

## QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR APPAREL, MADE-UP'S AND HOME FURNISHING



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### 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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### Introduction

## Qualifications Pack – Boutique Manager

**SECTOR:** Apparel, Made-up's and Home Furnishing

**SUB-SECTOR:** Apparel

**OCCUPATION:** Boutique Manager

**REFERENCE ID:** AMH/Q1910

**ALIGNED TO:** NCO-2004 / NIL

Boutique Manager is job role of a self employed professional with knowledge of stitching, fashion, fits, merchandising and retailing.

**Brief Job Description:** Boutique Manager is a skilled designer with business acumen for managing shop to make fashionwear, made ups and home furnishings. The job involves thorough understanding of designs, being aware of latest trends, ability to convince clients for a design, capable of pattern making and skilled in stitching.

**Personal Attributes:** The Boutique manager should have strong business acumen with bent on operations, intuitive, creative and versed with convincing skills of negotiation and persuasion to sell concepts.

<b>Job Details</b>	<b>Qualifications Pack Code</b>	<b>AMH/Q1910</b>		
	<b>Job Role</b>	<b>Boutique Manager</b>		
	<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
	<b>Sector</b>	<b>Apparel, Made-up's and Home Furnishing</b>	<b>Drafted on</b>	<b>31/05/15</b>
	<b>Sub-sector</b>	<b>Apparel</b>	<b>Last reviewed on</b>	<b>02/06/15</b>
	<b>Occupation</b>	<b>Manager</b>	<b>Next review date</b>	<b>21/03/16</b>
	<b>NSQF Clearance on*</b>	<b>N.A</b>		

<b>Job Role</b>	<b>Boutique Manager</b>
<b>Role Description</b>	Managing business of understanding and fulfilling of customized design needs of sportswear, beachwear, novelty items, vintage, T-shirts, dresses, tuxedos, shoes, handbags, accessories, etc.
<b>NSQF level</b>	7
<b>Minimum Educational Qualifications</b>	Preferably Diploma in Fashion Design/Merchandising/Textile
<b>Maximum Educational Qualifications</b>	N.A.
<b>Training</b> (Suggested but not mandatory)	N.A.
<b>Minimum Job Entry Age</b>	23Years
<b>Experience</b>	Preferably having worked for 2-3 years working in garment, made ups or home furnishing industry.
<b>Applicable National Occupational Standards (NOS)</b>	<p><b>Compulsory:</b></p> <ol style="list-style-type: none"> <li><a href="#">AMH/N1910(Create design as per latest trends and establish customer needs)</a></li> <li><a href="#">AMH/N1911(Allocate and check works assigned to subordinates and manage and monitor boutique performance)</a></li> <li><a href="#">AMH/N1912(Build and monitor team performance)</a></li> <li><a href="#">AMH/N1913(Maintain health, safety and security in the boutique)</a></li> <li><a href="#">AMH/N0104 (Comply with industry, regulatory and organizational requirements)</a></li> </ol> <p><b>Optional:</b> Not Applicable</p>
<b>Performance Criteria</b>	As described in relevant NOS units

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 achieving the objectives of the function.
	Job role	Job role defines 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 consistently while carrying out a function at the workplace. Occupational Standards as set of competencies is applicable both in Indian and overreaching global contexts.
	Performance Criteria	Performance Criteria defined for a task are statements that together specify the standard of performance while carrying out the task.
	National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in Indian context.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.	
Qualifications Pack(QP)	Qualifications Pack comprises set of OS, together with the educational, training and other criteria that are required to perform a job rolesatisfactorilyat workplace. A Qualifications Pack is assigned a unique qualification pack code for clear identification.	
Knowledge and Understanding	Knowledge and Understanding are statements which together as a set specify the technical, generic, professional and organization specific knowledge that an individual needs to possess in order to perform and meet the required standards consistently.	

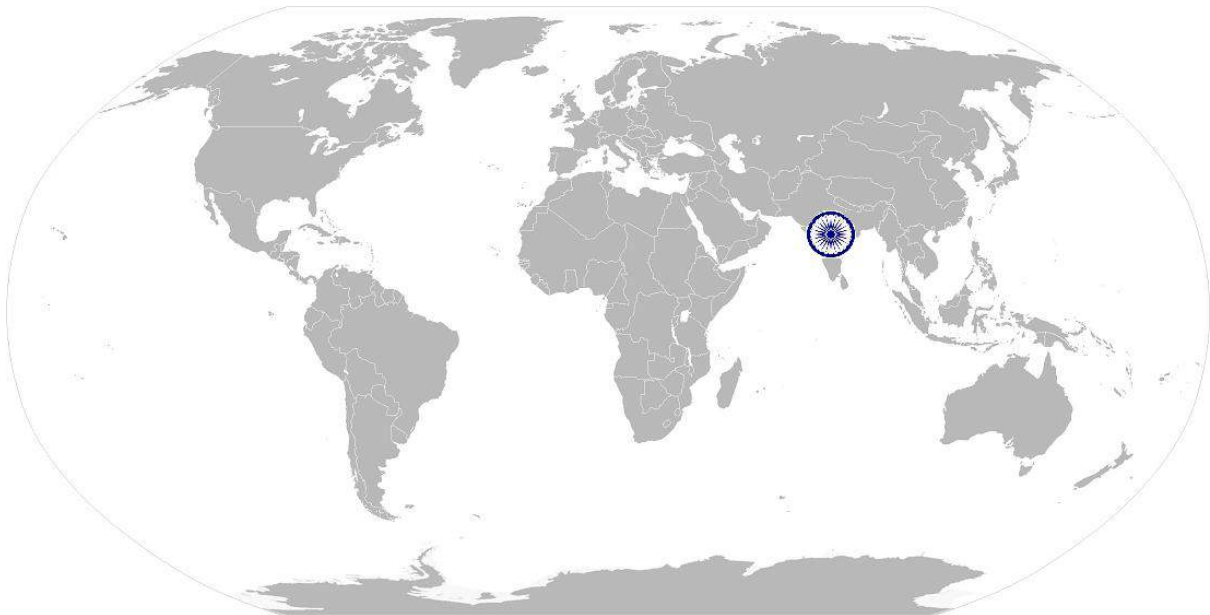
Organizational Context	Organizational Context includes the way the organization is structured and how it operates. It includes elements of operational knowledge contents defined in relation to functioning of an organization that a skilled professional need to possess specific to its precise areas of responsibility.
Substrate	Basic material used for creating pattern
Technical Knowledge	Technical Knowledge is the specific domain knowledge needed to accomplish the task in combination with other competencies. It is usually coined with specifically designated roles and responsibilities.
Core Skills/Generic Skills	Core Skills or Generic Skills as set are group of skills. It is key to working in today's world. These skills are typically needed in any work environment. In the context of the OS, these include mainly communication related skills that are applicable to most job roles.
<b>Keywords /Terms</b>	<b>Description</b>
SSC	Sector Skill Council
AMH	Apparel, Made-up's and Home Furnishings
OS	Occupational Standard(s)
NOS	National Occupational Standard(s)
QP	Qualifications Pack
NSQF	National Skill Qualifications Framework
NCO	National Classifications of Occupation
TBD	To Be Determined
TSC	Textile Sector Skill Council
NSDC	National Skill Development Corporation
Techpack	Technical Specifications

Acronyms

AMH/N1910 Create design as per latest trends and establish customer needs

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# National Occupational Standard



## Overview

This unit is meant to capture skills and knowledge combined all together as set enabling one to understand latest customer trends. To develop and design products customized to end user preference and choice.

## AMH/N1910 Create design as per latest trends and establish customer needs

National Occupational Standard

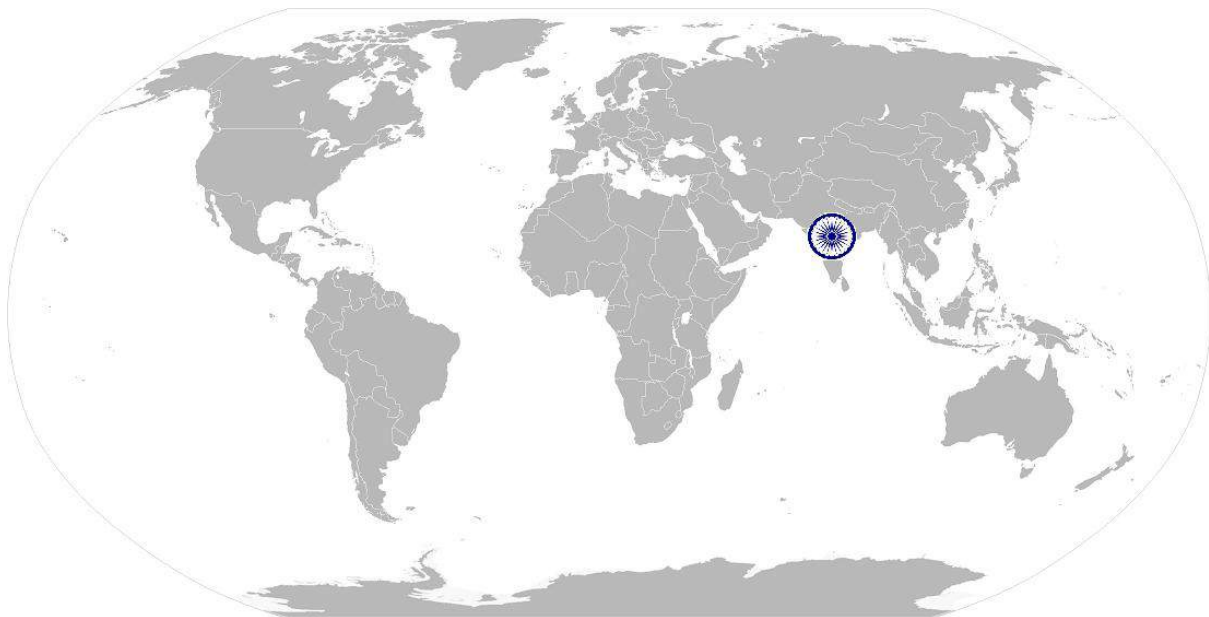
<b>Unit Code</b>	AMH/ N1910
<b>Unit Title (Task)</b>	Create design as per latest trends and establish customer needs
<b>Description</b>	This unit describes inputs that make one understand boutique business plan for developing product designed to fulfill customized needs of design products for select customer.
<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>Market trend assessment and Analysis and determining key elements of design features</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Elements</b>	<b>Performance Criteria</b>
<b>Market trend assessment and analysis and Determining key elements of design features</b>	PC1. Carry out research on latest trends and contemporary fashion for apparel and its target market PC2. Carry out research to identify new and promising materials, trends as well as sources/suppliers for procurement of such items PC3. Identify quality standards as applicable to the product PC4. Ensure/develop techpack for designs PC5. Develop photo sample of similar or identical designs to persuade customers for order booking PC6. Book order for the product and record details of order booking in suitable form/format
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (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"> <li>KA1. Knowledge about managing sensitive information related to design copyright (IPR)</li> <li>KA2. Knowledge about boutique's capacity and ability related to the design creation</li> </ul>
<b>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KB1. Knowledge about fabrics, trims and accessories and their trade names like chiffon, georgette, poplin, etc. (Fabrics), hook and bar, zippers, etc. (Trims), laces, brooch, buttons, etc. (Accessories)</li> <li>KB2. Knowledge about garment construction processes</li> <li>KB3. Knowledge about garment costing</li> <li>KB4. Knowledge about sewing techniques and technologies like hand sewing, embroidery, industrial sewing machines, etc.</li> <li>KB5. Knowledge about computer softwares and tools like MS-Office, Data management, basic internet, etc.</li> </ul>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> <li>SA1. Document records related to customer complaints, customer requirements, and schedules with clients</li> </ul>

**AMH/N1910 Create design as per latest trends and establish customer needs**

	<b>Reading Skills</b>
	The user/individual on the job needs to know and understand: SA2. read and comprehend written instructions describing new design details from clients and also from external forums such as fashion forecasting websites and blogs SA3. keep abreast with latest trend by reading brochures, pamphlets, magazines and product information sheets
	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand: SA4. question customers appropriately in order to understand their requirements SA5. able to communicate in English and local language
<b>B. Professional Skills</b>	<b>Decision Making</b>
	On the job the individual needs to be able to: SB1. Make appropriate decisions in relation to design creation as per customer requirements.
	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand: SB2. plan and organize tasks to achieve targets and meet deadlines SB3. plan processes and encourage exchange of ideas/inputs from subordinates SB4. Data collection and organizing information mentioned accordingly and logically
	<b>CustomerCentricity</b>
	The user/individual on the job needs to know and understand how to: SB5. Manage relationships with customers who can provide feedbacks regarding the trends, etc. SB6. Assimilate, understand and guide customer expectations to match contemporary trends and vice-versa
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand: SB7. clarification on the design to be developed with the team members SB8. Assess /evaluate design processes to convert difficult design to workable inputs.
	<b>Analytical Thinking</b>
	The user/individual on the job needs to know and understand: SB9. analyze the market trends and forecast to develop customized design keeping customer demands in mind
<b>Critical Thinking</b>	
The user/individual on the job needs to know and understand: SB10. critically evaluate the processes of establishing needs to identify areas of innovation in design	

**AMH/N1910 Create design as per latest trends and establish customer needs**  
**NOS Version Control**

NOS Code	AMH/N1910		
Credits (NSQF)	TBD	Version number	1.0
Industry	Apparel, Made-ups and Home Furnishing	Drafted on	01/06/15
Industry Sub-sector	Apparel	Last reviewed on	02/06/15
Occupation	Boutique Manager	Next review date	21/03/16



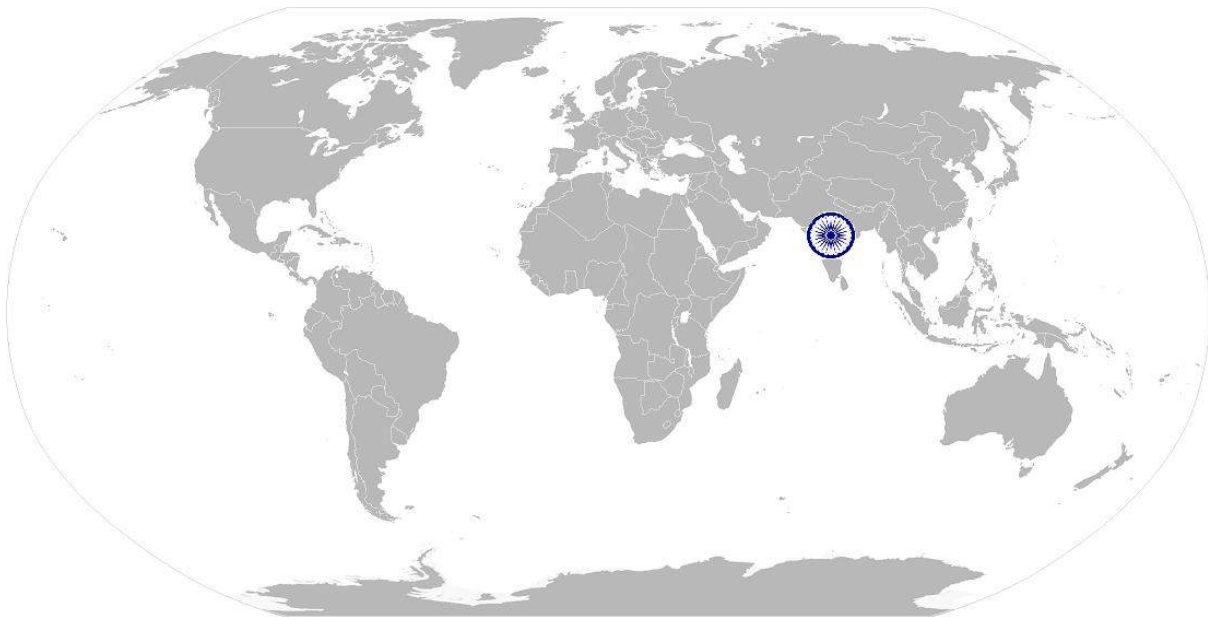
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AMH/N1911 Allocate and check work assigned to subordinates and manage and monitor boutique performance

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# National Occupational Standard



## Overview

This unit covers skills, knowledge and competencies enabling one to allocate work to team members and set objectives and work on attaining them while monitoring boutique business performance.

## AMH/N1911 Allocate and check work assigned to subordinates and manage and monitor boutique performance

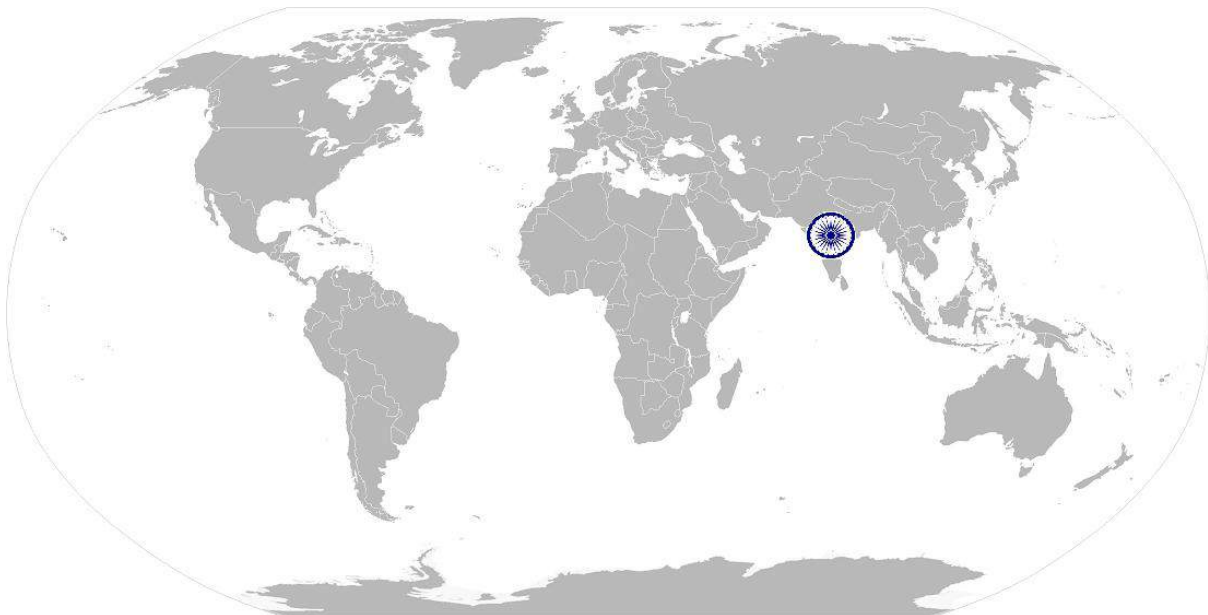
National Occupational Standard	<b>Unit Code</b>	<b>AMH/ N1911</b>
	<b>Unit Title (Task)</b>	<b>Allocate and check work assigned to subordinates and manage and monitor boutique performance</b>
	<b>Description</b>	This OS describes standards for allocating works/assignments to subordinates and managing boutique performance for profitability and growth.
	<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>Communication and allocation of goals and works and monitoring performance</li> </ul>
	<b>Performance Criteria(PC) w.r.t. the Scope</b>	
	<b>Elements</b>	<b>Performance Criteria</b>
	<b>Communication and allocation of goals and works and monitoring performance</b>	PC1. Allocate work to team members based on skills, knowledge, experience, and workloads equitably PC2. Brief team members on work allocated and level of expected performance PC3. Encourage team members to make suggestions and seek clarification in relation to the work allocated PC4. Set business objectives for the boutique which are SMART (Specific, Measurable, Achievable, Realistic and Time-bound) PC5. Plan achievement of team goals and objectives defined in line with business objectives PC6. Monitor progress periodically with suitable management tools and techniques PC7. Plan the inventory management PC8. Plan the display of the boutique PC9. Maintaining the customer feedback register PC10. Plan and maintain the stock register
	<b>Knowledge and Understanding (K)</b>	
	<b>A. Organizational Context</b> (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"> <li>KA1. Knowledge about boutique's strengths and weaknesses</li> <li>KA2. Knowledge about boutique's culture</li> <li>KA3. Knowledge about change management, processes, tools and techniques</li> <li>KA4. Knowledge about HR policies of the boutique</li> </ul>
	<b>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KB1. Knowledge about statistical tools for monitoring performance</li> <li>KB2. Knowledge about operations research, tools and techniques</li> <li>KB3. Knowledge about work study, tools and techniques</li> <li>KB4. Knowledge about visual merchandising</li> <li>KB5. Knowledge about managing inventory</li> <li>KB6. Knowledge about various accessories to go with the garment like purse, jewelry etc.</li> </ul>
<b>Skills (S)</b>		
<b>A. Core Skills/</b>	<b>Writing Skills</b>	

**AMH/N1911 Allocate and check work assigned to subordinates and manage and monitor boutique performance**

<b>Generic Skills</b>	The user/ individual on the job needs to know and understand how to: SA1. document records related to customer enquiries SA2. Document records related to the employees of the boutique according to the work allocation SA3. write letters, mails, memos etc. in clear, comprehensible and unequivocal English SA4. Calculate basic mathematical calculations regarding the sale, purchase and record keeping of products
	<b>Reading Skills</b>
	The user/individual on the job needs to know and understand: SA5. read and comprehend written instructions describing styles details from clients
	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand: SA6. communicate with all relevant information in logical sequence while allocating work to subordinates SA7. able to speak in English and local languages
<b>B. Professional Skills</b>	<b>Decision Making</b>
	On the job the individual needs to be able to: SB1. Make appropriate decisions as per the allocation of work and financial viability SB2. Ability to align operational efficiencies to financial viability
	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand: SB3. the strategy adopted while allocating work to subordinates for satisfactory boutique performance SB4. Effective delegation, monitoring and reviewing leading to high performance
	<b>CustomerCentricity</b>
	The user/individual on the job needs to know and understand how to: SB5. manage relationships with customers by guiding them directly/indirectly to their valued product SB6. build customer relationships of trust and concern for a better boutique performance SB7. plan and organize tasks among team and train them to satisfy customer explicit and implicit needs
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand: SB8. understand customer problems completely SB9. identify the nature of problem SB10. demonstrate sensitivity to customer needs and concerns SB11. propose customized solution in win-win mode of acceptability
	<b>Analytical Thinking</b>

**AMH/N1911 Allocate and check work assigned to subordinates and manage and monitor boutique performance**

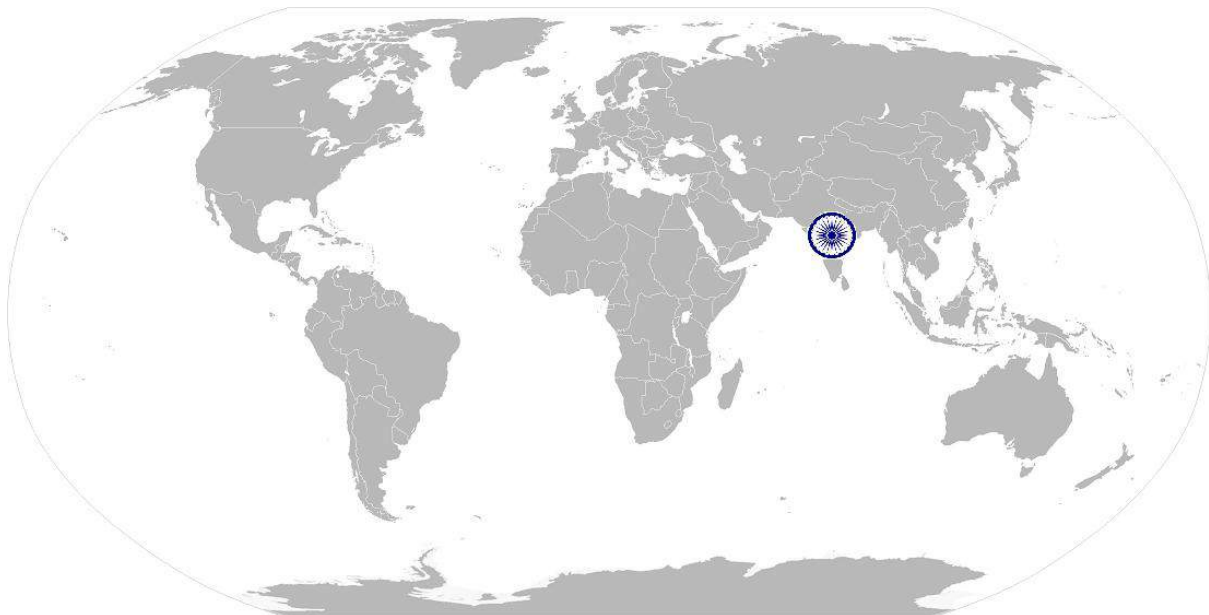
	The user/individual on the job needs to know and understand: SB12. Analyze and accordingly distribute work among subordinates according to their capabilities and what they are best at for smooth functioning of boutique
	<b>Critical Thinking</b>
	The user/individual on the job needs to know and understand: SB13. critically evaluate the requirements of the boutique that result in a better workflow and performance



**AMH/N1911 Allocate and check work assigned to subordinates and manage and monitor boutique performance**

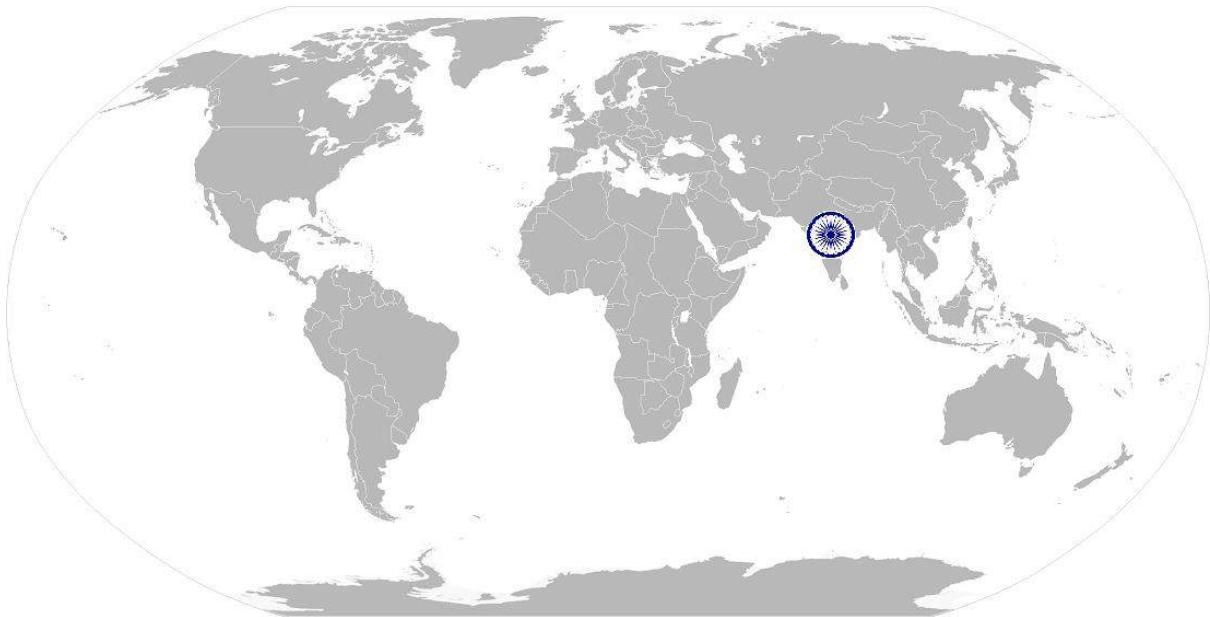
**NOS Version Control**

<b>NOS Code</b>	<b>AMH/N1911</b>		
<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Apparel, Made-ups and Home Furnishing</b>	<b>Drafted on</b>	<b>01/06/15</b>
<b>Industry Sub-sector</b>	<b>Apparel</b>	<b>Last reviewed on</b>	<b>02/06/15</b>
<b>Occupation</b>	<b>Boutique Manager</b>	<b>Next review date</b>	<b>21/03/16</b>



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# National Occupational Standard



## Overview

This unit provides Performance Criteria, Knowledge & Understanding, Skills & Abilities required to build a team and monitor team performance.

AMH/N1912

Build and monitor team performance

<b>Unit Code</b>	AMH/ N1912
<b>Unit Title (Task)</b>	Build and monitor team performance
<b>Description</b>	This unit is about quantification and measurement of skills and competencies enabling one to build team and monitor team for performance.
<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>Elements of competencies needed to build and monitor performance of team working in a boutique</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Elements</b>	<b>Performance Criteria</b>
<b>Elements of competencies needed to build and monitor performance of team working in a boutique</b>	<p>PC1. Articulate clearly to the team the purpose, goals and scope of activities related to the boutique business</p> <p>PC2. Identify diversity of expertise, knowledge, skills and attitude required to achieve team objectives (like customer satisfaction, quality consciousness, negotiation, etc.)</p> <p>PC3. Help team members understand their unique contribution to the team, contribution expected from fellow team members and how they complement and support each other</p> <p>PC4. Encourage open communication between team members including providing feedback to enhance performance and working as a unit</p> <p>PC5. Review team performance at appropriate intervals and evaluate for how it is progressing</p> <p>PC6. Maintaining the employees register and the appraisal records</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company/ organization and its processes)	The user/individual on the job needs to know and understand: <p>KA1. Knowledge about effective communication in context to boutique's performance</p> <p>KA2. Knowledge about stages of team growth (forming, storming, norming, performing)</p>
<b>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand: <p>KB1. Knowledge about statistical tools of monitoring performance</p>
<b>Skills (S) w.r.t the scope</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: <p>SA1. document records related to team work allocation and their outputs</p> <p>SA2. document records related to the employees</p>
	<b>Reading Skills</b>
	The user/individual on the job needs to know and understand: <p>SA3. read and comprehend written texts describing the team and individual subordinate's performance</p>

AMH/N1912

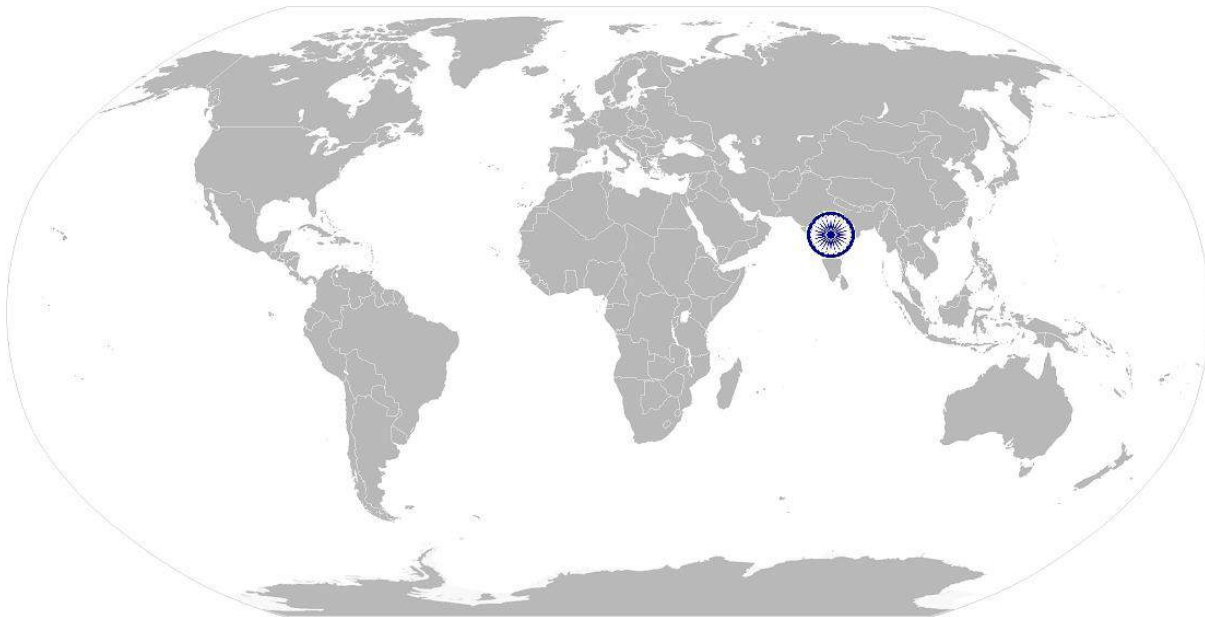
**Build and monitor team performance**

	<p><b>Oral Communication (Listening and Speaking skills)</b></p>
	<p>The user/individual on the job needs to know and understand:</p> <p>SA4. discuss task lists, schedules, and work details with team</p> <p>SA5. seek information appropriately from team members to understand their requirements and identify supports they need for improvisation</p> <p>SA6. communicate with all relevant information and in a logical sequence with the team</p>
<p><b>A. Professional Skills</b></p>	<p><b>Decision Making</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Make appropriate decisions as per team building and their performance</p>
	<p><b>Plan and Organize</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. plan and organize tasks to execute them as per priority and relevance</p>
	<p><b>CustomerCentricity</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. monitor customer satisfaction for its needs and concerns</p>
	<p><b>Problem Solving</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. demonstrate sensitivity and concerns to improvisation needs</p> <p>SB5. Identify areas of improvement in terms of team's comfort level with each other, compatibility, etc. for a better boutique performance</p> <p>SB6. propose solutions in win-win mode of acceptability by team</p>
	<p><b>Analytical Thinking</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. develop analytical format and structured mechanism for assessing team performance</p>
	<p><b>Critical Thinking</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. critically review data collected by the team and work on to attain customer satisfaction</p> <p>SB9. identify critical point of immediate concerns in terms of team building and performance</p>



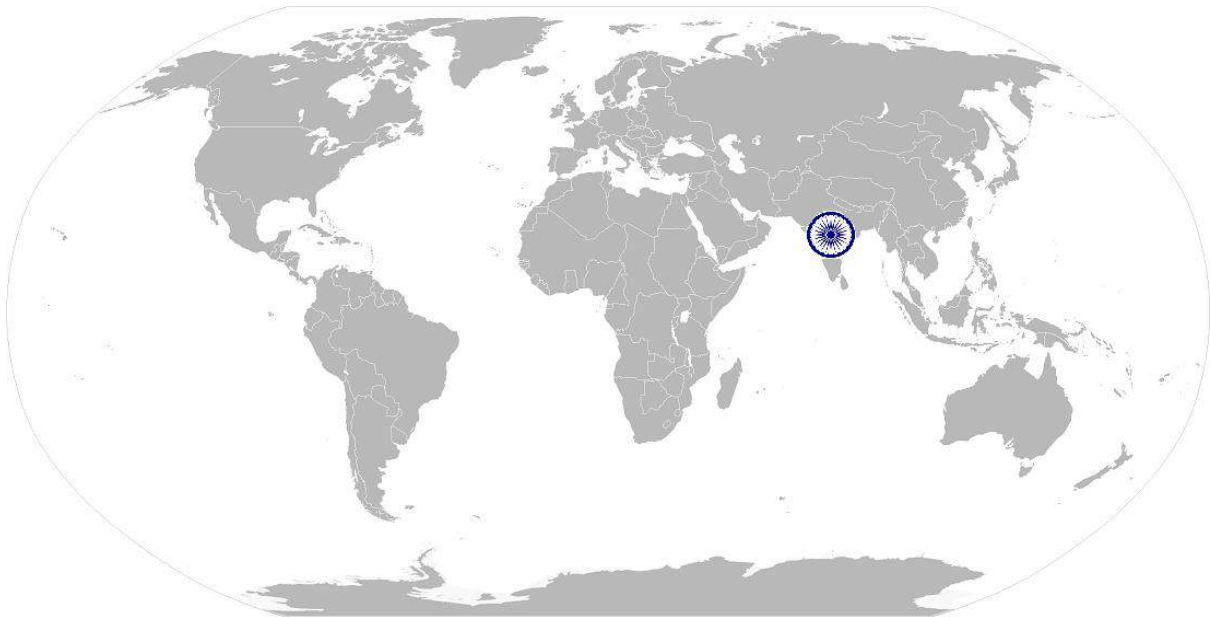
**AMH/N1912**                      **Build and monitor team performance**  
**NOS Version Control**

<b>NOS Code</b>	<b>AMH/N1912</b>		
<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Apparel, Made-ups and Home Furnishing</b>	<b>Drafted on</b>	<b>01/06/15</b>
<b>Industry Sub-sector</b>	<b>Apparel</b>	<b>Last reviewed on</b>	<b>02/06/15</b>
<b>Occupation</b>	<b>Boutique Manager</b>	<b>Next review date</b>	<b>21/03/16</b>



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# National Occupational Standard



## Overview

This unit provides Performance Criteria, Knowledge & Understanding, Skills & Abilities required to maintain the boutique workarea and premises complying with health, safety and security.

**AMH/N1913 Maintain health, safety and security in the boutique**

<b>Unit Code</b>	<b>AMH/ N1913</b>
<b>Unit Title (Task)</b>	<b>Maintain health, safety and security in the boutique</b>
<b>Description</b>	This unit is about quantification and measurement of skills and competencies enabling one to ensure workarea conforms to requirements of health, safety and security
<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>Identifying health and safety hazards and ensuring mechanism to safeguard against hazards</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Elements</b>	<b>Performance Criteria</b>
<b>Identifying health and safety hazards and ensuring mechanism to safeguard against hazards</b>	<p>PC1. Keep vigilance for potential risks and threats associated with the boutique and the equipments used like proper initiation and shut down of machine(s) at the beginning and closure of the day</p> <p>PC2. Ensure the tools and equipments like sewing machines, shears, needles, etc. are handled safely</p> <p>PC3. Monitor the workplace and work processes for potential risks and threats from workers and customers regarding shrinkage</p> <p>PC4. Participate in mock-drills/evacuation procedures organized at the boutique</p> <p>PC5. Undertake first-aid, fire-fighting and emergency response training</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company/ organization and its processes)	The user/individual on the job needs to know and understand: <p>KA1. Knowledge about hazards related to damage to boutique's assets and records</p> <p>KA2. Knowledge about health and safety signage</p> <p>KA3. Knowledge about 5S and related concept</p>
<b>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand: <p>KB1. Knowledge about different hazards at boutique like fire, theft, etc.</p> <p>KB2. Knowledge about safe handling of tools and equipments for personal safety and security in the boutique</p>
<b>Skills (S) w.r.t the scope</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: <p>SA1. document records related to team and personal safety and security</p>
	<b>Reading Skills</b>
	The user/individual on the job needs to know and understand: <p>SA2. read and comprehend written information regarding health and safety at boutique</p> <p>SA3. keep abreast with the latest tools and techniques and signage used for personal as well as workplace safety and security</p>
<b>Oral Communication (Listening and Speaking skills)</b>	

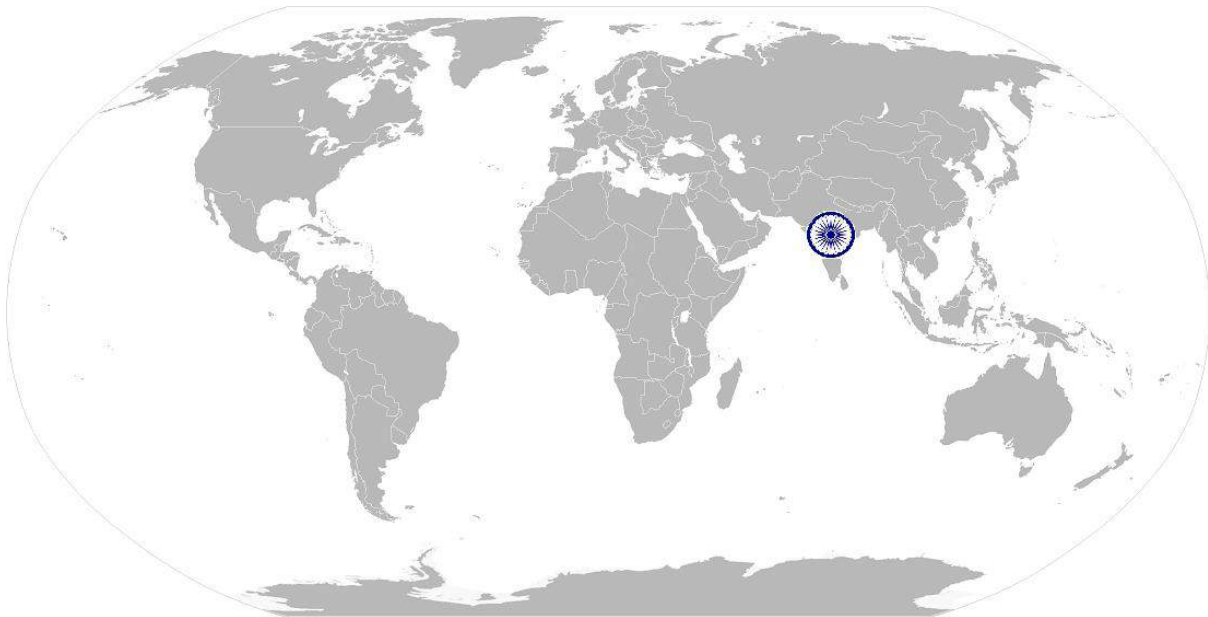
**AMH/N1913 Maintain health, safety and security in the boutique**

	<p>The user/individual on the job needs to know and understand:</p> <p>SA4. discuss safety and security procedures with team in simple understandable language</p> <p>SA5. seek feedback from team members to ensure their understandings of the message</p> <p>SA6. able to speak in vernacular would be an advantage</p>
<p><b>B. Professional Skills</b></p>	<p><b>Decision Making</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Make appropriate decisions as per health and safety.</p>
	<p><b>Plan and Organize</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. plan and organize tasks in context of safety and security</p>
	<p><b>CustomerCentricity</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. Maintain customer safety and security during his/her presence in the boutique</p> <p>SB4. implement means of collecting feedback from customers</p>
	<p><b>Problem Solving</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. understand the problem faced by members in following health and safety procedures</p> <p>SB6. Learn to know deficiency in terms of resource inadequacy, skills etc.</p> <p>SB7. address the problem in a mutual win-win fashion to resolve the problem</p>
	<p><b>Analytical Thinking</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. develop analytical format to monitor health, safety and security in the boutique</p>
<p><b>Critical Thinking</b></p>	
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. Analyze, evaluate and apply the information gathered from observation, experience, reasoning or communication to act efficiently</p>	

**AMH/N1913      Maintain health, safety and security in the boutique**

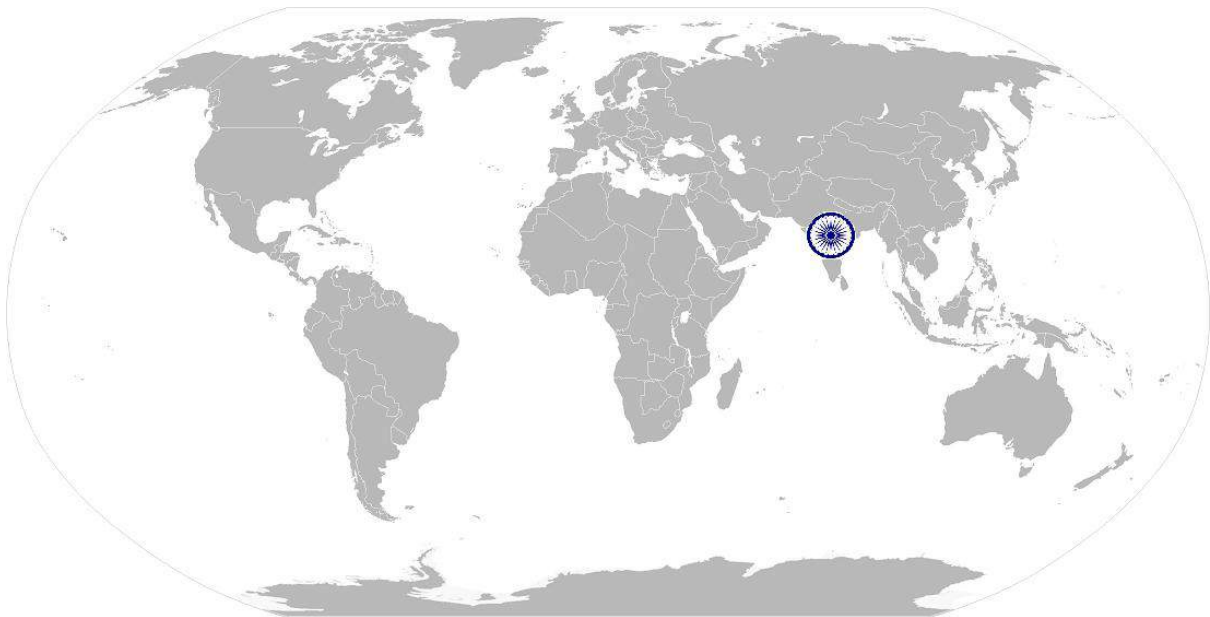
**NOS Version Control**

NOS Code	AMH/N1913		
Credits (NSQF)	TBD	Version number	1.0
Industry	Apparel, Made-ups and Home Furnishing	Drafted on	01/06/15
Industry Sub-sector	Apparel	Last reviewed on	02/06/15
Occupation	Boutique Manager	Next review date	21/03/16



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# 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/N0104 Comply with industry, regulatory and organizational requirements**

National Occupational Standard

<b>Unit Code</b>	<b>AMH/ N0104</b>
<b>Unit Title (Task)</b>	<b>Comply with industry, regulatory and organizational requirements</b>
<b>Description</b>	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required for complying with legal, regulatory and ethical requirements at the workplace.
<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>Comply with industry and organizational requirements</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Elements</b>	<b>Performance Criteria</b>
<b>Comply with industry, regulatory and boutique requirements</b>	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> <li>PC1. Carry out work functions in accordance with legislation and regulations, organizational guidelines and procedures</li> <li>PC2. Seek and obtain clarifications on policies and procedures, from your supervisor or other authorized personnel</li> <li>PC3. Apply and follow these policies and procedures within your work practices</li> <li>PC4. Provide support to your supervisor and team members in enforcing these considerations</li> <li>PC5. Identify and report any possible deviation to these requirements</li> </ul>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (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"> <li>KA1.The importance of having an ethical and value-based approach to governance</li> <li>KA2.Benefits to your company and yourself due to practice of these procedures</li> <li>KA3.The importance of punctuality and attendance</li> <li>KA4.Specific to the industry/sector, know and understand: <ul style="list-style-type: none"> <li>Legal and ethical requirements</li> <li>Procedures to follow if someone does not meet the requirements</li> </ul> </li> <li>KA5.Customer specific requirements mandated as a part of your work process</li> </ul>
<b>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KB1.Country / customer specific regulations for your sector and their importance</li> <li>KB2.Reporting procedure in case of deviations</li> <li>KB3. Limits of personal responsibility</li> </ul>
<b>Skills (S) w.r.t the scope</b>	
<b>Elements</b>	<b>Skills</b>
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> <li>SA1. Write and document appropriate technical forms, job cards, inspection sheets as required format of the company</li> </ul>
	<b>Reading Skills</b>
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> <li>SA2. Read and comprehend the organizational documents pertaining to rules and procedures</li> <li>SA3. Read and comprehend basic English to read and interpret indicators in the machine and operating manuals, job cards, visual cards, etc.</li> <li>SA4. Read in the local language as applicable</li> </ul>

**AMH/N0104 Comply with industry, regulatory and organizational requirements**

	SA5. Read and understand manuals, health and safety instructions, memos, reports, job cards etc.
	<b>Oral Communication (Listening and Speaking skills)</b>
<b>B. Professional Skills</b>	The user/individual on the job needs to know and understand how to: SA6. Positively influence the team members into following procedures
	<b>Decision Making</b>
	The user/individual on the job needs to know and understand how to: SB1. Take appropriate decisions related to responsibilities
	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand how to: SB2. Plan and manage work routine based on company procedure
	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to: SB3. Ensure and follow organizational procedures and policies
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to: SB4. Evaluate and seek and obtain clarification from the superiors
	<b>Analytical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB5. Apply balanced judgment to different situations
	<b>Critical Thinking</b>
The user/individual on the job needs to know and understand how to: SB6. Analyze, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently	

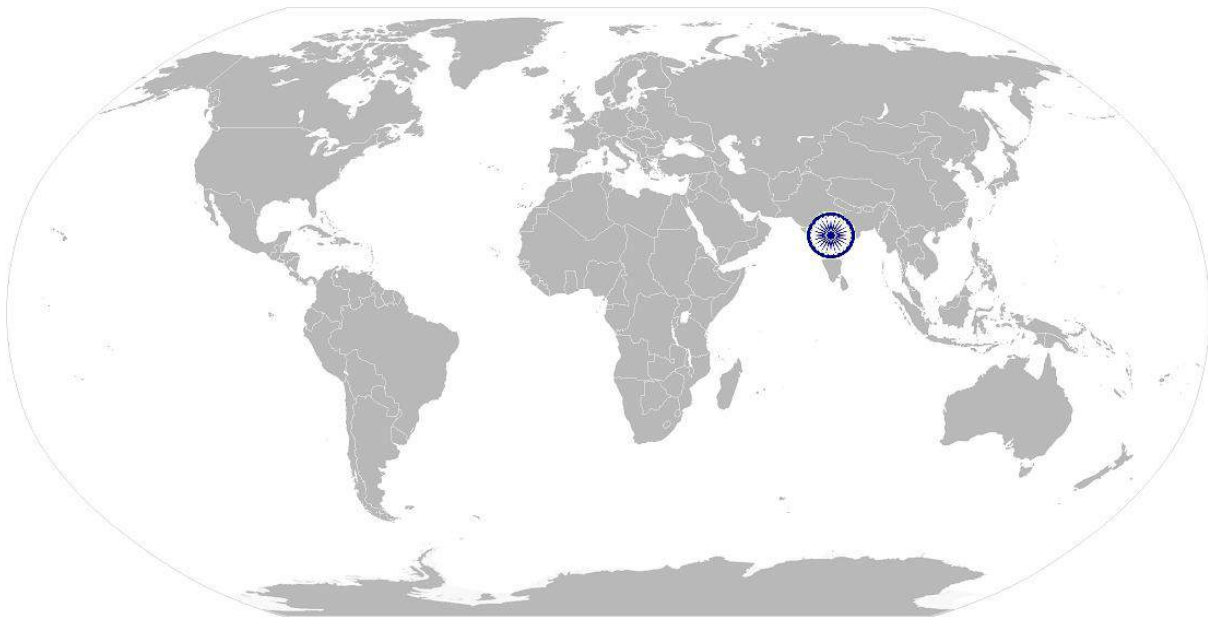


AMH/N0104

Comply with industry, regulatory and organizational requirements

## NOS Version Control

<b>NOS Code</b>	<b>AMH/N0104</b>		
<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Apparel, Made-ups and Home Furnishing</b>	<b>Drafted on</b>	<b>01/06/15</b>
<b>Industry Sub-sector</b>	<b>Apparel</b>	<b>Last reviewed on</b>	<b>02/06/15</b>
<b>Occupation</b>	<b>Boutique Manager</b>	<b>Next review date</b>	<b>21/03/16</b>



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## CRITERIA FOR ASSESSMENT OF TRAINEES

**Job Role** Boutique Manager

**Qualification Pack** AMH/Q1910

**Sector Skill Council** Apparel, Made-up's and Home Furnishing

### 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 approved 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 a 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

NOS	Performance Criteria	Total Marks	Out Of	Marks Allocation		
				Theory	Skills Practical	Viva
<b>1. AMH/N1910 (Create design as per latest trends and establish customer needs)</b>	PC1. Carry out research on latest trends and contemporary fashion for apparel and its target market	<b>95</b>	<b>18</b>	6	10	2
	PC2. Carry out research to identify new and promising materials, trends as well as sources/suppliers for procurement of such items		<b>19</b>	7	10	2
	PC3. Identify quality standards as applicable to the product		<b>18</b>	7	10	1
	PC4. Ensure/develop techpack for designs		<b>19</b>	6	11	2
	PC5. Develop photo sample of similar or identical designs to persuade customers for order booking		<b>12</b>	2	10	0

**Qualifications Pack for Boutique Manager**

	PC6. Book order for the product and record details of order booking in suitable form/format		9	2	6	1
	Total		95	30	57	8
<b>2. AMH/N1911 (Allocate and check work assigned to subordinates and manage and monitor boutique performance)</b>	PC1. Allocate work to team members based on skills, knowledge, experience, and workloads equitably	<b>100</b>	10	4	6	0
	PC2. Brief team members on work allocated and level of expected performance		11	3	6	2
	PC3. Encourage team members to make suggestions and seek clarification in relation to the work allocated		9	2	5	2
	PC4. Set business objectives for the boutique which are SMART (Specific, Measurable, Achievable, Realistic and Time-bound)		12	6	5	1
	PC5. Plan achievement of team goals and objectives defined in line with business objectives		10	4	5	1
	PC6. Monitor progress periodically with suitable management tools and techniques		10	2	8	0
	PC7. Plan the inventory management		10	3	6	1
	PC8. Plan the display of the boutique		10	2	7	1
	PC9. Maintaining the customer feedback register		9	2	6	1
	PC10. Plan and maintain stock register		9	2	6	1
					100	30
<b>3. AMH/N1912 (Build and monitor team performance)</b>	PC1. Articulate clearly to the team the purpose, goals and scope of activities related to the boutique business	<b>90</b>	17	7	9	1

**Qualifications Pack for Boutique Manager**

	PC2. Identify diversity of expertise, knowledge, skills and attitude required to achieve team objectives (like customer satisfaction, quality consciousness, negotiation, etc.)		14	7	6	1
	PC3. Help team members understand their unique contribution to the team, contribution expected from fellow team members and how they complement and support each other		14	3	10	1
	PC4. Encourage open communication between team members including providing feedback to enhance performance and working as a unit		16	5	10	1
	PC5. Review team performance at appropriate intervals and evaluate for how it is progressing		20	4	14	2
	PC6. Maintaining the employees register and the appraisal records		9	3	5	1
			<b>90</b>	<b>29</b>	<b>54</b>	<b>7</b>
<b>4. AMH/N1913 (Maintain health, safety and security in the boutique)</b>	PC1. Keep vigilance for potential risks and threats associated with the boutique and equipments used like proper initiation and shutdown of machine(s) at the beginning and closure of the day	<b>30</b>	6	1	4	1
	PC2. Ensure the tools and equipments like sewing machines, shears, needles, etc. are handled safely		5	1	3	1
	PC3. Monitor the workplace and work processes for potential risks and threats from workers and customers regarding shrinkage		7	1	5	1
	PC4. Participate in mock-drills/evacuation procedures organized at the boutique		6	1	4	1
	PC5. Undertake first-aid, fire-fighting and emergency response training		6	2	3	1

*Qualifications Pack for Boutique Manager*

			30	6	19	5
<b>5. AMH/N0104 (Comply with industry, regulatory and organizational requirements)</b>	PC1. Carry out work functions in accordance with legislation and regulations, organizational guidelines and procedures	<b>35</b>	<b>7</b>	2	4	1
	PC2. Seek and obtain clarifications on policies and procedures, from your supervisor or other authorized personnel		<b>5</b>	2	2	1
	PC3. Apply and follow these policies and procedures within your work practices		<b>7</b>	2	4	1
	PC4. Provide support to your supervisor and team members in enforcing these considerations		<b>8</b>	2	5	1
	PC5. Identify and report any possible deviation to these requirements		<b>8</b>	2	5	1
	<b>Total Marks</b>		<b>350</b>	<b>35</b>	<b>10</b>	<b>20</b>
		<b>350</b>	<b>105</b>	<b>210</b>	<b>35</b>	