

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

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, Indian
Buildings Congress
First Floor, Sector
-6, R.K. Puram, Kama
Koti Marg, New
Delhi-110022
E-mail: ceo@sscamh.in



Contents

1. Introduction and Contacts.....P.1
2. Qualifications Pack.....P.2
3. Glossary of Key Terms.....P.3
4. NOS Units.....P.5
5. Assessment Criteria.....P.26

Introduction

Qualifications Pack – Boutique Manager

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

SUB-SECTOR: Apparel

OCCUPATION: Boutique Operations

REFERENCE ID: AMH/Q1910

ALIGNED TO: NCO-2015 / NIL

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

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

Job Details	Qualifications Pack Code	AMH/Q1910		
	Job Role	Boutique Manager		
	Credits (NSQF)	TBD	Version number	1.0
	Sector	Apparel, Made-up's and Home Furnishing	Drafted on	31/05/15
	Sub-sector	Apparel	Last reviewed on	11/02/2019
	Occupation	Boutique Operations	Next review date	11/02/2023
	NSQC Clearance on*	19/02/16		
Job Role		Boutique Manager		
Role Description		Managing business of understanding and fulfilling of customized design needs of sportswear, beachwear, novelty items, vintage, T-shirts, dresses, tuxedos, shoes, handbags, accessories, etc.		
NSQF level		7		
Minimum Educational Qualifications		Preferably Diploma in Fashion Design/Merchandising/Textile		
Maximum Educational Qualifications		N.A.		
Training (Suggested but not mandatory)		N.A.		
Minimum Job Entry Age		18Years		
Experience		Preferably having worked for 2-3 years working in garment, industry.		
Applicable National Occupational Standards (NOS)		Compulsory: <ol style="list-style-type: none"> AMH/N1910(Create design as per latest trends and establish customer needs) AMH/N1911(Allocate and check works assigned to subordinates and manage and monitor boutique performance) AMH/N1912(Build and monitor team performance) AMH/N1913(Maintain health, safety and security in the boutique) AMH/N0104 (Comply with industry, regulatory and organizational requirements) 		
Performance Criteria		As described in relevant NOS units		

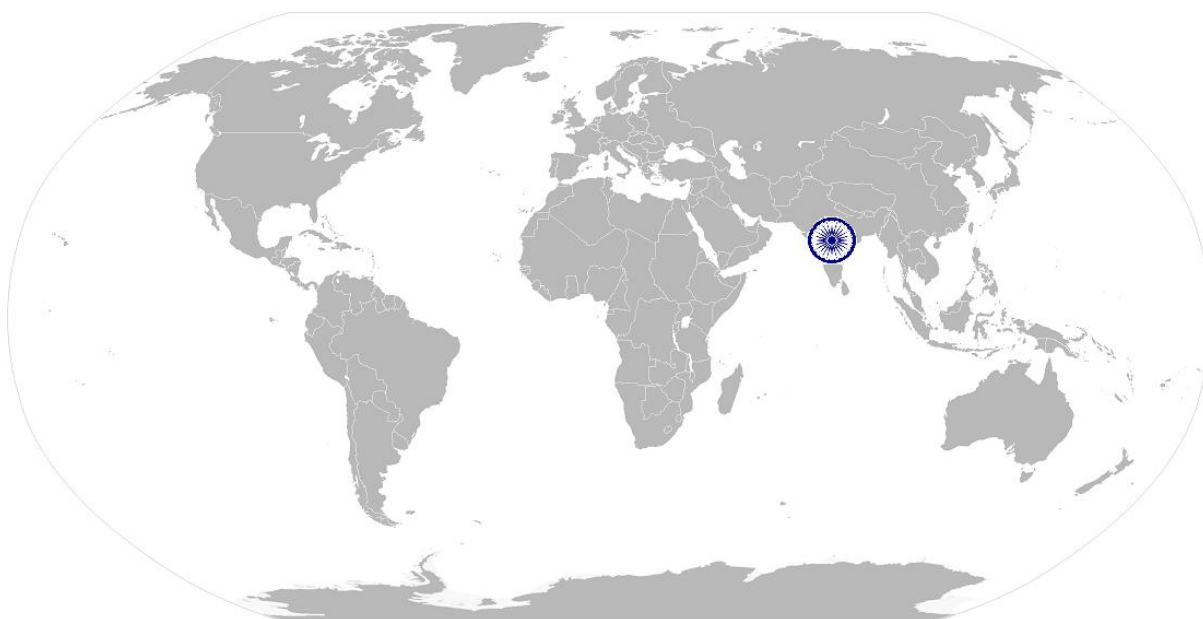
Definitions	Keywords /Terms	Description
	Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
	Sub-sector	Sub-sector is derived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

Organizational Context	Organizational Context includes the way the organization is structured and how it operates. It includes elements of operational knowledge contents defined in relation to functioning of an organization that a skilled professional need to possess specific to its precise areas of responsibility.
Substrate	Basic material used for creating pattern
Technical Knowledge	Technical Knowledge is the specific domain knowledge needed to accomplish the task in combination with other competencies. It is usually coined with specifically designated roles and responsibilities.
Core Skills/Generic Skills	Core Skills or Generic Skills as set are group of skills. It is key to working in today's world. These skills are typically needed in any work environment. In the context of the OS, these include mainly communication related skills that are applicable to most job roles.
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
Techpack	Technical Specifications

Acronyms

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

National Occupational Standard



Overview

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

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

National Occupational Standard

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

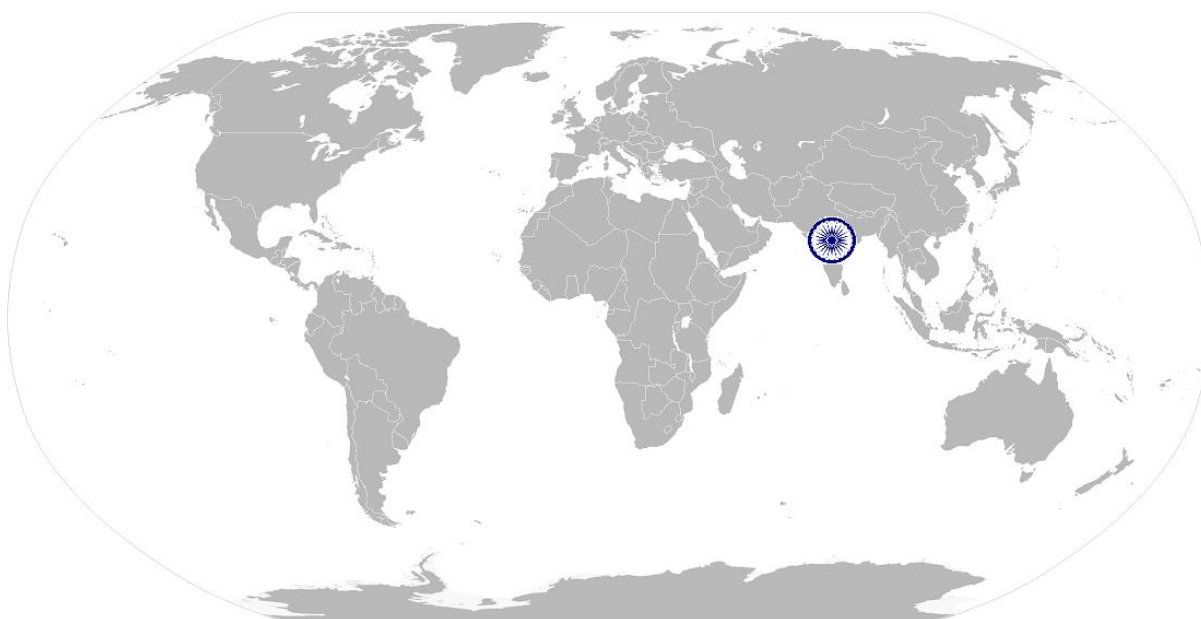
AMH/N1910 Create design as per latest trends and establish customer needs

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

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

NOS Version Control

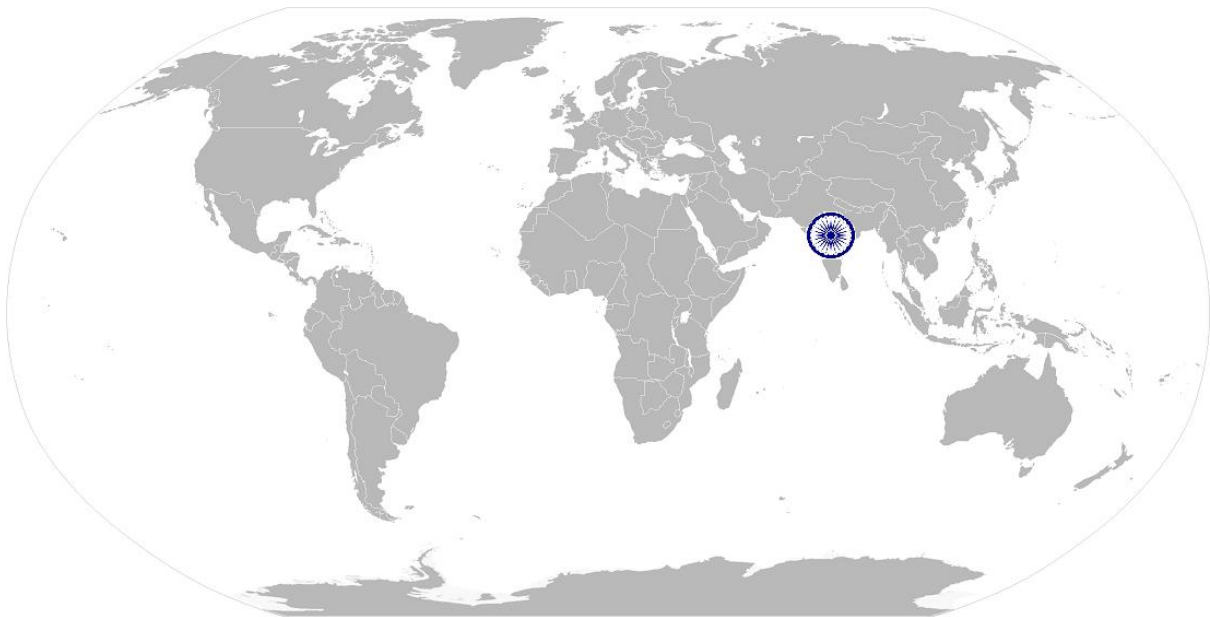
NOS Code	AMH/N1910		
Credits (NSQF)	TBD	Version number	1.0
Industry	Apparel, Made-ups and Home Furnishing	Drafted on	01/06/15
Industry Sub-sector	Apparel	Last reviewed on	20/06/17
Occupation	Boutique Operations	Next review date	11/02/2023



[Back toTop](#)

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

National Occupational Standard



Overview

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

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

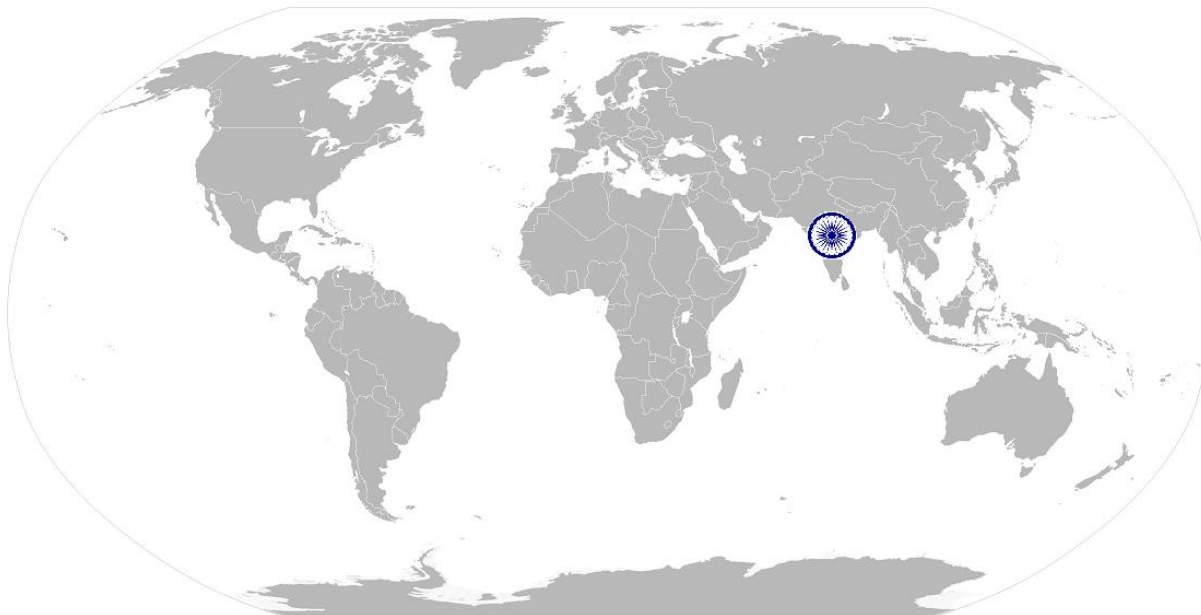
National Occupational Standard	Unit Code	AMH/ N1911
	Unit Title (Task)	Allocate and check work assigned to subordinates and manage and monitor boutique performance
	Description	This OS describes standards for allocating works/assignments to subordinates and managing boutique performance for profitability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

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

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

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

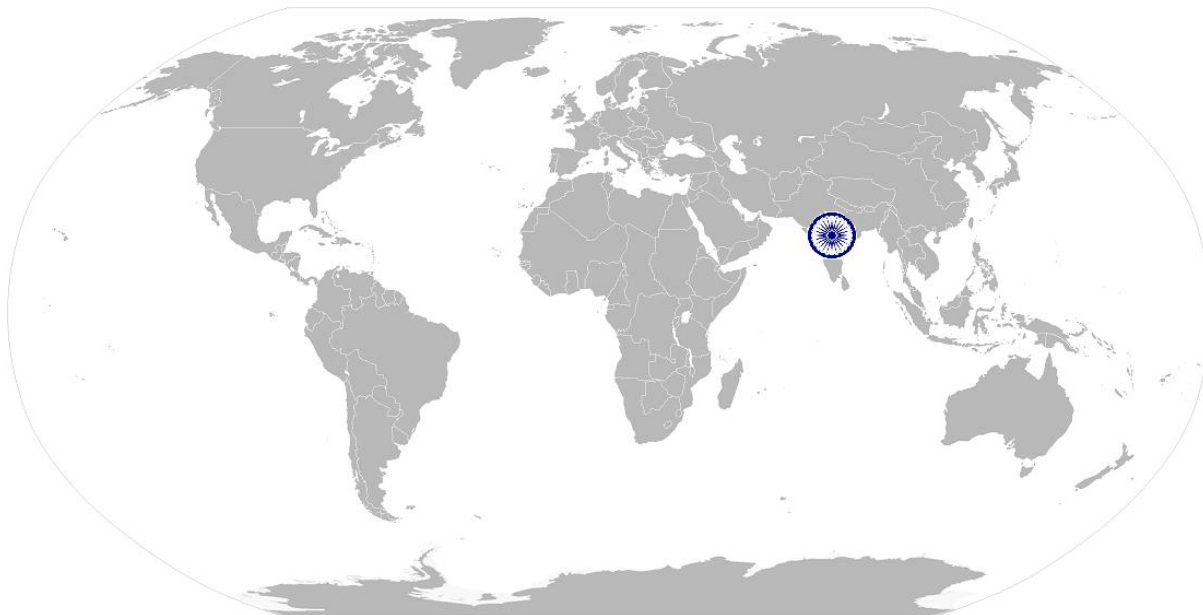
	The user/individual on the job needs to know and understand: SB12. Analyze and accordingly distribute work among subordinates according to their capabilities and what they are best at for smooth functioning of boutique
	Critical Thinking
	The user/individual on the job needs to know and understand: SB13.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



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

NOS Version Control

NOS Code	AMH/N1911		
Credits (NSQF)	TBD	Version number	1.0
Industry	Apparel, Made-ups and Home Furnishing	Drafted on	01/06/15
Industry Sub-sector	Apparel	Last reviewed on	20/06/17
Occupation	Boutique Operations	Next review date	11/02/2023

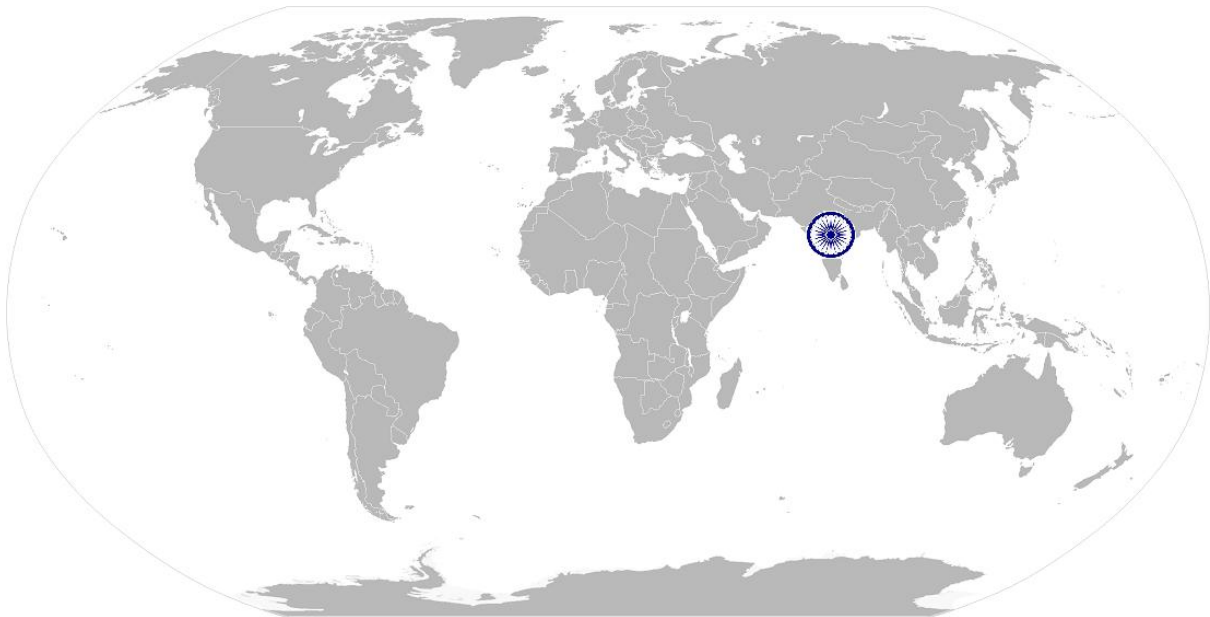


[Back toTop](#)

AMH/N1912

Build and monitor team performance

National Occupational Standard



Overview

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

AMH/N1912
Build and monitor team performance

National Occupational Standard

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

AMH/N1912

Build and monitor team performance

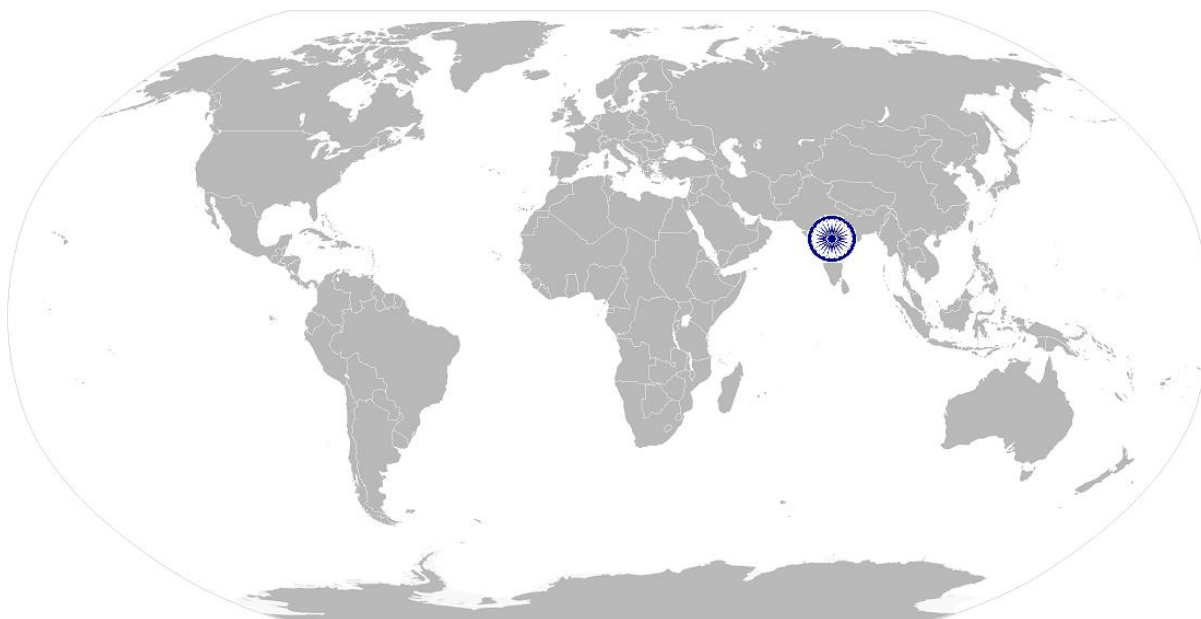
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand:</p> <p>SA4. discuss task lists, schedules, and work details with team</p> <p>SA5. seek information appropriately from team members to understand their requirements and identify supports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

AMH/N1912

Build and monitor team performance

NOS Version Control

NOS Code	AMH/N1912		
Credits (NSQF)	TBD	Version number	1.0
Industry	Apparel, Made-ups and Home Furnishing	Drafted on	01/06/15
Industry Sub-sector	Apparel	Last reviewed on	11/02/19
Occupation	Boutique Operations	Next review date	11/02/2023

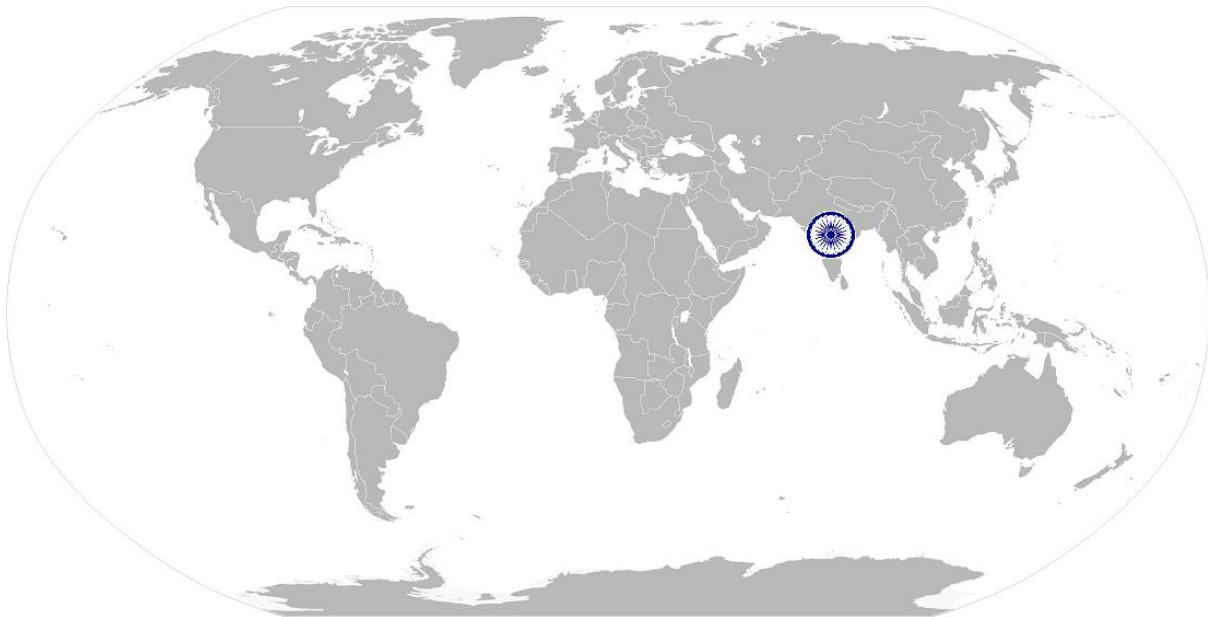


[Back toTop](#)

AMH/N1913

Maintain health, safety and security in the boutique

National Occupational Standard



Overview

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

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

National Occupational Standard

Unit Code	AMH/ N1913
Unit Title (Task)	Maintain health, safety and security in the boutique
Description	This unit is about quantification and measurement of skills and competencies enabling one to ensure workarea conforms to requirements of health, safety and security
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Identifying health and safety hazards and ensuring mechanism to safeguard against hazards
Performance Criteria (PC) w.r.t. the Scope	
Elements	Performance Criteria
Identifying health and safety hazards and ensuring mechanism to safeguard against hazards	PC1. Keep vigilance for potential risks and threats associated with the boutique and the equipments used like proper initiation and shut down of machine(s) at the beginning and closure of the day PC2. Ensure the tools and equipments like sewing machines, shears, needles, etc. are handled safely PC3. Monitor the workplace and work processes for potential risks and threats from workers and customers regarding shrinkage PC4. Participate in mock-drills/evacuation procedures organized at the boutique PC5. 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 boutique's assets and records KA2. Knowledge about health and safety signage KA3. Knowledge about 5S and related concept
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. Knowledge about different hazards at boutique like fire, theft, etc. KB2. Knowledge about safe handling of tools and equipments for personal safety and security in the boutique
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: 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 boutique 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)

AMH/N1913

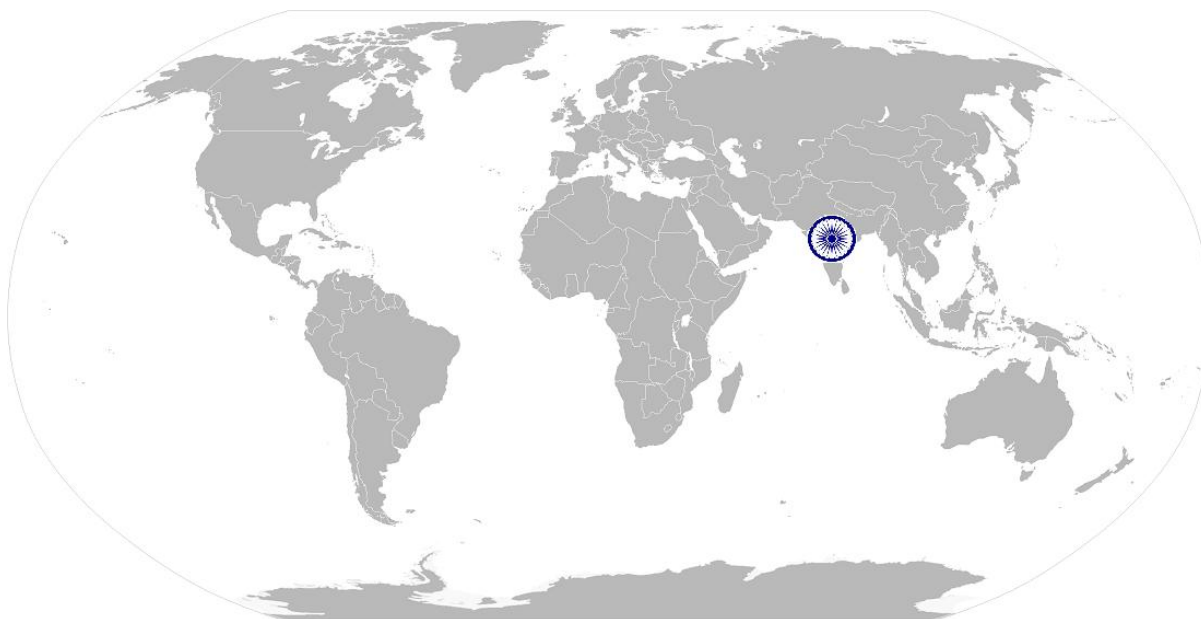
Maintain health, safety and security in the boutique

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

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

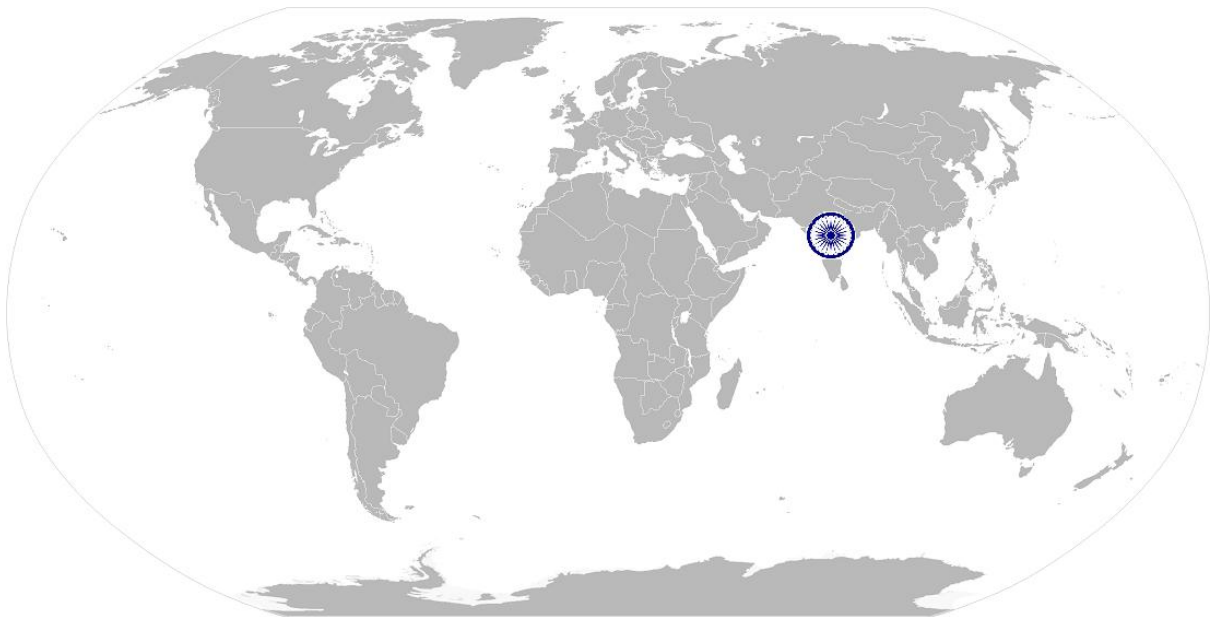
NOS Version Control

NOS Code	AMH/N1913		
Credits (NSQF)	TBD	Version number	1.0
Industry	Apparel, Made-ups and Home Furnishing	Drafted on	01/06/15
Industry Sub-sector	Apparel	Last reviewed on	11/02/19
Occupation	Boutique Operations	Next review date	11/02/2023



[Back toTop](#)

National Occupational Standard



Overview

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

AMH/N0104
Comply with industry, regulatory and organizational requirements

National Occupational Standard

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, regulatory and boutique 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. SA4. Read in the local language as applicable

AMH/N0104

Comply with industry, regulatory and organizational requirements

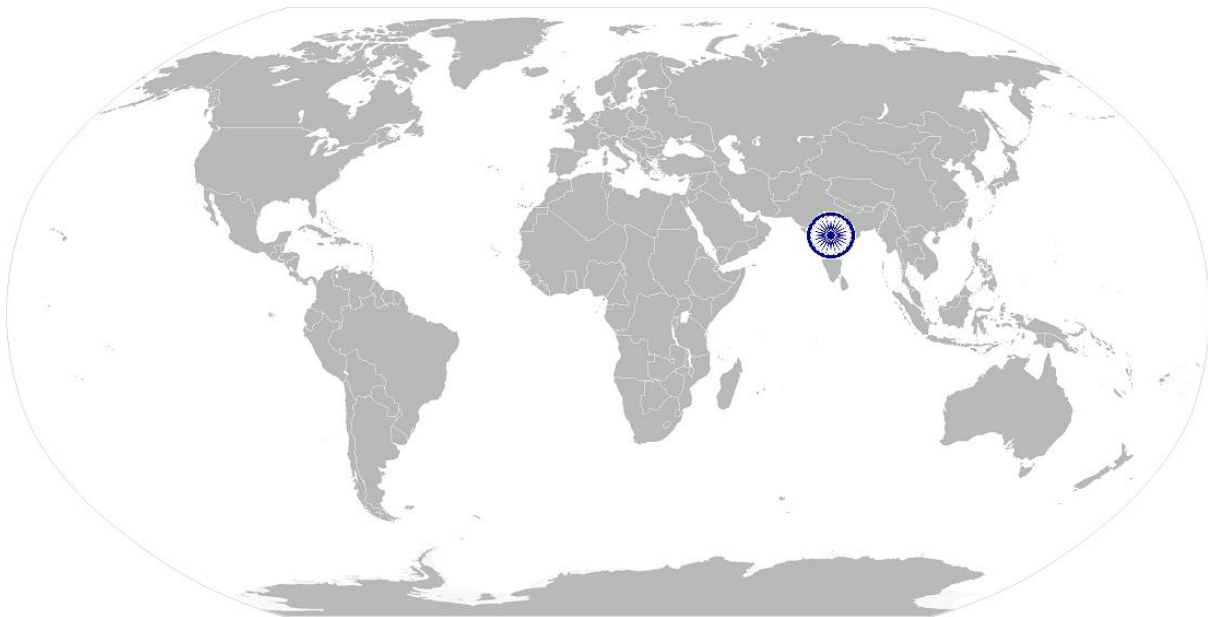
B. Professional Skills	SA5. Read and understand manuals, health and safety instructions, memos, reports, job cards etc.
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA6. Positively influence the team members into following procedures
	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 judgment to different situations
	Critical Thinking
	The user/individual on the job needs to know and understand how to:
	SB6. Analyze, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently

AMH/N0104

Comply with industry, regulatory and organizational requirements

NOS Version Control

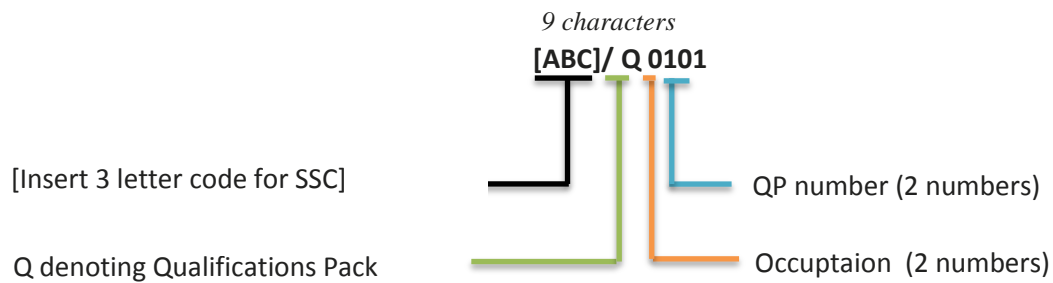
NOS Code	AMH/N0104		
Credits (NSQF)	TBD	Version number	1.0
Industry	Apparel, Made-ups and Home Furnishing	Drafted on	01/06/15
Industry Sub-sector	Apparel	Last reviewed on	11/02/19
Occupation	Boutique Operations	Next review date	11/02/2023



[Back toTop](#)

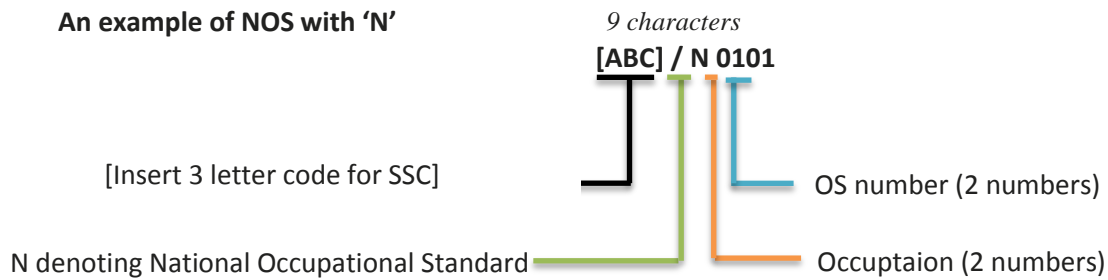
Annexure

Nomenclature for QP and NOS



Occupational Standard

An example of NOS with 'N'



[Back to top...](#)

The following acronyms/codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
Apparel	0-40
Made-ups	41-55
Home Furnishing	56-70
Fututue Jobroles	71-89
Generic Job roles	90-99

Sequence	Description	Example
Three letters	Industry name	AMH
Slash	/	/
Next letter	Whether QP or NOS	Q or N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

Criteria For Assessment Of Trainees

Job Role Boutique Manager

Qualification Pack AMH/Q1910

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

Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2. The assessment for the theory part will be based on knowledge bank of questions approved by the SSC
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
6. To pass the Qualification Pack, every trainee should score a minimum of 70% aggregate in a QP
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack

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

	PC6. Book order for the product and record details of order booking in suitable form/format		9	2	6	1
	Total		95	30	57	8
2. AMH/N1911 (Allocate and check work assigned to subordinates and manage and monitor boutique performance)	PC1. Allocate work to team members based on skills, knowledge, experience, and workloads equitably	100	10	4	6	0
	PC2. Brief team members on work allocated and level of expected performance		11	3	6	2
	PC3. Encourage team members to make suggestions and seek clarification in relation to the work allocated		9	2	5	2
	PC4. Set business objectives for the boutique which are SMART (Specific, Measurable, Achievable, Realistic and Time-bound)		12	6	5	1
	PC5. Plan achievement of team goals and objectives defined in line with business objectives		10	4	5	1
	PC6. Monitor progress periodically with suitable management tools and techniques		10	2	8	0
	PC7. Plan the inventory management		10	3	6	1
	PC8. Plan the display of the boutique		10	2	7	1
	PC9. Maintaining the customer feedback register		9	2	6	1
	PC10. Plan and maintain stock register		9	2	6	1
			100	30	60	10
3. AMH/N1912 (Build and monitor team performance)	PC1. Articulate clearly to the team the purpose, goals and scope of activities related to the boutique business	90	17	7	9	1

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

			30	6	19	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	35	7	2	4	1
	PC2. Seek and obtain clarifications on policies and procedures, from your supervisor or other authorized personnel		5	2	2	1
	PC3. Apply and follow these policies and procedures within your work practices		7	2	4	1
	PC4. Provide support to your supervisor and team members in enforcing these considerations		8	2	5	1
	PC5. Identify and report any possible deviation to these requirements		8	2	5	1
	Total Marks	350	35	10	20	5
			350	105	210	35