



National Vocational Certificate level 3, in
(Gems & Jewellery Sector)

GEMSTONE CARVING



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

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This document has been produced with the technical assistance by the TVET Sector Support Programme, which is funded by the European Union, the Federal Republic of Germany and the Royal Norwegian Embassy. The Programme has been commissioned by the German Federal Ministry for Economic Cooperation and Development (BMZ) and is being implemented by the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH in close collaboration with the National Vocational and Technical Training Commission (NAVTTTC) as well as provincial Technical Education and Vocational Training Authorities (TEVTAs) and private sector organizations.

**National Vocational Certificate level 2, in
(Gems & Jewellery Sector)
“GEMSTONE CARVING”**

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TITLE OF QUALIFICATION

National Vocational Certificate level 2, in (Gems and Jewellery Sector) “Gemstone Carving”

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 to trainees. 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 in corporate.

- **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.

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

National Vocational Certificate level 2, in Gems and Jewellery Sector “Gemstone Carving”

- A. Prepare cabochon manually
- B. Prepare with auto cab making machine
- C. Sanding and polishing of cabochon
- D. Basic carving work
- E. Advance carving work
- F. Sanding and polishing of carving work

PURPOSE OF THE QUALIFICATION

The purpose of the training is to provide skilled manpower for the value addition on gemstone of the existing Gems and Jewellery sector and related industry. This will improve the abilities and accreditation of a Gemstone Carving Expert in terms of national and international standards applicable in the field of Gemstone Carving. The availability of quality Gemstone Carving Experts 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 Gemstone Carving Experts, who could provide advanced Services of using advanced techniques for Carving on gemstones. In addition this qualification will prepare youth to be employee in Gemstone industry or work as an entrepreneur. To prepare and train students through skill training and enabling them to earn their living either through employment in industry or to be self-employed as Gemstone Carving Expert.

MAIN OBJECTIVES OF THE QUALIFICATION

Gemstone carving qualification consists of theoretical and practical details required for the identification, carving and Polishing of precious, semi-precious, raw or polished gemstone. The main objectives of the qualification are as follows:

- Prepare cabochon manually
- Prepare cabochon with auto cab making machine
- Sanding and polishing of cabochon
- Basic carving work
- Advanced carving work
- Sanding and polishing of carving work

DATE OF VALIDATION

The level 2 of national vocational qualification on Gems and Jewellery Sector – Gemstone Carving, has been validated by the Qualifications Development Committee (QDC) members on May 2018 and will remain in currency until May 2021

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 Gemstone Carver

Code	Description
0214G&J2	National Vocational Certificate level 2 in Gems and Jewelry Sector – Gemstone Carving”

MEMBERS OF QUALIFICATIONS DEVELOPMENT COMMITTEE

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ENTRY REQUIREMENTS

The entry for National Vocational Certificate level 2, in (Gems and Jewellery Sector) “Gemstone Carving” is 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&J2 A	Prepare cabochon manually	2	12	Technical
0214G&J2 B	Prepare cabochon with auto cab making machine	3	8	Technical
0214G&J2 C	Perform sanding and polishing of cabochon	2	12	Technical
0214G&J2 D	Perform basic carving work	2	20	Technical
0214G&J2 E	Perform advanced carving work	3	20	Technical
0214G&J2 F	Perform sanding and polishing of carving work	3	8	Technical
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: Prepare Cabochon Manually

Overview

This competency standard covers the skills and knowledge required to prepare cabochon manually, through marking and Sawing stone, Template marking, preparing stone for cab making and Doping and course grinding of stone.

Competency Units	Performance Criteria	Knowledge & Understanding
A1: Perform marking and Sawing stone	<p><i>Trainee will be able to:</i></p> <p>P1. Judge stone for process</p> <p>P2. Remove unwanted areas with plier and trim saw machine as required</p> <p>P3. Perform marking as per requirements</p> <p>P4. Sawing of stone as per requirement.</p>	<p>Trainee will be able to know:</p> <p>K1. Introduction to gemstones</p> <p>K2. Basic terminology of relating with gemstone carving industry</p> <p>K3. Types and characteristics of different stone used in carving and their habit</p> <p>K4. Introduction to sawing machine and other related tools</p> <p>K5. Procedure and process of gemstone sawing</p> <p>K6. Safety measures of gemstone sawing</p>
A2: Perform Template marking	<p><i>Trainee will be able to:</i></p> <p>P1. Identify fair and appropriate surface of the stone for marking the shape</p> <p>P2. Mark stone with the help template for cabochon</p>	<p>Trainee will be able to know:</p> <p>K1. Introduction of Geometry shapes</p> <p>K2. Procedure of marking points</p> <p>K3. Understanding of templates marking techniques</p> <p>K4. Understanding of reflection, refraction, color, luster</p>
A3: prepare stone for cab making	<p><i>Trainee will be able to:</i></p> <p>P1. Select appropriate tools and machine for cab making</p> <p>P2. Ensure adequate water supply for cutting process</p>	<p>Trainee will be able to know:</p> <p>K1. Types of stone grinding machines and their operations</p>

	<p>P3. Adjust machine according to requirement</p> <p>P4. Adopt safety precautions and measures during work to avoid accident</p>	<p>K2. Types of stone grinding materials, Tools, and their uses</p> <p>K3. Uses of water during stone cutting process</p> <p>K4. Safe precaution during grinding of stones</p>
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A4: Perform Doping and course grinding of stone

Trainee will be able to:

- P1.** Arrange material for doping process
- P2.** Fix the stone on dope stick
- P3.** Make Smooth surface of stone as per requirement
- P4.** Verify doped stone according to requirement
- P5.** Perform course grinding at grit #180/#220/#260/#320 wheel

Trainee will be able to know:

- K1.** Accurate position of stone during doping
- K2.** Color, luster, reflection of the gemstone from the surface
- K3.** Course Gridding grit (#180, #220, #260, #320)
- K4.** Fine grinding grit (600)

Critical Evidence(s) Required

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

- Marking and Sawing of stone
- Template marking
- Preparing stone for cab making
- Doping and course grinding of stone.

Tools and equipment required

- Light source
- Aluminum pencil or permanent Marker
- Plier diamond cutter.
- Trim saw Machine
- Trim saw Blade as per requirement
- Template with difference 6, 4 and 2 in oval shapes
- Faceting unite machine for smooth work
- leather lap, rubber lap with abrasive and water for soft stone
- Use hard buff with different diamond powder 0-2 mix with olive oil for hardness 7 and above
- Sprit, sprit lamp
- Doping wax, dipsticks
- Wheel and laps

Competency Standard B: Prepare Cabochon with Auto Cab Making Machine

Overview

This competency standard covers the skills and knowledge required to prepare cabochon with auto cab making machine, through marking and Sawing stone, preparing of stone for cab making, Performing of Doping and Preparing of cabochon on auto cab machine

Competency Units	Performance Criteria	Knowledge & Understanding
B1: Perform marking and Sawing stone	<p><i>Trainee will be able to:</i></p> <p>P1. Judge stone for process</p> <p>P2. Remove unwanted areas with plier and trim saw machine as required</p> <p>P3. Perform marking as per requirements</p> <p>P4. Sawing of stone as per requirement</p>	<p>Trainee will be able to know:</p> <p>K1. Introduction to gemstones</p> <p>K2. Basic terminology of relating with gemstone carving industry</p> <p>K3. Types and characteristics of different stone used in carving and their habit</p> <p>K4. Introduction to sawing machine and other related tools</p> <p>K5. Procedure and process of gemstone sawing</p> <p>K6. Safety measures of gemstone sawing</p>
B2: prepare stone for cab making	<p><i>Trainee will be able to:</i></p> <p>P1. Select appropriate tools and machine for cab making</p> <p>P2. Ensure adequate water supply for cutting process</p> <p>P3. Adjust machine according to requirement</p> <p>P4. Adopt safety precautions and measures during work to avoid accident</p>	<p>Trainee will be able to know:</p> <p>K1. Types of stone grinding machines and their operations</p> <p>K2. Types of stone grinding materials, Tools, and their uses</p> <p>K3. Uses of water during stone cutting process</p> <p>K4. Safe precaution during grinding of stones</p>
B3: Perform Doping	<p><i>Trainee will be able to:</i></p> <p>P1. Arrange material for doping process</p>	<p>Trainee will be able to know:</p>

	<p>P2. Fix the stone on dope stick</p> <p>P3. Fixing of doped stone in auto cab making machine</p>	<p>K1. Accurate position of stone during doping</p> <p>K2. Color, luster, reflection of the gemstone from the surface</p> <p>K3. Knowledge about fixing of doped stone in auto cab machine</p> <p>K4. Knowledge about templates and their alignments</p>
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B4: Prepare cabochon on auto cab machine

Trainee will be able to:

P1. Select appropriate tools and machine

P2. Ensure adequate water supply for cutting process

P3. Adjust machine according to template

P4. Fix stone as per template alignment

P5. Execute the auto cab making process

P6. Adopt to safety precautions and measures

Trainee will be able to know:

K1. Cab making Machine operation

K2. Cab making Machine templates as per requirement

Critical Evidence(s) Required

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

- Marking and Sawing stone
- Preparing of stone for Cab making
- Performing of Doping and
- Preparing of cabochon on auto cab machine

Tools and equipment required

- Trim saw machine with different types of blade as per requirement
- Abrasive wheel, grit 400 and 600 “cut off disc”
- Plier with diamond coated tips
- Aluminum pencil or permanent marker
- Doping wax and dop sticks
- sprit, sprit lamp

Competency Standard C: Sanding and Polishing of Cabochon

Overview

This competency standard covers the skills and knowledge required to Perform sanding on Cab stone, Perform sanding with tumbler machine and to Perform polishing with tumbler machine,

Competency Units	Performance Criteria	Knowledge & Understanding
C1: Perform sanding on Cab stone	<p><i>Trainee will be able to:</i></p> <p>P1. Remove the stone from auto Cab machine</p> <p>P2. Perform sanding on the stone with 400 sanding paper according to requirement</p> <p>P3. Perform sanding on the stone with 600 sanding paper according to requirement</p> <p>P4. Perform sanding on the stone with 1000 sanding paper according to requirement</p>	<p>Trainee will be able to know:</p> <p>K1. Sanding process</p> <p>K2. Types of waterproof sanding papers (#320, #400, #600 and #1000)</p> <p>K3. Usage of sanding paper</p> <p>K4. Fix rubber lap on master lap and also fix sanding paper as per requirement</p>
C2: Perform sanding with tumbler machine	<p><i>Trainee will be able to:</i></p> <p>P1. Select appropriate sanding media and stone according to defined ratio</p> <p>P2. Fill the sanding abrasive according to defined ratio of material and media</p> <p>P3. Add media with 600 abrasive to remove scratch</p> <p>P4. Add media with 1000 abrasive to remove scratch</p>	<p>Trainee will be able to know:</p> <p>K1. Understand the tumbler machine as per its capacity</p> <p>K2. Usage of abrasive and media</p>

P5. Adopt safety measures according to requirement

<p>C3: Perform polishing with tumbler machine</p>	<p><i>Trainee will be able to:</i></p> <p>P1. Select appropriate polishing media and stone according to defined ratio</p> <p>P2. Fill the polishing abrasive according to defined ratio of material and media</p> <p>P3. Add media with abrasive 600 (Aluminum oxide) for pre polish</p> <p>P4. Add media with abrasive 1000 (Aluminum oxide) for pre polish</p> <p>P5. Add media with abrasive chrome oxide</p> <p>P6. Adopt safety measures according to requirement</p>	<p>Trainee will be able to know:</p> <p>K1. Understand the tumbler machine for polishing as per its capacity</p> <p>K2. Usage of abrasive and media</p> <p>K3. Understand the time required for completion of the process</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:

- Setting of tumbler machine for polishing
- Perform sanding on Cab stone
- Perform sanding with tumbler machine
- Perform polishing with tumbler machine

Tools and equipment required

- Diamond powder (0-2)
- Sanding paper waterproof (400, 600, 1000)
- Chrome oxide, cerium oxide and aluminum oxide
- Leather lap, rubber lap, buff

Competency Standard D: Perform basic carving work

Overview

This competency standard covers the skills and knowledge required to extract required shape for basic carving from stone and to perform basic carving.

Competency Units	Performance Criteria	Knowledge & Understanding
D1: Extract required shape for basic carving from stone	<p><i>Trainee will be able to:</i></p> <p>P1. Perform pre marking on stone</p> <p>P2. Perform removal of unwanted edge of stone as per marking</p> <p>P3. Finalize the basic shape on stone</p> <p>P4. Ensure adequate water supply for stone cutting process to remove unwanted stone</p> <p>P5. Adopt safety precautions and measures</p>	<p>Trainee will be able to know:</p> <p>K1. Stone carving tools, machine and their operations</p> <p>K2. Safety Measures.</p> <ul style="list-style-type: none"> • During training used optics and goggles • Wears gloves and apron during work.
D2: perform basic carving	<p><i>Trainee will be able to:</i></p> <p>P1. Select appropriate tools and machine for basic carving process</p> <p>P2. Install the carving tools in carving machine as per the requirement of the design</p> <p>P3. Perform course grinding with grinding wheels</p> <p>P4. Perform basic carving</p>	<p>Trainee will be able to know:</p> <p>K1. Use of stone grinding machine and its operations</p> <p>K2. Types of stone grinding materials, Tools, and their uses</p>

Critical Evidence(s) Required

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

- Setting of Carving machines
- Extract required shape for basic carving from stone and
- Perform basic carving as per instructions/ assignment.

Tools and equipment required

- Carving Machine
- Flexible shaft Machine
- Trim saw machine 6"-8" blade
- Diamond coated carving tools kit
- Trim saw and blades

Competency Standard E: Perform advance carving work

Overview

This competency standard covers the skills and knowledge required to develop 3d design with china clay, Extract required shape for advance carving from stone and to Perform advance carving.

Competency Units	Performance Criteria	Knowledge & Understanding
E1: develop 3d design with china clay	<p><i>Trainee will be able to:</i></p> <p>P1. Select appropriate tools and machine</p> <p>P2. Develop prototype model with china clay according to design</p>	<p>Trainee will be able to know:</p> <p>K1. 3D carving procedures</p> <p>K2. 3D stone carving tools, machine and their operations</p> <p>K3. Understand 3D designing</p>
E2: Extract required shape for advance carving from stone	<p><i>Trainee will be able to:</i></p> <p>P1. Perform pre marking on stone</p> <p>P2. Perform removal of unwanted edge of stone as per marking</p> <p>P3. Finalize the 3D shape on stone</p> <p>P4. Ensure adequate water supply</p> <p>P5. Adopt safety precautions and measures</p>	<p>Trainee will be able to know:</p> <p>K1. Stone carving tools, machine and their operations</p>
E3: Perform advance carving	<p><i>Trainee will be able to:</i></p> <p>P1. Select appropriate tools and machine</p>	<p>Trainee will be able to know:</p> <p>K1. Knowledge about 3D designing</p>

	<p>P3. Mark points to stone according to model design</p> <p>P6. Hold the stone carefully to avoid damage</p> <p>P7. Perform shaping as per model design to stone according to requirement</p>	<p>K2. 3D stone carving tools, machine and their operations</p> <p>K3. 3D carving procedures</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:

- Setting of tools and equipment
- Develop 3d design with china clay
- Extract required shape for advance carving from stone and
- Perform advance carving as per requirements/ assignment

Tools and equipment required

- Carving Machine
- Flexible shaft Machine
- Trim saw machine 6"-8" blade
- Diamond coated carving tools kit
- Trim saw and blades
- China clay
- Plier with diamond coated tips
- Clamping device for holding stone

Competency Standard F: Perform sanding and polishing of carving work

Overview

This competency standard covers the skills and knowledge required to perform sanding on stone and to perform polishing on stone

Competency Units	Performance Criteria	Knowledge & Understanding
F1: Perform sanding on stone	<p><i>Trainee will be able to:</i></p> <p>P1. Use the flexible shaft machine for sanding process</p> <p>P2. Use the small disk of silicone carbide for engraving carve lines</p> <p>P3. Perform sanding on the stone with 400 sanding wheel according to requirement</p> <p>P4. Perform sanding on the stone with 600 sanding wheel according to requirement</p> <p>P5. Perform sanding on the stone with 1000 sanding wheel according to requirement</p> <p>P5. Use the abrasive for sanding with rubber wheel if required</p>	<p>Trainee will be able to know:</p> <p>K1. Sanding process</p> <p>K2. Types of sanding wheel (#600 and #1000)</p> <p>K3. Usage of sanding wheel</p> <p>K4. Understand the types and use of buffs</p>
F2: Perform polishing on stone	<p><i>Trainee will be able to:</i></p> <p>P1. Use the flexible shaft machine for polishing process</p> <p>P2. Use the small disk of cotton, rubber, leather and wooden with polishing abrasive for engraving carve lines</p>	<p>Trainee will be able to know:</p> <p>K1. polishing process</p> <p>K2. Types and usage of polishing wheel</p>

P3. Perform polishing on the stone with required laps and polishing abrasive (aluminum oxide 600 for pre polish)

K4. Understand the types and use of buffs

P3. Perform polishing on the stone with required laps and polishing abrasive (aluminum oxide 1000 for pre polish)

P4. Perform polishing of stone with cotton buff and diamond powder (0-2)

Critical Evidence(s) Required

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

- Perform sanding on stone
- Perform polishing on stone

Tools and equipment required

- Diamond powder (0-2)
- Sanding paper waterproof (400, 600, 1000)
- Chrome oxide, cerium oxide and aluminum oxide
- Leather lap, rubber lap, buff
- Flexible shaft machine
- Small disk of silicon carbide
- Sanding wheel, 400, 600 and 1000
- Aluminum oxide (600, 1000)
- Cotton and leather buff

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 environment through verbal and non-verbal interaction according to	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 elements of the communication process. K5. Describe a range of

	<p>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>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.
- P3. Use gestures or simple words to communicate where language barriers exist.
- P4. Obtain assistance from colleagues or supervisors

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 and when to take own initiative.
- K3. Describe different types of dealings techniques with different types of behaviors

	when required to facilitate communications.	
B4. Work in a team.	<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>
B5. Ask appropriate probing / questioning from customers	<p>You must be able to:</p> <p>P1. Use different types of questions when appropriate.</p> <p>P2. Allow the other person to 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</p>	<p>You must be able to:</p> <p>K1. Explain:</p> <ul style="list-style-type: none"> • Open-ended questions • Close-ended questions • High gain questions • Mirror questions • Probing questions • Situation questions

links directly to product or service)

B6. Provide continuous feed-back

You must be able to:

- P1. Give and receive feed-back with customers.
- P2. Apply appropriate body language and read customers body language.
- P3. Give and receive feed-back with internal departments.
- P4. Design a communication system / process and share information.
- P5. Gain commitment from others to work together in the interest of the customers.
- P6. Conduct meetings.
- P7. Utilize the feed-back to identify opportunities for product / service improvement.

You must be able to:

- K1. Explain how to use customer feed-back to improve your business
 - K2. Define importance of body language.
 - K3. Explain communication ethics.
 - K4. Define organizational Jargon.
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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 for rostered hours	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.

according to workplace policy and procedures.

- P3. Develop and use a current working knowledge and understanding of employee and employer rights and responsibilities.
- P4. Comply with relevant duty of care and legal responsibilities, and support organisational culture.
- P5. Identify roles and responsibilities of colleagues and immediate supervisors.
- P6. Identify standards and values considered to be detrimental to the organisation and communicate this through appropriate channels.
- P7. Identify, recognise and follow behaviour that contributes to a safe and sustainable work environment.

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.
- P4. Seek assistance when difficulties arise.
- P5. Use questioning

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-attendance
 - Providing customer service to colleagues

techniques to clarify instructions or responsibilities.

and customers.

P6. Identify and display a non-discriminatory attitude in all contacts with customers and other staff members.

<p>F3. Maintain personal presentation.</p>	<p>You must be able to:</p> <p>P1. Observe appropriate dress code and presentation as required by the workplace, job role and level of customer contact.</p> <p>P2. Follow personal hygiene procedures according to organisational policy and relevant legislation.</p>	<p>You must be able to:</p> <p>K1. Explain hygiene and personal presentation</p> <p>K2. Explain the importance of workplace ethics</p>
<p>F4. Develop effective work habits.</p>	<p>You must be able to:</p> <p>P1. Interpret, confirm and act on workplace information, instructions and procedures relevant to the particular task.</p> <p>P2. Ask questions to seek and clarify workplace information.</p> <p>P3. Plan and organise daily work routine within the scope of the job role.</p> <p>P4. Prioritise and complete tasks according to required timeframes.</p> <p>P5. Identify work and personal priorities and achieve a balance between competing priorities</p>	<p>You must be able to:</p> <p>K1. Explain staff counseling and disciplinary procedures</p> <p>K2. Describe workplace organizational structure.</p>
<p>F5. Portray ethical behavior</p>	<p>You must be able to:</p> <p>P1. Follow ethical code of conduct.</p> <p>P2. Understand your</p>	<p>You must be able to:</p> <p>K1. Explain the importance of ethical behavior.</p> <p>K2. Explain the importance of commitment in sales and</p>

	<p>customer's code of ethics.</p> <p>P3. Declare conflict of interest.</p> <p>P4. Maintain confidentiality.</p> <p>P5. Honour your commitments (timeframe, deliverables etc.)</p> <p>P6. Use internet for business only on company time.</p>	customer services.
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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:

- 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. P5. Translate the vision into actionable steps.	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>P6. Integrate the vision into daily practice.</p> <p>P7. Recount frequently with your vision and change accordingly.</p>	
<p>G2. Manage your attitude.</p>	<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>
<p>G3. Practice self-discipline</p>	<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>
<p>G4. Manage time</p>	<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 blocks of time for goal-related activities.</p> <p>P5. Make the best possible use of support people /</p>	<p>You must be able to:</p> <p>K1. Explain the importance of time management to achieve different tasks.</p>

recourses to accomplish tasks.

G5.Manage your professional development	You must be able to: 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.	You must be able to: K1. Explain the importance and need of professional development.
G6.Participate in trainings and performance review	You must be able to: 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	You must be able to: 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 organization	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 situation. K5. Explain health and safety

	<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>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.

H3. Apply basic emergency procedures.

You must be able to:

- P1. Follow fire and emergency

You must be able to:

- K1. Define fire, chemical and electrical hazards

	<p>procedures, including evacuation, according to company policy and legislation.</p> <p>P2. Identify designated personnel responsible for first aid and evacuation procedures.</p> <p>P3. .Accurately identifies safety alarms.</p>	<p>K2. Explain slip, trips and falls</p> <p>K3. Explain the procedure of storage of dangerous goods and hazardous substances and waste.</p> <p>K4. Define communication and consultation processes.</p> <p>K5. Explain manual handling procedures.</p>
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