



National Competency Standards for **Shoe Technician**



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

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**National Competency Standards in
“Shoe Technician”**

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INTRODUCTION

Some sectors of Pakistan economy have shown a good performance in terms of production and exports. Footwear is one such industry which has increased its exports at large extent. This sector has pivotal importance in terms of providing and creating jobs, earning of foreign exchange with the help of exports and fulfilling the local consumption requirements.

Both in Pakistan and around the globe, the demand for footwear is increasing. Pakistan is one of the most populous countries in the World signalling the growing demand for footwear in Pakistan. The population of Pakistan is about 200 million and having average of 2 pairs per person per year, the total production potential comes to 400 million pairs per year.

It is also estimated that about 60 percent of the World's total consumption consists of simple footwear made entirely of non-leather materials and that for the remaining 40 percent only the upper part of the shoe is made of leather. In the manufacturing of footwear, most frequently used material consists upon leather, manmade materials, rubber / canvas / synthetic and textile along accessories. Different type of shoes is being produced by the local industry e.g. sportsmen, army, disabled persons and safety shoes for the industrial workers etc.

The industry is predominantly located in and around Lahore, where almost 80 percent of the documented sector of the country is located. Other regions where shoe making activities are good include Karachi, Faisalabad and Multan. The productivity of Lahore based workers is higher than the rest of the country.

Footwear manufacturing industry lacks technology and skilled labour and even those that have skills have low productivity. The Chinese shoemakers for instance are twice more productive than the Pakistanis.

Foregoing in view, in order to meet the demand of industry there is a need to strength and promote productive working relationship between the training provider and the industry in order to enhance quality of training delivery, enterprise competitiveness and access to decent employment.

PURPOSE OF THE QUALIFICATION

The competency based NVQ has been developed to train the unskilled men of Pakistan on the technical and entrepreneurial skills to be employed / self-employed and inevitably set sustainable impact on their lives by increase in their livelihood income.

The purpose of these qualifications is to set professional standards for shoe technician, who will serve as key elements enhancing quality of Pakistan's footwear manufacturing industry. The specific objectives of developing these qualifications are as under:

- Improve the professional competence of footwear manufacturing industry
- Capacitate the local community and trainers in modern CBT trainings, methodologies and processes as envisaged under NVQF
- Provide flexible pathways and progressions in footwear manufacturing industry
- Enable the trainees to perform their duties in efficient manner
- Establish a standardized and sustainable system of training in footwear manufacturing industry in Pakistan

DATE OF VALIDATION

This national vocational qualification (NVQ) has been validated by the Qualifications Development Committee (QDC) on 05 of July 2018 and will remain in currency until December 2021

ENTRY REQUIREMENTS

- The entry requirement to National Vocational Certificate Level- 3 in Shoe Technology (Shoe Cutting) is primary
- National Vocational Certificate Level-3, in Shoe Technology (Shoe Stitching) is primary
- National Vocational Certificate Level-3, in Shoe Technology (Shoe Moulding) is primary
- National Vocational Certificate Level-3, in Shoe Technology (Shoe Lasting) is primary
- National Vocational Certificate Level-3, in Shoe Technology (Shoe Finishing) is primary

TITLE OF QUALIFICATIONS

Sr. No	Qualification	Level
1	National Vocational Certificate Level-3, in Shoe Technology (Shoe Cutting)	3
2	National Vocational Certificate Level-3, in Shoe Technology (Shoe Stitching)	3
3	National Vocational Certificate Level-3, in Shoe Technology (Shoe Moulding)	3
4	National Vocational Certificate Level-3, in Shoe Technology (Shoe Lasting)	3
5	National Vocational Certificate Level-3, in Shoe Technology (Shoe Finishing)	3

QUALIFICATIONS DEVELOPMENT COMMITTEE

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

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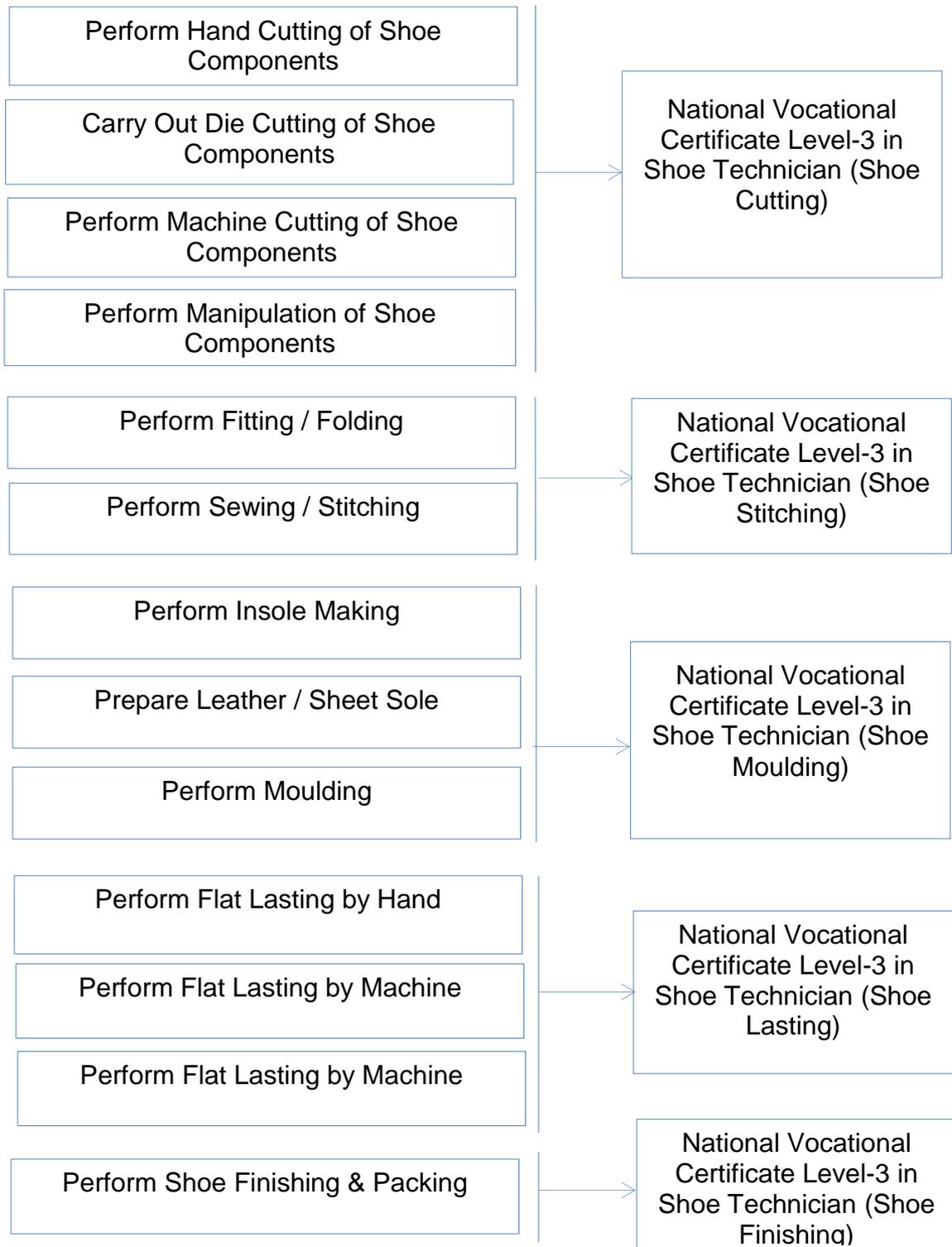
SUMMARY OF COMPETENCY STANDARDS

Code	Competency Standards	Level	Credits	Category
0723FWM02A	Apply Occupational Health & Safety Procedures at Workplace	2		Generic
0723FWM02B	Perform Hand Cutting of Shoe Components	3	240	Technical
0723FWM02C	Carry Out Die Cutting of Shoe Components	3	120	Technical
0723FWM02D	Perform Machine Cutting of Shoe Components	4	120	Technical
0723FWM02E	Perform Manipulation of Shoe Components	2	240	Technical
0723FWM02F	Perform Fitting/Folding	3	360	Technical
0723FWM02G	Perform Sewing / Stitching	4	360	Technical
0723FWM02H	Perform Insole Making	3	120	Technical
0723FWM02I	Prepare Leather/sheet Sole	4	240	Technical
0723FWM02J	Perform Moulding	2	120	Technical
0723FWM02K	Perform Flat Lasting by Hand	3	240	Technical
0723FWM02L	Perform Flat Lasting by Machine	3	360	Technical
0723FWM02M	Perform Mould Lasting	4	240	Technical
0723FWM02N	Perform shoe finishing and packing	3	360	Technical
0723FWM02O	Develop Professionalism	4		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

PACKAGING OF QUALIFICATIONS

The national vocational qualifications are packaged as per following:



Competency Standard A: Apply Occupational Health & Safety Procedures at Workplace

Overview

This Competency Standard identifies the competencies required to apply occupational health and safety procedures at workplace by a Shoe Manufacturing Technician in accordance with the organization’s approved guidelines and procedures. You will be expected to identify hazards in work place, comply with health and safety precautions, use of personal protective equipment and practicing safe work habits at workplace at all times. Your underpinning knowledge regarding occupational health and safety procedures will be sufficient to provide you with the basis for your work.

Competency Units	Performance Criteria
A1. Identify hazards in workplace environment	<p><i>You must be able to:</i></p> <p>P1. Read and interpret work processes and procedures correctly to identify risk of hazards at workplace.</p> <p>P2. Recognize engineering processes, tools, equipment and consumable materials that have the potential to cause harm.</p> <p>P3. Identify any potential hazards and take appropriate action to minimize the risk.</p>
A2. Comply with Occupational Health and Safety Precautions	<p><i>You must be able to:</i></p> <p>P1. Work safely at all times, complying with health and safety precautions, regulations and other relevant guidelines.</p>

P2. Identify health and safety hazards in the Workplace so that the potential for personal injury, damage to equipment or the workplace is prevented, and corrective action is taken.

P3. Deal with problems which are within your control, and report those that cannot be resolved to safety officer.

A3. Apply Personal Protective and Safety Equipment (PPE)

You must be able to:

P1. Select personal protective equipment in terms of type and quantity according to work order.

P2. Wear, adjust, and maintain personal protective equipment to ensure correct fit and optimum protection in compliance with company procedures.

P3. Ensure personal protective equipment is cleaned and stored in proper place.

A4. Practice safe Work habits to ensure safety in the workplace *You must be able to:*

P1. Wear required clothing (not lose or torn), confine long hair, and remove jewellery in accordance with company procedures.

P2. Apply work procedures and approaches that ensure personal safety as well as others safety.

P3. Demonstrate good housekeeping in the workplace by cleaning up spills or leaks.

P4. Keep work area clean and clear of obstructions, and storing tools or equipment, so that the potential for accident or injury is prevented.

P5. Ensure tools or equipment are in-place and available in proper place as per company procedures.

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Importance of using Personal Protective Equipment (PPE)
- Organizational health and safety procedures
- Protective clothing and equipment to be worn and where it can be obtained.
- Recommended procedure for cleaning and storing of tools and equipment at workplace
- Safely maintaining the PPEs
- Techniques and methods to control risks of identified hazards in the workplace
- Types of PPE
- Work safety procedures and guidelines
- Health and safety

Critical Evidence(s) Required

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

- Explain types and uses of PPEs used in shoe manufacturing
- Demonstrate use of PPEs during finishing process

Competency Standard B: Perform Hand Cutting of Shoe Components

Overview

This competency standard identifies the competencies you need to perform hand cutting operations using different tools and equipment in accordance with approved procedures. You will be expected to Perform Cutting Exercises, Perform Making of Cutting Templates and Perform Material cutting as per approved sample. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
B1. Perform Hand Cutting Exercises	<p><i>You must be able to:</i></p> <p>P1. Draw and cut the different cutting exercises on paper sheet according to given specification.</p> <p>P2. Draw and Cut the different Shoe components pairwise on paper sheet according to given specification.</p> <p>P3. Draw and Cut the different Shoe components pairwise on paper skin sheet according to given specification.</p> <p>P4. Draw and Cut the different Shoe components pairwise on paper hide sheets according to given specification.</p> <p>P5. Draw and cut the different shoe upper and lining components on synthetic / Rexene material.</p> <p>P6. Draw and cut the different shoe upper and lining components on leather material</p>
B2. Prepare Cutting Templates	<p><i>You must be able to:</i></p> <p>P1. Combine the shoe components with metal sheet according to the given pattern</p> <p>P2. Cut the template according to the given pattern</p> <p>P3. File the final template according to the given pattern</p>
B3. Perform Material cutting	<p><i>You must be able to:</i></p>

P1. Carry out single layer cutting

P2. Set layers

P3. Carry out multilayer cutting

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Types and parts of shoes
- Parts of shoe pairs
- Cutting materials / components
- Types of cutting
- Handling of materials
- Handling of cutting tools
- Methods of cutting
- Types and uses of knives
- Interlocking the layout
- Tight to toe directions
- Defects of leather
- Direction of synthetic materials
- Types and uses of cutting files
- Use of adhesives
- Types of adhesives
- Work ticket
- Different sizes and sizing system
- Marking techniques (skin and chalk)

Critical Evidence(s) Required

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

- Types and uses of cutting pads Perform Making of Cutting Templates
- Cut vamp and quarter components by hand on paper sheet
- Explain at least five leather defects
- Explain the types of cutting

Competency Standard C: Carry Out Die Cutting of Shoe Components

Overview

This competency standard identifies the competencies you need to perform machine cutting operations of shoe components using different tools and equipment in accordance with approved procedures. You will be expected to Prepare press and die for cutting as per sample, Perform Press cutting of upper Components as per approved sample, Perform Press cutting of Bottom Components as per approved sample. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
C1. Perform pre-cutting operations	<i>You must be able to:</i> P1. Prepare Press for cutting according to the requirement P2. Prepare Die for cutting according to the requirement
C2. Perform Press Upper Cutting	<i>You must be able to:</i> P1. Carry out single layer cutting of upper and lining components on leather material as per given specification P2. Set layers of synthetic materials for upper components as per given specification P3. Carry out multilayer cutting of upper and lining components on synthetic material as per given specification
C3. Perform Press bottom Cutting	<i>You must be able to:</i> P1. Carry out single layer cutting of bottom components on leather material as per given specification P2. Set layers of synthetic materials for bottom components as per given specification P3. Carry out multilayer cutting of bottom components on synthetic material as per given specification

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Work ticket
- Different sizes and sizing system
- Cutting materials
- Cutting components
- Types and uses of cutting press
- Handling of materials
- Material directions
- Methods of cutting
- Types and uses of cutting dies
- Marking techniques
- Types of defects
- Types and uses of cutting boards
- Press beam height
- Layers preparation
- Laser cutting
- Types and uses of laser machines
- Types and uses of laser gun
- Laser power
- Design software working
- Types and uses of plotter cutting machines

Critical Evidence(s) Required

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

- Perform Press cutting of vamp Component
- Perform CNC Laser cutting of vamp component
- Perform CNC Plotter cutting of vamp component
- Explain the types of cutting press

Competency Standard D: Perform Machine Cutting of Shoe Components

Overview

This competency standard identifies the competencies you need to perform machine cutting operations of shoe components using different tools and equipment in accordance with approved procedures. You will be expected to Prepare CNC Laser cutting Machine as per approved sample, Perform CNC Laser cutting of shoe Components as per approved sample, Prepare CNC Plotter cutting Machine as per approved sample and Perform CNC Plotter cutting of shoe Components as per approved sample. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
D1. Prepare CNC Laser cutting Machine	<p><i>You must be able to:</i></p> <p>P1. Collect required Material as per approved sample</p> <p>P2. Adjust movement of Laser gun in order to assure capacity of laser gun</p> <p>P3. Adjust sucker / blower as per given task</p>
D2. Perform CNC Laser cutting of shoe Components	<p><i>You must be able to:</i></p> <p>P1. Perform scanning of shoe components as required</p> <p>P2. Adjust interlocking of shoe components in order to avoid wastage</p> <p>P3. Adjust laser power according to the requirement</p> <p>P4. Carry out single layer cutting of upper and lining components on leather/ Synthetic material according to pattern</p> <p>P5. Carry out single layer cutting of bottom components on leather/ Synthetic material according to pattern</p> <p>P6. Carry out the decoration engraving on shoe components as per requirements</p>

D3. Prepare CNC Plotter cutting Machine

You must be able to:

- P1. Collect required Material as per approved sample**
- P2. Ensure movement of knife head, knife thickness and sharpness for smooth plotter cutting**
- P3. 3. Adjust sucker / blower as per given task**

D4. Perform CNC Plotter cutting of shoe components

You must be able to:

- P1. Adjust interlocking of shoe components in order to avoid wastage**
- P2. Adjust plotter cutting pin / knife according to given specification**
- P3. Install the design program for plotter cutting as approved sample**
- P4. Carry out single layer cutting of upper and lining components on leather/ Synthetic material according to pattern**
- P5. Carry out single layer cutting of bottom components on leather/ Synthetic material according to pattern**

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Work ticket
- Different sizes and sizing system
- Cutting materials
- Cutting components
- Types and uses of cutting press
- Handling of materials
- Material directions
- Methods of cutting
- Types and uses of cutting dies
- Marking techniques

- Types of defects
- Types and uses of cutting boards
- Press beam height
- Layers preparation
- Laser cutting
- Types and uses of laser machines
- Types and uses of laser gun
- Laser power
- Design software working
- Types and uses of plotter cutting machines

Critical Evidence(s) Required

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

- Perform Press cutting of vamp Component
- Perform CNC Laser cutting of vamp component
- Perform CNC Plotter cutting of vamp component
- Explain the types of cutting press

Competency Standard E: Perform Manipulation of Shoe Components

Overview

This competency standard identifies the competencies you need to perform manipulation of shoe components operations using different tools and equipment in accordance with approved procedures. You will be expected to Perform skiving as per specifications, Perform splitting as per specifications, Perform stamping / embossing, Perform KPU embossing, Perform screen printing, Perform Laser Engraving, Perform marking, Perform edge coloring, Perform crimping operation, Perform quality assurance, Finalize plan quantity as per work ticket. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
E1. Perform Quality Assurance	<p><i>You must be able to:</i></p> <p>P1. Verify compliance as per the standard of given sample P2. Identify defects according to quality standards P3. Report to concerned person with respect to hierarchy</p>
E2. Perform Skiving	<p><i>You must be able to:</i></p> <p>P1. Perform edge coloring of upper components according to the top surface of material P2. Perform marking of shoe components as per design pattern P3. Perform edge skiving of upper components as per skiving chart</p>
E3. Perform Splitting	<p><i>You must be able to:</i></p> <p>P1. Adjust split machine as per given specification P2. Perform splitting of Shoe components as per given specifications</p>
E4. Perform stamping / embossing	<p><i>You must be able to:</i></p> <p>P1. Adjust stamping / embossing machine as per given specification P2. Perform stamping / embossing as per given specification</p>
E5. Perform screen printing	<p><i>You must be able to:</i></p> <p>P1. Adjust Screen as per given Pattern P2. Perform screen printing as per given Pattern</p>

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Skiving chart
- Types and uses of skiving machines
- Types of material
- Types and uses of lubricants
- Splitting specification chart
- Types and uses of splitting machines
- Types and uses of Stamping / embossing machine
- Methods of stamping / embossing
- Types of embossing materials
- Types and uses of embossing machine
- Methods of KPU embossing
- Pressure bar
- Heat temperature
- Health and safety measures
- Mould dye material
- Colours combination
- Types of screen printing
- Types of screen printing materials
- Work ticket
- Different sizes and sizing system
- Engraving materials
- Types and uses of laser machines
- Types and uses of plotter cutting machines
- Colour dyes
- Colour matching techniques
- Types of colouring materials
- Crimping materials
- Uses of crimping machine
- Specification / standards / approved sample
- Process of cutting

Critical Evidence(s) Required

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

- Basic numeracy Perform skiving only two quarter components
- Perform stamping / embossing on Leather material
- Perform edge colouring on two shoe components
- Explain size and sizing system

Competency Standard F: Perform Fitting/Folding

Overview

This competency standard identifies the competencies you need to Guide and Control of Stitching Machines operations of shoe components using different tools and equipment in accordance with approved procedures. You will be expected to Maintain Tools and Equipment for Stitching, Operate the Stitching Machines and Perform seams with machine. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
F1. Arrange appropriate material for upper stitching	<p><i>You must be able to:</i></p> <p>P1. Check approved sample for stitching according to work ticket</p> <p>P2. Arrange upper, lining and interlining cutting components as required</p> <p>P3. Arrange required materials as per components</p>
F2. Perform interlining with fusing press on upper components	<p><i>You must be able to:</i></p> <p>P1. Adjust Fusing press for interlining as per requirement</p> <p>P2. Attach interlining on upper components as per requirement</p>
F3. Perform folding of components	<p><i>You must be able to:</i></p> <p>P1. Prepare components for fitting and folding as per design</p> <p>P2. Fold components by hand as per requirement</p> <p>P3. Fold components by machine as per requirement</p>
F4. Perform fitting and punching of components	<p><i>You must be able to:</i></p> <p>P1. Fit specific shoe components as per set standard</p> <p>P2. Attach foam with components as per design</p> <p>P3. Fit decorative material as per given specification</p> <p>P4. Punch on upper material as per given specification</p>
F5. Perform Eyeleting	<p><i>You must be able to:</i></p> <p>P1. Adjust machine as per requirement</p>

	<p>P2. Perform eyeleting by machine</p> <p>P3. Perform eyeleting by hand</p>
F6. Perform upper completion operations	<p><i>You must be able to:</i></p> <p>P1. Perform Trimming</p> <p>P2. Perform Thread Cleaning</p> <p>P3. Perform Edge Colouring</p>
F7. Perform Shape forming of shoe upper	<p><i>You must be able to:</i></p> <p>P1. Place stiffener on back counter as per requirement</p> <p>P2. Perform back forming/shaping as per requirement</p> <p>P3. Apply toe puff as per requirement</p> <p>P4. Perform toe shaping</p>
F8. Perform upper sealing	<p><i>You must be able to:</i></p> <p>P1. Arrange sealing material</p> <p>P2. Arrange components for sealing</p> <p>P3. Adjust machine temperature</p> <p>P4. Adjust machine pressure</p> <p>P5. Apply the sealing tape on components</p>

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Types of stitching machines
- Parts of Stitching machines
- Types of stitching
- Parts of needles

- Types of seams
- Types and uses of threads and needles
- Types and uses of adhesives
- Types and uses of reinforcement tape
- Thread tension during stitching
- Bobbin and bobbin case
- Types of lubricants
- Types and uses of eyeleting machines
- Types and uses of eyelets / hooks
- Types and uses of lubricants
- Types and uses of sealing machine
- Types and uses of sealing materials
- Techniques of trimming
- Shoe components
- Types and uses of toe puff machines
- Types and uses of toe puff materials
- Types and uses of toe shaping machines
- Types and uses of toe shaping materials
- Types and uses of stiffener materials
- Methods of edge colouring
- Types of stitches
- Thread pulling
- SOPs for trimming
- Work ticket
- Specification / standards / approved sample
- Types of cutting faults and parts
- Process of cutting

Critical Evidence(s) Required

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

- Perform the stitching on paper card no.2
- Stitch any two components with close seam
- Perform Threading the stitching machine
- Explain the types of stitching machine

Competency Standard G: Perform Sewing/Stitching

Overview

This competency standard identifies the competencies you need to perform preparation for Sewing/Stitching operations of shoe components using different tools and equipment in accordance with approved procedures. You will be expected to demonstrate your skills of Zigzag Stitching, Perform General Stitching with Machine, Perform Binding Stitching, Perform String Stitching, and Perform Insole Sock Stroble with Upper, Perform Cording Stitching and Perform Hand Stitching. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
G1. Set Tools and Equipment for Stitching	<p><i>You must be able to:</i></p> <p>P1. Arrange stitching tools for specific machine P2. Perform oiling and cleaning the stitching machines P3. Adjust the needle for specific material</p>
G2. Operate the Stitching Machines	<p><i>You must be able to:</i></p> <p>P1. Adjust the stitching machine according to material P2. Stitch the leather / synthetic material as per given specification</p>
G3. Perform Machine Stitching	<p><i>You must be able to:</i></p> <p>P1. Collect work ticket P2. Adjust the specific machine as per given specification P3. Perform General stitching as per given specification P4. Perform Binding stitching as per given specification P5. Perform String stitching as per given specification P6. Perform Cording stitching as per given specification P7. Perform Stroble stitching as per given specification</p>
G4. Perform Hand Stitch	<p><i>You must be able to:</i></p> <p>P1. Collect work ticket P2. Arrange material for hand stitching as per given specification P3. Perform Hand stitching as per given specification P4. Perform decorative stitching as per given specification</p>

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Types and parts of shoe
- Shoe material
- Uses of show board
- Work ticket
- Upper, lining and interlining material
- Types and uses of threads and needles
- Types and uses of adhesives
- Types and uses of reinforcement tape
- functions of fusing press machine
- Upper, lining and interlining material
- Uses of spray guns
- Techniques of fitting and folding of components
- Types and uses of folding machine
- Sizing system
- Fitting techniques
- Decorative materials
- Punching techniques Perform Eyeleting on synthetic upper by Machine

Critical Evidence(s) Required

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

- Perform Eyeleting on synthetic upper by Hand
- Perform back shaping of synthetic upper by Hand
- Perform back counter shaping of leather upper by Machine
- Perform toe shaping on synthetic upper by hand
- Perform Trimming of Leather upper by Machine

Competency Standard H: Perform Insole Making

Overview

This competency standard identifies the competencies you need to insole making operations using different tools and equipment in accordance with approved procedures. You will be expected to Perform Preparation of Insole by Hand, Perform Cutting of Insole by Machine, Perform Stamping and Perform Insole Covering. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
H1. Prepare Insole by Hand	<p><i>You must be able to:</i></p> <p>P1. Interpret work ticket</p> <p>P2. Draw the insole pattern with cutting direction as per given specification</p> <p>P3. Apply Skiving as per given specification</p> <p>P4. Prepare the insole as per given specification</p> <p>P5. Make bundles size wise</p>
H2. Cut the insole by Press	<p><i>You must be able to:</i></p> <p>P1. Perform cutting of insole by machine as per given specification</p> <p>P2. Stamp the insole as per given specification</p>
H3. Perform insole covering	<p><i>You must be able to:</i></p> <p>P1. Collect the work ticket</p> <p>P2. Cover the insole as per given specification</p>
H4. Prepare Insole by Machine	<p><i>You must be able to:</i></p> <p>P1. Perform Shank Board reducing as per given specification</p> <p>P2. Carry out grooving of shank board as per given specification</p> <p>P3. Attach insole with shank board as per given specification</p> <p>P4. Carry out insole moulding /shaping as per given specification</p> <p>P5. Carry out beveling as per given specification</p>

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Types of insole (full, half, etc.)
- Area of shank attachment
- Controlling the waste of material
- Cutting materials / components
- Sizing assortment
- Direction of cutting from Tight to Toe
- Insole Materials (cellulose board, hard board, non-Woven board, vegetable tanned leather, PVC Insole etc.)
- Tools & equipment (Knife, blade, scissor, etc)
- Quality checking of insole material
- Knowledge of insole covering
- Covering materials (cloth, Leather, synthetic, etc)
- Procedures of Insole covering
- Joining of components
- Folding of covering by hand/machine
- Knowledge of Reducing (Skiving)
- Knowledge of Grooving
- Knowledge of Insole joining
- Insole/Moulding/shaping
- Perform Beveling

Critical Evidence(s) Required

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

- Perform reducing of ladies' insole shank board as per given specification
- Perform reducing of gents' insole shank board as per given specification
- Perform insole covering with Leather.
- Prepare handmade insole of gents' shoe with non-Woven board

Competency Standard I: Prepare Leather/sheet Sole

Overview

This competency standard identifies the competencies you need to prepare leather outsole operations using different tools and equipment in accordance with approved procedures. You will be expected to cutting of outsole material, sole splitting, sole buffing / snuffing, roughing of heel part of outsole, grooving / channel making of outsole, join welt on sole, embossing of outsole, pre-finishing of outsole, heel, heel shaping, pre-finishing of heel, assembly of heel and sole and perform sole finishing. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
I1. Perform cutting of outsole material	<p><i>You must be able to:</i></p> <p>P1. Arrange sole materials as per requirement</p> <p>P2. Adjust cutting press as per cutting knives</p> <p>P3. Cut outsole, heel top and heel lifts as per given specification</p> <p>P4. Cut welt as per given specification</p>
I2. Perform sole splitting	<p><i>You must be able to:</i></p> <p>P1. Adjust splitting machine as per given specification</p> <p>P2. Split the sole as per given specification</p>
I3. Perform sole snuffing	<p><i>You must be able to:</i></p> <p>P1. Adjust snuffing machine</p> <p>P2. Buff the grain area of outsole</p>
I4. Perform roughing of heel part of outsole	<p><i>You must be able to:</i></p> <p>P1. Fix the sand paper in machine as per given specification</p> <p>P2. Mark the heel area with patterns on sole machine as per given specification</p> <p>P3. Rough the heel area with machine as per given specification</p>

15. Perform grooving / channel making of Outsole

You must be able to:

- P1. Adjust grooving machine as per requirement**
- P2. Groove outsole as per given sample**

16. Join welt with sole

You must be able to:

- P1. Apply primer on welt after welting as required**
- P2. Apply adhesives on sole and welt as per set standard**
- P3. Join welt with sole and press after reactivation as per required temperature**

17. Emboss of Outsole

You must be able to:

- P1. Adjust the embossing machine as per given specification**
- P2. Emboss logo, size and design as per requirement**

18. Prepare heel

You must be able to:

- P1. Join the heel lifts as per required height after reactivation of adhesives**
- P2. Join the heel top with heel as per set standard**

19. Perform Heel shaping

You must be able to:

- P1. Adjust the inclination machine according to the requirement**
- P2. Adjust the arch machine according to the requirement**
- P3. Make the arc of the heel according to the given pattern**
- P4. Perform heel rounding according to the given pattern**

I10. Perform sole and heel assembling *You must be able to:*

P1. Join heel with sole after reactivation of the adhesives according to the requirement

P2. Apply nailing / stapling according to the requirement

P3. Side wall-Roughing on sole according to the given Pattern

I11. Perform sole Finishing *You must be able to:*

P1. Perform Pre-finishing of the out sole and heel as per given specification

P2. Perform Final finishing of the sole as per given specification

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Material thickness
- Material Defects (Natural faults, scratches, design faults, etc.)
- Cutting press adjustment
- Cutting Directions
- Blade sharpening method
- Snuffing Materials (Sand paper, belt, etc.)
- Importance of Snuffing
- Importance of Grooving
- Roughing of welt
- Adjustment of embossing machine as per given specification (Heat, pressure, timer)
- Knowledge of logo, size, design
- Procedures of heel preparation
- Knowledge of soul and heel assembling
- Knowledge of nailing / stapling
- Knowledge of side wall roughing
- Finishing Dyes (pigmented, solvent base, etc.)
- Finishing Material (Cream, waxes, etc.)

- Finishing tools (Cotton brush, woollen brush, etc.)
- Importance of Finishing (Pre Finishing and Final Finishing)

Critical Evidence(s) Required

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

- Thickness as per given specification
- Blade sharpening method
- Perform one pair leather sole snuffing as per given specification
- Perform one pair roughing leather sole heel part as per marking
- Perform the welt attachment with sole as per given sample
- Perform logo embossing on leather sole as per given specification

Competency Standard J: Perform Moulding

Overview

This competency standard identifies the competencies you need to Moulding operations using different tools and equipment in accordance with approved procedures. You will be expected to prepare Thermo Plastic Rubber (TPR) / Poly Vinyl Chloride (PVC) outsole of shoe, Thermo Plastic Polyurethane (TPU) Shoe Components, Polyurethane (PU) outsole of shoe and rubber outsole of shoe. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
J1. Prepare Moulded Shoe Components	<i>You must be able to:</i> P1. Adjust moulds on machine as per requirement P2. Insert required material in the Moulding machine P3. Clean the mould with respective cleaning agent P4. Trim the extracted mould as per set standard
J2. Prepare Moulded rubber shoe components	<i>You must be able to:</i> P1. Collect rubber material as per work ticket P2. Prepare rubber blanks for rubber sole moulding as per requirements P3. Adjust moulds on machine as per requirement P4. Trim the Moulded piece as per Design

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Types and uses of mould cleaner (TPR, PVC)
- Types and uses of injection moulding machine (Rotary machine, Semi machine, Horizontal injection machine)
- Types and uses (adjustment) of moulding machines (Manual pouring and Auto injection machines etc.)
- Understanding the material into the machine hopper
- Remove excess material / Spew

- Types and uses of rubber materials (Synthetic, natural)
- Use of Bemri machine for mixing
- Use of roll machine
- Knowledge of Rubber sheet Guage
- Measuring balance
- Mould cleaning knowledge
- Knowledge regarding pull out the component from the mould

Critical Evidence(s) Required

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

- Remove excess material / Spew Mould a pair of TPU component
- Adjust the mould on TPU injection machine
- Mixing of rubber sole material as per specification
- Make a rubber sole as per mould design

Competency Standard K: Perform Flat Lasting by Hand

Overview

This competency standard identifies the competencies you need to perform flat lasting with hand operations using different tools and equipment in accordance with approved procedures. You will be expected to attach Insole with Last, apply Adhesive to Insole and Upper, perform toe puff & Stiffener, perform toe/forepart lasting, perform Side Lasting as per design, perform heel /back part lasting, perform Wrinkle Chasing as per requirement, perform Upper Bottom & sole roughing and priming, perform Sole attaching, perform De-lasting and perform sole stitching. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
K1. Apply Adhesive to Insole and Upper	<p><i>You must be able to:</i></p> <p>P1. Apply the primer on upper as per set standards</p> <p>P2. Apply the adhesive on insole and upper as per set standards</p> <p>P3. Apply toe puff and stiffener as per set standards.</p>
K2. Perform Upper lasting	<p><i>You must be able to:</i></p> <p>P1. Attach insole with last as per feather line</p> <p>P2. Perform toe/forepart lasting as per set standards</p> <p>P3. Perform side lasting as per set standards</p> <p>P4. Perform heel lasting as per set standards</p> <p>P5. Perform wrinkle chasing as per requirement</p>
K3. Perform Roughing of lasted Upper, & Sole	<p><i>You must be able to:</i></p> <p>P1. Remove the temporary nails from insole as per set standards</p> <p>P2. Attach the filler according to design and requirement</p> <p>P3. Perform roughing on lasted upper and soul as per requirement</p> <p>P4. Apply primer at upper and sole materials as per requirement</p>

K4. Perform Sole Attaching and de-lasting *You must be able to:*

P1. Apply the Poly Urethane (PU)/graft adhesive at the surface of upper bottom and sole cavity

P2. Press the sole by hand hammer / machine as per requirement

K5. Perform Sole Stitching *You must be able to:*

P1. Apply the wax on thread for softening

P2. Stitch the chain stitch with awl as per set standards

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Adhesive time adjustment
- Ankle height
- Back height
- Back height measurement
- Cutting tools and its uses
- Describe the upper Hammering
- Direction wise cutting
- Drying time period
- Feather line of last
- Handling tools
- Identification of area for application of adhesives
- Identification of materials
- Identification of right and left side insole
- Identification of Sole material
- Importance of leveling of feather line
- Importance of nail attaching
- Importance of proper nailing
- Importance of proper placing toe puff and stiffener
- Knowledge of materials
- Last and its types
- Last bottom holes for nailing

- Material analysis
- Method of hand stitching
- Nail removing
- Parts of last
- Parts of shoe
- Position of left/right
- Proper force at upper
- Proper method of de-lasting
- Proper place of upper
- Proper use of primer
- Quality of Pull over
- Quality Standards
- Safety precautions
- Safety rules
- Sizing of insole and last
- Sizing systems
- Techniques used for pulling force
- Thimble of last
- Types and uses of adhesives
- Types and uses of heel lasting materials
- Types and uses of press machine
- Types and uses of side lasting machines
- Types and uses of Softener
- Types and uses of sole attaching
- Types and uses of upper materials
- Types of stitch
- Upper alignment
- Upper attaching
- Upper material strength
- Uses of roughing tools
- Uses of Softeners
- Using the Sand and awl
- Wax material
- Wrinkle controlling
- Wrinkle removing

Critical Evidence(s) Required

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

- Perform Toe lasting by hand
- Attach sole with lasted upper
- Explain the importance of Back Height

Competency Standard L: Perform Flat Lasting by Machine

Overview

This competency standard identifies the competencies you need to perform flat lasting with machine operations using different tools and equipment in accordance with approved procedures. You will be expected to attach Insole with Last, perform Back Counter Moulding as per requirement, perform Upper blocking, perform toe activation, perform toe/forepart lasting, perform side lasting, perform Heel lasting, perform heel edge rounding, perform nail pulling as per requirement, perform Wrinkle Chasing, perform bottom roughing, perform sole roughing/ priming, perform sole attaching, perform De-lasting and perform sole stitching. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
L1. Perform Back Counter Moulding	<i>You must be able to:</i> P1. Adjust the selected back mould at machine for shaping as per design P2. Insert stiffener on back counter between upper and lining as per standard P3. Mould the upper on hot mould after adjusting the temperature of Mould as per set standard P4. Mould the upper on cold mould after adjusting the temperature of Mould as per set standard
L2. Perform Machine Lasting	<i>You must be able to:</i> P1. Attach Insole with last as per given specification P2. Perform toe/forepart lasting as per given specification P3. Perform upper toe activation as per given specification P4. Perform side lasting as per given specification P5. Perform heel lasting as per given specification P6. Perform wrinkle chasing as per set standards P7. Perform roughing as required
L3. Perform Sole Attaching	<i>You must be able to:</i> P1. Attach the sole with lasted upper as per set standards

P2. De-last the shoe as per given specification

L4. Perform Sole Stitching

You must be able to:

P1. Prepare the sole stitching machine for stitching as per standard

P2. Stitch the chain stitch with machine at insole inside at set standards

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Back height size wise
- Bottom plugs of last
- Feather line of last
- Leveling of feather line
- Nail removing
- Quality Standards
- Safety rules
- Techniques of bottom roughing
- Techniques of insole fixing
- Techniques of nail pulling
- Types and use of edge rounding machine
- Types and uses of adhesives
- Types and uses of blocking machine
- Types and uses of bottom roughing machine
- Types and uses of de lasting machine
- Types and uses of heel lasting machine
- Types and uses of hot melt adhesives
- Types and uses of marking material
- Types and uses of related primer
- Types and uses of side lasting machine
- Types and uses of sizing system
- Types and uses of sole materials
- Types and uses of sole pressing machine
- Types and uses of sole roughing machine
- Types and uses of sole stitching machine

- Types and uses of stiffener materials
- Types and uses of toe activator
- Types and uses of toe lasting machine
- Types and uses of toe puff materials
- Types and uses of upper materials
- Types and uses of wrinkle chasing machine
- Types of needles
- Types of stitch
- Uses of Inverted staple machine

Critical Evidence(s) Required

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

- Perform Toe lasting by machine
- Attach and press sole with lasted upper
- Explain types of adhesives

Competency Standard M: Perform Mould Lasting

Overview

This competency standard identifies the competencies you need to perform mold lasting operations using different tools and equipment in accordance with approved procedures. You will be expected to perform back counter molding, perform pre-forming, insert The last/mold as required, perform toe/forepart lasting as required, perform side lasting as required, perform heel lasting as required, perform bottom roughing, perform sole direct molding, perform de-lasting and perform sole stitching. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
M1. Perform Pre-forming	<p><i>You must be able to:</i></p> <p>P1. Adjust the mould as per design P2. Set the upper at hot mould according to size for shaping / pre-forming P3. Perform hammering on wrinkle for shaping of upper as per specification</p>
M2. Perform Pre-formed upper Lasting	<p><i>You must be able to:</i></p> <p>P1. Insert the last/mould in pre-formed upper P2. Perform side/heel lasting of preformed upper P3. Perform heel lasting P4. Perform Bottom roughing</p>
M3. Perform lasted upper Roughing	<p><i>You must be able to:</i></p> <p>P1. Perform roughing by using roughing machine as per set standards P2. Scour bottom using wire brush as per requirement</p>
M4. Perform Direct sole Moulding	<p><i>You must be able to:</i></p> <p>P1. Inject sole material as required P2. Perform De-lasting as per given specification</p>

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Back height
- Back height size wise
- Feather line of last
- Quality Standards
- Safety rules
- Techniques of nail removing
- Types and uses of upper material
- Types and uses of adhesives
- Types and uses of de lasting machine
- Types and uses of direct moulding machine
- Types and uses of heel lasting machine
- Types and uses of hot melt adhesives
- Types and uses of last inserting machine
- Types and uses of pre forming machines
- Types and uses of roughing machine K2.
- Types and uses of side lasting machine
- Types and uses of sizing system
- Types and uses of sole stitching machine
- Types and uses of stiffener materials
- Types and uses of toe lasting machine
- Types and uses of upper and sole materials
- Types of needles
- Types of stitch

Critical Evidence(s) Required

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

- Perform Back Counter Moulding
- Perform preforming of upper for mould lasting
- Perform upper roughing
- Explain types and uses of soling materials

Competency Standard N: Perform Shoe Finishing and Packing

Overview

This competency standard identifies the competencies you need to perform shoe finishing and packing operations using different tools and equipment in accordance with approved procedures. You will be expected to perform leather aniline / two tone finishing, perform suede / nubuck / synthetic finishing, insert socks, perform lacing, perform stuffing, perform brand tagging / stickers and perform shoe packing. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
N1. Perform Shoe Finishing	<i>You must be able to:</i> P1. Insert shoe-tree as per shoe size P2. Perform finishing of different types of leather /synthetic material as per given specification P3. Insert insocks as per given specification P4. Perform lacing as per given specification
N2. Perform Shoe Packing	<i>You must be able to:</i> P1. Perform shoe stuffing in order to maintain shape of shoe P2. Perform brand tagging as per given specification P3. Perform shoe packing as per given specification

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Types and uses of adhesives
- Types and uses of branding tags / stickers / label
- Types and uses of laces
- Types and uses of packing materials
- Types and uses of stuffing materials
- Types and uses of upper materials

Critical Evidence(s) Required

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

- Perform finishing of a shoe upper with cream
- Apply finishing lacker by spray gun
- Explain the type of shoe finishes

Competency Standard O: Develop Professionalism

Overview

This competency standard identifies the competencies you need to prepare leather outsole operations using different tools and equipment in accordance with approved procedures. You will be expected to perform Communication with others, up- grade professional skills and work in a team. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
O1. Perform Communication with others	<p><i>You must be able to:</i></p> <p>P1. Communicate with supervisor following communication procedure</p> <p>P2. Communicate with colleagues following communication procedure</p> <p>P3. Use media to communicate effectively (e.g: email, telephone, computer etc.)</p>

O2. Up-grade Professional skills

- P1. Participate in Skill test for professional development**
- P2. Attend seminars / training / skill up-gradation workshops for professional development**
- P3. Adopt upcoming market trends in respective trade**
- P4. Follow organizational policies (SOPs) for professional development**

O3. Work in a team

You must be able to:

P1. Demonstrate good team work skills including

- **Cooperation/coordination**
- **Work ethics**
- **Etiquettes/manners**

P2. Adopt dress code as per SOPs

P3. Show comfort and tolerance.

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Describe the benefits of latest machining techniques and developments
- Describe the importance of being a good team player
- Identify factors required to communicate effectively and precisely within organization
- Identify the need of skillsets by getting involved in seminars, workshops and competitions.
- Justify the appropriate use of electronic and relative media as per need
- Knowledge of technical English

Critical Evidence(s) Required

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

- Perform communication in a given environment

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	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

	<p>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>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>
<p>B2. Use technology to communicate with customers.</p>	<p>You must be able to:</p> <p>P1. Answer telephone according to the company procedures.</p> <p>P2. Questioning and active listening to identify caller and establish and confirm requirements.</p> <p>P3. Use telephone system functions according to instructions.</p> <p>P4. Use email, social networking sites and other technologies to receive and process information and customer requests in line with company policy and procedures.</p> <p>P5. Record and promptly pass on messages or information.</p> <p>P6. Inform customer of any problems and relevant action being taken.</p> <p>P7. Perform follow-up action as necessary.</p>	<p>You must be able to:</p> <p>K1. Identify the recognized principles of communicating electronically, by telephone and in writing.</p> <p>K2. Describe the different methods of collecting customer feedback on telephone.</p> <p>K3. Explain the importance of collecting customer feedback and how this can be used to improve customer service.</p> <p>K4. Describe how technology can affect and enhance the service delivery process.</p>
<p>B3. Communicate with customers and colleagues from diverse backgrounds.</p>	<p>You must be able to:</p> <p>P1. Treat customers and colleagues from diverse backgrounds with respect and sensitivity.</p> <p>P2. Consider cultural differences in verbal and non-verbal communication.</p> <p>P3. Use gestures or simple words to communicate where</p>	<p>You must be able to:</p> <p>K1. Identify the barriers to effective communication that can arise and how best to deal with these.</p> <p>K2. Identify and explain when it is necessary to seek advice or assistance from colleagues and when to take own initiative.</p>

	<p>language barriers exist.</p> <p>P4. Obtain assistance from colleagues or supervisors when required to facilitate communications.</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 answer freely.</p> <p>P3. Collect facts, information and data about the other person's</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

	<p>situation.</p> <p>P4. Focus on the necessary information (information that links directly to product or service)</p>	<ul style="list-style-type: none"> • 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.

for rostered hours 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

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-

- 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> <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>

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 fluctuation • 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	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>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 blocks of time for goal-related activities.</p>	<p>You must be able to:</p> <p>K1. Explain the importance of time management to achieve different tasks.</p>

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> <p>P1. Take inventory of your personal interests, abilities, skills, knowledge etc.</p> <p>P2. Identify and prioritize the strengths and gaps.</p> <p>P3. Use available assessment tools.</p> <p>P4. Create a personal growth strategy / career path.</p> <p>P5. Set personal goals and timeframe for achieving them.</p> <p>P6. Learn from your mistakes.</p>	<p>You must be able to:</p> <p>K1. Explain the importance and need of professional development.</p>
<p>G6.Participate in trainings and performance review</p>	<p>You must be able to:</p> <p>P1. Analyse, evaluate and improve performance, and report significant issues/problems to senior management</p> <p>P2. Demonstrate to-do attitude in profession</p> <p>P3. Demonstrate understanding of skills requirements</p> <p>P4. Use the competences acquired in trainings</p>	<p>You must be able to:</p> <p>K1. Define concept about performance standards.</p> <p>K2. Explain policies, procedures and regulations regarding human resources of the organization.</p> <p>K3. Explain self-planning and management techniques</p> <p>K4. Define goals and strategies of self- development.</p> <p>K5. Explain relevant knowledge about training / job requirements</p>

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.

H3. Apply basic emergency procedures.

You must be able to:

- 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.

You must be able to:

- 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.

COMPLETE LIST OF TOOLS AND EQUIPMENT

- 45° lever
- Adhesive
- Adhesive applicator
- Adhesive applicator machine
- Adhesive container
- Adhesives machine
- Adjustment tools
- Alky set
- Apron
- Arc machine
- Awl
- Back forming machine
- Basket
- Beveling machine
- Binding machine
- Blocking machine
- Books
- Bottom roughing machine
- Brush for adhesive
- Buffing machine
- Card board / rubber sheets
- Casting die
- Casting pattern
- Chiller
- Chiller box
- Clipper
- Computer
- Cording stitching machine
- Coupling machine
- Covering machine
- Crape sheet
- Crimping machine
- Cut insole
- Cutting and marking templates
- Cutting boards
- Cutting dies
- Cutting knives
- Cutting pads
- Cutting pattern
- Cutting press
- De-lasting machine/stand
- De-lasting stand
- Density meter
- Different types of hot and cold moulds
- Dipping pot
- Direct moulding machine
- Drying conveyer machine
- Electric Heater
- Electric roughing machine
- Embossing die
- Embossing machine
- Eyelet presser
- Eyeleting dies
- Eyeleting machine
- Flat-bed stitching machine double needle
- Flat-bed stitching machine single needle
- Folding machine
- Frame with screen
- Fusing press machine
- Gloves
- Goggles
- Grooving machine
- Hammer
- Hammering machine
- Hand pincers
- Hand punch
- Hand scoring machine
- Hardness gauge
- Heat setting machine
- Heating chamber
- Heel
- Heel Edge rounding machine
- Heel lasting machine
- Hood
- Inclination machine
- Insole sample
- Inverted stapler machine
- Iron
- Knives
- Last
- Last inserting machine
- Last length standard
- Lasting jack stand
- Lasting Pincer
- Lasting stand

- Lasting Teflon hammer
- Lubricants
- Machine for string
- Magazines books
- Magnifier glass
- Magnifying glass
- Marble sheet
- Marble stone
- Marking machine
- Marking patterns
- Marking template of heel
- Marking tools
- Masks
- Measuring instruments
- Measuring tools
- Molding machine
- Molding press
- Molds
- Nail remover
- Nail removing lever
- Nailing machine
- Oil can
- Oil cane
- Punches
- Peg stand
- Per-forming machine
- Plastic basket / bag
- Plier
- Portable grinding machine
- Post bed stitching machine double needle
- Post bed stitching machine single needle
- Pot
- PPEs
- Press
- Press machine
- Prickle punch
- Printing pads
- PU moulding machine
- Pulling tools
- Punch
- Rack
- Riveting machine
- Roughing machine
- Round hammer
- Rounding machine
- Rubber hammer
- Rubber mixing machine
- Rubber moulding press
- Safety Shoes
- Sand paper
- Scale
- Scissors
- Sealing machine
- Sharpening tools
- Shoe horn
- Shoe sample
- Shoe tree last
- Show board
- Shower
- Side lasting machine
- Skiver
- Skiving and marking charts
- Skiving chart
- Skiving machine
- Sole
- Sole activator
- Sole pressing machine
- Sole roughing machine
- SOPs
- Splitting machine
- Spray booth
- Spray gun
- Spray guns
- Stamping and embossing machine
- Stamping dies
- Stamping machine
- Stamping pads
- Stapler Gun & pins
- Steam chamber
- Steel wire brush
- Stitching machine
- Strapping machine
- Stroble machine
- Tagging machine
- Tape attaching machine
- Tape dispenser
- Teflon sheet
- Telephone
- Temperature gun
- Template pattern
- Templates

- Thickness gauge
- Thickness gauge meter
- Thread burning equipment
- Thread clipper
- Thread pole
- Toe activation machine
- Toe lasting machine
- Toe puff machine
- Toe shaping machine
- Tools kit
- Trimming machine
- Trolley
- Weighing balance
- Wooden hammer
- Wrinkle chasing machine
- Zigzag stitching machine