

QUALIFICATION PACK – OCCUPATIONAL STANDARD FOR LEATHER 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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Introduction

Qualification Pack - Heel Builder

SECTOR:	LEATHER
SUB SECTOR:	Footwear
OCCUPATION:	Heel Building
REFERENCE ID:	LSS/Q2801
ALIGNED TO:	NCO-2004/8266.16

Heel building is a critical role in sole and heel manufacturing. Heel building process involves activities such as cutting, attaching, pressing and colouring of the heels.

Brief Job Description: Heel Builder is a multi-skilled role. He / She must be capable of operating various machines involved in heel building process and produce complete heel with conformance to product specifications.

Personal Attributes: The Heel Building Operator must possess, concentration, good eye-hand co-ordination, monitoring ability, vision (including near vision, distance vision, colour vision, peripheral vision), depth perception, quick response time or reflex, physical fitness, target oriented as well basic estimation and numerical skills.

Qualifications Pack Code	LSS/Q2801		
Job Role	Heel Builder		
Credits(NSQF)	TBD	Version number	1.0
Sector	Leather	Drafted on	30/04/14
Sub-sector	Footwear	Last reviewed on	31/03/15
Occupation	Heel Building	Next review date	31/03/17
NSQC Clearance on	18/06/2015		

Job Role	Heel Builder
Role Description	Heel Builder is multi skilled role. He / She must be capable of operating various machines involved in heel building process and produce complete heel with conformance to product specifications
NSQF level	4
Minimum Educational Qualifications*	Class V
Maximum Educational Qualifications*	N/A
Training (Suggested but not mandatory)	Prior training in footwear operations preferred
Minimum Job Entry Age	18 years
Experience	Prior experience as helper in footwear manufacturing for a minimum of 2-3 years
Applicable National Occupational Standards (NOS)	Compulsory <ol style="list-style-type: none"> 1. LSS/N2801Carry out heel building operations 2. LSS/N2802Contribute to achieve product quality 3. LSS/N8501Maintain the work area, tools and machines 4. LSS/N8601Maintain health safety and security at workplace 5. LSS/N8701Comply with industry, regulatory and organizational requirements Optional: N.A.
Performance Criteria	As described in the relevant OS units

Definition

Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Sub-functions	Sub-functions are sub-activities essential to fulfil 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; he/she needs 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 Occupational Standard, which is denoted by 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 find the required one.
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 required performance.
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 up to the required standard.

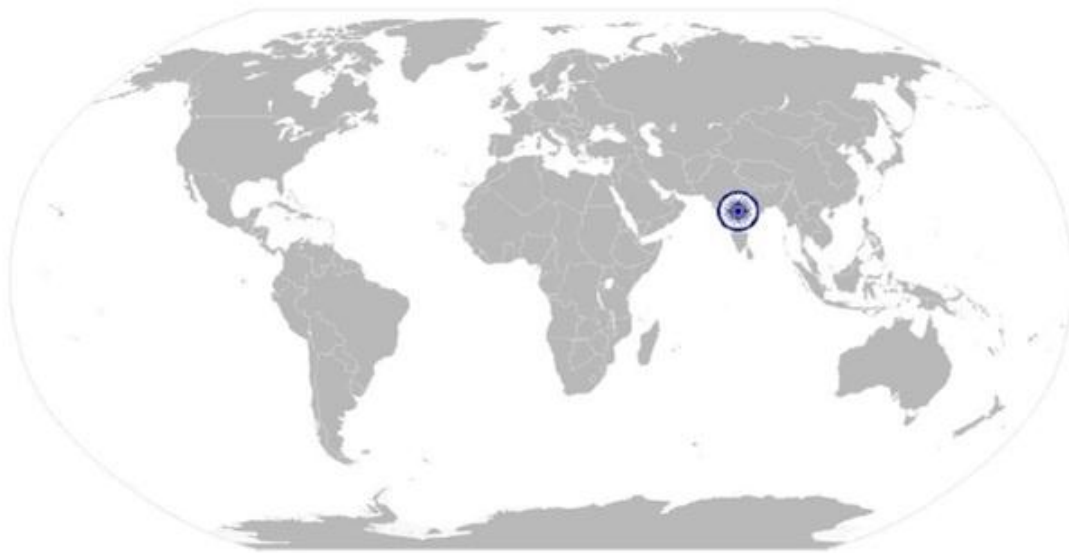
Acronyms

Keywords /Terms	Description
OS	Occupational Standard(s)
NOS	National Occupational Standard(s)
QP	Qualifications Pack
NSQF	National Skill Qualifications Framework
TBD	To Be Determined

LSS/N2801

Carry out heel building operations

National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities for carrying out heel building operations in preparing leather footwear.

National Occupational Standards

LSS/N2801

Carry out heel building operations

National Occupational Standard

Unit Code	LSS/N2801
Unit Title (Task)	Carry out heel building operations
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities for carrying out heel building operations in preparing leather footwear.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Preparing for heel building operation • Perform heel building operation • Performing cutting operation • Performing roughing operation • Performing adhesive application & heat activation • Performing pressing operation • Performing heel coloring and polishing
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Preparatory Work	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC1. Make sure the work area is free from hazards PC2. Obtain and check the data on the work ticket or job card and carry out functions in line with the responsibilities of your job role PC3. Ask questions to obtain more information on tasks when the instructions you have are unclear PC4. Select and sort the tools and materials for the work PC5. Setup the equipment & machineries for as per the job requirement PC6. Make sure that tools are safe and clean to use on the material PC7. Agree and review agreed upon work targets with the supervisor PC8. Seek feedback from supervisor on work related performance PC9. Minimize wastage PC10. Report risks/ problems likely to affect services to the relevant person promptly and accurately PC11. Produce the required batch of components to match the job card and the company's production targets PC12. Report defects in the tools and equipment one does not have the authority to repair PC13. Dispose of waste materials safely and return re-useable materials PC14. Carry out closedown procedures on completion of work PC15. Work in conformance to legal requirements, organizational policies and procedures PC16. Ask questions to obtain more information on tasks when the instructions are unclear PC17. Sort and place work to assist the next stage of production and minimize the risk of damage PC18. Carry out visual inspection to ensure the products are free from handling defects
Cutting Operation	PC19. Set the cutting machine parameters as per the manufacturers

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Carry out heel building operations

	<p>instruction</p> <p>PC20. Ensure the heel component is free from leather defects and handling damages as per the quality standards</p> <p>PC21. Load the heel material on to the cutting machine as per the operating procedure</p> <p>PC22. Operate the cutting machine as per the manufacturer's instruction</p> <p>PC23. Ensure the quality of the cut components is as per the specified quality standards</p>
Roughing Operation	<p>PC24. Set the roughing machine as per the manufacturer's instruction</p> <p>PC25. Rough the cut components using roughing machine as per operating standards.</p> <p>PC26. Ensure the quality of the roughed components is as per the specified quality standards</p>
Adhesive Application & Heat Activation	<p>PC27. Apply adhesive on the roughed side as per specifications</p> <p>PC28. Set the heat activating machine for the operation, as per manufacturer's instructions</p> <p>PC29. Load these components into the heat activator</p> <p>PC30. Unload the components from the heat activator and attach them together, as per specifications</p>
Pressing Operation	<p>PC31. Set the heel pressing machine parameters for the operation, as per manufacturer's instructions</p> <p>PC32. Load the attached components into the heel pressing machine, as per specifications</p> <p>PC33. Operate the machine to produce heel, as per manufacturer's specifications</p> <p>PC34. Ensure the quality of the heels is as per the specified quality standards</p>
Heel Colouring & Polishing	<p>PC35. Apply color on the heel to carry out heel coloring as per specification</p> <p>PC36. Ensure the heels are colored as per the specified quality standards</p> <p>PC37. Set the polishing machine for the operation as per manufacturer's instructions</p> <p>PC38. Shine the heel using polishing machine as per operating procedures</p> <p>PC39. Ensure the heels are polished as per the specified quality standards</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Responsibilities and line of reporting within the work area</p> <p>KA2. Protocol to obtain more information on work related tasks</p> <p>KA3. Organizational policies and procedures</p> <p>KA4. Work target and review mechanism with your supervisor</p> <p>KA5. Process for offering/ obtaining work related assistance</p> <p>KA6. Protocol and format for reporting work related risks/ problems</p> <p>KA7. Contact person in case of queries on procedure or products</p> <p>KA8. Common hazards in the work area and procedures for dealing with them</p> <p>KA9. Procedures for handling the tools and equipment</p> <p>KA10. Procedures with regard to material re-usage and disposal</p>

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Carry out heel building operations

	KA11. Quality standards and the reporting procedures KA12. Documentation required as part of the process
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. The cutting, roughing, heat activation, adhesive application, pressing and polishing process KB2. The operating procedures for cutting, roughing, heat activation, pressing and polishing machine KB3. The organizations standard operating procedures KB4. The heel material defects and handling defects KB5. The various kinds of finished heel defects KB6. Identification of the process and product problems KB7. The escalation hierarchy
Skills (S)	
A. Core Skills / Generic Skills	Writing Skills The user/ individual on the job needs to know and understand how to: SA1. Write in English/local language as applicable SA2. Fill up appropriate technical forms, process charts, activity logs in the prescribed format of the company
	Reading Skills The user/ individual on the job needs to know and understand how to: SA3. Read in English/local language as applicable SA4. Read and understand manuals, health and safety instructions, memos, reports, job cards etc
	Oral Communication (Listening and Speaking Skills) The user/ individual on the job needs to know and understand how to: SA5. Listen actively SA6. Communicate effectively with supervisors, managers, etc
	Decision Making The user/ individual on the job needs to know and understand how to: SB1. Analyse the defects and the procedure for dealing with it SB2. Take appropriate actions in terms of any deviations from the process SB3. Choose appropriate colours and polishes
	Plan and Organize The user/ individual on the job needs to know and understand how to: SB4. Produce as per the specified productivity targets SB5. Keep the required materials and tools in an organized manner to avoid risks to oneself and others SB6. Plan and set the machine parameters before starting the operations
	Customer Centricity The user/ individual on the job needs to know and understand how to: SB7. Evaluate and assess cutting, roughing, heat activation and pressing operations as per customer standards SB8. Evaluate and assess colour and polish as per the customer standards
B. Professional Skills	Problem Solving The user/ individual on the job needs to know and understand how to:

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	SB9. Review the defects and take appropriate decision
	SB10. Analyze and take necessary actions for rectifications
	SB11. Diagnose common problems in the machine based on visual inspection, sound , temperature etc.
	Analytical Thinking
	The user/ individual on the job needs to know and understand how to: SB12. Apply balanced judgement to different situations
	Critical Thinking
	The user/ individual on the job needs to know and understand how to: SB13. Assess and control the quality standards of the product as per customer standards



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Carry out heel building operations

NOS Version Control

NOS Code	LSS/N2801		
Credits(NSQF)	TBD	Version number	1.0
Sector	Leather	Drafted on	30/04/14
Industry Sub-sector	Footwear	Last reviewed on	31/03/15
Occupation	Heel Building	Next review date	18/06/2015

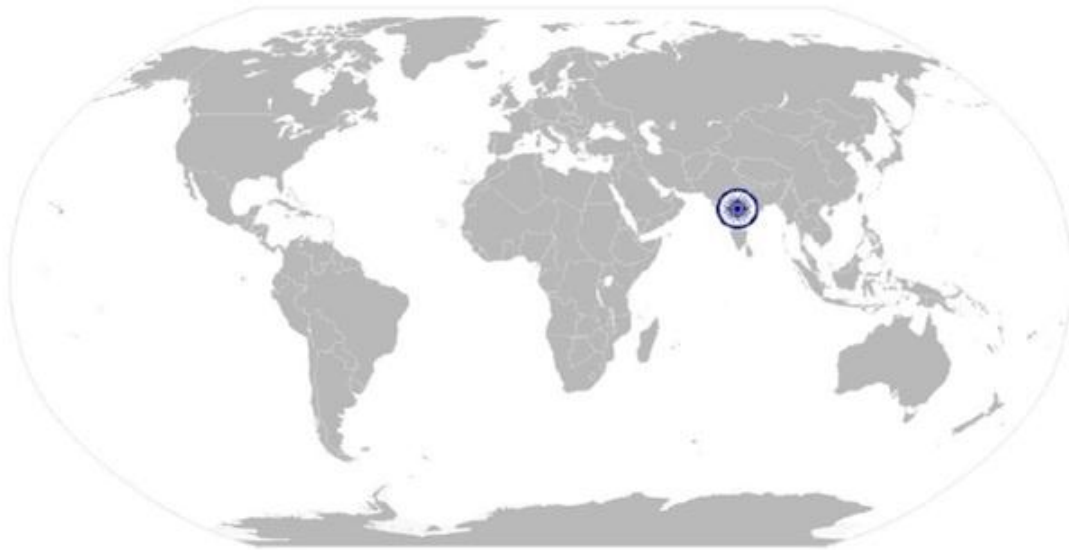
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LSS/N2802

Contribute to achieve product quality

National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required to monitor the quality of the production while undertaking heel building activities to ensure products meet specifications.

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Contribute to achieve product quality

Unit Code	LSS/N2802
Unit Title (Task)	Contribute to achieve product quality
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required to monitor the quality of the production while undertaking heel building activities to ensure products meet specifications.
Scope	<p>This unit/task covers the following:</p> <p>Contribution to Product Quality</p> <ul style="list-style-type: none"> Identify defects Ensure quality
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Contribution to Product Quality	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Set up and test machines to ensure correct operation</p> <p>PC2. Operate the machine in accordance with machine and workplace standards</p> <p>PC3. Check the performance of the machine for signs of faulty operations and take action in accordance with workplace procedures</p> <p>PC4. Ensure materials and component parts meet specifications</p> <p>PC5. Report and replace faulty materials and component parts which do not meet specification</p> <p>PC6. Report faults outside personal responsibility to the appropriate person</p> <p>PC7. Identify faults in materials and products</p> <p>PC8. Identify causes of faults to maintain product quality</p> <p>PC9. Follow reporting procedures where the cause of faults cannot be identified</p> <p>PC10. Maintain the required productivity and quality levels</p> <p>PC11. Carry out quality checks at agreed intervals and in the approved way</p> <p>PC12. Identify process problems that effect product quality and report them promptly to appropriate people</p> <p>PC13. Identify faults in finished products and trace their causes</p> <p>PC14. Ensure the final quality of the prepared heel is as per the specified quality standards</p> <p>PC15. Manage the helpers work as per the organizational standards and requirements</p> <p>PC16. Ensure the heels are prepared for the next operation as per the standards specified by the organization</p> <p>PC17. Ensure the heels are free from production and handling damages</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Types of problems with quality and how to report them to appropriate people</p> <p>KA2. Consequences of not rectifying problems</p> <p>KA3. Safe working practices and organizational procedures</p> <p>KA4. Limits of personal responsibility</p>

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Contribute to achieve product quality

	<p>KA5. The lines of communication, authority and reporting procedures</p> <p>KA6. The organization's rules and guidelines (including timekeeping)</p> <p>KA7. The company's quality standards</p> <p>KA8. Equipment operating procedures / manufacturer's instructions</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The different types of faults likely to be found in the heel building process and method to put them right</p> <p>KB2. The different techniques and methods used to detect faults in the heel building process</p> <p>KB3. The inspection methods that can be used</p> <p>KB4. Importance of product checks</p> <p>KB5. The acceptable solutions for particular faults</p> <p>KB6. The consequences of not rectifying problems</p> <p>KB7. The types of adjustments suitable for specific types of faults</p> <p>KB8. Responsibilities at work during production</p> <p>KB9. Company's quality and production targets and the effect of not meeting these on self and/or the team</p> <p>KB10. Allowed tolerances</p> <p>KB11. Difference between correctable and non-correctable faults</p> <p>KB12. Manufacturer's instructions</p>
Skills (S)	
A. Core Skills / Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Write in basic English/local language as applicable</p> <p>SA2. Fill up appropriate technical forms, process charts, activity logs in the prescribed format of the company</p>
	Reading Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA3. Read and comprehend basic English/local language as applicable</p> <p>SA4. Read and understand manuals, health and safety instructions, memos, reports, job cards etc</p>
	Oral Communication (Listening and Speaking Skills)
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA5. Listen actively</p> <p>SA6. Communicate effectively with supervisors, managers, etc</p>
B. Professional Skills	Decision Making
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB1. Analyse the defects and the procedure for dealing with it</p> <p>SB2. Take appropriate actions in terms of any deviations from the process</p> <p>SB3. Choose appropriate colours and polishes</p>
	Plan and Organize
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB4. Produce as per the specified productivity targets</p> <p>SB5. Keep the required materials and tools in an organized manner to avoid risks to oneself and others</p> <p>SB6. Plan and set the machine parameters before starting the operations</p>

LSS/N2802

Contribute to achieve product quality

	Customer Centricity
	The user/ individual on the job needs to know and understand how to:
	SB7. Perform cutting, roughing, heat activation and pressing operations as per customer requirements
	SB8. Ensure customer satisfaction by timely and quality completion of work
	Problem Solving
	The user/ individual on the job needs to know and understand how to:
	SB9. Review the defects and take appropriate decision
	SB10. Analyze and take necessary actions for rectifications
	SB11. Diagnose common problems in the machine based on visual inspection, sound , temperature etc.
	Analytical Thinking
	The user/ individual on the job needs to know and understand how to:
	SB12. Apply balanced judgement to different situations
	Critical Thinking
	The user/ individual on the job needs to know and understand how to:
	SB13. Assess and control the quality standards of the product as per customer standards



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Contribute to achieve product quality

NOS Version Control

NOS Code	LSS/N2802		
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Sector	Leather	Drafted on	30/04/14
Industry Sub-sector	Footwear	Last reviewed on	31/03/15
Occupation	Heel Building	Next review date	18/06/2015

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LSS/N8501

Maintain the work area, tools and machines

National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required to organise/ maintain work areas and activities to ensure tools and machines are maintained as per norms.

LSS/N8501

Maintain the work area, tools and machines

National Occupational Standard

Unit Code	LSS/N8501
Unit Title (Task)	Maintain the work area, tools and machines
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required to organise/ maintain work areas and activities to ensure tools and machines are maintained as per norms.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Maintenance of the work area, tools and machines
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Maintenance of the work area, tools and machines	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Handle materials, machinery, equipment and tools safely and correctly</p> <p>PC2. Use correct lifting and handling procedures</p> <p>PC3. Use materials to minimize waste</p> <p>PC4. Prepare and organize work</p> <p>PC5. Maintain a clean and hazard free working area</p> <p>PC6. Deal with work interruptions</p> <p>PC7. Move around the workplace with care</p> <p>PC8. Maintain tools and equipment</p> <p>PC9. Carry out running maintenance within agreed schedules</p> <p>PC10. Carry out maintenance and/or cleaning outside responsibility</p> <p>PC11. Report unsafe equipment and other dangerous occurrences</p> <p>PC12. Ensure that the correct machine guards are in place</p> <p>PC13. Work in a comfortable position with the correct posture</p> <p>PC14. Use cleaning equipment and methods appropriate for the work to be carried out</p> <p>PC15. Dispose of waste safely in the designated location</p> <p>PC16. Store cleaning equipment safely after use</p> <p>PC17. Complete and store accurate records and documentation</p> <p>PC18. Maintain proper lighting, ventilation to make sure general comfort is there while working</p> <p>PC19. Give inputs and assist in completing documentation</p> <p>PC20. Report the need for maintenance and/or cleaning outside your area of responsibility</p> <p>PC21. Ensure safe and correct handling of materials, equipment and tools</p> <p>PC22. Maintain appropriate environment to protect stock from pilfering, theft, damage and deterioration</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Personal hygiene and duty of care</p> <p>KA2. Safe working practices and organizational procedures</p> <p>KA3. Limits of one's own responsibility</p> <p>KA4. Ways of resolving with problems within the work area</p> <p>KA5. The production process and the specific work activities that relate to the whole process</p> <p>KA6. The lines of communication, authority and reporting procedures</p>

LSS/N8501

Maintain the work area, tools and machines

	<p>KA7. The organization's rules, codes and guidelines (including timekeeping)</p> <p>KA8. The companies quality standards</p> <p>KA9. The types of records kept, how are they completed and the importance of keeping them accurate</p> <p>KA10. The importance of complying with written instructions</p> <p>KA11. Equipment operating procedures / manufacturer's instructions</p> <p>KA12. Statutory responsibilities under Health, Safety and Environmental legislation and regulations</p> <p>KA13. The quality standards and processes followed by the organization relevant to your role</p> <p>KA14. Documentation required for reporting</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Work instructions and specifications and interpret them accurately</p> <p>KB2. Method to make use of the information detailed in specifications and instructions</p> <p>KB3. Relation between work role and the overall manufacturing process</p> <p>KB4. The importance of good time keeping and attendance</p> <p>KB5. The importance of minimized production costs</p> <p>KB6. The importance of taking action when problems are identified</p> <p>KB7. Different ways of minimizing waste</p> <p>KB8. The importance of running maintenance and regular cleaning</p> <p>KB9. Effects of contamination on products i.e. Machine oil, dirt</p> <p>KB10. Common faults with equipment and the method to rectify</p> <p>KB11. Maintenance procedures and manufacturer's instructions</p> <p>KB12. Hazards likely to be encountered when conducting routine maintenance</p> <p>KB13. Different types of cleaning equipment and substances and their use</p> <p>KB14. Safe working practices for cleaning and the method of carrying them out</p> <p>KB15. The production process and the specific work activities that relate to the whole process</p>
Skills (S)	
A. Core Skills / Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Write and document appropriate technical forms, job cards, inspection sheets as required format of the company</p>
	Reading Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA2. Read and comprehend basic English to read and interpret indicators in the machine and operating manuals, job cards, visual cards,</p> <p>SA3. Read and understand manuals, health and safety instructions, memos, reports, job cards etc</p>
	Oral Communication (Listening and Speaking Skills)
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA4. Speak and communicate effectively to peers and supervisors</p> <p>SA5. Give clear instructions to co-workers, subordinates others</p>

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Maintain the work area, tools and machines

	SA6. Use correct technical term while interacting with supervisor
B. Professional Skills	Decision Making
	The user/ individual on the job needs to know and understand how to:
	SB1. Take appropriate decisions regarding to responsibilities
	SB2. Assess for any damage/faulty component in the concerned machinery and take action accordingly
	SB3. Evaluate the decision and conduct basic trouble shooting
	Plan and Organize
	The user/ individual on the job needs to know and understand how to:
	SB4. Plan and manage work routine based on company procedure
	SB5. Work with supervisors/ team mates to carry out work related tasks
	SB6. Plan for cleaning and lubricating the concerned machinery daily
	SB7. Plan for cleaning the concerned tools and workplace daily before and after operations
	Customer Centricity
	The user/ individual on the job needs to know and understand how to:
	SB8. Ensure and follow organizational procedures pertaining to health and safety are followed
	Problem Solving
	The user/ individual on the job needs to know and understand how to:
	SB9. Solve operational role related issues
	Analytical Thinking
	The user/ individual on the job needs to know and understand how to:
	SB10. Diagnose common problems in the machine based on visual inspection, sound, temperature etc
	Critical Thinking
	The user/ individual on the job needs to know and understand how to:
	SB11. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently

LSS/N8501

Maintain the work area, tools and machines

NOS Version Control

NOS Code	LSS/N8501		
Credits(NSQF)	TBD	Version number	1.0
Sector	Leather	Drafted on	30/04/14
Industry Sub-sector	Footwear	Last reviewed on	31/03/15
Occupation	Heel Building	Next review date	18/06/2015

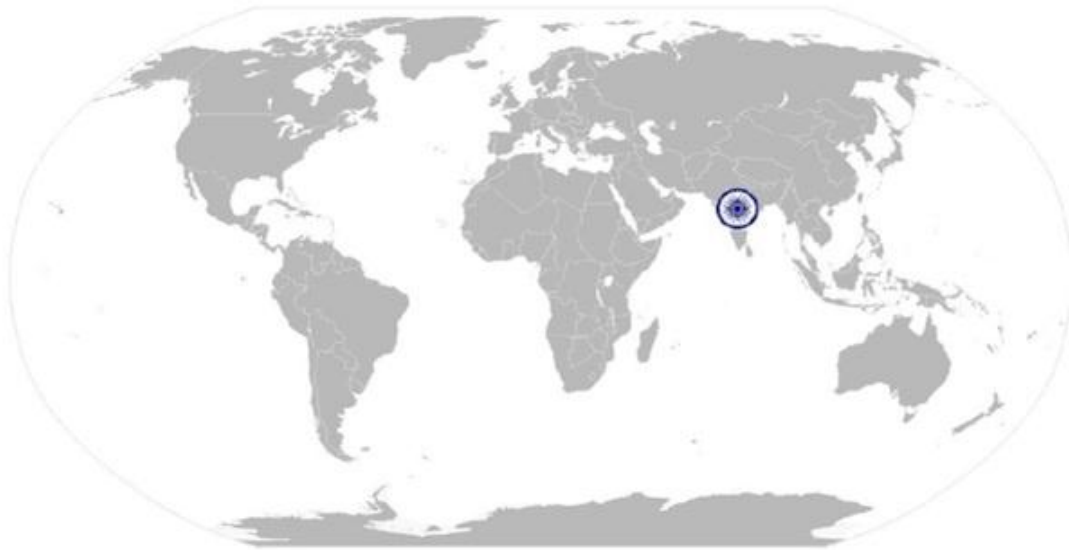
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LSS/N8601

Maintain health, safety and security at workplace

National Occupational Standard



Overview

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

LSS/N8601

Maintain health, safety and security at workplace

National Occupational Standard

Unit Code	LSS/N8601
Unit Title (Task)	Maintain health safety and security at workplace
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required to comply with health, safety and security requirements at the workplace and covers procedures to prevent, control and minimize risk to self and others.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Compliance with health, safety and security requirements at work
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Compliance with health, safety and security requirements at work	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Comply with health and safety related instructions applicable to the workplace</p> <p>PC2. Use and maintain personal protective equipment as per protocol</p> <p>PC3. Carry out own activities in line with approved guidelines and procedures</p> <p>PC4. Maintain a healthy lifestyle and guard against dependency on intoxicants</p> <p>PC5. Follow environment management system related procedures</p> <p>PC6. Identify and correct (if possible) malfunctions in machinery and equipment</p> <p>PC7. Report any service malfunctions that cannot be rectified</p> <p>PC8. Store materials and equipment in line with manufacturer's and organizational requirements</p> <p>PC9. Safely handle and move waste and debris</p> <p>PC10. Minimize health and safety risks to self and others due to own actions</p> <p>PC11. Seek clarifications, from supervisors or other authorized personnel in case of perceived risks</p> <p>PC12. Monitor the workplace and work processes for potential risks and threats</p> <p>PC13. Carry out periodic walk-through to keep work area free from hazards and obstructions, if assigned</p> <p>PC14. Report hazards and potential risks/ threats to supervisors or other authorized personnel</p> <p>PC15. Participate in mock drills/ evacuation procedures organized at the workplace</p> <p>PC16. Undertake first aid, fire-fighting and emergency response training, if asked to do so</p> <p>PC17. Take action based on instructions in the event of fire, emergencies or accidents</p> <p>PC18. Follow organization procedures for shutdown and evacuation when required</p>
Knowledge and Understanding (K)	
A. Organizational Context	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Health and safety related practices applicable at the workplace</p>

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(Knowledge of the company / organization and its processes)	<p>KA2. Potential hazards, risks and threats based on nature of operations</p> <p>KA3. Organizational procedures for safe handling of equipment and machine operations</p> <p>KA4. Potential risks due to own actions and methods to minimize these</p> <p>KA5. Environmental management system related procedures at the workplace</p> <p>KA6. Layout of the plant and details of emergency exits, escape routes, emergency equipment and assembly points</p> <p>KA7. Potential accidents and emergencies and response to these scenarios</p> <p>KA8. Reporting protocol and documentation required</p> <p>KA9. Details of personnel trained in first aid, fire-fighting and emergency response</p> <p>KA10. Actions to take in the event of a mock drills/ evacuation procedures or actual accident, emergency or fire</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Occupational health and safety risks and</p> <p>KB2. Personal protective equipment and method of use</p> <p>KB3. Identification, handling and storage of hazardous substances</p> <p>KB4. Proper disposal system for waste and by-products</p> <p>KB5. Signage related to health and safety and their meaning</p> <p>KB6. Importance of sound health, hygiene and good habits</p> <p>KB7. Ill-effects of alcohol, tobacco and drugs</p>
Skills (S)	
A. Core Skills / Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to:
	SA1. Document and report any health and safety related incidents/ accidents
	Reading Skills
	The user/ individual on the job needs to know and understand how to:
	SA2. Read and comprehend manuals of operations
B. Professional Skills	SA3. Read all organizational and equipment related health and safety manuals and documents
	SA4. Read instructions, guidelines/procedures/rules related to the worksite and machine operations
	Oral Communication (Listening and Speaking Skills)
	The user/ individual on the job needs to know and understand how to:
	SA5. Give clear instructions to co-workers, subordinates and other personnel
	SA6. Use correct technical terms while interacting with supervisor
B. Professional Skills	Decision Making
	The user/ individual on the job needs to know and understand how to:
	SB1. Make an appropriate timely decision in responding to emergencies/accidents in line with organizational
	SB2. Evaluate and use correct PPE and other safety gear while at the workplace
B. Professional Skills	Plan and Organize
	The user/ individual on the job needs to know and understand how to:

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	SB3. Work with supervisors/ team mates to carry out work related tasks
	SB4. Plan work according to the required schedule
	SB5. Keep work area free from potential hazards
	Customer Centricity
	The user/ individual on the job needs to know and understand how to:
	SB6. Ensure and follow organizational procedures pertaining to health and safety are followed
	Problem Solving
	The user/ individual on the job needs to know and understand how to:
	SB7. Take appropriate actions during emergencies, accidents or fire at the workplace
	SB8. Resolve issues pertaining to malfunctions in machineries and report if required
	Analytical Thinking
	The user/ individual on the job needs to know and understand how to:
	SB9. Identify emergency situations
	SB10. Identify cause effect relationship for the emergencies
	Critical Thinking
	The user/ individual on the job needs to know and understand how to:
	SB11. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently

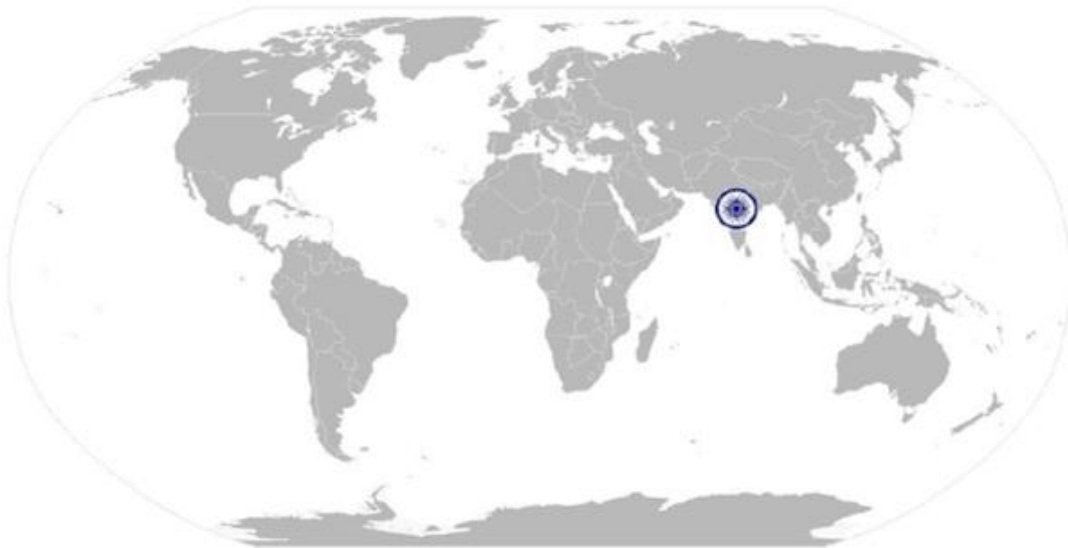
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NOS Version Control

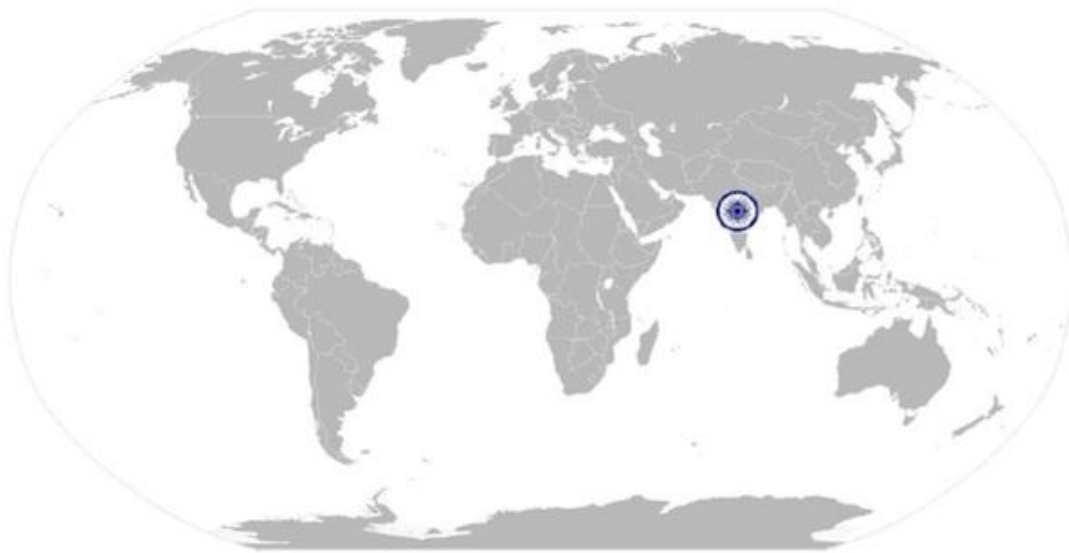
NOS Code	LSS/N8601		
Credits(NSQF)	TBD	Version number	1.0
Sector	Leather	Drafted on	30/04/14
Industry Sub-sector	Footwear	Last reviewed on	31/03/15
Occupation	Heel Building	Next review date	18/06/2015

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LSS/N8701 Comply with industry, regulatory and organizational requirements

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.

LSS/N8701 Comply with industry, regulatory and organizational requirements

National Occupational Standard

Unit Code	LSS/N8701
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 industry, regulatory and organizational requirements at the workplace.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Compliance with industry, regulatory and organisational requirements
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Compliance with industry, regulatory and organisational requirements	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Carry out work functions in accordance with legislation and regulations, organizational guidelines and procedures</p> <p>PC2. Seek and obtain clarifications on policies and procedures, from the supervisor or other authorized personnel</p> <p>PC3. Apply and follow these policies and procedures within the work practices</p> <p>PC4. Provide support to the supervisor and team members in enforcing these considerations</p> <p>PC5. Identify and report any possible deviation to these requirements</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. The importance of having an ethical and value-based approach to governance</p> <p>KA2. Benefits to the company and oneself due to practice of these procedures</p> <p>KA3. Specific to the industry/sector, know and understand:</p> <ul style="list-style-type: none"> Legal, regulatory and ethical requirements Procedures to follow if someone does not meet the requirements <p>KA4. Customer specific requirements mandated as a part of the work process</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Country / customer specific regulations for the sector and their importance</p> <p>KB2. Reporting procedure in case of deviations</p> <p>KB3. Limits of personal responsibility</p>
Skills (S)	
A. Core Skills / Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to:
	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:
	SA2. Read and comprehend the organizational documents pertaining to rules and procedures
	SA3. Read and comprehend basic English to read and interpret indicators in

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	the machine and operating manuals, job cards, visual cards, etc
	SA4. Read in the local language as applicable
	SA5. Read and understand manuals, health and safety instructions, memos, reports, job cards etc
	Oral Communication (Listening and Speaking Skills)
	The user/ individual on the job needs to know and understand how to:
	SA6. 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
	The user/ individual on the job needs to know and understand how to:
	SB3. Ensure and follow organizational procedures and policies
	Problem Solving
	The user/ individual on the job needs to know and understand how to:
	SB4. Evaluate and seek and obtain clarification from the superiors
	Analytical Thinking
	The user/ individual on the job needs to know and understand how to:
	SB5. Apply balanced judgement to different situations
	Critical Thinking
	The user/ individual on the job needs to know and understand how to:
	SB6. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently

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NOS Version Control

NOS Code	LSS/N8701		
Credits(NSQF)	TBD	Version number	1.0
Sector	Leather	Drafted on	30/04/14
Industry Sub-sector	Footwear	Last reviewed on	31/03/15
Occupation	Heel Building	Next review date	18/06/2015

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CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role Heel Builder

Qualification Pack LSS/Q2801

Sector Skill Council leather

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 an aggregate of 50% aggregate
6. In case of successfully passing only certain number of NOSs, the trainee is eligible to take subsequent assessment on the balance NOSs to pass the Qualification Pack

NOS	PC	Marks Allocation			
		Total Marks	Out Of	Theory	Skills Practical
1. LSS/N2801 Carry out heel building operations	PC1. Make sure the work area is free from hazards	60	1	0	1
	PC2. Obtain and check the data on the work ticket or job card and carry out functions in line with the responsibilities of your job role		1	0	1
	PC3. Ask questions to obtain more information on tasks when the instructions you have are unclear		1	0	1
	PC4. Select and sort the tools and materials for the work		3	1	2
	PC5. Setup the equipment & machineries for as per the job requirement		3	1	2

	PC6. Make sure that tools are safe and clean to use on the material		1	0	1
	PC7. Agree and review your agreed upon work targets with your supervisor		1	0	1
	PC8. Seek feedback from supervisor on work related performance		1	0	1
	PC9. Minimize wastage		2	1	1
	PC10. Report risks/problems likely to affect services to the relevant person promptly and accurately		2	0	2
	PC11. Produce the required batch of components to match the job card and the company's production targets		2	0	2
	PC12. Report defects in the tools and equipment you do not have the authority to repair		1	0	1
	PC13. Dispose of waste materials safely and return re-useable materials		1	0	1
	PC14. Carry out closedown procedures on completion of work		1	0	1
	PC15. Work in conformance to legal requirements, organizational policies and procedures		1	0	1
	PC16. Ask questions to obtain more information on tasks when the instructions you have are unclear		1	0	1
	PC17. Sort and place work to assist the next stage of production and minimize the risk of damage		1	0	1

	PC18. Carry out visual inspection to ensure the products are free from handling defects		1	0	1
	PC19. Set the cutting machine parameters as per the manufacturers instruction		2	0	2
	PC20. Ensure the heel component is free from leather defects and handling damages as per the quality standards		3	1	2
	PC21. Load the heel material on to the cutting machine as per the operating procedure		3	1	2
	PC22. Operate the cutting machine as per the manufacturers instruction		2	0	2
	PC23. Ensure the quality of the cut components is as per the specified quality standards		1	0	1
	PC24. Set the roughing machine as per the manufacturer's instruction		1	0	1
	PC25. Rough the cut components using roughing machine as per operating standards.		2	1	1
	PC26. Ensure the quality of the roughed components is as per the specified quality standards		1	0	1
	PC27. Apply adhesive on the roughed sides as per specifications		2	1	1
	PC28. Set the heat activating machine for the operation, as per manufacturer's instructions		1	0	1
	PC29. Load these components into the heat activator		2	1	1

	PC30. Unload the components from the heat activator and attach them together, as per specifications		1	0	1
	PC31. Set the heel pressing machine parameters for the operation, as per manufacturer's instructions		2	0	2
	PC32. Load the attached components into the heel pressing machine, as per specifications		1	0	1
	PC33. Operate the machine to produce heel, as per manufacturer's specifications		2	0	2
	PC34. Ensure the quality of the heels is as per the specified quality standards		1	0	1
	PC35. Apply color on the heel to carry out heel coloring as per specification		2	0	2
	PC36. Ensure the heels are colored as per the specified quality standards		2	0	1
	PC37. Set the polishing machine for the operation as per manufacturer's instructions		1	0	2
	PC38. Shine the heel using polishing machine as per operating procedures		2	0	2
	PC39. Ensure the heels are polished as per the specified quality standards		1	0	1
		Total	60	8	52
2. LSS/N2802 Contribute to achieve product quality	PC1. Set up and test machines to ensure correct operation		3	1	2
	PC2. Operate the machine in accordance with machine and		2	0	2

	workplace standards			
	PC3. Check the performance of the machine for signs of faulty operations and take action in accordance with workplace procedures	40	3	1 2
	PC4. Ensure materials and component parts meet specifications		2	0 2
	PC5. Report and replace faulty materials and component parts which do not meet specification		3	1 2
	PC6. Report faults outside personal responsibility to the appropriate person		2	0 2
	PC7. Identify faults in materials and products		3	1 2
	PC8. Identify causes of faults to maintain product quality		2	0 2
	PC9. Follow reporting procedures where the cause of faults cannot be identified		3	1 2
	PC10. Maintain the required productivity and quality levels		2	0 2
	PC11. Carry out quality checks at agreed intervals and in the approved way		2	0 2
	PC12. Identify process problems that effect product quality and report them promptly to appropriate people		2	0 2
	PC13. Identify faults in finished products and trace their causes		3	1 2
	PC14. Ensure the final quality of the prepared heel is as per the specified quality standards		2	0 2

	PC15. Manage the helpers work as per the organizational standards and requirements		2	0	2
	PC16. Ensure the heels are prepared for the next operation as per the standards specified by the organization		2	0	2
	PC17. Ensure the heels are free from production and handling damages		2	1	1
		Total	40	7	33
3. LSS/N8501 Maintain the work area, tools and machines	PC1. Handle materials, machinery, equipment and tools safely and correctly	50	2	0	2
	PC2. Use correct lifting and handling procedures		2	0	2
	PC3. Use materials to minimize waste		3	1	2
	PC4. Prepare and organize work		3	1	2
	PC5. Maintain a clean and hazard free working area		3	1	2
	PC6. Deal with work interruptions		3	1	2
	PC7. Move about the workplace with care		2	0	2
	PC8. Maintain tools and equipment		2	0	2
	PC9. Carry out running maintenance within agreed schedules		2	0	2
	PC10. Carry out maintenance and/or cleaning outside responsibility		2	0	2
	PC11. Report unsafe equipment and other dangerous occurrences		3	1	2
	PC12. Ensure that the correct machine guards are in place		2	0	2

	PC13. Work in a comfortable position with the correct posture		3	1	2
	PC14. Use cleaning equipment and methods appropriate for the work to be carried out		2	0	2
	PC15. Dispose of waste safely in the designated location		3	1	2
	PC16. Store cleaning equipment safely after use		1	0	1
	PC17. Complete and store accurate records and documentation		2	0	2
	PC18. Maintain proper lighting, ventilation to make sure general comfort is there while working		2	0	2
	PC19. Give inputs and assist in completing documentation		2	0	2
	PC20. Report the need for maintenance and/or cleaning outside your area of responsibility		2	1	1
	PC21. Ensure safe and correct handling of materials, equipment and tools		2	0	2
	PC22. Maintain appropriate environment to protect stock from pilfering, theft, damage and deterioration		2	0	2
		Total	50	8	42
4.LSS/N8601 Maintain health safety and security at workplace	PC1. Comply with health and safety related instructions applicable to the workplace		3	0	3
	PC2. Use and maintain personal protective equipment as per protocol		3	1	2
	PC3. Carry out own activities in line with approved guidelines		2	0	2

	and procedures	45			
	PC4. Maintain a healthy lifestyle and guard against dependency on intoxicants		3	1	2
	PC5. Follow environment management system related procedures		3	0	3
	PC6. Identify and correct (if possible) malfunctions in machinery and equipment		3	1	2
	PC7. Report any service malfunctions that cannot be rectified		2	0	2
	PC8. Store materials and equipment in line with manufacturer's and organizational requirements		2	0	2
	PC9. Safely handle and move waste and debris		3	1	2
	PC10. Minimize health and safety risks to self and others due to own actions		2	0	2
	PC11. Seek clarifications, from supervisors or other authorized personnel in case of perceived risks		2	0	2
	PC12. Monitor the workplace and work processes for potential risks and threats		2	0	2
	PC13. Carry out periodic walk-through to keep work area free from hazards and obstructions, if assigned		3	1	2
	PC14. Report hazards and potential risks/ threats to supervisors or other authorized personnel		2	0	2
	PC15. Participate in mock drills/ evacuation procedures organized at		3	0	3

	the workplace				
	PC16. Undertake first aid, fire-fighting and emergency response training, if asked to do so		3	0	3
	PC17. Take action based on instructions in the event of fire, emergencies or accidents		2	0	2
	PC18. Follow organization procedures for shutdown and evacuation when required		2	0	2
		Total	45	5	40
5. LSS/N8701 (Comply with industry, regulatory and organizational requirements)	PC1. Carry out work functions in accordance with legislation and regulations, organizational guidelines and procedures	15	3	0	3
	PC2. Seek and obtain clarifications on policies and procedures, from your supervisor or other authorized personnel		4	1	3
	PC3. Apply and follow these policies and procedures within your work practices		2	0	2
	PC4. Provide support to your supervisor and team members in enforcing these considerations		3	1	2
	PC5. Identify and report any possible deviation to these requirements		3	0	3
		Total	15	2	13