

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

What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

Contact Us:
AMH - SSC
E-mail:
ceo@sscammh.com



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Introduction

Qualifications Pack – Export Manager

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

SUB-SECTOR: APPAREL

OCCUPATION: EXPORT MARKETING & DOCUMENTATION

REFERENCE ID: AMH/Q 1603

ALIGNED TO: NCO-2004 / 1224.30

Brief Job Description: An Export Manager is responsible for leading and managing the entire process of international shipment of goods. Their work includes analysis of the foreign trade logistics, management and supervision of all shipment related documents and ensuring shipping compliance.

Personal Attributes: An Export Manager should have good leadership and communication skills and have thorough knowledge of Indian and Foreign trade policies & operations to ensure effective management of the exports business.

Job Details	Qualifications Pack Code	AMH/Q 1603		
	Job Role	Export Manager		
	Credits (NSQF)	TBD	Version number	1.0
	Sector	Apparel, Made-Up's and Home Furnishing	Drafted on	08/11/14
	Sub-sector	Apparel	Last reviewed on	14/11/14
	Occupation	Export Marketing & Documentation	Next review date	30/12/15
	NSQC Clearance On*	20/07/15		

Job Role	Export Manager
Role Description	To manage export related operations
NSQF level	6
Minimum Educational Qualifications	Master's degree in apparel field, preferably
Maximum Educational Qualifications	N/A
Training (Suggested but not mandatory)	Training in export marketing procedures & documentation
Minimum Job Entry Age	18 years
Experience	Preferably 1-2 years of work experience in export department
National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> AMH/N 1606 (Planning for export) AMH/N 1608 (Manage export processes and check documentation) AMH/N 1609 (Supervise and evaluate performance) AMH/N 1607 (Ensure shipping compliance) AMH/N 1601 (Manage export marketing operations) AMH/N 0104 (Comply with industry, regulatory and organisational requirements) AMH/N 1604 (Analyze foreign trade logistics) AMH/N 1605 (Maintaining a healthy, safe and secure working environment in the organisation) <p>Optional: N/A</p>
Performance Criteria	As described in the relevant OS units

Glossary of Key Terms

Table 1: Glossary of Key Terms

Definitions	Keywords /Terms	Description
	Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
	Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
	Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
	Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
	Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
	Sub-functions	Sub-functions are sub-activities essential to fulfill the achieving the objectives of the function.
	Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
	Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
	Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in the Indian context.	
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.	
Qualifications Pack(QP)	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.	
Unit Code	Unit Code is a unique identifier for an OS unit, which can be denoted with either an 'O' or an 'N'.	
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.	

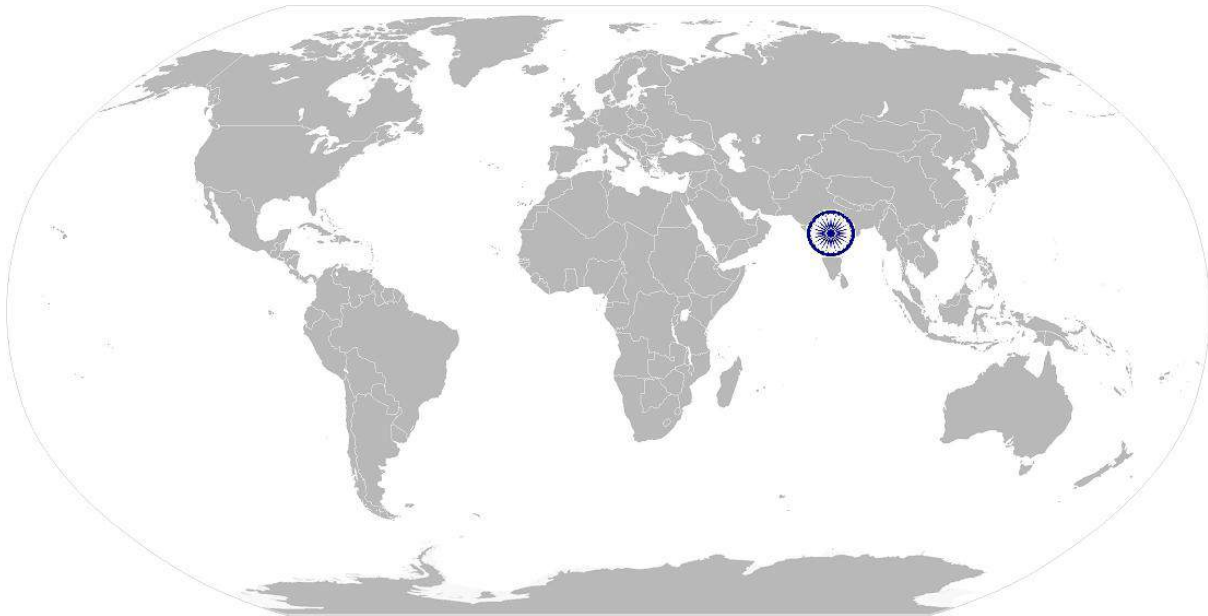
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is the set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on the quality of performance required.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
Organizational Context	Organizational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Helpdesk	Helpdesk is an entity to which the customers will report their IT problems. IT Service Helpdesk Attendant is responsible for managing the helpdesk.
Keywords /Terms	Description
SSC	Sector Skill Council
OS	Occupational Standard(s)
NOS	National Occupational Standard(s)
QP	Qualifications Pack
UGC	University Grants Commission
MHRD	Ministry of Human Resource Development
MoLE	Ministry of Labor and Employment
NVEQF	National Vocational Education Qualifications Framework
NVQF	National Vocational Qualifications Framework

Acronyms

AMH/N 1606

Planning for export

National Occupational Standard



Overview

This unit is about planning for the export and marketing operations


AMH/N 1606

Planning for export

National Occupational Standard	Unit Code	AMH/N1606
	Unit Title (Task)	Planning for export
	Description	This unit is about planning for the export and marketing operations
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> ▪ Planning for export
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Planning for Export	<p>To be competent, you must be able to:</p> <p>PC1. Organize the logistics options for shipment</p> <p>PC2. Carry out risk assessment for shipment plan</p> <p>PC3. Explain the trade policies and guidelines to all concerned and ensure it is followed</p> <p>PC4. Plan the shipment strategy</p> <p>PC5. Use the export planning tools available</p> <p>PC6. Carry out swot analysis for shipment vertical</p> <p>PC7. Make sure the organization's domestic and international marketing activities are aligned and updated with current policies and guidelines</p>
	Knowledge and Understanding (K)	
	A. Organizational Context (Knowledge of the company/ organization and its processes)	<p>You need to know and understand:</p> <p>KA1. Your organization's policies, procedures, guidelines and standards</p> <p>KA2. Safe working practices and organizational procedures</p> <p>KA3. Quality systems and other processes practiced in the organization</p> <p>KA4. Types of problems with quality and how to report them to appropriate people</p> <p>KA5. The importance of complying with written instructions</p> <p>KA6. Reporting procedure in case of faults in own/ other processes</p> <p>KA7. Who to refer problems to when they are outside the limit of your authority</p> <p>KA8. Your organization's tools, templates and processes for export marketing related operations</p>
	B. Technical Knowledge	<p>You need to know and understand:</p> <p>KB1. Nature of logistics & supply chains</p> <p>KB2. Factors in logistics decision making</p> <p>KB3. Risk assessment process</p> <p>KB4. Planning & strategy for business</p> <p>KB5. Current Trade policies and guidelines related to shipment</p>
Skills (S)		
A. Core Skills/ Generic Skills	Writing Skills	
	You need to know and understand how to:	
	SA1. Complete accurate well written work with attention to detail SA2. Communicate with others in writing	
	Reading Skills	
	You need to know and understand how to:	
	SA3. Read & follow guidelines, rules, processes, export documents & agreements	

AMH/N 1606

Planning for export

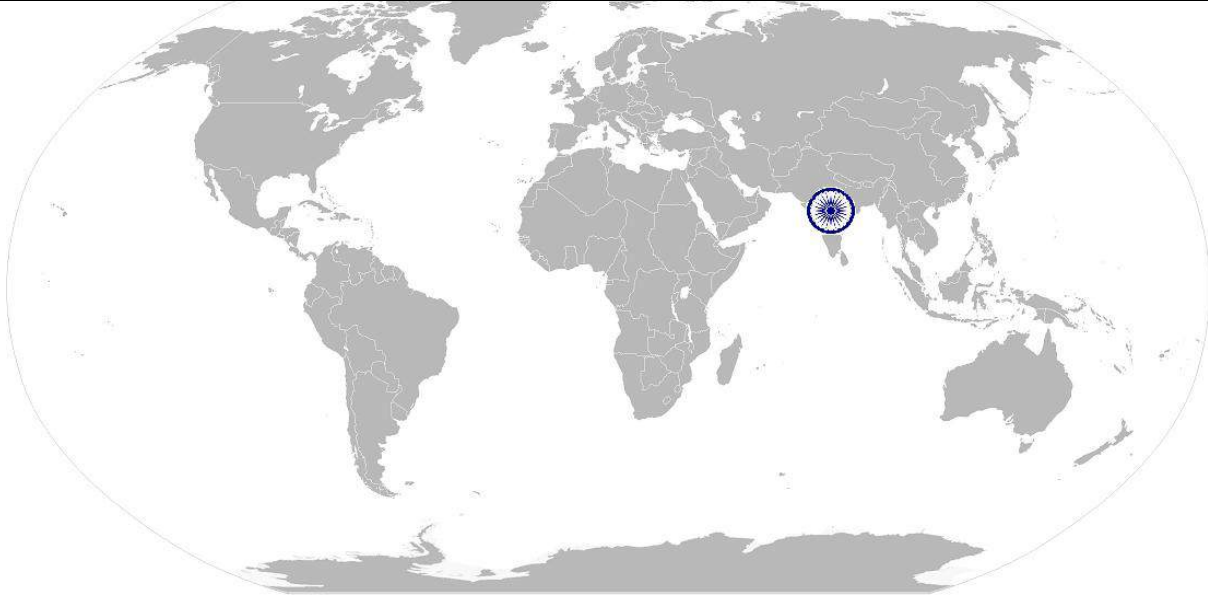
	Oral Communication (Listening and Speaking skills)
	You need to know and understand how to: SA4. Listen effectively and orally communicate information accurately SA5. Ask for clarification and advice from others
B. Professional Skills	Decision Making
	You need to know and understand how to: SB1. Follow rule-based decision-making processes SB2. Make decisions on a suitable course of action or response
	Plan and Organize
	You need to know and understand how to: SB3. Plan and organize your work to achieve targets and deadlines
	Customer Centricity
	NA
	Problem Solving
	You need to know and understand how to: SB4. Apply problem-solving approaches in different situations SB5. Refer anomalies to the supervisor SB6. Seek clarification on problems from others
	Analytical Thinking
	You need to know and understand how to:  SB7. Analyze data and activities SB8. Pass on relevant information to others
Critical Thinking	
You need to know and understand how to: SB9. Provide opinions on work in a detailed and constructive way SB10. Apply balance judgments to different situations	

AMH/N 1606

Planning for export

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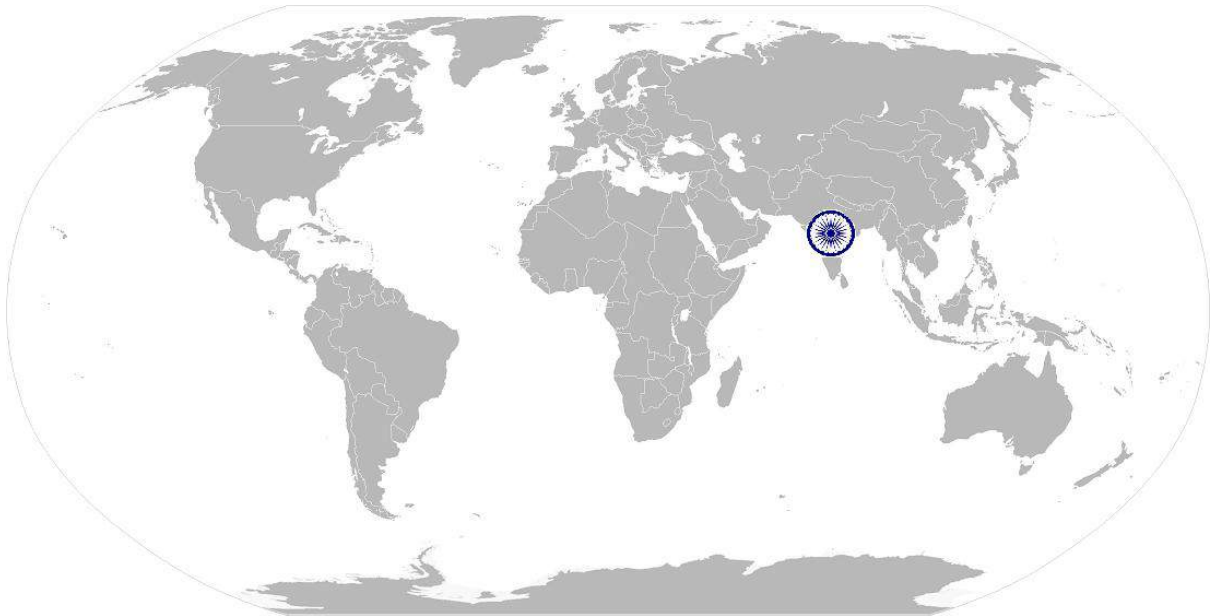
NOS Code	AMH/N 1606		
Credits (NSQF)	TBD	Version number	1.0
Industry	Apparel, Made-Up's and Home Furnishing	Drafted on	08/11/14
Industry Sub-sector	Apparel	Last reviewed on	17/11/14
Occupation	Export Marketing & Documentation	Next review date	30/12/15



AMH/N 1608

Manage export processes and check documentation

National Occupational Standard



Overview


This unit is about managing all the export processes and checking the requisite documentation at each stage of operation.

AMH/N 1608

Manage export processes and check documentation

National Occupational Standard	Unit Code	AMH/N 1608
	Unit Title (Task)	Manage export processes and check documentation
	Description	This unit is about managing all the export related processes and checking the requisite documentation at each stage of operation.
	Scope	This unit/task covers the following: 1. Managing & checking the documentation related to export transactions
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Managing and checking documentation related to export transactions	<p>To be competent on the job, you must be able to:</p> <p>PC1. Manage documentation related to pre & post shipment</p> <p>PC2. Check and manage export sales contract</p> <p>PC3. Manage the central excise/customs clearance: regulations, procedures and documentation</p> <p>PC4. Supervise the processing of an export order</p> <p>PC6. Check all pre-shipment documents including:</p> <ul style="list-style-type: none"> ▪ invoice ▪ packing list ▪ gr form ▪ ar-4/ ar4a form ▪ etc licence ▪ indent ▪ acceptance of contract ▪ letter of credit (loc) ▪ qc certificate ▪ port trust date ▪ any other ▪ sign of inspector/ customs div <p>PC7. Check the EXIM documents pertaining to Pre and Post Shipment.</p> <p>PC8. Liaise with customs and excise officials, if required</p> <p>PC10. Take care of applications for export incentives</p> <p>PC11. Obtain advance license from Jt DGFT (Director General of Foreign Trade), ensure adherence with contracts and agreements</p> <p>PC12. Look after freight forwards, CHA (Customs House Agent), transporter</p> <p>PC13. Communicate effectively with suppliers, consignee, agents, transporters</p> <p>PC14. Manage and supervise the follow up with logistics companies to ensure timely shipments of goods</p> <p>PC15. Negotiation & co-ordination with customs agents for Freight Rates, Customs clearances</p>
	Knowledge and Understanding (K)	
	A. Organizational	You need to know and understand:

AMH/N 1608 Manage export processes and check documentation

<p>Context (Knowledge of the company/ organization and its processes)</p>	<p>KA1. The organization's policies and procedures KA2. Responsibilities under health, safety and environmental legislation KA3. Guidelines for storage and disposal of waste materials KA5. Protocol to obtain more information on work related tasks KA6. Contact person in case of queries on procedure or products and for resolving issues related to defective machines, tools and/or equipment KA7. Details of the job role and responsibilities KA8. Documentation and reporting formats KA9. Work target and review mechanism with your supervisor KA10. Protocol and format for reporting work related risks/ problems KA11. Method of obtaining/giving feedback related to performance KA12. Importance of teamwork and harmonious working relationships KA13. Process for offering/obtaining work related assistance</p>
<p>B. Technical Knowledge</p>	<p>You need to know and understand:</p> <p>KB1. Documentation formalities relating to export transactions KB2. Documentation Framework KB3. Export Financing Methods and Terms of Payment KB4. Export Credit and Foreign Exchange Risk Management KB5. International Commercial Terms  KB6. Export Sales Contract KB7. Central Excise/Customs Clearance: Regulations, Procedures and Documentation KB8. Processing of an Export Order KB9. Knowledge of export related documents such as:</p> <ul style="list-style-type: none"> ▪ Proforma Invoice ▪ Purchase Order ▪ Commercial Invoice ▪ Packing List ▪ Shipping Bill ▪ Bill Of Lading ▪ Master Airway Bill / House Airway Bill ▪ Export Certificate ▪ Certificate Of Origin ▪ Bill Of Exchange ▪ Bank Realisation Certificate ▪ Letter Of Credit ▪ Documents Against Acceptance
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic</p>	<p>Writing Skills</p>

AMH/N 1608

Manage export processes and check documentation

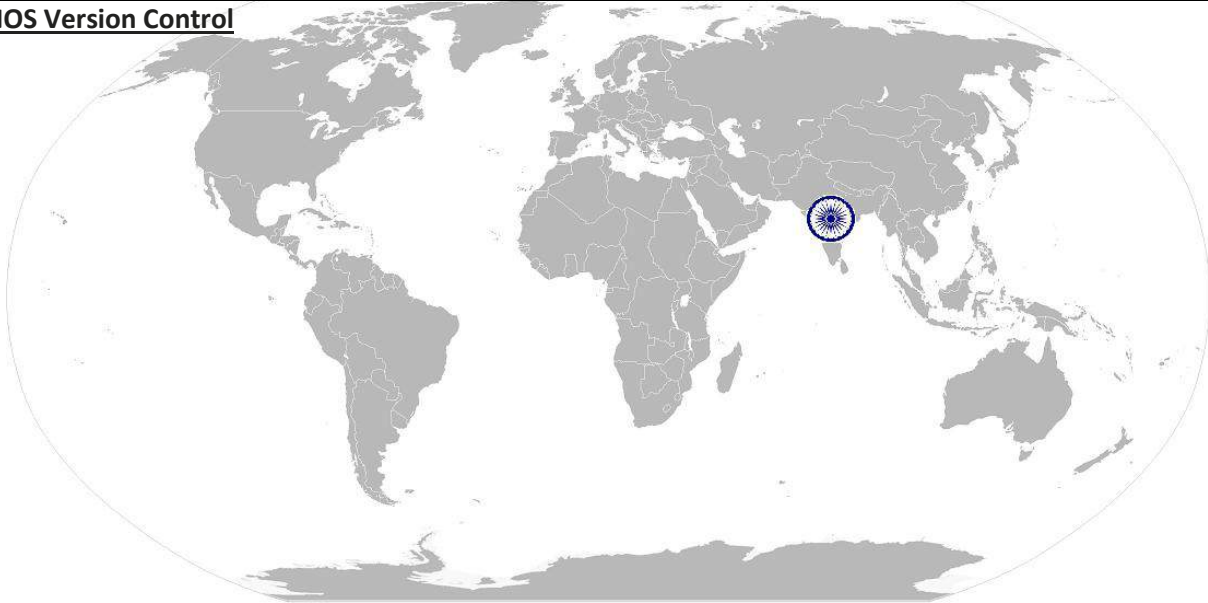
Skills	You need to know and understand how to: SA6. Complete accurate well written work with attention to detail SA1. Communicate with others in writing
	Reading Skills
	You need to know and understand how to: SA2. Read instructions, guidelines, procedures and rules SA3. Read and understand techpacks, buyer specifications
	Oral Communication (Listening and Speaking skills)
	You need to know and understand how to: SA4. Ask for clarification and advice from managers SA5. Communicate orally with colleagues
B. Professional skills	Decision Making
	NA
	Plan and Organize
	NA
	Customer Centricity
	NA
	Problem Solving
	You need to know and understand how to: SB1. Refer anomalies to the manager SB2. Seek clarification on problems from others
	Analytical Thinking
	You need to know and understand how to: SB3. Provide relevant information to others SB4. Analyze needs, requirements and dependencies in order to meet your work requirements
Critical Thinking	
NA	

AMH/N 1608

Manage export processes and check documentation

NOS Code	AMH/N 1608		
Credits (NSQF)	TBD	Version number	1.0
Industry	Apparel, Made-Up's and Home Furnishing	Drafted on	08/11/14
Industry Sub-sector	Apparel	Last reviewed on	17/11/14
Occupation	Export Marketing & Documentation	Next review date	30/12/15

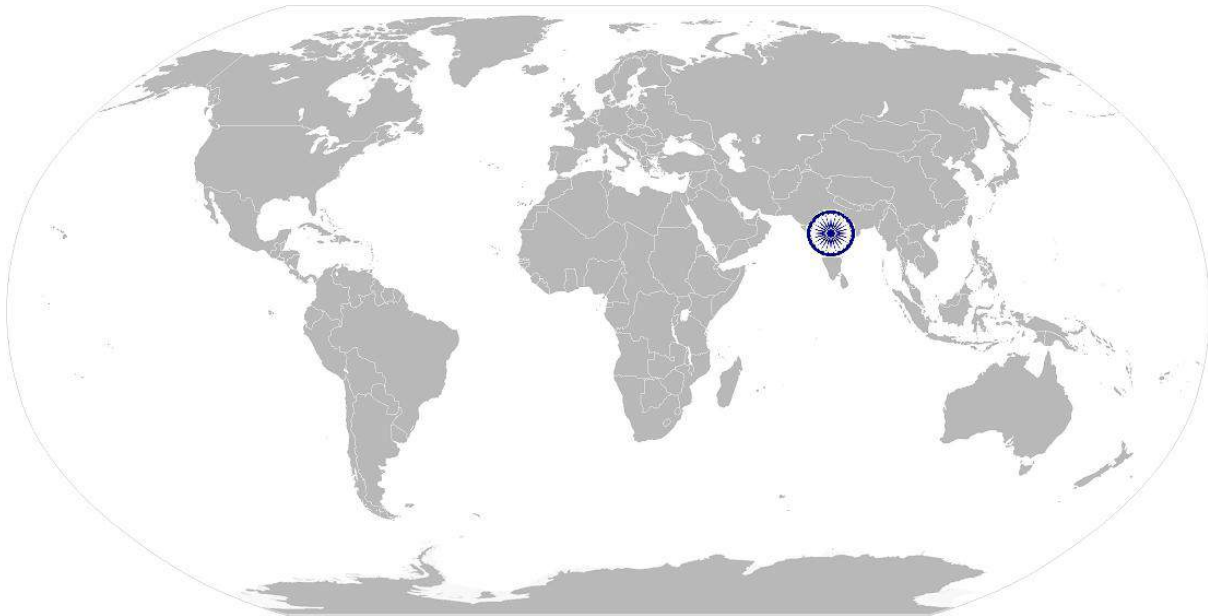
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AMH/N 1609

Supervise and evaluate performance

National Occupational Standard



Overview

This unit is about supervising and evaluating the performance of subordinates in the organization.

AMH/N 1609

Supervise and evaluate performance

National Occupational Standard

Unit Code	AMH/N 1609
Unit Title (Task)	Supervise and evaluate performance
Description	This NOS unit is about supervising and evaluating the performance of subordinates to ensure higher level of motivation and output.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> supervise all activities performed by subordinates and reporting executives and evaluate their performance ensure and implement strict adherence of all activities performed by subordinates to organisational guidelines
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Supervise & evaluate performance of all subordinates and report in executives	<p>To be competent on the job, you must be able to:</p> <p>PC1. set goals and targets as per organisational directives for all reporting executives</p> <p>PC2. Create quantified measures and metrics to analyse the performance delivered by subordinates</p> <p>PC3. set tangible and achievable incentives for subordinates as per the goals and targets assigned</p> <p>PC4. ensure and implement strict adherence of all activities performed by subordinates to organisational guidelines</p> <p>PC5. Monitor and supervise all the activities performed by subordinates and ensure optimisation to achieve these set goals</p> <p>PC6. evaluate performance of subordinates and reporting executives on the designed measures and metrics as per the guidelines of the organization</p> <p>PC7. assist and support reporting executives whenever necessary or applicable</p> <p>PC8. document all performance indicators and metrics of subordinates in the prescribed format of organisation</p> <p>PC9. perform all appraisal related process flow for subordinates, as per respective performance documents</p> <p>PC10. hand over all the documents and appropriate support measures to human resources department for official records</p> <p>PC11. ensure and implement proper process flow for feedbacks and queries received from subordinates</p>

AMH/N 1609

Supervise and evaluate performance

Knowledge and Understanding (K)	
<p>A. Organizational Context (Knowledge of the company/ organization and its processes)</p>	<p>You need to know and understand:</p> <p>KA1. standard operating procedures of the organisation for appraisals, incentives, promotions and performance evaluation</p> <p>KA2. standard operating procedures for query and problem reporting and their redressal in the organisation</p> <p>KA3. framework and guidelines prescribed by the organisation for query</p> <p>KA4. framework and guidelines prescribed by the organisation for performance evaluations and based appraisals out of fit</p> <p>KA5. documentation requirements for each procedure carried out as part of roles and responsibilities</p> <p>KA6. institutional and professional code of ethics and standards of practice</p> <p>KA7. safety and health policies and regulations for the workplace</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. documentation requirements for appraisals and other performance evaluation of various subordinate positions</p> <p>KB2. process flow for performance evaluation, documentation and appraisals related with them</p> <p>KB3. subordinate and reporting executive's problems and queries and documenting it in the organisation's prescribed format</p> <p>KB4. redressal documentation mechanisms available in the organization and acting accordingly in a timely manner</p> <p>KB5. software or formats such as MS Word, Excel, PowerPoint and Management Information System (MIS) as prescribed by the organization</p>
Skills (S)	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>You need to know and understand how to:</p> <p>B. Complete accurate well written work with attention to detail</p> <p>SA6. Communicate with others in writing</p>
	<p>Reading Skills</p> <p>You need to know and understand how to:</p> <p>SA7. read instructions, guidelines, procedures and rules</p> <p>SA8. Read and understand techpacks, buyer specifications</p> <p>SA9. read reviews from subordinates in</p>

AMH/N 1609

Supervise and evaluate performance

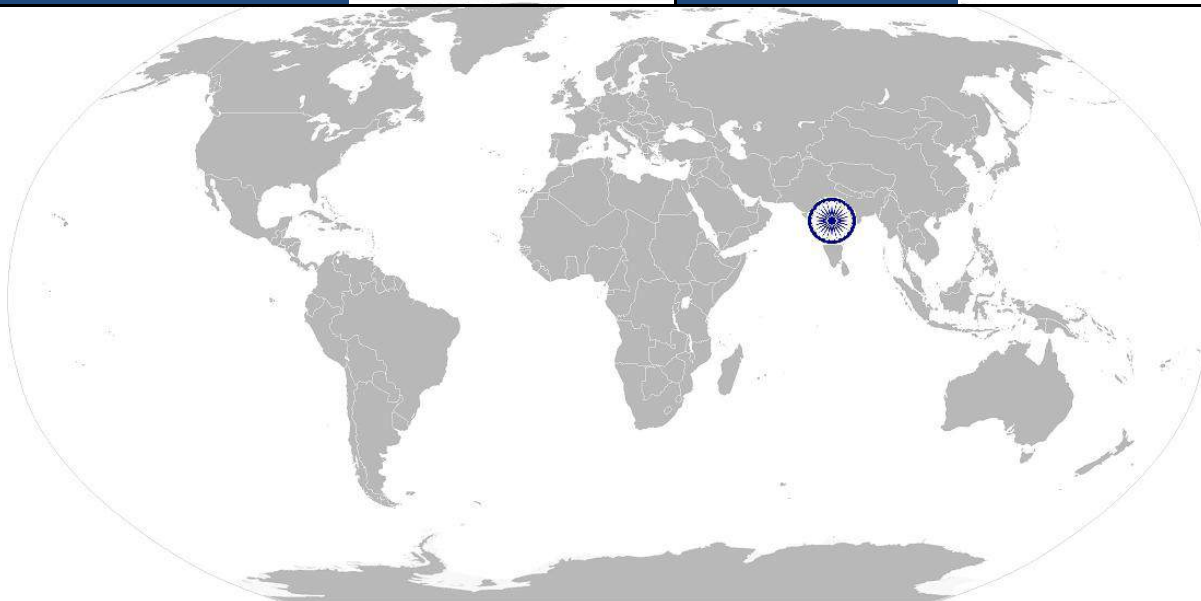
B. Professional Skills	<p>terms of their requirements, queries and feedbacks</p> <p>SA10. read appraisal documents related with any of subordinating position</p> <p>SA11. read policies and regulations pertinent to the job</p>
	Oral Communication (Listening and Speaking skills)
	<p>You need to know and understand how to:</p> <p>SA1. interact with all subordinate staff understanding their requirements, queries and feedbacks on various aspects within the organization</p> <p>SA2. interact with organisation's internal stakeholders to ensure efficient</p> <p>SA3. performance evaluation of the subordinates leading to higher level of satisfaction and motivation</p>
	Decision Making
	<p>You need to know and understand how to:</p> <p>SB1. Distribute work to achieve the desired targets and goals</p>
	Plan and Organize
	<p>You need to know and understand how to:</p> <p>SB2. Organize the human resources</p> <p>SB3. implement proper process flow for feedbacks and queries received from subordinates</p>
	Customer Centricity
	<p>NA</p>
	Problem Solving
	<p>You need to know and understand how to:</p> <p>SB4. Methods to resolve the problem associated with manpower</p>
	Analytical Thinking
	<p>You need to know and understand how to:</p> <p>SB5. provide relevant information to others</p> <p>SB6. analyze needs, requirements and dependencies in order to meet your work requirements</p>
Critical Thinking	
<p>You need to know and understand how to:</p> <p>SB7. Apply quantified measures and metrics to analyse the performance delivered by subordinates</p>	

AMH/N 1609

Supervise and evaluate performance

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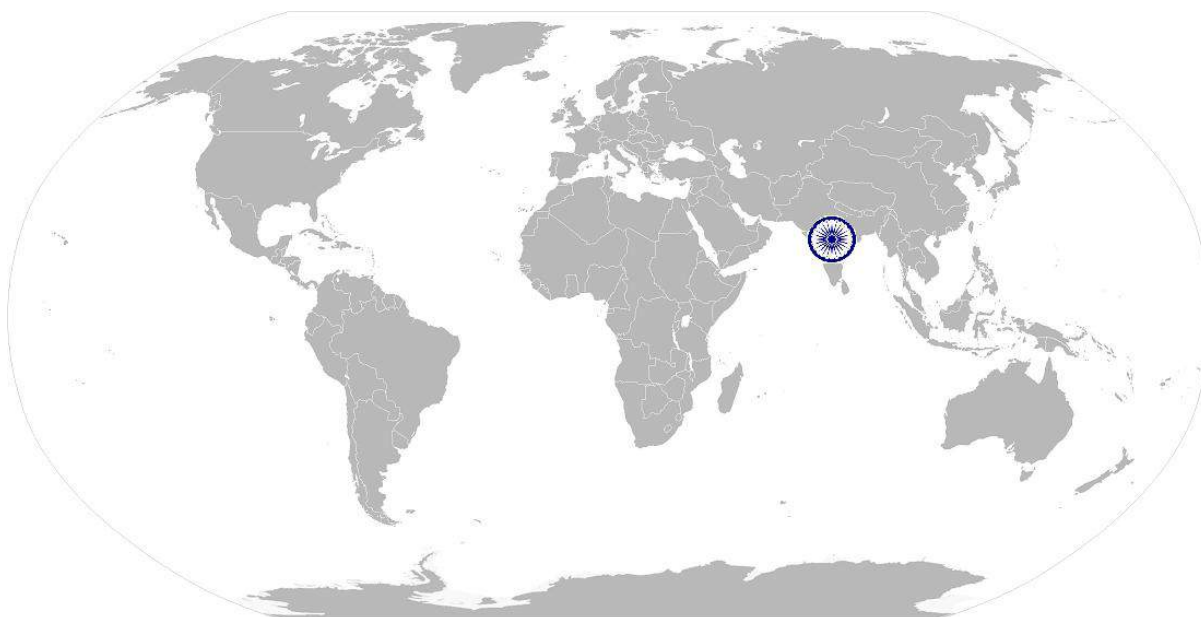
NOS Code	AMH/N 1609		
Credits (NSQF)	TBD	Version number	1.0
Industry	Apparel, Made-Up's and Home Furnishing	Drafted on	08/11/14
Industry Sub-sector	Apparel	Last reviewed on	17/11/14
Occupation	Export Marketing & Documentation	Next review date	30/12/15



AMH/N 1607

Ensure Shipping Compliance

National Occupational Standard




Overview

This unit is about ensuring shipping compliance.

AMH/N 1607

Ensure Shipping Compliance

National Occupational Standard	Unit Code	AMH/N1607
	Unit Title (Task)	Ensure shipping compliance
	Description	This unit is about ensuring shipping compliance
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> ▪ Ensuring shipping compliance
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Ensuring shipping compliance	<p>To be competent, you must be able to:</p> <p>PC1. follow the general invoicing instructions</p> <p>PC2. check that the packing list requirement is met</p> <p>PC3. ensure packing instructions are being followed including:</p> <ul style="list-style-type: none"> ▪ carton specifications ▪ packing standards ▪ flat pack cargo ▪ pre-packs packing standards ▪ garments on hangers (GOH) ▪ exceptions to packing requirements ▪ shipping marks & labels ▪ bar code labels <p>PC4. follow the shipping guidelines</p> <p>PC5. follow the routing guidelines</p> <p>PC6. ensure tendering of freight to consolidator as per process</p> <p>PC7. ensure sequence instruction is followed</p> 
	Knowledge and Understanding (K)	
	A. Organizational Context (Knowledge of the company/ organization and its processes)	<p>You need to know and understand:</p> <p>KA1. your organization’s policies, procedures, guidelines and standards</p> <p>KA2. Safe working practices and organisational procedures</p> <p>KA3. Quality systems and other processes practiced in the organization</p> <p>KA4. Types of problems with quality and how to report them to appropriate people</p> <p>KA5. The importance of complying with written instructions</p> <p>KA6. Reporting procedure in case of faults in own/ other processes</p> <p>KA7. who to refer problems to when they are outside the limit of your authority</p> <p>KA8. your organization’s tools, templates and processes for export marketing related operations</p>
	B. Technical Knowledge	<p>You need to know and understand:</p> <p>KB1. Shipping compliance guidelines</p> <p>KB2. Routing guidelines</p> <p>KB3. Garment specifications</p> <p>KB4. Packing standards & procedures</p> <p>KB5. Sequence of operations for shipping</p> <p>KB6. Invoicing instructions & process</p>

AMH/N 1607

Ensure Shipping Compliance

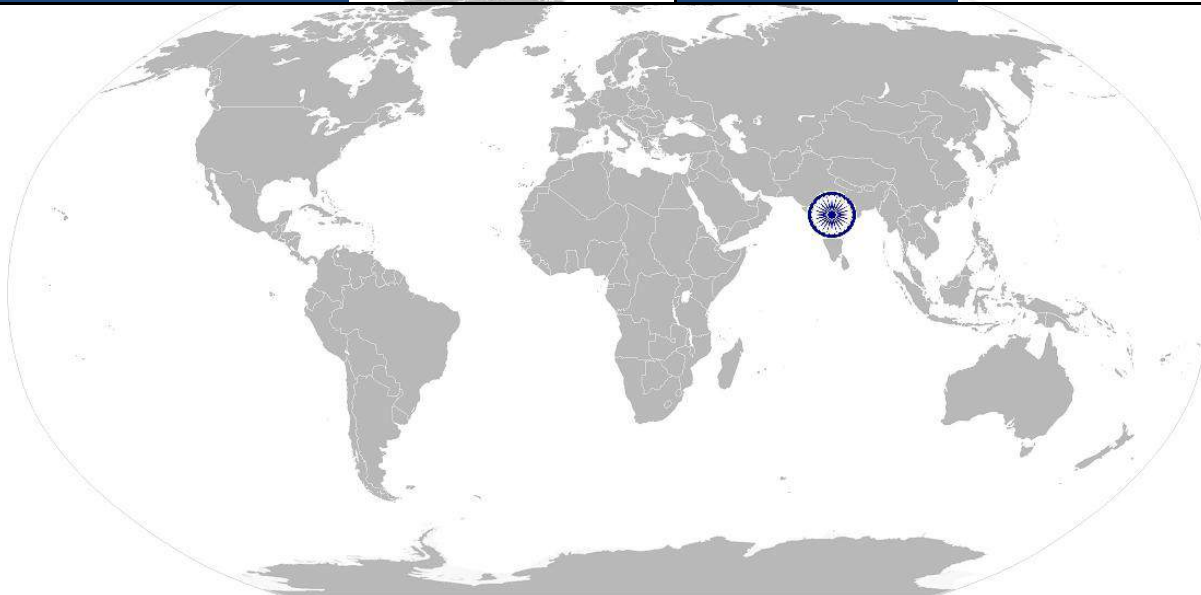
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	You need to know and understand how to: C. Complete accurate well written work with attention to detail D. Communicate with others in writing
	Reading Skills
	You need to know and understand how to: E. Read & follow guidelines, rules, processes, export documents & agreements
	Oral Communication (Listening and Speaking skills)
B. Professional Skills	You need to know and understand how to: F. listen effectively and orally communicate information accurately G. ask for clarification and advice from others
	Decision Making
	You need to know and understand how to: SB11. follow rule-based decision-making processes SB12. make decisions on a suitable course of action or response
	Plan and Organize
	You need to know and understand how to: SB13. plan and organize your work to achieve targets and deadlines
	Customer Centricity
	NA
	Problem Solving
	You need to know and understand how to: SB14. apply problem-solving approaches in different situations SB15. refer anomalies to the supervisor SB16. seek clarification on problems from others
	Analytical Thinking
	You need to know and understand how to: SB17. analyze data and activities SB18. pass on relevant information to others
Critical Thinking	
You need to know and understand how to: SB19. provide opinions on work in a detailed and constructive way SB20. apply balance judgments to different situations	

AMH/N 1607

Ensure Shipping Compliance

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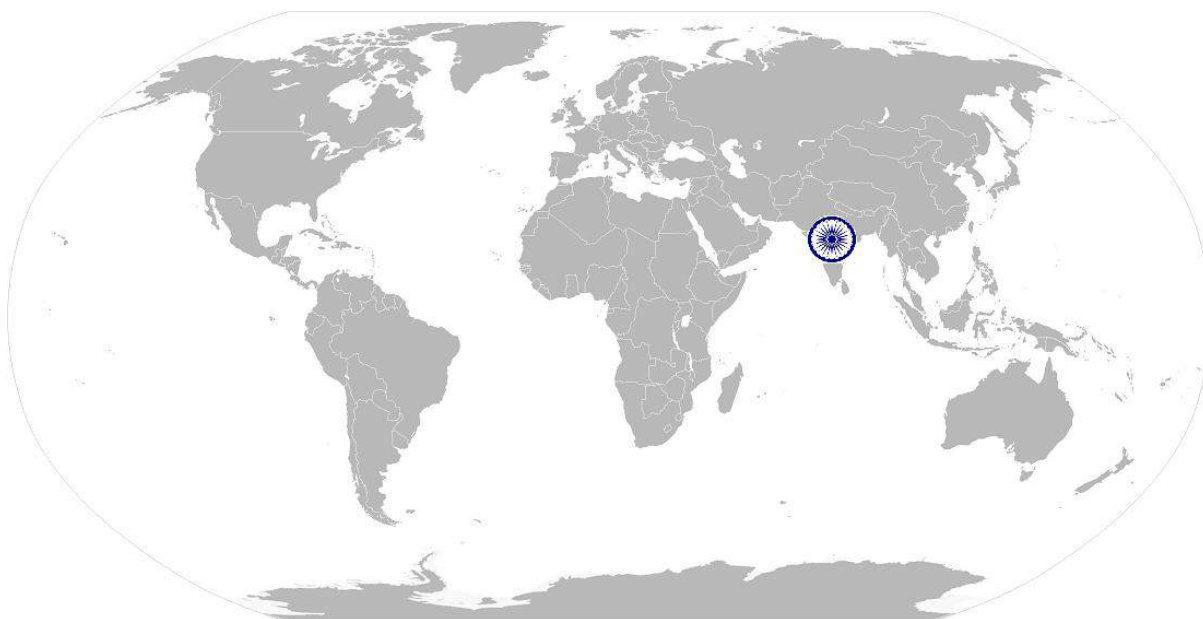
NOS Code	AMH/N 1607		
Credits (NSQF)	TBD	Version number	1.0
Industry	Apparel, Made-Up's and Home Furnishing	Drafted on	08/11/14
Industry Sub-sector	Apparel	Last reviewed on	17/11/14
Occupation	Export Marketing & Documentation	Next review date	30/12/15



AMH/N 1601

Manage export marketing operations

National Occupational Standard



Overview

This unit is about managing the export marketing operations.

AMH/N 1601

Manage export marketing operations

National Occupational Standard	Unit Code	AMH/N1601
	Unit Title (Task)	Manage export marketing operations
	Description	This unit is about managing the various export marketing operations
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> ▪ Framework of Export Marketing Management
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Framework of Export Marketing Management	To be competent, you must be able to: <ul style="list-style-type: none"> PC1. analyze the export marketing business & the operations involved PC2. interpret the export marketing terms & understand the processes involved PC3. apply export-market entry strategies PC4. analyze the factors that affect cost in export marketing PC5. be adept in understanding foreign currencies & conversion PC6. be updated on current market trade in respect of various foreign currencies PC7. manage the export distribution across geography PC8. understand the institutional framework for export promotional council & world trade organization PC9. coordinate with export promotional council/ministry of commerce & industry for affiliation & documentation formalities PC10. understand & interpret the various export schemes PC11. interpret export financing methods and terms of payment PC12. carry out export credit and foreign exchange risk management PC13. apply export promotional strategies where appropriate PC14. carry out all export marketing functions effectively
	Knowledge and Understanding (K)	
	A. Organizational Context (Knowledge of the company/ organization and its processes)	You need to know and understand: <ul style="list-style-type: none"> KA1. your organization’s policies, procedures, guidelines and standards KA2. Safe working practices and organisational procedures KA3. Quality systems and other processes practiced in the organization KA4. Types of problems with quality and how to report them to appropriate people KA5. The importance of complying with written instructions KA6. Reporting procedure in case of faults in own/ other processes KA7. who to refer problems to when they are outside the limit of your authority KA8. your organization’s tools, templates and processes for export marketing related operations
	B. Technical Knowledge	You need to know and understand: <ul style="list-style-type: none"> KB1. Concept & Framework of Export Marketing Management <ul style="list-style-type: none"> ▪ What is Export Marketing Management

AMH/N 1601

Manage export marketing operations

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

AMH/N 1601

Manage export marketing operations

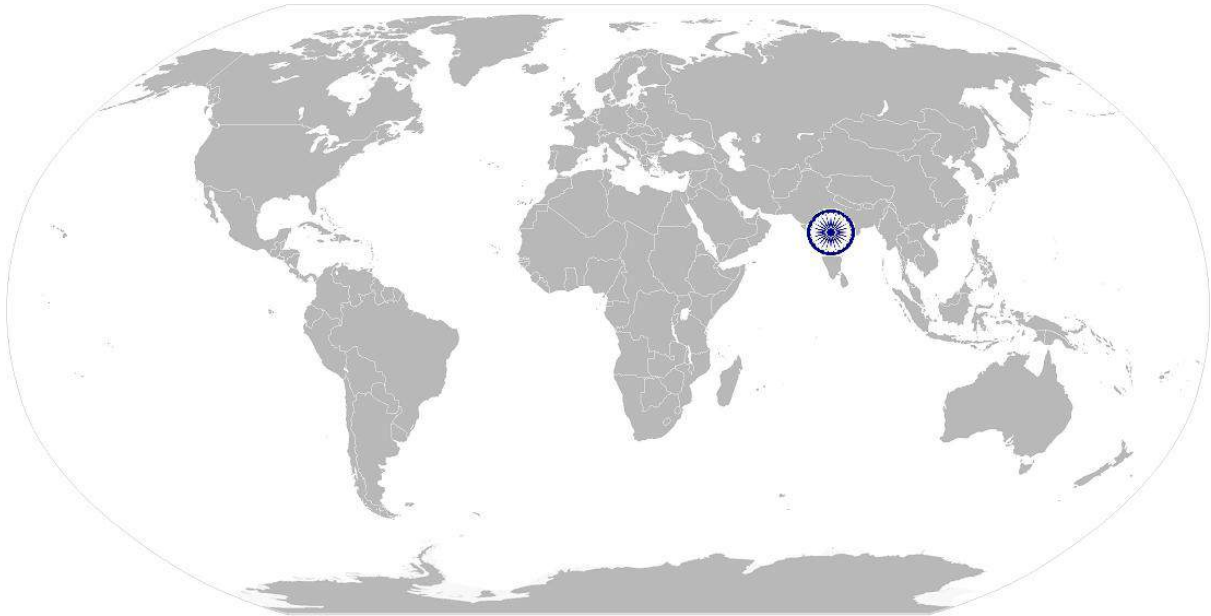
	Problem Solving
	You need to know and understand how to: SB5. apply problem-solving approaches in different situations SB6. refer anomalies to the supervisor SB7. seek clarification on problems from others
	Analytical Thinking
	You need to know and understand how to: SB8. analyze data and activities SB9. pass on relevant information to others
	Critical Thinking
	You need to know and understand how to: SB10. provide opinions on work in a detailed and constructive way SB11. apply balance judgments to different situations

NOS Version Control

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

AMH/N 0104 Comply with industry, regulatory and organisational requirements

National Occupational Standard



Overview

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

AMH/N 0104 Comply with industry, regulatory and organisational requirements

National Occupational Standard	Unit Code	AMH/N0104
	Unit Title (Task)	Comply with industry, regulatory and organisational requirements
	Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required for complying with legal and ethical requirements at
	Scope	This unit/task covers the following: 1. Comply with legal and ethical requirements
	Performance Criteria (PC) w.r.t. the Scope	
	Elements	Performance Criteria
	Comply with legal and ethical requirements	To be competent, the user/individual on the job must be able to: PC1. carry out work functions in accordance with legislation and regulations, organizational guidelines and procedures PC2. seek and obtain clarifications on policies and procedures, from your supervisor or other authorized personnel PC3. apply and follow these policies and procedures within your work practices PC4. provide support to your supervisor and team members in enforcing these considerations PC5. identify and report any possible deviation to these requirements
	Knowledge and Understanding (K) w.r.t. the Scope	
	Elements	Knowledge and Understanding
	A. Organisational Context (Knowledge of the company/ organization and its processes)	The user/individual on the job needs to know and understand: KA1. The importance of having an ethical and value-based approach to governance KA2. Benefits to your company and yourself due to practice of these procedures KA3. The importance of punctuality and attendance KA4. Specific to the industry/sector, know and understand: a. Legal and ethical requirements b. Procedures to follow if someone does not meet the requirements KA5. Customer specific requirements mandated as a part of your work process
B. Technical/ Domain Knowledge	The user/individual on the job needs to know and understand: KB1. Country / customer specific regulations for your sector and their importance KB2. Reporting procedure in case of deviations KB3. Limits of personal responsibility	
Skills (S) w.r.t. the Scope		
Elements	Skills	
A. Core Skills/ Generic Skills	Writing Skills	

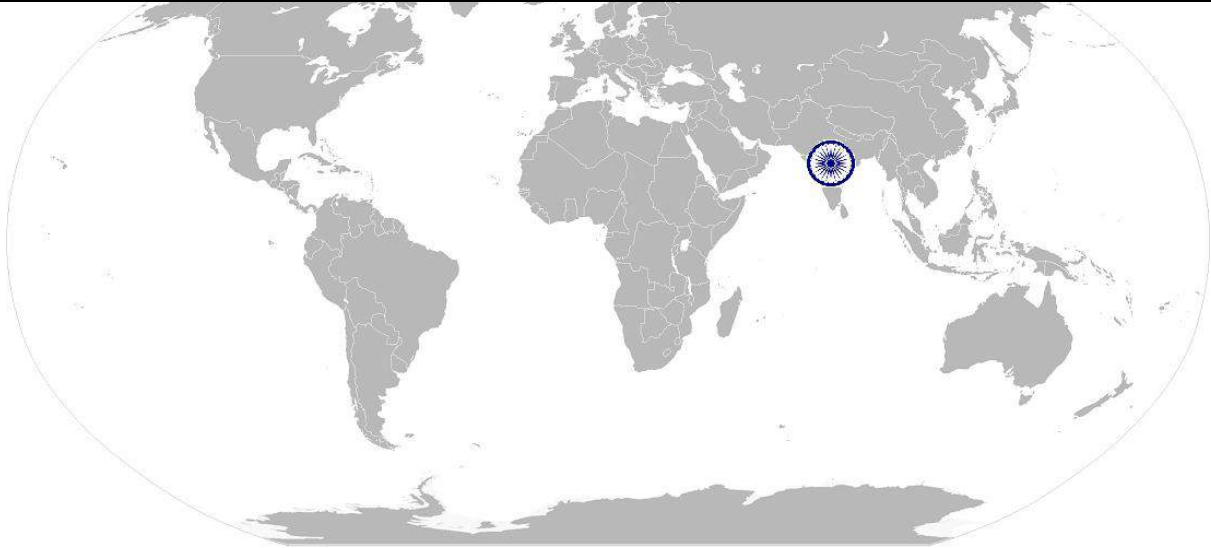
AMH/N 0104 Comply with industry, regulatory and organisational requirements

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

AMH/N 0104 - Comply with industry, regulatory and organizational requirements

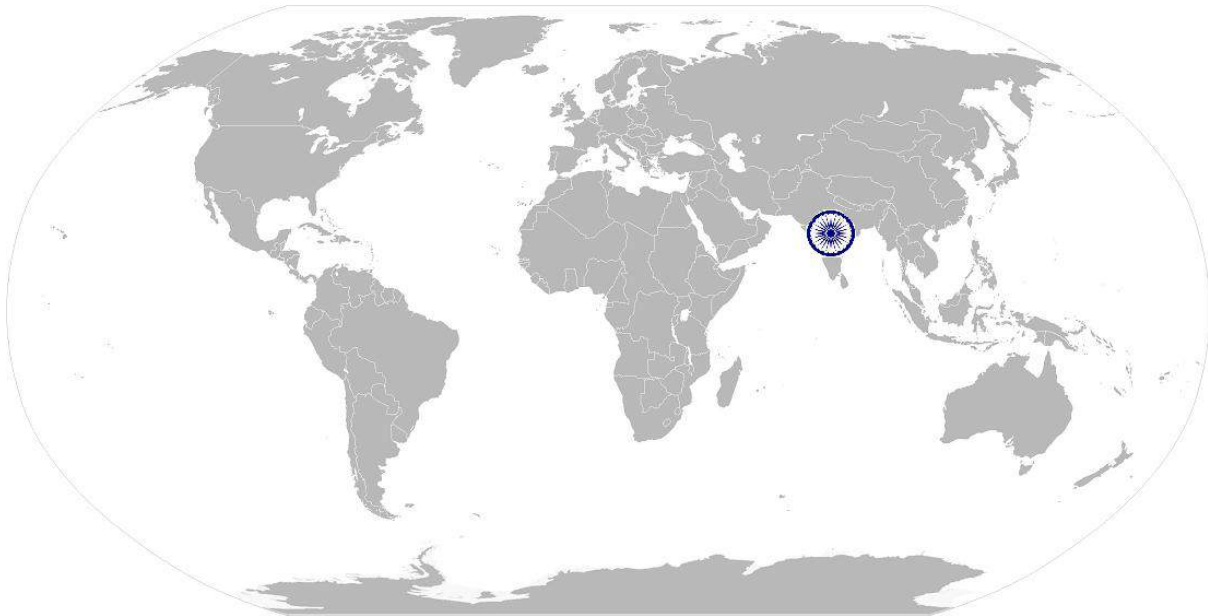
NOS Version Control

NOS Code	AMH/N 0104		
Credits (NSQF)	TBD	Version number	1.0
Industry	Apparel, Made-Up's and Home Furnishing	Drafted on	08/08/14
Industry Sub-sector	Apparel	Last reviewed on	17/10/14
Occupation	Export Marketing & Documentation	Next review date	30/12/15



AMH/N 1604 Analyze foreign trade logistics

National Occupational Standard



Overview

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

AMH/N 1604 Analyze foreign trade logistics

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

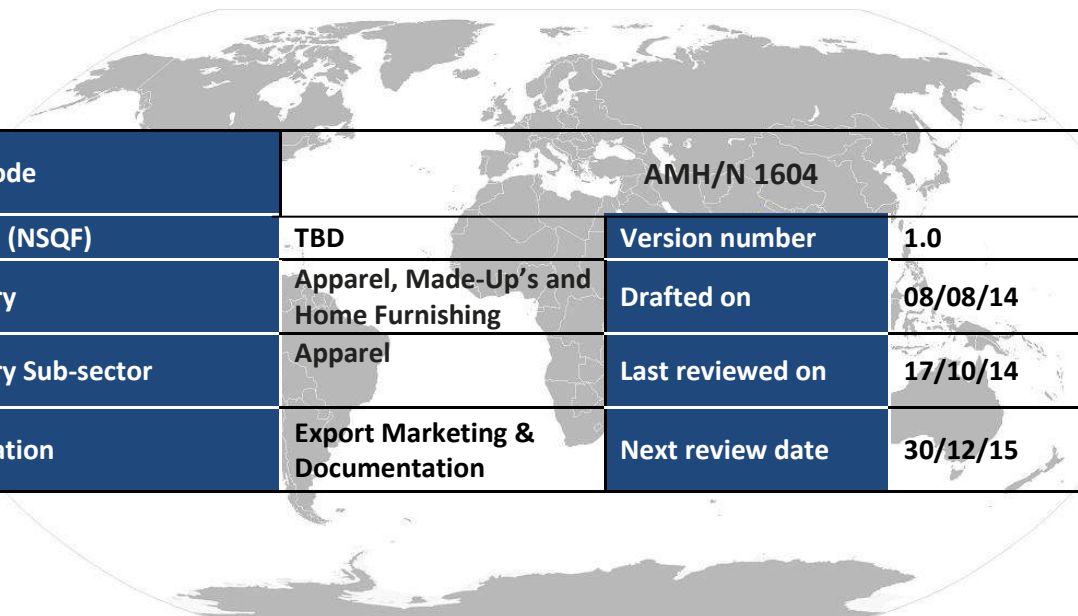
AMH/N 1604 Analyze foreign trade logistics

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

AMH/N 1604 Analyze foreign trade logistics

	Analytical Thinking
	On the job the individual needs to be able to: SB5. finalize the best suitable logistics cost with different type of shipment mode
	Critical Thinking
	On the job the individual needs to be able to: SB6. Observe and analyze the best shipping method in the market with the information gathered to finalize it.

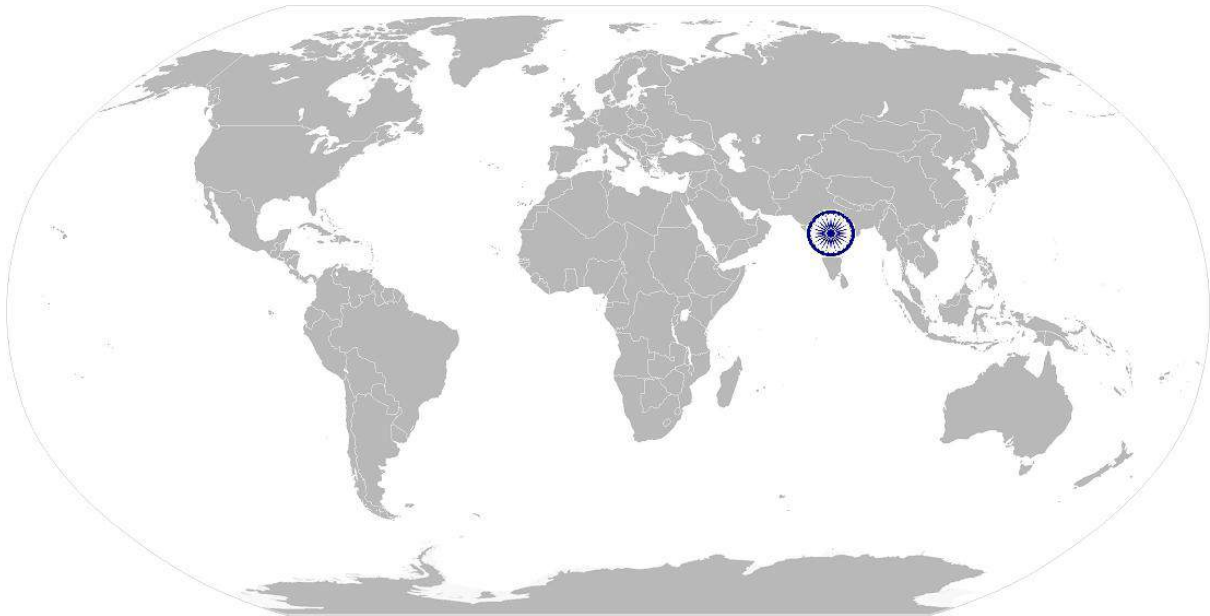
NOS Version Control



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

AMH/N 1605 Maintaining a healthy, safe and secure working environment in the organisation

National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required to comply with health, safety and security requirements at the workplace and covers procedures to prevent, control and minimize risk to self and others.

AMH/N 1605 Maintaining a healthy, safe and secure working environment in the organisation

National Occupational Standard

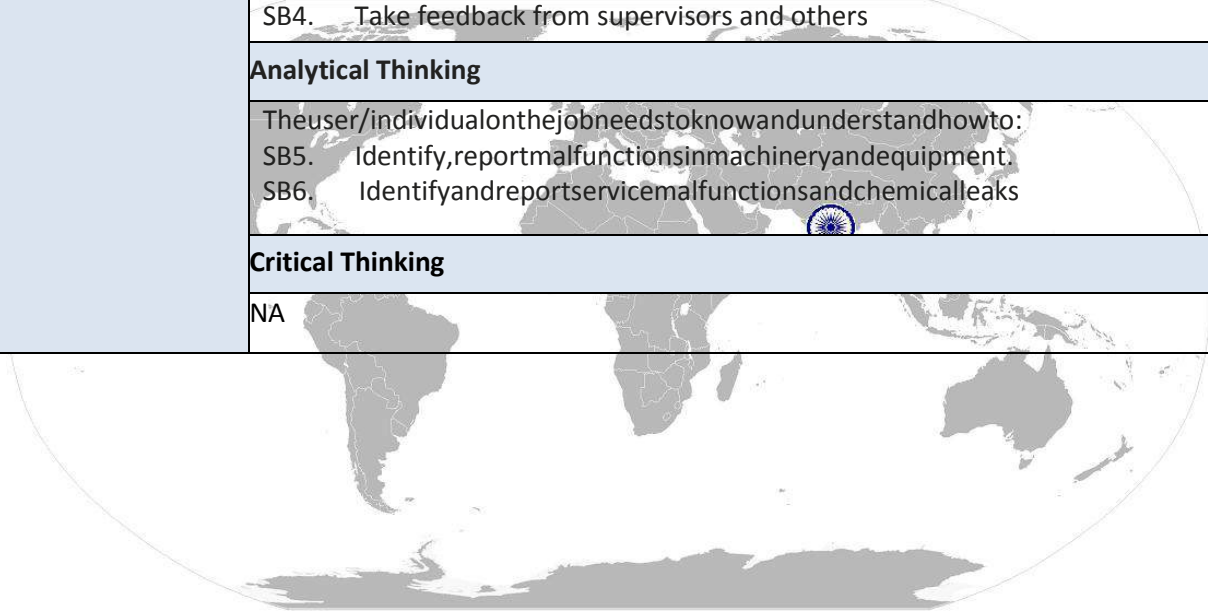
Unit Code	AMH/N1605
Unit Title (Task)	Maintaining a healthy, safe and secure working environment in the organisation
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required to comply with health, safety and security requirements at the workplace and covers procedures to prevent, control and minimize risk to self and others.
Scope	This unit/task covers the following: 1. Comply with health, safety and security requirements at work
Performance Criteria (PC) w.r.t. the Scope	
Elements	Performance Criteria
Comply with health, safety and security requirements at work	To be competent, the user/individual on the job must be able to: PC1. comply with health and safety related instructions applicable to the workplace PC2. carry out own activities in line with approved guidelines and procedures PC3. maintain a healthy lifestyle and guard against dependency on intoxicants PC4. follow environment management system related procedures PC5. minimize health and safety risks to self and others due to own actions PC6. seek clarifications, from supervisors or other authorized personnel in case of perceived risks PC7. monitor the workplace and work processes for potential risks and threats PC8. carry out periodic walk-through to keep work area free from hazards and obstructions, if assigned PC9. report hazards and potential risks/ threats to supervisors or other authorized personnel PC10. participate in mock drills/ evacuation procedures organized at the workplace PC11. undertake first aid, fire-fighting and emergency response training, if asked to do so PC12. take action based on instructions in the event of fire, emergencies or accidents PC13. follow organization procedures for shutdown and evacuation when required
Knowledge and Understanding (K) w.r.t. the Scope	
Elements	Knowledge and Understanding
A. Organisational Context	The user/individual on the job needs to know and understand:

AMH/N 1605 Maintaining a healthy, safe and secure working environment in the organisation

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

AMH/N 1605 Maintaining a healthy, safe and secure working environment in the organisation

	The user/individual on the job needs to know and understand how to: SB1. Decisions to keep the work area safe and create healthy environment
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB2. Keep and get the work area free from potential hazards
	Customer Centricity
	NA
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB3. Raise alarm SB4. Take feedback from supervisors and others
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB5. Identify, report malfunctions in machinery and equipment. SB6. Identify and report service malfunctions and chemical leaks
	Critical Thinking
NA	



AMH/N 1605 Maintaining a healthy, safe and secure working environment in the organisation

NOS Version Control

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



CRITERIA FOR ASSESSMENT OF TRAINEES

Export Manager

AMH/Q 1603

AMHSSC

Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5. To pass the Qualification Pack, every trainee should score a minimum of 70% aggregate in QP
6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the

		Total Marks	Out of	Marks Allocation		
				Theory	Skills Practical	ViVa
AMH/N 1606 Planning for Export	PC1. Organize the logistics options for shipment	60	9	4	2	3
	PC2. Carry out risk assessment for shipment plan		9	5	1	3
	PC3. Explain the trade policies and guidelines to all concerned and ensure it is followed		9	4	2	3
	PC4. Plan the shipment strategy		9	3	3	3
	PC5. Use the export planning tools available		9	3	3	3
	PC6. Carry out SWOT analysis for shipment vertical		9	4	2	3
	PC7. Make sure the organization's domestic and international marketing activities are aligned and updated		6	3	1	2

	with current policies and guidelines					
		Total	60	25	15	20
AMH/N 1608 (Manage export processes and check documentation)	PC1. Manage Documentation related to pre & post shipment	80	5	2	2	1
	PC2. Check and manage Export Sales Contract		5	2	2	1
	PC3. Manage the Central Excise/Customs Clearance: Regulations, Procedures and Documentation		5	2	2	1
	PC4. Supervise the processing of an Export Order		7	2	4	1
	PC5. Check all pre-shipment documents including: § invoice § packing list § gr form § ar-4/ ar4a form § etclcence § indent § acceptance of contract § letter of credit (loc) § qc certificate § port trust date § any other § sign of inspector/ customs div		6	3	2	1
	PC7. Check the EXIM documents pertaining to Pre and Post Shipment.		6	3	2	1
	PC8. Liaise with customs and excise officials, if required		6	3	2	1
	PC10. Take care of applications for export incentives		6	3	1	2
	PC11. Obtaining advance license from Jt DGFT (Director General of Foreign Trade), Adherence with contracts and agreements		6	3	1	2
	PC12. Look after freight forwards, CHA (Customs House Agent), Transporter		6	3	2	1

	PC13. Communication with suppliers, consignee, agents , transporters		8	4	1	3
	PC14. Manage and supervise the follow up with logistics companies to ensure timely shipments of goods		7	3	3	1
	PC15. Negotiation & co-ordination with customs agents for Freight Rates, Customs clearances		7	2	2	3
		Total	80	35	26	19
AMH/N1609 Supervise and evaluate performance	PC1. set goals and targets as per organisational directives for all reporting executives	45	4	2	1	1
	PC2. create quantified measures and metrics to analyse the performance delivered by subordinates		4	2	1	1
	PC3. set tangible and achievable incentives for subordinates as per the goals and targets assigned		4	2	1	1
	PC4. ensure and implement strict adherence of all activities performed by subordinates to organisational guidelines		4	2	1	1
	PC5. monitor and supervise all the activities performed by subordinates and ensure optimisation to achieve the set goals		4	2	1	1
	PC6. evaluate performance of subordinates and reporting executives on the designed measures and metrics as per the guidelines of the Ogranization		5	2	1	2
	PC7. assist and support reporting executives whenever necessary or applicable		4	2	1	1
	PC8. document all performance indicators and metrics of subordinates in the prescribed format of organisation		4	2	1	1
	PC9. perform all appraisal related process flow for subordinates, as per respective performance documents		4	2	1	1
	PC10. handover all the documents and appropriate support measures to human resources department for official records		4	2	1	1

	PC11. ensure and implement proper process flow for feedbacks and queries received from subordinates		4	2	1	1
		Total	45	22	11	12
AMH/N1607 Ensure shipping compliance	PC1. Follow the general invoicing instructions	35	4	1	2	1
	PC2. Check that the packing list requirement is met		5	2	2	1
	PC3. Ensure packing instructions are being followed including: § Carton Specifications § Packing Standards § Flat Pack Cargo § Pre-packs Packing Standards § Garments on Hangers (GOH) § Exceptions to Packing Requirements § Shipping marks & labels § Bar code labels		6	2	3	1
	PC4. Follow the shipping guidelines		5	3	1	1
	PC5. Follow the routing guidelines		5	3	1	1
	PC6. Ensure tendering of freight to consolidator as per process		5	3	1	1
	PC7. Ensure sequence instruction is followed		5	3	1	1
			Total	35	17	11
AMH/N1601 Manage Export Marketing Operations	PC1. Analyse the export marketing business & the operations involved	45	3	1	1	1
	PC2. Interpret the export marketing terms & understand the processes involved		3	1	1	1
	PC3. Apply export-market entry strategies		4	2	1	1
	PC4. Analyse the factors that affect cost in export		3	1	1	1

	marketing					
	PC5. Be adept in understanding foreign currencies & conversion		3	1	1	1
	PC6. Be updated on current market trade in respect of various foreign currencies		4	1	1	2
	PC7. Manage the export distribution across geography		3	1	1	1
	PC8. Understand the Institutional Framework for Export Promotional Council & World Trade Organization		3	1	1	1
	PC9. Coordinate with Export Promotional Council/Ministry of commerce & Industry for affiliation & documentation formalities		3	1	1	1
	PC10. Understand & interpret the various export schemes		3	1	1	1
	PC11. Interpret Export Financing Methods and Terms of Payment		4	2	1	1
	PC12. Carry out Export Credit and Foreign Exchange Risk Management		3	1	1	1
	PC13. Apply export promotional strategies where appropriate		3	1	1	1
	PC 14. Carry out all export marketing functions effectively		3	1	1	1
		Total	45	16	14	15
AMH/N 0104 (Comply with industry, regulatory and organisational requirements)	PC1. Carry out work functions in accordance with legislation and regulations, organizational guidelines and procedures	20	4	2	1	1
	PC2. Seek and obtain clarifications on policies and procedures, from your Supervisor or other authorized personnel		4	1	1	2
	PC3. Apply and follow these policies and procedures within		4	1	1	2

	your work practices					
	PC4. Provide support to your supervisor and team members in enforcing these considerations		4	1	2	1
	PC5. Identify and report any possible deviation to these requirements		4	2	1	1
		Total	20	7	6	7
AMH/N1604 (Analyze foreign trade logistics)	PC1. Check pre shipment document	25	4	2	1	1
	PC2. Understand and identify the best suitable logistics as per buyer's standard		4	2	1	1
	PC3. Interpret and negotiate the logistics cost with different type of shipment mode		3	1	1	1
	PC4. Track the shipment and follow up for payment		3	1	1	1
	PC5. Communicate with logistic agency, buying offices and buyers		3	1	1	1
	PC6. Apply knowledge of different types of Transport and the best suitable method		4	1	1	2
	PC7. Manage logistics processes as per norms		4	1	1	2
		Total	25	9	7	9
AMH/N 1605(Maintaining a healthy, safe and secure working environment in the organisation)	PC1. Comply with health and safety related instructions applicable to the workplace	40	3	1	1	1
	PC2. Carryout own activities in line with approved guidelines and procedures		3	1	1	1

	PC3. Maintain a healthy lifestyle and guard against dependency on intoxicants		3	1.5	0.5	1
	PC4. Follow environment management system related procedures		3	1.5	0.5	1
	PC5. Minimize health and safety risks to self and others due to own actions		3	1.5	0.5	1
	PC6. Seek clarifications, from supervisors or other authorized personnel in case of perceived risks		3	1.5	0.5	1
	PC7. Monitor the workplace and work processes for potential risks and threats		3	1	1	1
	PC8. Carryout periodic walk-through to keep work area free from hazards and obstructions, if assigned		3	1.5	1	0.5
	PC9. Report hazards and potential risks/ threats to supervisors or other authorized personnel		3	2	0.5	0.5
	PC10. Participate in mock drills/ evacuation procedures organized at the workplace		3	1.5	0.5	1
	PC11. Undertake first aid, fire-fighting and emergency response training, if asked to do so		4	1	2	1
	PC12. Take action based on instructions in the event of fire, emergencies or accidents		3	2	0.5	0.5
	PC13. Follow organization procedures for shutdown and evacuation when required		3	2	0.5	0.5
		Total	40	19	10	11
	Grand Total		350	150	100	100