities, skills, knowledge etc. P2. Identify and prioritize the strengths and gaps. P3. Use available assessment tools. P4. Create a personal growth strategy / career path. P5. Set personal goals and timeframe for achieving them. P6. Learn from your mistakes. 	<p>You must be able to:</p> <ul style="list-style-type: none"> K1. Explain the importance and need of professional development.
<p>G6.Participate in trainings and performance review</p>	<p>You must be able to:</p> <ul style="list-style-type: none"> P1. Analyse, evaluate and improve performance, and report significant issues/problems to senior management P2. Demonstrate to-do attitude in profession P3. Demonstrate understanding of skills requirements P4. Use the competences acquired in trainings 	<p>You must be able to:</p> <ul style="list-style-type: none"> K1. Define concept about performance standards. K2. Explain policies, procedures and regulations regarding human resources of the organization. K3. Explain self-planning and management techniques K4. Define goals and strategies of self- development. K5. Explain relevant knowledge about training / job requirements

Comply with health and safety regulations

Purpose

This Competency standard identifies the competencies required to comply with health and Safety Regulations as per Organization's approved guidelines and procedures. You will be expected to interpret health and safety regulations, apply basic safety procedures and apply basic emergency procedures. Your underpinning knowledge about comply with health and safety regulations will be sufficient for you to provide the basics of the work.

Classification ISCED

0416 Wholesale and retail sales

Available grade

Competent / Not yet competent

Modification history

N/A

Unit of Competency	Performance Criteria	Knowledge
H1. Interpret health and safety regulations, standards and guidelines of an organization.	You must be able to: P1. Identify, understand and apply health and safety regulations at workplace P2. Assess risk of injury and equipment damages in common work situations and report to department concerned for timely response P3. Participate in quality enhancement of products or services of the	You must be able to: K1. Explain concepts and principles of health, safety, quality and environment regulations. K2. Define types of risk of injuring and equipment damages. K3. Describe types of risk and injury at workplace. K4. Explain the procedure of dealing with risk and injury

	<p>organization</p> <p>P4. Comply with quality and safety standards effectively</p> <p>P5. Handle toxic and hazardous material and product with caution</p> <p>P6. Assess risk of injuries and accidents and report it to senior management for avoiding serious injuries</p>	<p>situation.</p> <p>K5. Explain health and safety policies and guidelines of the organization.</p> <p>K6. define characteristics and types of toxic and hazardous material or products offered by company and their impact on environment.</p>
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H2. Apply basic safety procedures.

You must be able to:

- P1. Follow safety procedures to achieve a safe work environment, according to all relevant WHS legislation, including codes of practice relating to particular hazards in the industry or workplace.
- P2. Identify and report unsafe work practices , including faulty plant and equipment according to company policy and procedures
- P3. Manage dangerous goods and substances according to company policy and relevant legislation.
- P4. Identify potential manual handling risks and manage manual handling tasks according to company policy.
- P5. Report work-related incidents and accidents to designated personnel.
- P6. Participate in consultative processes and procedures for WHS.

You must be able to:

- K1. Explain appropriate use of personal protective clothing.
- K2. Explain the procedure to eliminating hazards.
- K3. Explain first aid procedures.

<p>H3. Apply basic emergency procedures.</p>	<p>You must be able to:</p> <ul style="list-style-type: none"> P1. Follow fire and emergency procedures, including evacuation, according to company policy and legislation. P2. Identify designated personnel responsible for first aid and evacuation procedures. P3. Accurately identifies safety alarms. 	<p>You must be able to:</p> <ul style="list-style-type: none"> K1. Define fire, chemical and electrical hazards K2. Explain slip, trips and falls K3. Explain the procedure of storage of dangerous goods and hazardous substances and waste. K4. Define communication and consultation processes. K5. Explain manual handling procedures.
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PICTURES GALLERY

