

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

Contact Us:

AMHSSC, Apparel House, Sector – 44, Institutional Area, Gurgaon 122003, Haryana
E-mail: ceo@sscamh.in



Introduction

Qualifications Pack – Merchandiser - Made-ups & Home Furnishing

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

SUB-SECTOR: Made-up's and Home Furnishing

OCCUPATION: Merchandiser – Made-ups& Home Furnishing

REFERENCE ID: AMH/Q0911

ALIGNED TO: NCO-2004 /7436.90

Merchandiser (Made-ups & Home Furnishing) is responsible for execution of processes of booking order till final shipment.

Brief Job Description: Merchandiser (Made-up & Home Furnishing) plays major role right from the process beginning with strategic planning to execution of plan from order booking to final shipment. The span of tasks for merchandiser involves getting the right merchandise, in the right place, at the right time, in the right quantities at the right price.

Personal Attributes: A merchandiser performs in a fast pace environment full of challenges and unpredictability. He is thus expected to adapt to changes quickly and respond rationally. He is expected to think critically and work well under pressure. He/she needs to have excellent communication skills, be a good team player and have interest and predilection analyzing data.

Job Details	Qualifications Pack Code	AMH/Q0911		
	Job Role	Merchandiser – Made-ups & Home Furnishing		
	Credits (NSQF)	TBD	Version number	1.0
	Sector	Apparel, Made-up's and Home Furnishing	Drafted on	17/03/15
	Sub-sector	Made-up's and Home Furnishing	Last reviewed on	15/05/15
	Occupation	Merchandising	Next review date	21/03/16
	NSQC Clearance on*	N.A		

Job Role	Merchandiser – Made-ups & Home Furnishing
Role Description	This unit covers skills and knowledge required to perform the task of Merchandising of products that belong to the category of Made-ups & Home Furnishing. He works as a link between marketing and production while mediating with the buyer.
NSQF level	5
Minimum Educational Qualifications	Preferably, Graduate
Maximum Educational Qualifications	N.A.
Training (Suggested but not mandatory)	<ol style="list-style-type: none"> 1. Training in HR/Operations/Marketing Management 2. Communication Skills in Foreign languages
Minimum Job Entry Age	21 years
Experience	Preferably having worked 1-2 years in Made ups and Home Furnishing (product development, production)
National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> 1. AMH/N0911(Develop and present merchandising plan for business development) 2. AMH/N0912(Communicate with client and manage merchandising documents) 3. AMH/N0913(Plan and monitor merchandising objectives) 4. AMH/N0914(Maintain health, safety and security in the merchandising department) 5. AMH/N0104(Comply with industry, regulatory and organizational requirements) <p>Optional: Not Applicable</p>
Performance Criteria	As described in relevant NOS units

Keywords /Terms	Description	
Definitions	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 role satisfactorily at 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	

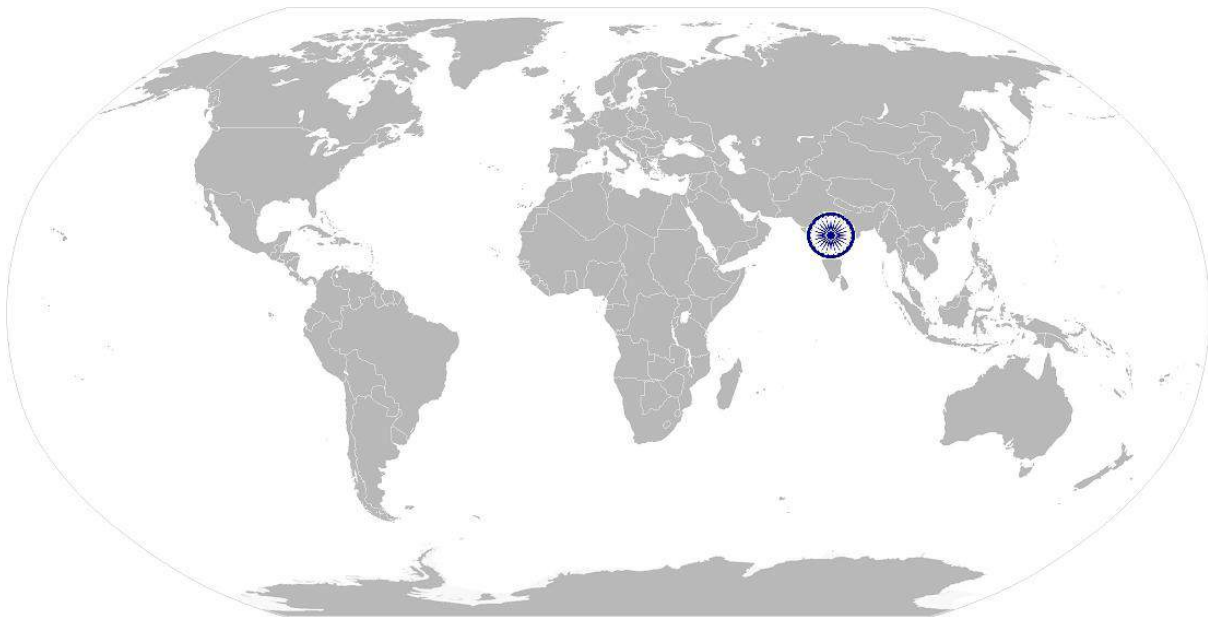
	contents defined in relation to functioning of an organization that a skilled professional need to possess specific to its precise areas of responsibility.
Technical Knowledge	Technical Knowledge is the specific domain knowledge needed to accomplish the task in combination with other competencies. It 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.
Keywords /Terms	Description
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
MIS	Management Information System
BOM	Bill of Materials

Acronyms

AMH/N0911

Develop merchandising plan for business development

National Occupational Standard



Overview

This unit describes the procedural steps to develop merchandising plan.

AMH/N0911
Develop merchandising plan for business development

National Occupational Standard	Unit Code	AMH/ N0911
	Unit Title (Task)	Develop and present merchandising plan for business development
	Description	This unit provides Performance Criteria, Knowledge & Understanding, Skills & Abilities required to develop merchandising plan beginning with conducting market research, development of sample, order confirmation to identifying processes steps with sequence for bulk production.
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> Overseeing the activity of proto sample development, approval of various samples from buyer and finalization of merchandising plan for production
	Performance Criteria (PC) w.r.t. the Scope	
	Elements	Performance Criteria
	Overseeing the activity of proto sample development, approval of various samples from buyer and finalization of merchandising plan for production	PC1. Conduct research on market trends and forecast PC2. Identify vendor/suppliers for raw materials, fabrics and trims and evaluate capability and commitment of vendors with respect to its potential to supply its sample stage and bulk production stage PC3. Negotiate with vendors for price and availability of materials like fabrics, trims, accessories, etc. PC4. Identify nature and degree of involvement required by pattern maker and tailor PC5. Check the techpack received and identify it with the design brief given by the designer and also check if all specifications are there in the techpack PC6. Check the specification sheet prepared in accordance with standard format PC7. Send techpack to IE department to calculate SAM PC8. Check if the patterns developed are according to the shrinkage report, tested and received PC9. Develop TNA to define and monitor progress of the project related to manufacturing order
	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"> KA1. Knowledge about organization's capacity, sampling and shipping plan KA2. Knowledge about organisation's expertise and business processes to align with client requirements KA3. Knowledge about the organization's equipment, templates and processes for preparing the techpack and how to use these KA4. Knowledge about the organization's policies and procedures
	B. Technical Knowledge	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KB1. Knowledge about sewing and pattern making techniques KB2. Knowledge about product quality and workplace practices KB3. Knowledge about ERP KB4. Knowledge about developing techpack

AMH/N0911

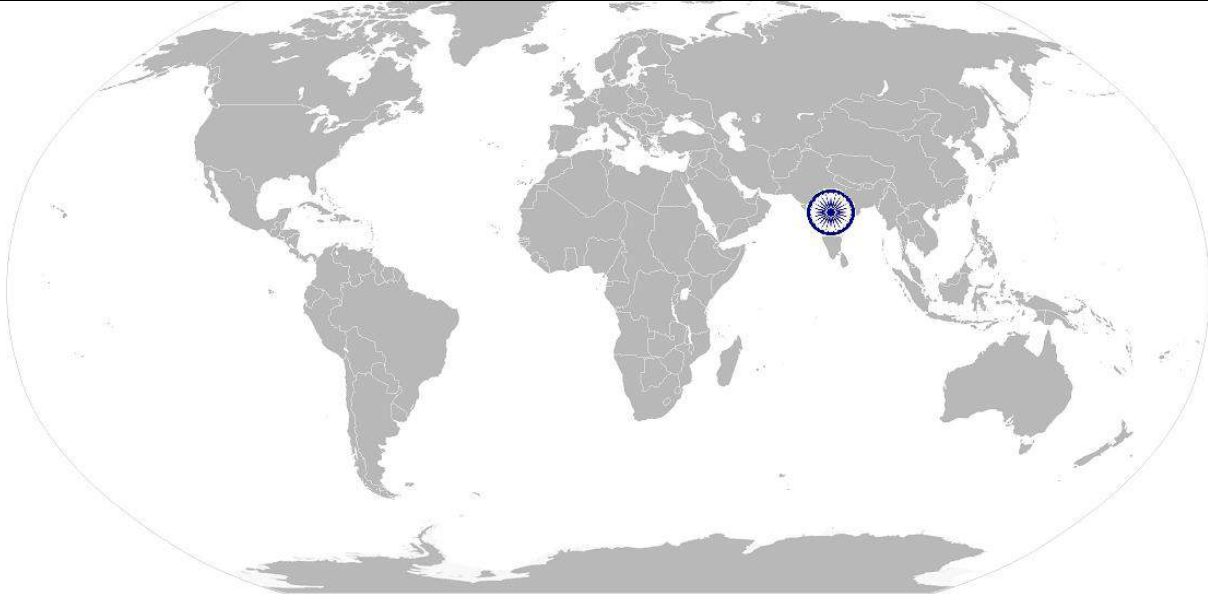
Develop merchandising plan for business development

	<p>KB5. Basic mathematical knowledge for making calculations regarding costing, TNA development, etc.</p> <p>KB6. Knowledge about pricing and costing procedures</p> <p>KB7. Knowledge about fabrics/ made-ups and home furnishing and types of fabrics/ made-ups or home furnishing products that require stitching by hand or machine stitching</p>
<p>Skills (S)</p>	
<p>A. Core Skills /Generic Skills</p>	<p>Writing Skills</p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. document records for all process steps and specification related to product development to finalization of proto sample</p> <p>SA2. Document all the techpacks developed, buyer’s comments on the samples developed and the approved samples</p> <p>SA3. Speaking in English with the clients will serve as an advantage to the merchandiser</p>
	<p>Reading Skills</p>
	<p>The user/individual on the job needs to know and understand:</p> <p>SA4. read and comprehend written instructions related to development of proto and other samples</p> <p>SA5. keep abreast with latest tools and techniques of product development and project management by reading journals, magazines, blogs, etc.</p>
	<p>Oral Communication (Listening and Speaking skills)</p>
	<p>The user/individual on the job needs to know and understand:</p> <p>SA6. seek information from in-house team members to understand progress and take updates in proper way</p> <p>SA7. communicate with all relevant information in logical sequence</p> <p>SA8. able to speak in English and vernacular</p>
<p>B. Professional Skills</p>	<p>Decision Making</p>
	<p>The user/individual on the job needs to know and understand:</p> <p>SB1. follow rule-based decision making process when developing merchandising plan for business development</p> <p>SB2. Consult other supervisors/managers when in doubt</p>
	<p>Plan and Organize</p>
	<p>The user/individual on the job needs to know and understand:</p> <p>SB3. plan and organize tasks to achieve targets and meet deadline</p> <p>SB4. plan processes and encourage exchange of ideas/inputs</p> <p>SB5. Plan and organize all the related documents for reference</p>
	<p>Customer Centricity</p>
	<p>The user/individual on the job needs to know and understand:</p> <p>SB6. manage relations with customers who desperately need relevant information yet unwilling unaware of its needs</p> <p>SB7. build customer understanding of trust and cooperativeness</p>

AMH/N0911

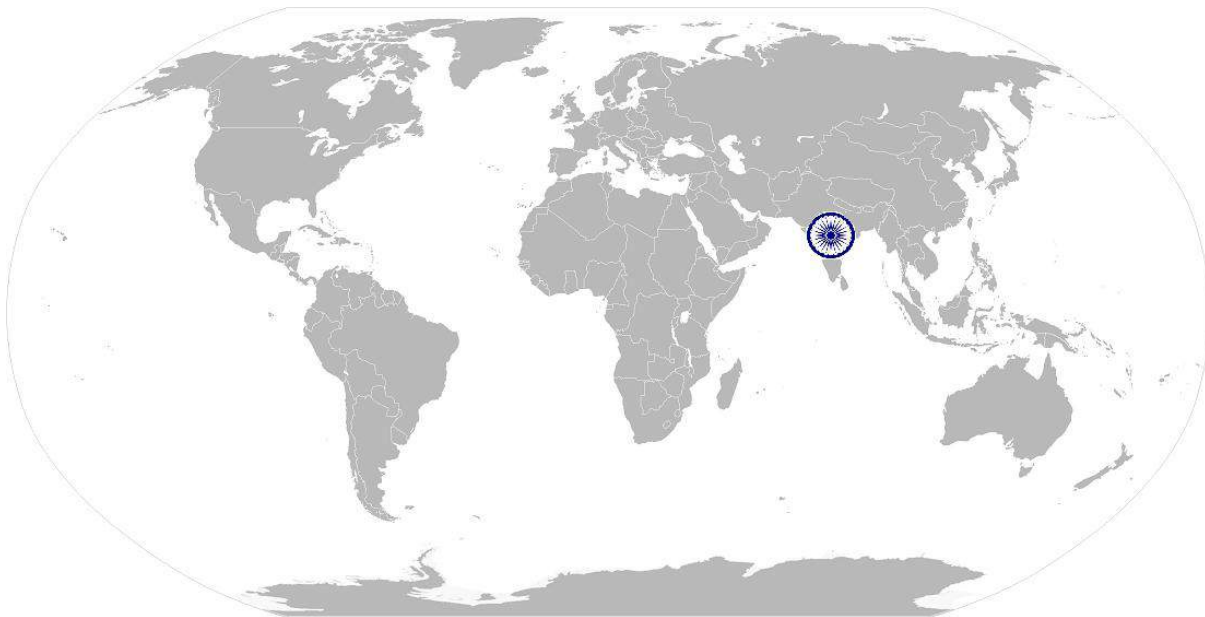
Develop merchandising plan for business development

	Problem Solving
	The user/individual on the job needs to know and understand: SB8. Provide clarification on the design to be developed with the team members SB9. Assess /evaluate design processes. SB10. Communicate effectively with the members at the workplace
	Analytical Thinking
	The user/individual on the job needs to know and understand: SB11. analyze the market trends and set targets for the season SB12. define in advance production and shipment plan with the help of TNA
	Critical Thinking
	The user/individual on the job needs to know and understand: SB13. provide opinions on work in a detailed and constructive way SB14. clarify and check task related information



AMH/N0911 Develop merchandising plan for business development
NOS Version Control

NOS Code	AMH/N0911		
Credits (NSQF)	TBD	Version number	1.0
Industry	Apparel, Made-ups and Home Furnishing	Drafted on	17/03/15
Industry Sub-sector	Made-ups and Home Furnishing	Last reviewed on	15/05/15
Occupation	Merchandiser	Next review date	21/03/16

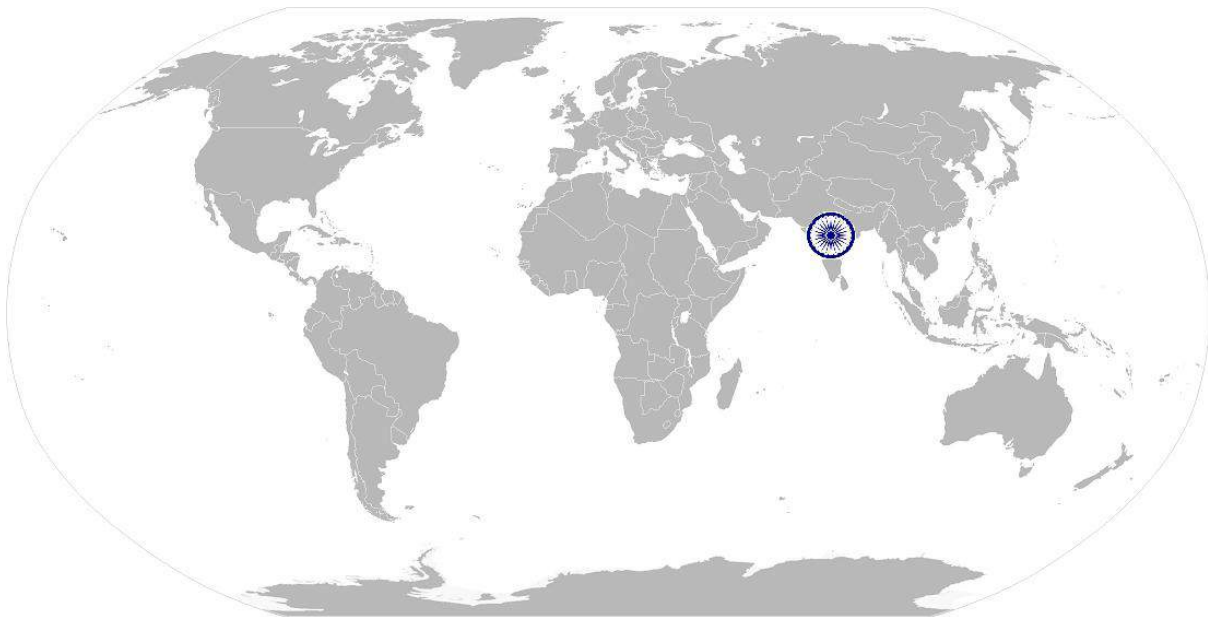


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AMH/N0912

Communicate with client and manage merchandising documents

National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding, Skills & Abilities required to communicate with client and manage all documents related to correspondence, discussion, product enquiry, order booking, order execution, progress etc.

AMH/N0912
Communicate with client and manage merchandising documents

National Occupational Standard

Unit Code	AMH/ N0912
Unit Title (Task)	Communicate with client and manage merchandising documents
Description	This unit provides Performance Criteria, Knowledge & Understanding, Skills & Abilities required to communicate effectively with client and managing all correspondence for records, follow up and reference.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Communication related to product features, price, quantity as enquiry asked by client, order booking and progress, ordered material procurement and managing records of correspondence and order progress
Performance Criteria (PC) w.r.t. the Scope	
Elements	Performance Criteria
Communication related to product features, price, quantity as enquiry asked by client, order booking and progress, ordered material procurement and managing records of correspondence and order progress	PC1. Collect sample order as per design catalogue PC2. Receive order confirmation or PO from the client PC3. Collect information of style and quantity of materials and information about labels, tags, packaging methods, etc. from the buyer PC4. Approval and updation of all work sheets like the trims sheet, fabric sheet, consumption sheet (fabric and thread) this also includes in techpack, if any, required PC5. Get approval of samples at different stages of manufacturing like proto sample, pre-production sample, etc. PC6. Maintain complete set of documents with all information including communications, proto samples, test reports and compliances and maintain records of past orders received and fulfilled
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"> KA1. Knowledge about organization's protocol for exchange of information KA2. Knowledge about managing sensitive information related to product design, compliance and capability KA3. Knowledge about the organization's reporting structure KA4. Knowledge/awareness of the intellectual property rights KA5. Knowledge about the protocol to obtain more information on work related tasks.
B. Technical Knowledge	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KB1. Knowledge about statistical data, collections and recording KB2. Knowledge about concepts of product and pricing life cycle KB3. Knowledge on quality and workplace practices
Skills (S) w.r.t the scope	
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. document records related to vendors SA2. Keep a track of all the documents related to samples developed, client's

AMH/N0912 Communicate with client and manage merchandising documents

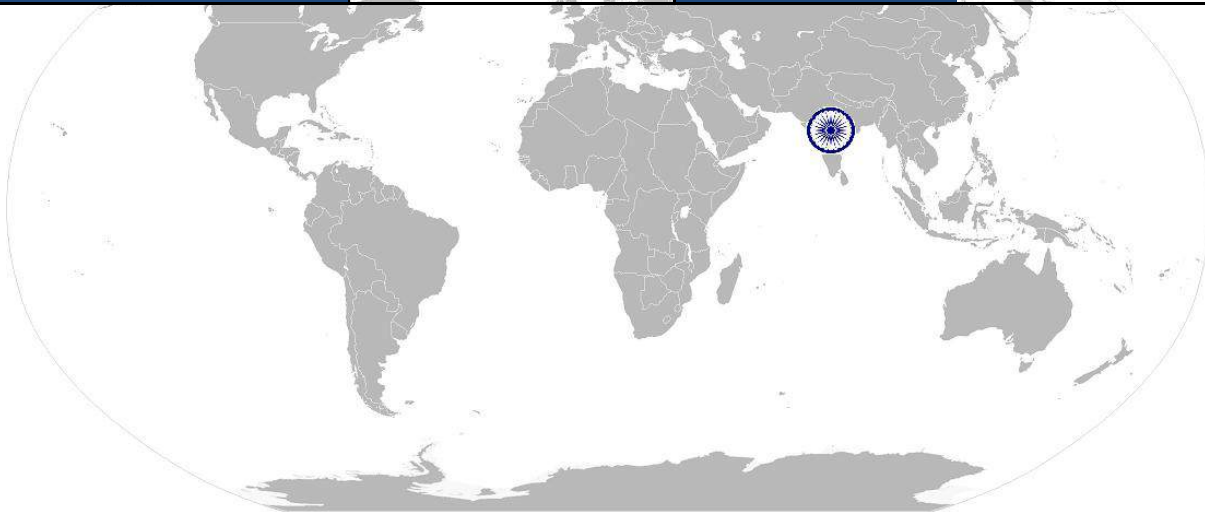
	<p>comments, approvals, etc.</p> <p>SA3. write letters, memos, mails in clear, comprehensible and unequivocal English</p>
	<p>Reading Skills</p> <p>The user/individual on the job needs to know and understand:</p> <p>SA4. Read and comprehend written instructions describing product features, specifications, logistics and all relevant design details related to procurement.</p> <p>SA5. keep abreast with latest trend in market for design and availability of fabrics & trims by reading magazine, journals etc.</p>
	<p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand:</p> <p>SA6. discuss task details, process schedules, etc. with sampling team</p> <p>SA7. communicate with all relevant information in logical sequence</p> <p>SA8. Able to speak in vernacular with the workers and in English with clients</p>
B. Professional Skills	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand:</p> <p>SB1. take decision with business acumen to optimize cost, quality and availability in procurement of fabric and trims</p> <p>SB2. make decision in suitable course of actions</p>
	<p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand:</p> <p>SB3. plan and organize the tasks as per recorded in the merchandising documents to achieve targets and meet deadline</p> <p>SB4. plan processes and encourage exchange of ideas/inputs</p>
	<p>Customer Centricity</p> <p>The user/individual on the job needs to know and understand:</p> <p>SB5. Effective and detailed communication with buyers to avoid confusion</p> <p>SB6. build customer understanding of trust and loyalty</p>
	<p>Problem Solving</p> <p>The user/individual on the job needs to know and understand:</p> <p>SB7. clarification on product features for design to be developed with the team members</p> <p>SB8. Assess /evaluate the client requirements as per the organization's ability to fulfill them</p> <p>SB9. communicate effectively with team and provide clarification to unclear workers</p>
	<p>Analytical Thinking</p> <p>The user/individual on the job needs to know and understand:</p> <p>SB10. analyze the vendor details and act accordingly</p> <p>SB11. Analyze the sample developed with the techpack received</p> <p>SB12. define in advance production and shipment plan</p>

AMH/N0912 Communicate with client and manage merchandising documents

	Critical Thinking
	The user/individual on the job needs to know and understand: SB13. provide opinions on work in a detailed and constructive way SB14. clarify and check task related information

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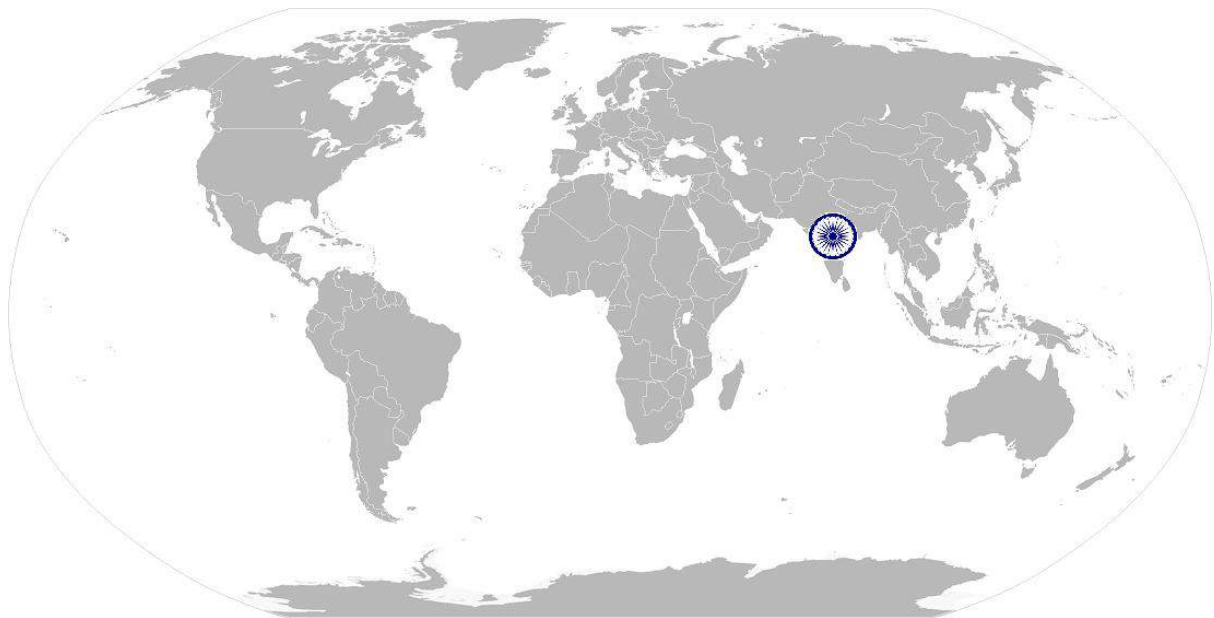
NOS Code	AMH/N0912		
Credits (NSQF)	TBD	Version number	1.0
Industry	Apparel, Made-ups and Home Furnishing	Drafted on	17/03/15
Industry Sub-sector	Made-ups and Home Furnishing	Last reviewed on	15/05/15
Occupation	Merchandiser	Next review date	21/03/16



AMH/N0913

Plan and monitor merchandising objectives

National Occupational Standard



Overview

This unit describes the procedures for defining merchandising and monitoring the plan.

AMH/N0913
Plan and monitor merchandising objectives

Unit Code	AMH/ N0913
Unit Title (Task)	Plan and monitor merchandising objectives
Description	This unit provides Performance Criteria, Knowledge & Understanding, Skills & Abilities required to plan merchandising objectives and monitor the plan to ensure objectives are achieved.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Description and explanation of TNA and nature and degree of supports and participations needed from specific person/functionary
Performance Criteria (PC) w.r.t. the Scope	
Elements	Performance Criteria
Description and explanation of TNA and nature and degree of supports and participations needed from specific person/functionary	PC1. Ensure TNA prepared is updated regularly and duly checked PC2. Prepare a well formed BOM (Bill of Material) for each of the styles in the collection PC3. Check procurement status of raw materials, trims, etc. PC4. Calculate initial costing of the sample derived PC5. Ensure production file is complete for all information like approved sample, techpack, comments, trim cards, test reports PC6. Conduct regular meetings to share buyer comments and feedback PC7. Monitor order progress and communicate with buyer if any clarification is required PC8. Coordinate with buyer to fix date for initial/mid/final inspection of shipment
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: KA1. Knowledge about shipment scheduling KA2. Knowledge about the organization's protocol for the presence of various supervisors and workers during the client comments' discussion meeting KA3. Knowledge about the organization's knowledge base and how to use and update this
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. Knowledge about project tools and techniques like work study, Gantt chart, etc. KB2. Knowledge about the softwares used for updating TNA like ERP, etc. KB3. Knowledge of making accurate BOM for each styles
Skills (S)	
A. Core Skills /Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. document records for all process steps of product manufacturing with targets and person responsible SA2. Maintain records related to the work assigned to each team member
	Reading Skills
	The user/individual on the job needs to know and understand: SA3. read and comprehend written instructions related to task progress and target

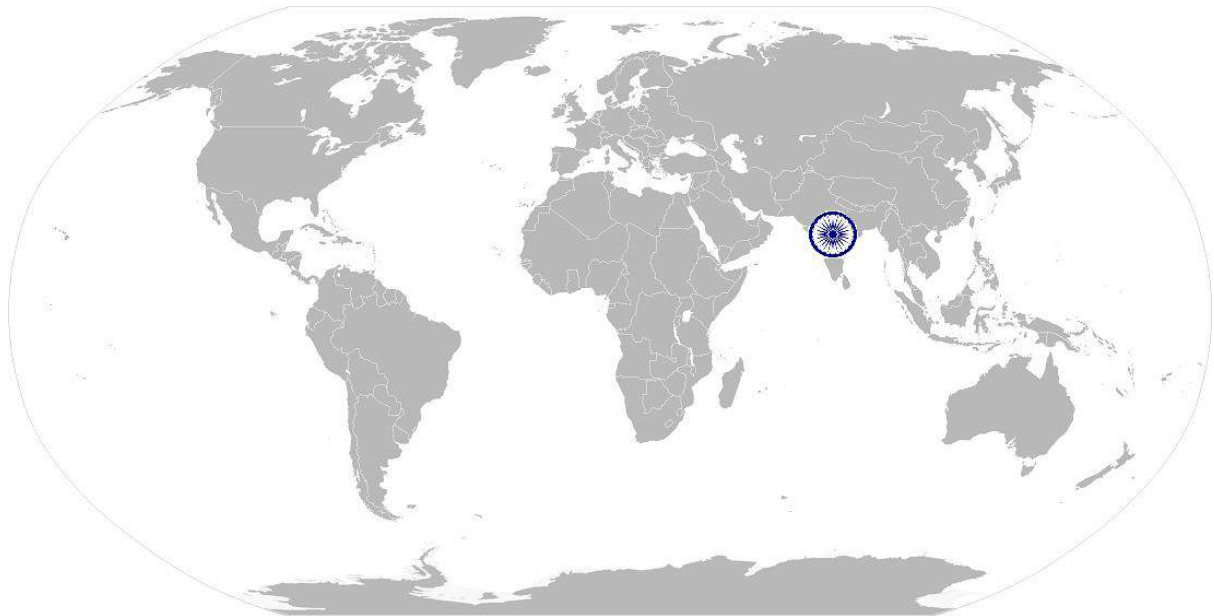
AMH/N0913

Plan and monitor merchandising objectives

	achievement as per defined calendar/TNA
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand: SA4. seek information from in-house team members to understand progress and take updates in a proper way SA5. communicate with all relevant information in logical sequence SA6. able to speak in foreign and local languages
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand: SB1. follow rule-based decision making process SB2. make decision in suitable course of actions
	Plan and Organize
	The user/individual on the job needs to know and understand: SB3. plan and organize tasks to achieve targets and meet deadline SB4. plan processes and encourage exchange of ideas/inputs
	Customer Centricity
	The user/individual on the job needs to know and understand: SB5. developing products, the look, feel and fit of which are customer friendly and acceptable SB6. understand customer requirements and priorities and responding as per their needs
	Problem Solving
	The user/individual on the job needs to know and understand: SB7. clarification on the design to be developed with the team members SB8. communicate effectively within the workplace SB9. Provide clarification to unclear workers regarding their tasks
	Analytical Thinking
	The user/individual on the job needs to know and understand: SB10. analyze the working of the team members as per their skill set SB11. define in advance production and shipment plan and analyze the work targets accordingly
	Critical Thinking
	The user/individual on the job needs to know and understand: SB12. provide opinions on work in a detailed and constructive way SB13. clarify and check task related information

AMH/N0913 **Plan and monitor merchandising objectives**
NOS Version Control

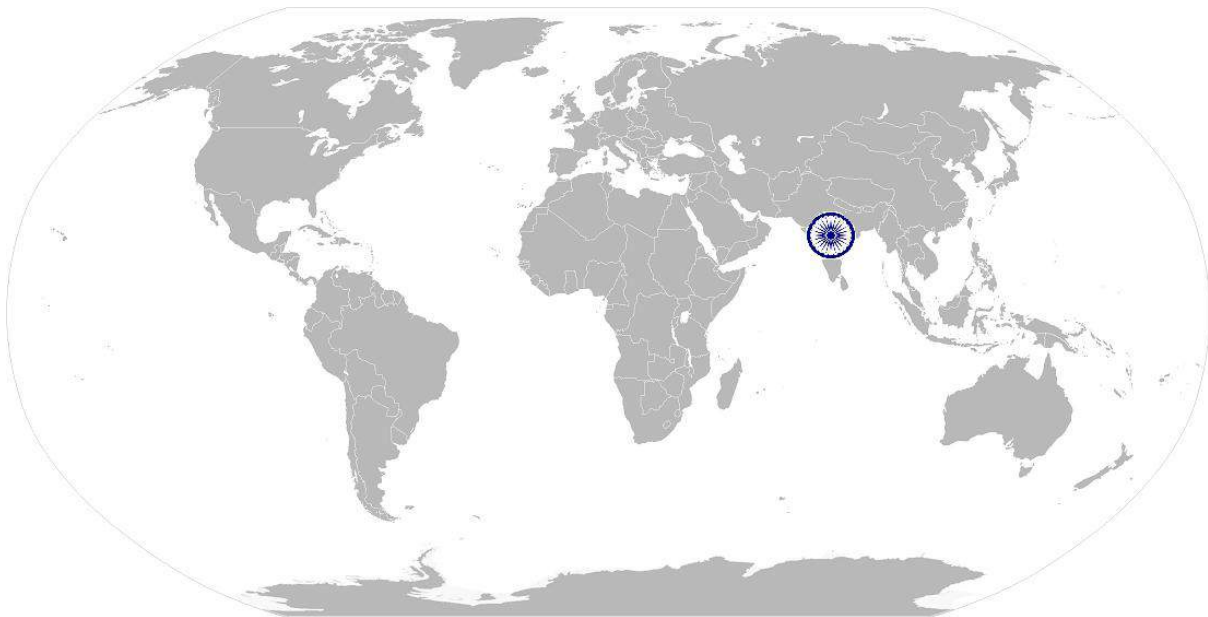
NOS Code	AMH/N0913		
Credits (NSQF)	TBD	Version number	1.0
Industry	Apparel, Made-ups and Home Furnishing	Drafted on	17/03/15
Industry Sub-sector	Made-ups and Home Furnishing	Last reviewed on	15/05/15
Occupation	Merchandiser	Next review date	21/03/16



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AMH/N0914 Maintain health, safety and security in the merchandising department

National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding, Skills & Abilities required to ensure health, safety and security is ensured and compliance maintained throughout the manufacturing processes.

AMH/N0914 Maintain health, safety and security in the merchandising department

National Occupational Standard

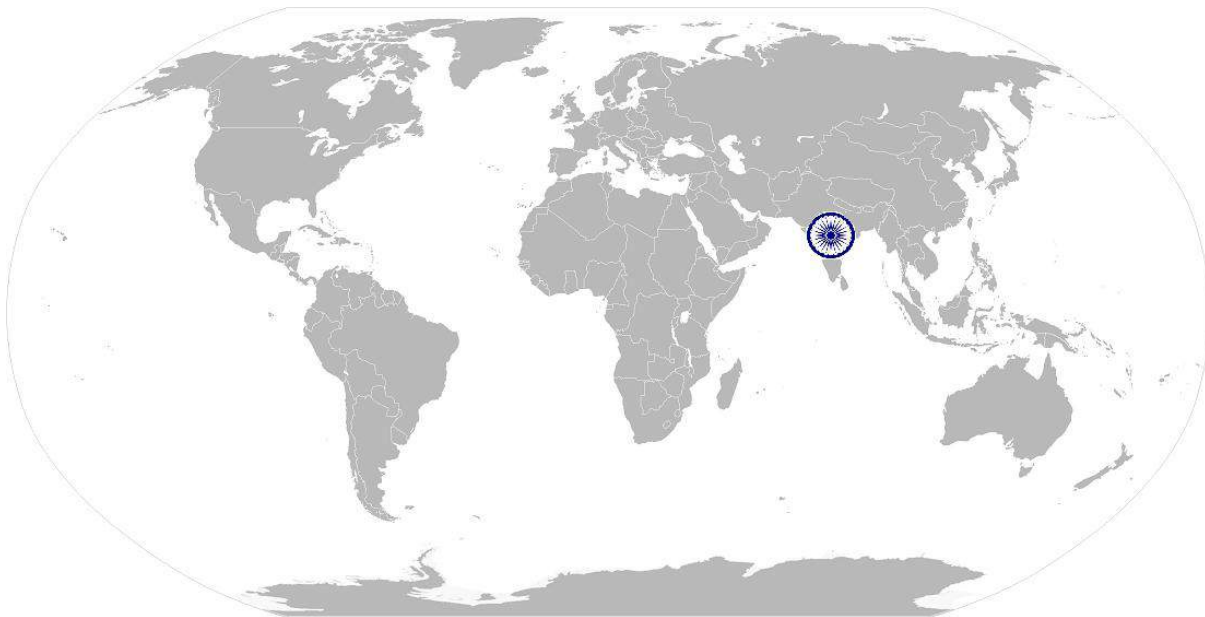
Unit Code	AMH/ N0914
Unit Title (Task)	Maintain health, safety and security in the merchandising department
Description	This unit provides Performance Criteria, Knowledge & Understanding, Skills & Abilities required to ensure requirements related to environment, health and safety are maintained at all stages of manufacturing of products.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> To ensure the environment concerns and safety is maintained during manufacturing of products
Performance Criteria (PC) w.r.t. the Scope	
Elements	Performance Criteria
To ensure the environment concerns and safety is maintained during manufacturing of products	PC1. Keep vigilance for potential risks and threats associated with workplace and equipment PC2. Ensure the handling of tools and equipments safely and securely amongst the workers as well as for personal safety PC3. Monitor the workplace, workers and work processes for potential risks and threats in their respective departments PC4. Plan and ensure the workers' participation in mock-drills/evacuation procedures organized at the workplace PC5. Plan and ensure that the workers undertake first-aid, fire-fighting and emergency response training
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: KA1. Knowledge about hazards related to damage to organization's assets and records KA2. Knowledge about compliance requirements applicable at workplace like effluents, social accountability, etc. KA3. Knowledge about the safety signage installed in the organization for workers as well as for supervisors and managers KA4. Knowledge about organizational procedures for safe handling of equipment and machine operations KA5. Knowledge about environmental management system related procedures at the workplace
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. Knowledge about different potential hazards at workplace like fire, etc. KB2. Knowledge about safe handling of tools and equipments like scissors, shears, etc. KB3. Knowledge about signage related to health and safety and their meaning
Skills (S)	
A. Core Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to:

AMH/N0914 Maintain health, safety and security in the merchandising department

/Generic Skills	SA1. document records related to team and personal safety and security
	Reading Skills
	The user/individual on the job needs to know and understand: SA2. read and comprehend written information regarding health and safety at workplace SA3. keep abreast with the latest tools and techniques and signage used for personal as well as workplace safety and security
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand: SA4. discuss safety and security procedures with team in simple understandable language SA5. seek feedback from team members to ensure their understandings of the message SA6. Use technical terms as well while explaining the health and safety norms to the workers
B. Professional Skills	Decision Making
	On the job the individual needs to be able to: SB1. Make appropriate decisions as per health and safety.
	Plan and Organize
	The user/individual on the job needs to know and understand: SB2. plan and organize tasks in context of safety and security
	CustomerCentricity
	The user/individual on the job needs to know and understand how to: SB3. Maintain customer safety and security during his/her presence in the workplace SB4. implement means of collecting feedback from customers
	Problem Solving
	The user/individual on the job needs to know and understand: SB5. understand the problem faced by members in following health and safety procedures SB6. Learn to know deficiency in terms of resource inadequacy, skills etc. SB7. address the problem in a mutual win-win fashion to resolve the problem
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB8. develop analytical format to monitor health, safety and security in the workplace
	Critical Thinking
	The user/individual on the job needs to know and understand: SB9. Analyze, evaluate and apply the information gathered from observation, experience, reasoning or communication to act efficiently

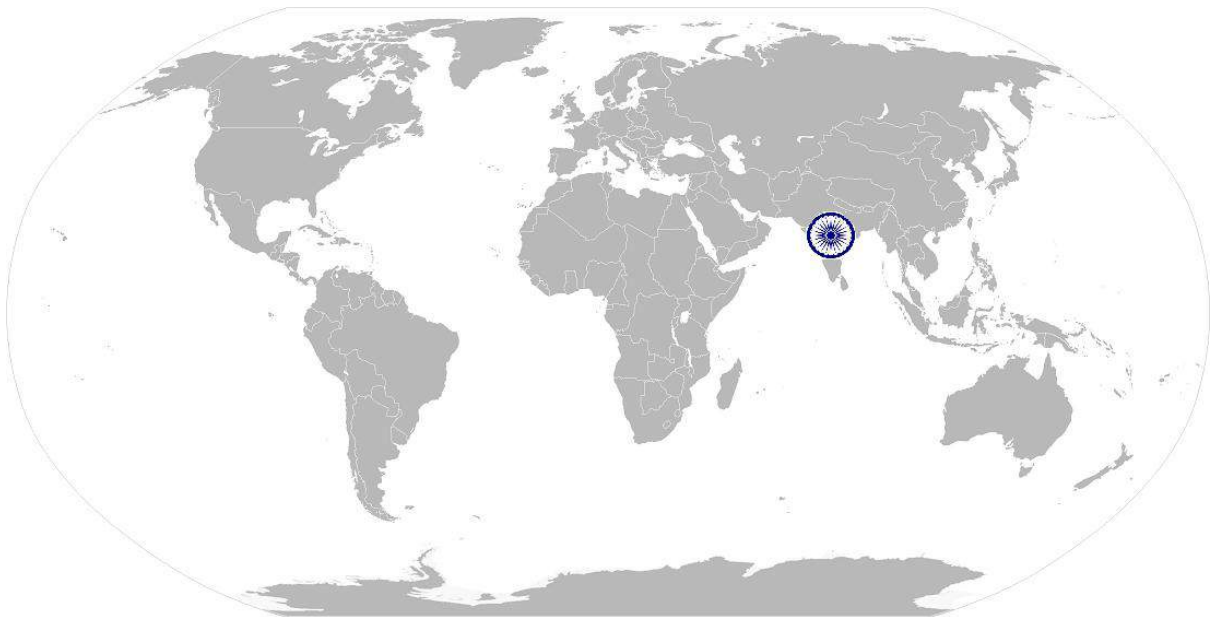
AMH/N0914 Maintain health, safety and security in the merchandising department
NOS Version Control

NOS Code	AMH/N0914		
Credits (NSQF)	TBD	Version number	1.0
Industry	Apparel, Made-ups and Home Furnishing	Drafted on	17/03/15
Industry Sub-sector	Made-ups and Home Furnishing	Last reviewed on	15/05/15
Occupation	Merchandiser	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, regulatory and ethical requirements at the workplace.

AMH/N0104

Comply with industry, regulatory and organizational requirements

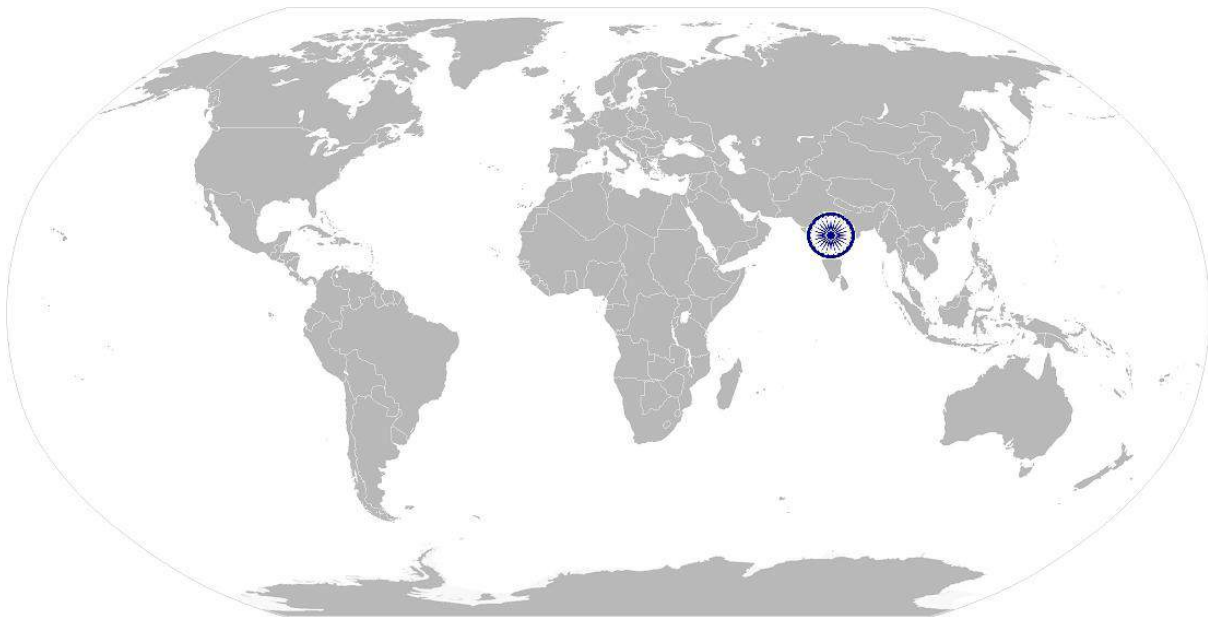
National Occupational Standard	Unit Code	AMH/ N0104
	Unit Title (Task)	Comply with industry, regulatory and organizational requirements
	Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required for complying with legal, regulatory and ethical requirements at the workplace.
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> Comply with industry and organizational requirements
	Performance Criteria (PC) w.r.t. the Scope	
	Elements	Performance Criteria
	Comply with industry, and organizational requirements	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> 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)	
	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"> 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: <ul style="list-style-type: none"> Legal and ethical requirements Procedures to follow if someone does not meet the requirements KA5.Customer specific requirements mandated as a part of your 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 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	
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SA1. Write and document appropriate technical forms, job cards, inspection sheets as required format of the company 	
	Reading Skills	
The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SA2. Read and comprehend the organizational documents pertaining to rules and procedures SA3. Read and comprehend basic English to read and interpret indicators in the machine and operating manuals, job cards, visual cards, etc. 		

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	<p>SA4. Read in the local language as applicable SA5. Read and understand manuals, health and safety instructions, memos, reports, job cards etc.</p>
	<p>Oral Communication (Listening and Speaking skills)</p>
	<p>The user/individual on the job needs to know and understand how to: SA6. Positively influence the team members into following procedures</p>
<p>B. Professional Skills</p>	<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</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. Ensure and follow organizational procedures and policies</p>
	<p>Problem Solving</p>
	<p>The user/individual on the job needs to know and understand how to: SB4. Evaluate and seek and obtain clarification from the superiors</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to: SB5. 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: SB6. Analyze, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently</p>

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NOS Version Control

NOS Code	AMH/N0104		
Credits (NSQF)	TBD	Version number	1.0
Industry	Apparel, Made-ups and Home Furnishing	Drafted on	17/03/15
Industry Sub-sector	Made-ups and Home Furnishing	Last reviewed on	15/05/15
Occupation	Merchandiser	Next review date	21/03/16



CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role Merchandiser – Made-up & Home Furnishing

Qualification Pack AMH/Q0911

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
1. AMH/N0911 (Develop and present merchandising plan for business development)	PC1. Conduct research on market trends and forecast	110	17	7	9	1
	PC2. Identify vendors/suppliers for raw materials, fabrics and trims and evaluate capability and commitment of vendors with respect to its potential to supply its sample stage and bulk production stage		13	4	9	0
	PC3. Negotiate with vendors for price and availability of materials like fabrics, trims, accessories, etc.		16	4	9	3
	PC4. Identify nature and degree of involvement required by pattern maker and tailor		14	4	9	1
	PC5. Check the techpack received and identify it with the design brief given by the designer and also check if all specifications are there in the techpack		8	1	6	1

	PC6. Check the specification sheet prepared in accordance with standard format		6	2	3	1
	PC7. Send techpack to IE department to calculate SAM		12	5	7	0
	PC8. Check if the patterns developed are according to the shrinkage report, tested and received		8	3	4	1
	PC8. Develop TNA to define and monitor progress of the project related to manufacturing order		16	7	9	0
			110	37	65	8
2. AMH/N0912 (Communicate with client and manage merchandising documents)	PC1. Collect sample order as per design catalogue	95	16	6	9	1
	PC2. Receive order confirmation or PO from the client		18	7	10	1
	PC3. Collect information of style and quantity of materials and information about labels, tags, packaging methods, etc. from the buyer		18	7	10	1
	PC4. Approval and updation of all work sheets like trims sheet, fabric sheet, consumption sheet (fabric and thread) this also includes in techpack, if any, required		11	2	7	2
	PC4. Get approval of samples at different stages of manufacturing like proto sample, pre-production sample, etc.		16	7	8	1
	PC5. Maintain complete set of documents with all information including communications, proto samples, test reports and compliances and maintain records of past orders received and fulfilled		16	7	8	1
			95	36	52	7
3. AMH/N0913 (Plan and monitor merchandising objectives)	PC1. Ensure TNA prepared is updated regularly and duly checked	85	11	3	7	1

	PC2. Prepare a well formed BOM (Bill of Material) for each of the styles in the collection		8	3	4	1
	PC3. Check procurement status of raw materials, trims, etc.		13	3	9	1
	PC4. Calculate initial costing of the sample derived		7	3	3	1
	PC5. Ensure production file is complete for all information like approved sample, teckpack, comments, trim cards, test reports		11	2	8	1
	PC6. Conduct regular meetings to share buyer comments and feedback		12	3	7	2
	PC7. Monitor order progress and communicate with buyer if any clarification is required		10	1	8	1
	PC8. Coordinate with buyer to fix date for initial/mid/final inspection of shipment		13	4	7	2
			85	22	53	10
4. AMH/N0914 (Maintain health, safety and security in the merchandising department)	PC1. Keep vigilance for potential risks and threats associated with workplace and equipment	30	6	1	4	1
	PC2. Ensure the handling of tools and equipments safely and securely amongst the workers as well as for personal safety		6	1	4	1
	PC3. Monitor the workplace and work processes for potential risks and threats in their respective departments		6	1	4	1
	PC4. Plan and ensure the workers' participation in mock-drills/evacuation procedures organized at the workplace		6	1	4	1
	PC5. Plan and ensure that the workers undertake first-aid, fire-fighting and emergency response training		6	1	4	1
			30	5	20	5

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