

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR APPAREL. MADE-UP'S AND 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

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Contents

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

Introduction

Qualifications Pack – Factory Compliance Auditor

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

SUB-SECTOR: APPAREL

OCCUPATION: Auditing

REFERENCE ID: AMH/Q2201

ALIGNED TO: NCO-2004 /8263.90

Brief Job Description: A Factory Compliance Auditor is responsible for conducting regular audits in the apparel factory to check if the unit is functioning in accordance to the industry regulations, standards and policies. The Compliance Auditor prepares a detailed report of the audit findings with remarks on system adequacy, system conformance or deviation if any, and overall system performance.

Personal Attributes: The individual must have understanding of the processes. He/she should have clarity of standards and must uphold the process integrity. Good analytical and report writing skills are also essential.

Job Details	Qualifications Pack Code	AMH/Q 2201		
	Job Role	Factory Compliance Auditor		
	Credits (NSQF)	TBD	Version number	1.0
	Sector	Apparel, Made-Up's and Home Furnishing	Drafted on	12/11/14
	Sub-sector	Apparel	Last reviewed on	26/11/14
	Occupation	Auditing	Next review date	30/12/15
	NSQC Clearance On*	20/07/15		

Job Role	Factory Compliance Auditor
Role Description	A Factory Compliance Auditor is responsible for conducting regular audits in the apparel factory to check if the unit is functioning in accordance to the industry regulations, standards and policies, and prepare audit report based on the inspection & findings.
NSQF level	6
Minimum Educational Qualifications	Graduate, with legal/social/technical specialization, preferably
Maximum Educational Qualifications	N/A
Training (Suggested but not mandatory)	Quality Systems (Six Sigma, TQM)/ Audit Training
Minimum Job Entry Age	18 years
Experience	1-2 years of work experience in compliance/auditing preferably
National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> AMH/N2201 (Evaluate information to determine compliance with standards) AMH/N2202 (Prepare audit report) AMH/N2203 (Check compliance with product protocol) AMH/N2204 (Maintain a healthy, safe and secure working environment) AMH/N1705 (Follow regulatory and company's rules) <p>Optional: Not Applicable</p>
Performance Criteria	As described in the relevant OS units

Glossary of Key Terms
Table 1: Glossary of Key Terms

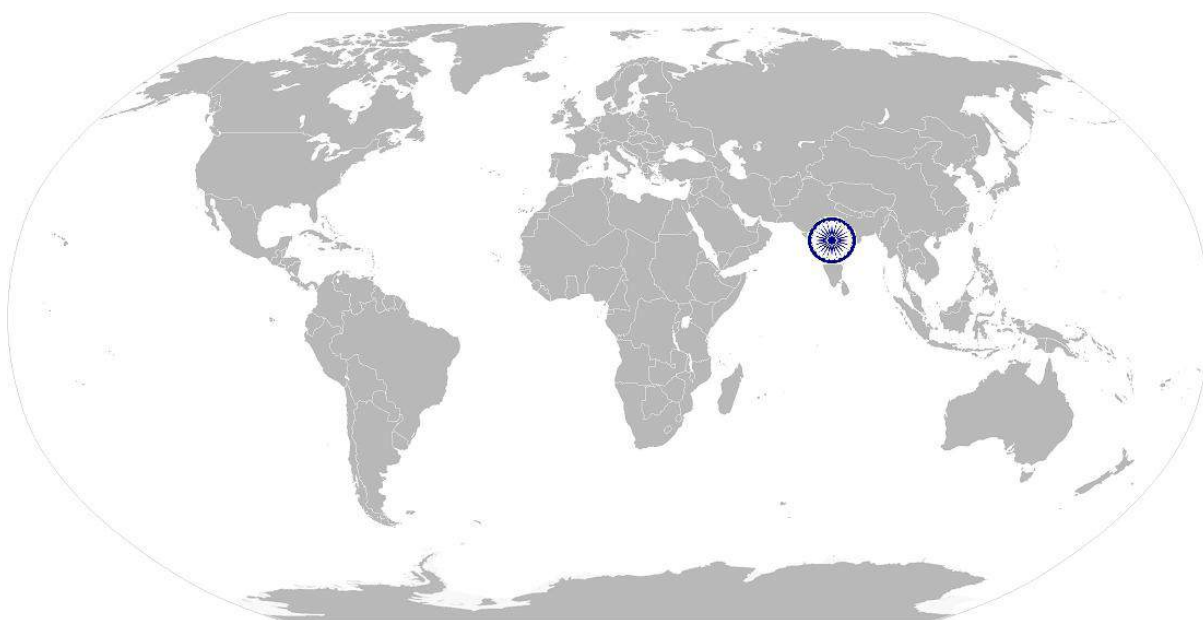
Keywords /Terms	Description
Definitions	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a 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/N2201 Evaluate information to determine compliance with standards

National Occupational Standard



Overview

This unit is about evaluating information to determine compliance with standards while conducting audit.

AMH/N2201

Evaluate information to determine compliance with standards

National Occupational Standard

Unit Code	AMH/N2201
Unit Title (Task)	Evaluate information to determine compliance with standards
Description	This unit is about evaluating information to determine compliance with standards while conducting audit.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Prepare for audit • Conduct compliance audit at the factory
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Prepare for audit	To be competent, you must be able to: <ul style="list-style-type: none"> PC1. Be updated with the system/industry regulations, policies and guidelines PC2. Analyse the standards which will be used to check the compliance PC3. Prepare an audit checklist PC4. Collect, analyse and evaluate the previous audit records PC5. Make a note of the areas to focus on when conducting the audit based on the previous records/audit history PC6. Collect the necessary tools/reference papers and other materials that would be required for conducting compliance audit PC7. Confirm and communicate the compliance audit plan with the relevant people
Conduct compliance audit at the factory	<ul style="list-style-type: none"> PC8. Visit the factory and use the audit checklist to observe, gather information and evaluate the conformance with standards PC9. Verify the information received, and collect evidence for observations and audit findings PC10. Meet the relevant people associated with the factory operations & management and advise on the compliance standards PC11. Make a note of the areas of concern or non-conformities PC12. Communicate the audit findings to the relevant people PC13. Maintain integrity in the audit process PC14. Ensure all compliance points are checked and evaluated PC15. Make a note of all observations and findings
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. Industry standards and inspection methodologies KA2. Reporting procedures and formats and their periodicity KA3. Escalation matrix of who to refer problems to when they are out of control KA4. Your organization's tools, templates and processes for recording and monitoring process confirmation and deviations KA5. Interdepartmental material movement procedure KA6. Compliance for vendors

AMH/N2201

Evaluate information to determine compliance with standards

<p>B. Technical Knowledge</p>	<p>You need to know and understand:</p> <p>KB1. Apparel factory environment, processes and systems</p> <p>KB2. Laws related to the industry functioning & processes, labour laws</p> <p>KB3. Apparel industry practices & procedures</p> <p>KB4. Inspection procedures</p> <p>KB5. Analyzing reports</p> <p>KB6. Critical and non-critical deviations or non-compliances</p> <p>KB7. Procedural understanding :</p> <ul style="list-style-type: none"> • product manufactured in the factory • checking procedures and tolerances • reports and compliances • classification of major or minor deviations, if any <p>KB8. Reference samples & tech packs</p> <p>KB9. Procedure to carry out quality control / quality assurance processes</p> <p>KB10. Knowledge of compliance and social audit procedures.</p> <p>KB11. Interdepartmental material movement</p> <p>KB12. Terminology associated with the apparel industry</p> <p>KB13. Legal terminologies with respect to the industry laws</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>You need to know and understand how to:</p> <p>SA1. Fill in the information required to communicate the level of quality</p> <p>SA2. Communicate with others in writing</p> <p>SA3. Use the accurate terminology</p> <p>Reading Skills</p> <p>You need to know and understand how to:</p> <p>SA4. Follow manuals/procedures/and compliance policies</p> <p>SA5. Update actively with modifications through written print and mail communication (digital)</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>You need to know and understand how to:</p> <p>SA6. Listen effectively and orally communicate information accurately</p> <p>SA7. Communicate proactively on critical issues</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>You need to know and understand how to:</p> <p>SB1. Follow rule-based decision-making processes</p> <p>SB2. Make decisions on a suitable course of action or response</p> <p>SB3. Identify situation that need escalation on quality issues and seek intervention</p> <p>Plan and Organize</p> <p>You need to know and understand how to:</p> <p>SB4. Plan and organize your work to achieve targets and deadlines</p> <p>SB5. Consult and coordinate for effective delivery</p> <p>Problem Solving</p>

AMH/N2201

Evaluate information to determine compliance with standards

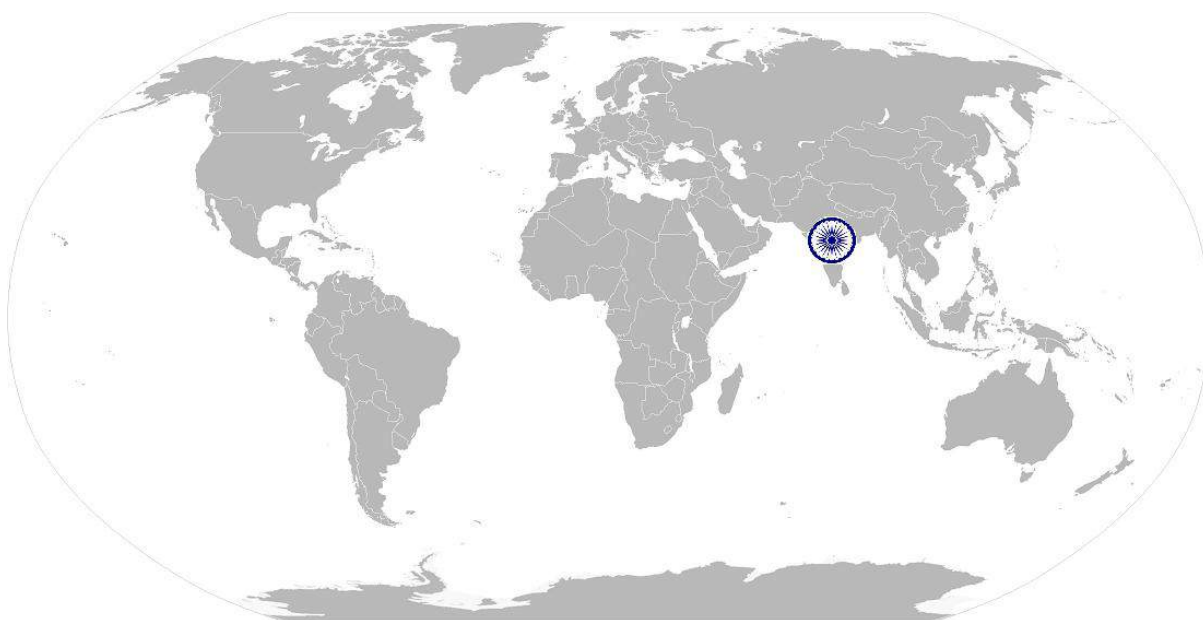
	<p>You need to know and understand how to:</p> <p>SB6. Apply problem-solving approaches in different situations</p> <p>SB7. Refer anomalies to the particular personnel</p> <p>SB8. Seek clarification on problems from others</p>
	Analytical Thinking
	<p>You need to know and understand how to:</p> <p>SB9. Analyze needs, requirements and dependencies in order to meet your workrequirements</p> <p>SB10. Seek participation of members from Quality, Production, Audit or any other team for effective solutions</p>
	Customer Centricity
	NA
	Critical Thinking
	<p>You need to know and understand how to:</p> <p>SB11. Provide opinions on work in a detailed and constructive way to the concerned personnel</p> <p>SB12. Apply balance judgments to different situations</p>

NOS Version Control

NOS Code	AMH/N2201		
Credits (NSQF)	TBD	Version number	1.0
Industry	Apparel, Made-Up's and Home Furnishing	Drafted on	12/11/14
Industry Sub-sector	Apparel	Last reviewed on	26/11/14
Occupation	Auditing	Next review date	30/12/15

AMH/N2202Prepare Audit Report

National Occupational Standard



Overview

This unit is about preparing an audit report and maintaining audit records.

AMH/N2202 Prepare Audit Report

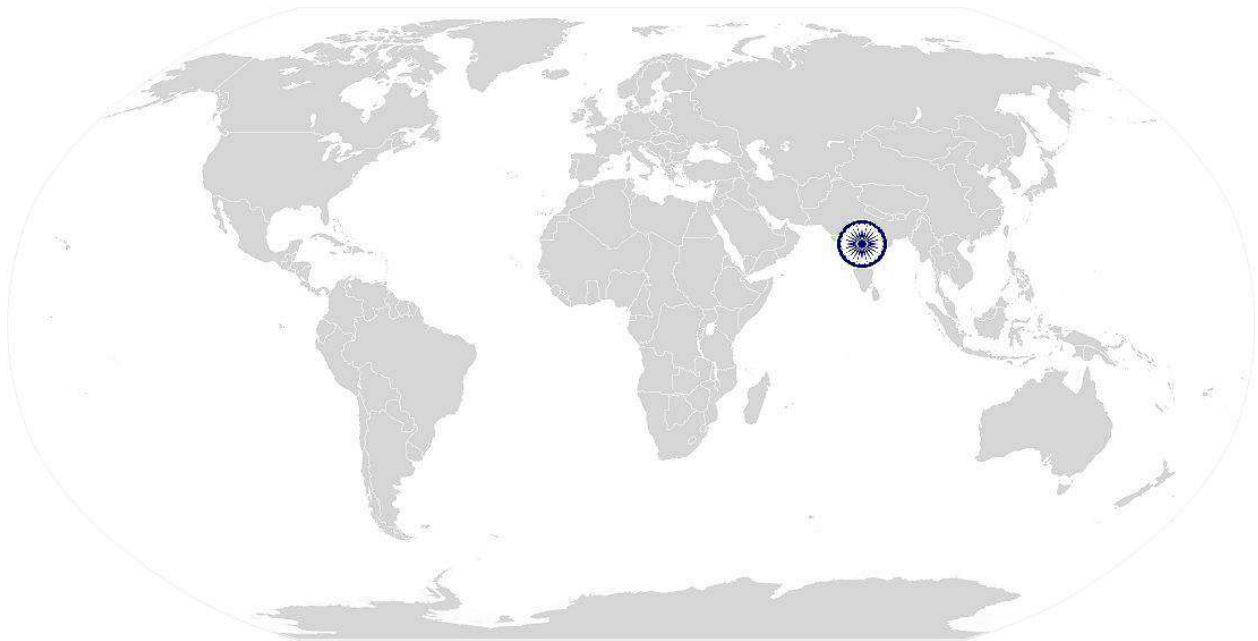
National Occupational Standard	Unit Code	AMH/N 2202
	Unit Title (Task)	Prepare audit report
	Description	This unit is about carrying out all the export related processes and completing the requisite documentation at each stage of operation.
	Scope	This unit/task covers the following: <ol style="list-style-type: none"> 1. Preparing audit report 2. Record keeping
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Preparing Audit Report	To be competent on the job, you must be able to: <ul style="list-style-type: none"> PC1. Assess the information gathered during the audit. PC2. Categorize the findings as conformance to standards or non-conformance, as the case maybe, for each of the areas inspected as per audit checklist. PC3. Attach supporting documents or fill in details regarding evidence. PC4. Identify and classify the non-conformances as major/minor or observation. PC5. Put in remarks and recommendations for each of the non-conformances or deviations. PC6. Ensure all areas of compliances are covered in the audit report. PC7. Use an approved template to create the audit report. PC8. Ensure the audit report is prepared and submitted on time to the concerned people, after the on-site audit.
	Record Keeping	<ul style="list-style-type: none"> PC9. Keep the audit report in safe and secure condition PC10. Store the audit report in such a way that it can be retrieved whenever required. PC11. Maintain confidentiality of the audit report, wherever applicable.
	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. The organization's policies and procedures KA2. Responsibilities under health, safety and environmental legislation KA3. Guidelines for storage of records KA4. Protocol to obtain more information on work related tasks KA5. Details of the job role and responsibilities KA6. Documentation and reporting formats KA7. Protocol and format for reporting work related risks/problems KA8. Method of obtaining/giving feedback related to performance KA9. Importance of teamwork and harmonious working relationships KA10. Process for offering/obtaining work related assistance

AMH/N2202 Prepare Audit Report

<p>B. Technical Knowledge</p>	<p>You need to know and understand:</p> <p>KB1. Documentation formalities relating to auditing</p> <p>KB2. Documentation Framework</p> <p>KB3. Audit report writing method</p> <p>KB4. Record keeping method</p> <p>KB5. Evaluating information collected during the compliance audit</p> <p>KB6. Compliances & Audit process</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>You need to know and understand how to:</p> <p>SA1. Complete accurate well written work with attention to detail</p> <p>SA1. Communicate with others in writing</p> <p>Reading Skills</p> <p>You need to know and understand how to:</p> <p>SA2. Read instructions, guidelines, procedures and rules</p> <p>SA3. Read and understand legal documents, compliance standards</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>You need to know and understand how to:</p> <p>SA4. Ask for clarification and advice from managers</p> <p>SA5. Communicate orally with colleagues</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>NA</p> <p>Plan and Organize</p> <p>NA</p> <p>Customer Centricity</p> <p>NA</p> <p>Problem Solving</p> <p>You need to know and understand how to:</p> <p>SB1. Deal with situations when it is not as per plan</p> <p>SB2. Seek clarification on problems from others</p> <p>Analytical Thinking</p> <p>You need to know and understand how to:</p> <p>SB3. Provide relevant information to others</p> <p>SB4. Analyze needs, requirements and dependencies in order to meet your work requirements</p> <p>Critical Thinking</p>

AMH/N2202Prepare Audit Report

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AMH/N2202 Prepare Audit Report

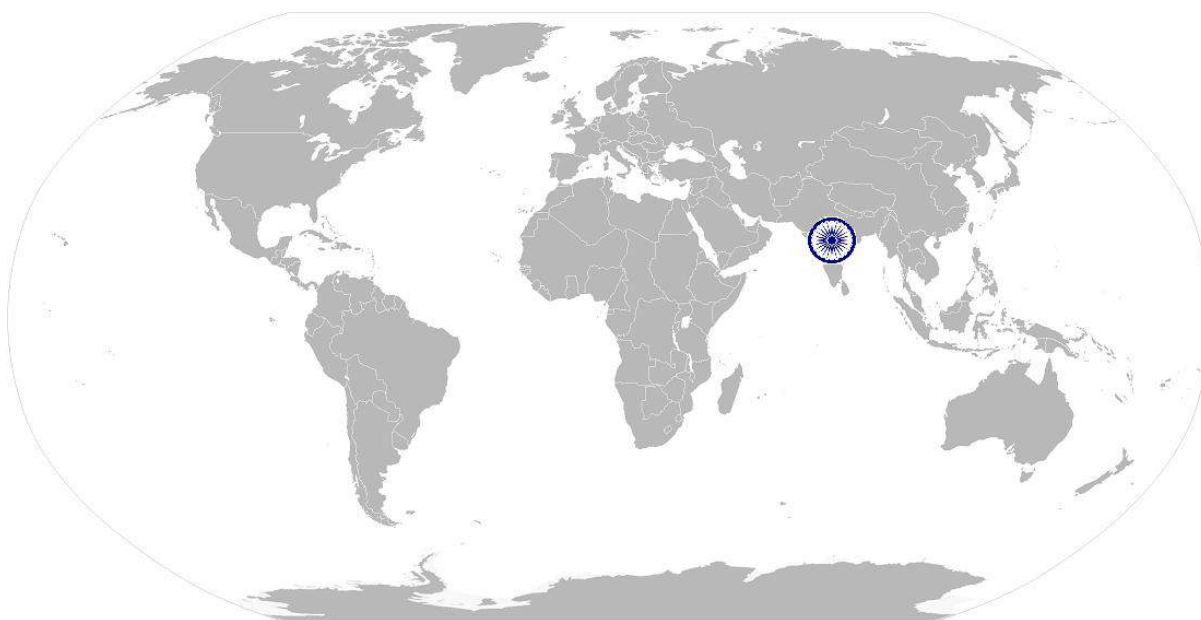
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NOS Code	AMH/N2202		
Credits (NSQF)	TBD	Version number	1.0
Industry	Apparel, Made-Up's and Home Furnishing	Drafted on	12/11/14
Industry Sub-sector	Apparel	Last reviewed on	26/11/14
Occupation	Auditing	Next review date	30/12/15



AMH/N2203 Check compliance with product protocol

National Occupational Standard



Overview

This unit is about checking if the product protocol is being followed in the garment factory.

AMH/N2203 Check compliance with product protocol

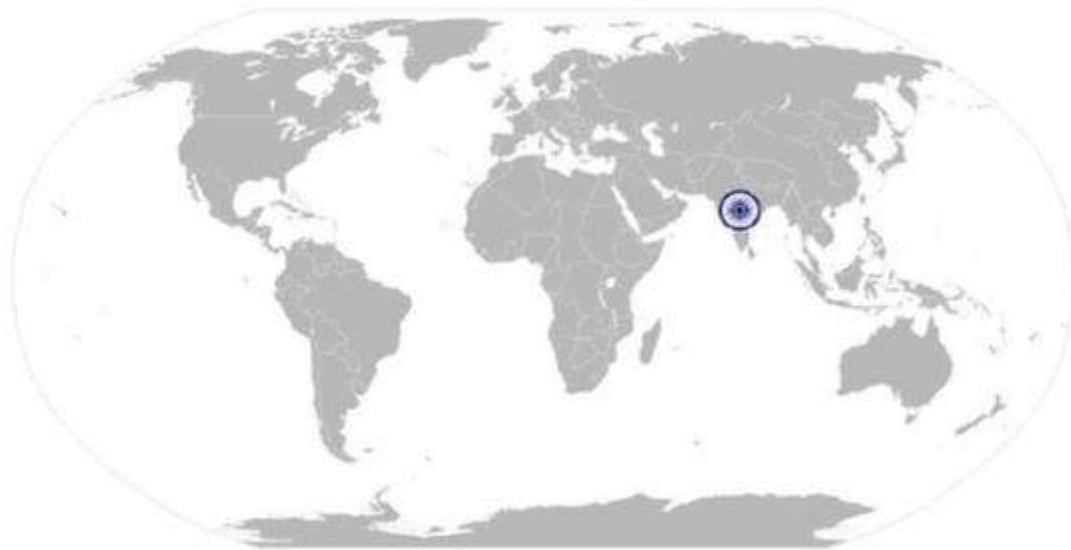
National Occupational Standard	Unit Code	AMH/N2203
	Unit Title (Task)	Check Compliance with Product Protocol
	Description	This unit is about checking if the product protocol is being followed in the factory
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> Compliance with product protocol
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Compliance with product protocol	<p>To be competent, you must be able to:</p> <p>PC1. Refer & analyse the product protocol with a reference sample to evaluate if the instructions & specifications given in the protocol have been followed</p> <p>PC2. Evaluate the fabric / accessories / quality reports tested internally or externally</p> <p>PC3. Checks points where quality control has been exercised in consultation with the immediate supervisor</p> <p>PC4. Communicate to all concerned the relevant standards with reference to the product protocol.</p> <p>PC5. Ensure that the standards have been clearly understood and seek confirmation of the same.</p> <p>PC6. Communicate proactively if the systems are not producing the desired outcome.</p> <p>PC7. Keep all the reference samples and reference manuals accessible and in a good condition.</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. Buyers requirements of quality standards and inspection methodologies</p> <p>KA2. Reporting procedures and formats and their periodicity</p> <p>KA3. Escalation matrix of who to refer problems to when they are out of control</p> <p>KA4. Your organization's tools, templates and processes for recording and monitoring process confirmation and deviations</p> <p>KA5. Interdepartmental material movement procedure</p> <p>KA6. Compliance for vendors</p>
	A. Technical Knowledge	<p>You need to know and understand:</p> <p>KB14. Statistical process control & statistical quality control</p> <p>KB15. Raw material components and their specifications</p> <p>KB16. Inspection and quality control procedures</p> <p>KB17. Test reports</p> <p>KB18. Critical and non-critical defects</p> <p>KB19. Procedural Understanding:</p> <ul style="list-style-type: none"> Product Specification & Tech packs Reference Sample and Approved Samples

AMH/N2203 Check compliance with product protocol

	<ul style="list-style-type: none"> • Reports and Compliances <p>KB20. Reference samples & tech packs KB21. Procedure to carry out quality control / quality assurance processes KB22. Knowledge of final quality audit procedures. KB23. Interdepartmental material movement KB24. Material issued and received from vendor</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	You need to know and understand how to: SA1. Fill in the information required to communicate SA2. Communicate with others in writing SA3. Use the accurate terminology
	Reading Skills
	You need to know and understand how to: SA4. Follow manuals/procedures/and compliance policies SA5. Update actively with modifications through written print and mail communication (digital)
	Oral Communication (Listening and Speaking skills)
You need to know and understand how to: SA6. Listen effectively and orally communicate information accurately SA7. Communicate proactively on critical issues	
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 SB3. Identify situation that need escalation on quality issues and seek intervention
	Plan and Organize
	You need to know and understand how to: SB4. Plan and organize your work to achieve targets and deadlines SB5. Consult and coordinate for effective delivery
	Customer Centricity
	NA
	Problem Solving
You need to know and understand how to: SB6. Apply problem-solving approaches in different situations SB7. Refer anomalies to the particular personnel SB8. Seek clarification on problems from others	
Analytical Thinking	
You need to know and understand how to: SB13. Analyze needs, requirements and dependencies in order to meet your work requirements SB14. Seek participation of members from Quality, Production, Audit or any other team for effective solutions	

AMH/N2203 Check compliance with product protocol

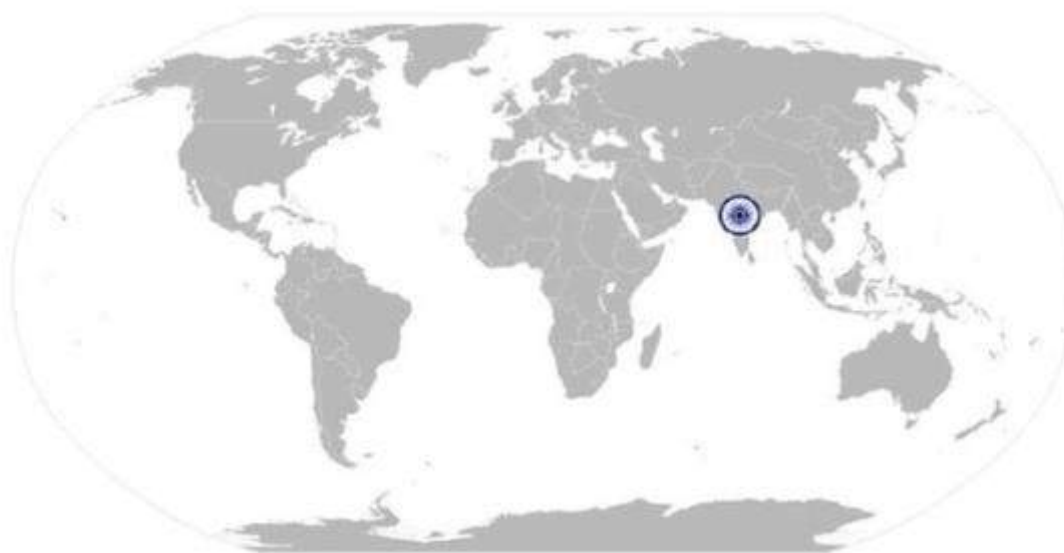
	Critical Thinking
	You need to know and understand how to: SB9. Provide opinions on work in a detailed and constructive way to the concerned personnel SB10. Apply balance judgments to different situations



AMH/N2203 Check compliance with product protocol

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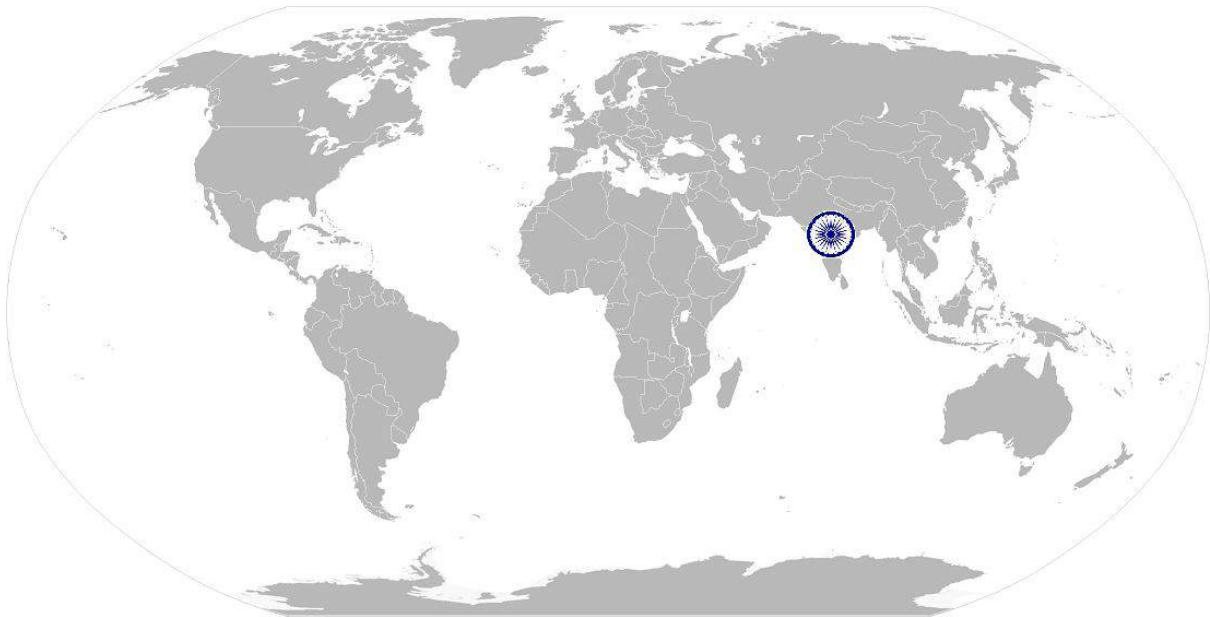
NOS Code	AMH/N2203		
Credits (NSQF)	TBD	Version number	1.0
Industry	Apparel, Made-Up's and Home Furnishing	Drafted on	12/11/14
Industry Sub-sector	Apparel	Last reviewed on	26/11/14
Occupation	Auditing	Next review date	30/12/15



AMH/N2204

Maintain a healthy, safe and secure working environment

National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required for taking responsibility for their own health, safety and security in the workplace and minimize risk in the workplace

AMH/N2204

Maintain a healthy, safe and secure working environment

National Occupational Standard	Unit Code	AMH/N2204
	Unit Title (Task)	Maintain healthy, safe and secure working environment
	Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required for taking responsibility for their own health, safety and security in the workplace and is about using the correct procedures to prevent, control and minimize risk to them and others in the workplace.
	Scope	This unit/task covers the following: Comply with health, safety and security requirements at work <ul style="list-style-type: none"> • Hazards and Risks/ threats • Medical Emergencies • Evacuation process
	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: <ul style="list-style-type: none"> PC1. Comply with health and safety related instructions applicable to the workplace PC2. Use and maintain personal protective equipment where required during inspection PC3. Carry out own activities in line with approved guidelines and procedures PC4. Maintain a healthy lifestyle PC5. Monitor the workplace and work processes for potential risks and threats PC6. Report hazards and potential risks/ threats to supervisors or other authorized personnel PC7. Take action based on instructions in the event of fire, emergencies or accidents PC8. Follow organization procedures for shutdown and evacuation when required
	Knowledge and Understanding (K)	
	A. Organizational Context (Knowledge of the company/ organization and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KB1. Health and safety related practices applicable at the workplace KB2. Potential hazards, risks and threats based on nature of operations KB3. Organizational procedures for safe handling of equipment and machine operations KB4. Potential risks due to own actions and methods to minimize these KB5. Environmental management system related procedures at the workplace KB6. Layout of the plant and details of emergency exits, escape routes, emergency equipment and assembly points KB7. Potential accidents and emergencies and response to these

AMH/N2204

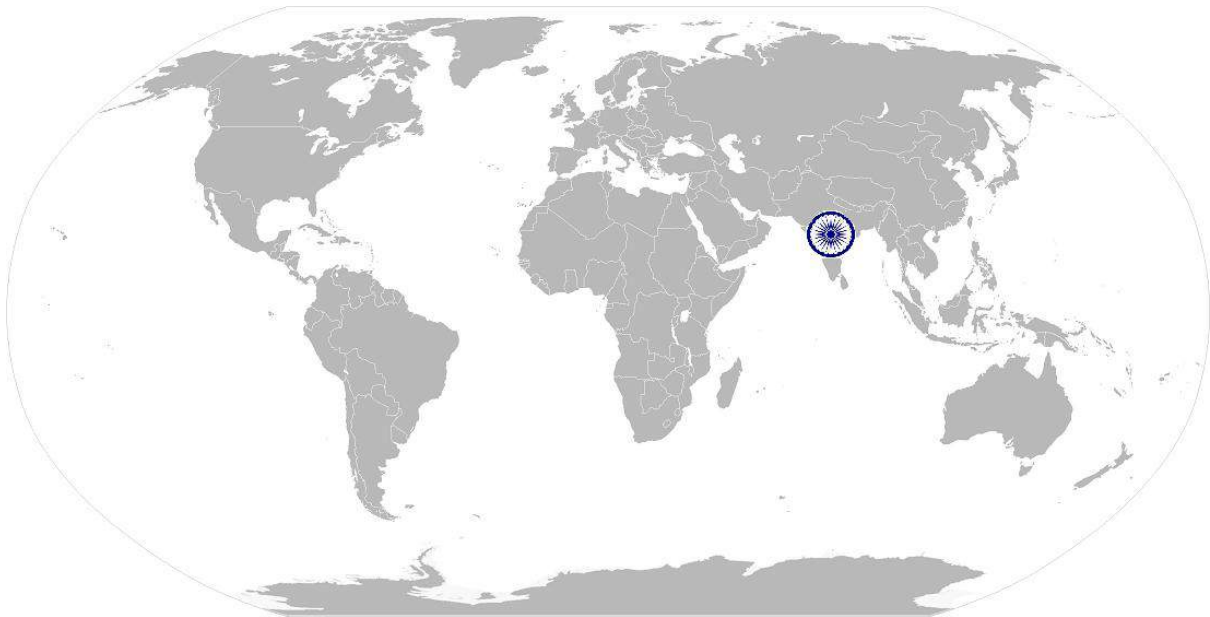
Maintain a healthy, safe and secure working environment

	<p>scenarios</p> <p>KB8. Reporting protocol and documentation required</p> <p>KB9. Details of personnel trained in first aid, fire-fighting and emergency response</p> <p>KB10. Actions to take in the event of a mock drills/ evacuation procedures or actual accident, emergency or fire</p>
Skills (S)	
A. Core Skills/ Generic Skills	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Write report on the hazards and risks / threats faced at workplace</p> <p>Reading Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA2. Read the first aid ,health and safety instructions</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>SA3. Respond to emergencies, accidents or fire at the workplace</p> <p>SA4. Communicate to others when and how to evacuate the premises</p> <p>SA5. Communicate effectively the value of physical fitness, personal hygiene and good habits to workers</p>
B. Professional Skills	<p>Decision Making</p> <p>You need to know and understand how to:</p> <p>SB1. Raise alarm</p> <p>SB2. Keep work area free from potential hazards</p> <p>SB3. Report to supervisors and other authorized personnel for assistance</p> <p>Plan and Organize</p> <p>You need to know and understand how to:</p> <p>SB4. Plan and carry out own activities in line with approved guidelines and procedures</p> <p>Customer Centricity</p> <p>NA</p> <p>Problem Solving</p> <p>NA</p> <p>Analytical Thinking</p> <p>NA</p>

AMH/N2204

Maintain a healthy, safe and secure working environment

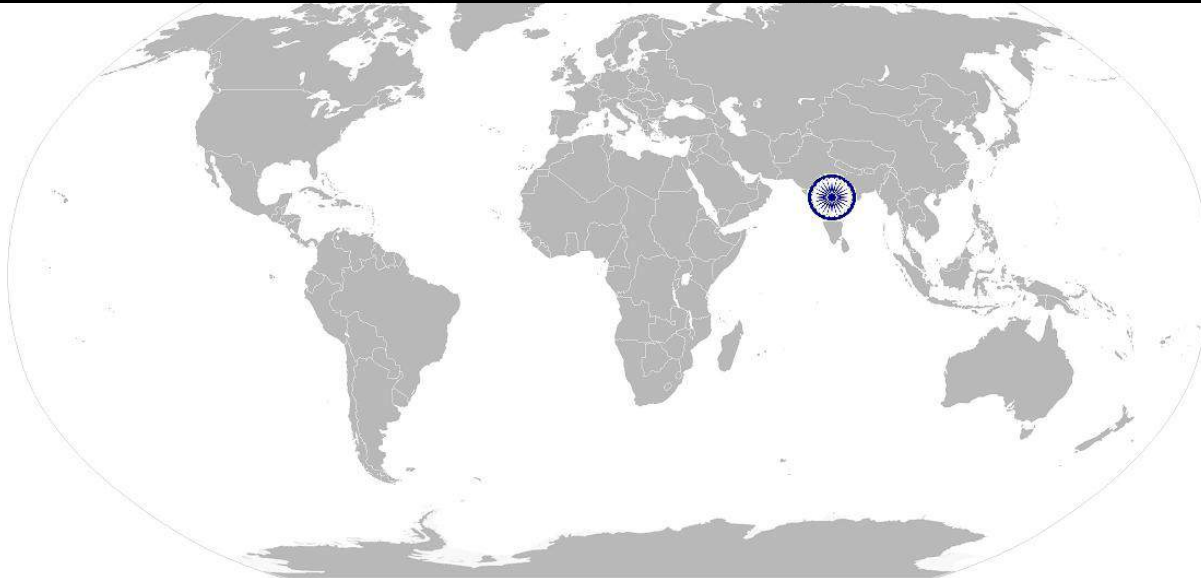
	Critical Thinking
	NA



AMH/N2204 Maintain a healthy, safe and secure working environment

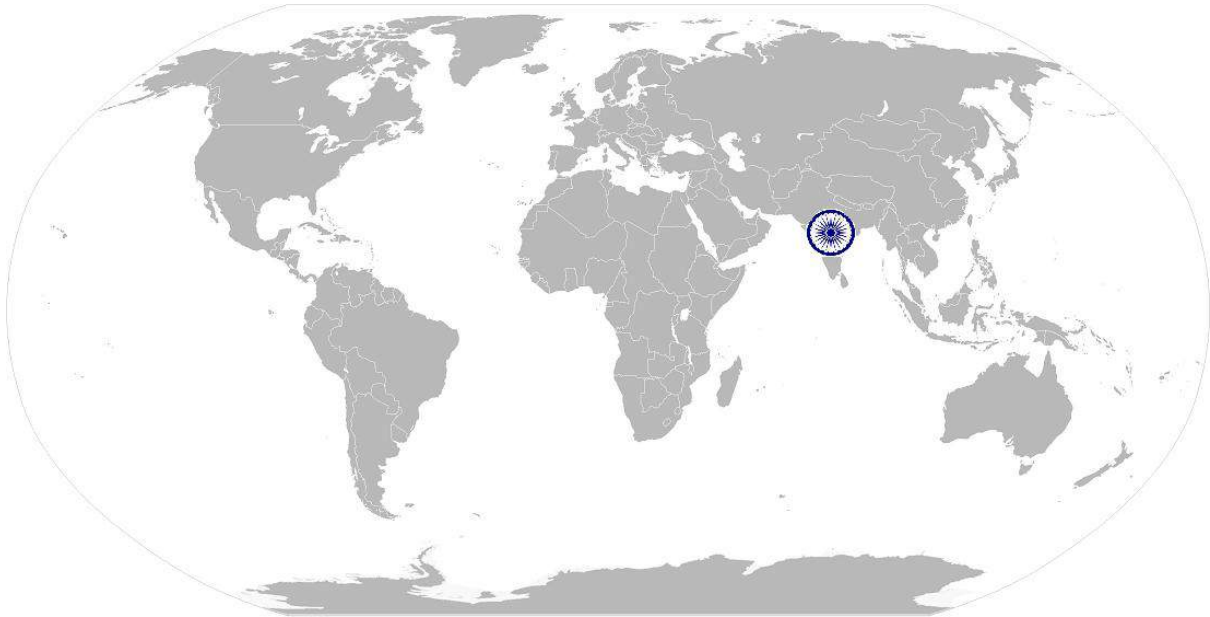
NOS Version Control

NOS Code	AMH/N2204		
Credits (NSQF)	TBD	Version number	1.0
Industry	Apparel, Made-Up's and Home Furnishing	Drafted on	12/11/14
Industry Sub-sector	Apparel	Last reviewed on	26/11/14
Occupation	Auditing	Next review date	30/12/15



AMH/N1705 Follow regulatory and company's rules

National Occupational Standard



Overview

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

AMH/N1705 Follow regulatory and company's rules

National Occupational Standard	Unit Code	AMH/N1705
	Unit Title (Task)	Follow regulatory and company's rules
	Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required for complying with industry, regulatory and organizational Requirements at the workplace.
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Organizational Compliance • Customer Compliance • Compliance with all national and international laws and regulations
	Performance Criteria (PC) w.r.t. the Scope	
	Element	PerformanceCriteria
	Comply with industry, regulatory and organizational requirements	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC1. seek and obtain clarifications on policies and procedures, from the supervisor or other authorized personnel PC2. apply and follow these policies and procedures within the work practices PC3. provide support to the supervisor and team members in enforcing these considerations PC4. identify and report any possible deviation to these requirements
	Knowledge and Understanding (K)	
	A. Organizational Context (Knowledge of the company/ organization and its processes)	KA1. The importance of having an ethical and value-based approach to governance KA2. Benefits to the company and oneself due to practice of these procedures KA3. Specific to the industry/sector, know and understand: <ul style="list-style-type: none"> • Legal, regulatory and ethical requirements • Procedures to follow if someone does not meet the requirements KA4. Customer specific requirements mandated as a part of the work process
	B. Technical Knowledge	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KB1. Country / customer specific regulations for the sector and their importance KB2. Reporting procedure in case of deviations KB.3 Limits of personal responsibility
Skills (S)		
A. Core Skills/ Generic Skills	Writing Skills	
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SA1. Make a report in case of any deviation from the normal company norms 	
	Reading Skills	
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SA2. Read the legal , regulatory policies of the company. 	
Oral Communication (Listening and Speaking skills)		

AMH/N1705 Follow regulatory and company's rules

	The user/individual on the job needs to know and understand how to: SA3. Positively influence the team members into following procedures
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Take appropriate decisions related to responsibilities
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB2. Plan and manage work routine based on company procedure
	Customer Centricity
	SB3. Practice a customer service oriented approach
	Problem Solving
	NA
	Analytical Thinking
	NA
Critical Thinking	
NA	

AMH/N1705 Follow regulatory and company's rules

NOS Version Control

NOS Code	AMH/N1705		
Credits (NSQF)	TBD	Version number	1.0
Industry	Apparel, Made-Up's and Home Furnishing	Drafted on	12/11/14
Industry Sub-sector	Apparel	Last reviewed on	26/11/14
Occupation	Auditing	Next review date	30/12/15



CRITERIA FOR ASSESSMENT OF TRAINEES

Factory Compliance Auditor

AMH/Q2201

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 balance NOS's to pass the Qualification Pack

		Total Marks 350	Out of	Marks Allocation		
				Theory	Skills Practical	Viva
1. AMH/N2201 (Evaluate information to determine compliance with standards)	PC1. Be updated with the system/industry regulations, policies and guidelines	100	6	3	1	2
	PC2. Analyse the standards which will be used to check the compliance		6	3	1	2
	PC3. Prepare an audit checklist		6	3	1	2
	PC4. Collect, analyse and evaluate the previous audit records		7	1	3	3
PC5. Make a note of the areas to focus on when conducting the audit based on the previous records/audit history	7		1	3	3	
PC6. Collect the necessary tools/reference papers and other materials that would be required for conducting compliance audit	7		2	2	3	
PC7. Confirm and communicate the compliance audit plan with the relevant people	6		1	3	2	

	PC8. Visit the factory and use the audit checklist to observe, gather information and evaluate the conformance with standards		7	1	3	3
	PC9. Verify the information received, and collect evidence for observations and audit findings		7	3	1	3
	PC10. Meet the relevant people associated with the factory operations & management and advise on the compliance standards		7	3	3	1
	PC11. Make a note of the areas of concern or non-conformities		7	3	3	1
	PC12. Communicate the audit findings to the relevant people		7	3	1	3
	PC13. Maintain integrity in the audit process		6	3	1	2
	PC14. Ensure all compliance points are checked and evaluated		7	3	1	3
	PC15. Make a note of all observations and findings		7	1	3	3
		Total	100	34	30	36
2.AMH/N 2202 Prepare Audit Report	PC1. Assess the information gathered during the audit.	100	9	5	2	2
	PC2. Categorize the findings as Conformance to standards or Non-Conformance, as the case maybe, for each of the areas inspected as per audit checklist.		9	5	2	2
	PC3. Attach supporting documents or fill in details regarding evidence.		9	2	2	5
	PC4. Identify and classify the non-conformances as major/minor or observation.		9	3	3	3
	PC5. Put in remarks and recommendations for each of the non-conformances or deviations.		9	3	5	1
	PC6. Ensure all areas of compliances are covered in the audit report.		9	3	2	4

	PC7. Use an approved template to create the audit report.		9	3	2	4
	PC8. Ensure the audit report is prepared and submitted on time to the concerned people, after the on-site audit.		9	3	3	3
	PC9. Keep the audit report in safe and secure condition		8	4	3	1
	PC10. Store the audit report in such a way that it can be retrieved whenever required.		10	5	3	2
	PC11. Maintain confidentiality of the audit report, wherever applicable.		10	3	5	2
		Total	100	39	32	29
3.AMH/N2203 Check Compliance with product protocol	PC1. Refer & analyse the Product Protocol with a reference sample to evaluate if the instructions & specifications given in the protocol have been followed		8	3	3	2
	PC2. Evaluate the Fabric / Accessories / Quality reports tested internally or externally		8	3	3	2
	PC3. Checks points where Quality Control has been exercised in Consultation with the immediate supervisor	50	8	3	3	2
	PC4. Communicate to all concerned the relevant standards with reference to the product protocol.		8	3	3	2
	PC5. Ensure that the standards have been clearly understood and seek confirmation of the same.		6	3	2	1
	PC6. Communicate proactively if the systems are not producing the desired outcome.		6	2	2	2
	PC7. Keep all the reference samples and reference manuals accessible and in a good condition.		6	3	2	1
		Total	50	20	18	12
4AMH/N2204 Maintain a	PC1. Comply with health and safety related	50	7	3	3	1

healthy, safe and secure working environment	instructions applicable to the workplace					
	PC2. Use and maintain personal protective equipment where required during inspection		7	3	1	3
	PC3. Carry out own activities in line with approved guidelines and procedures		7	2	3	2
	PC4. Maintain a healthy lifestyle		7	2	3	2
	PC5. Monitor the workplace and work processes for potential risks and threats		7	2	3	2
	PC6. Report hazards and potential risks/ threats to supervisors or other authorized personnel		5	2	2	1
	PC7. Take action based on instructions in the event of fire, emergencies or accidents		5	2	2	1
	PC8. Follow organization procedures for shutdown and evacuation when Required		5	2	2	1
		Total	50	18	19	13
5AMH/N1705(Follow regulatory and company's rules)	PC1. Seek and obtain clarifications on policies and procedures, from the supervisor or other authorized personnel	50	12	4	5	3
	PC2. Apply and follow these policies and procedures within the work practices		12	4	3	5
	PC3. Provide support to the supervisor and team members in enforcing these considerations		13	3	4	6
	PC4. Identify and report any possible deviation to these requirements		13	3	4	6
			Total	50	14	16
Grand Total			350	125	115	110



Qualification Pack for Factory Compliance Auditor

