



COMPETENCY STANDARD FOR SOUVENIR AND CRAFT PRODUCTS PACKAGING

Level: 2

(Informal Sector)

Competency Standard Code: CS-IS-SCPP-L2-EN-V1



**National Skills Development Authority
Chief Adviser's Office
Government of the People's Republic of Bangladesh**

Copyright

National Skills Development Authority
Chief Adviser's Office
Level: 10-11, Biniyog Bhaban,
E-6 / B, Agargaon, Sher-E-Bangla Nagar Dhaka-1207, Bangladesh.
Email: ec@nsda.gov.bd
Website: www.nstda.gov.bd.
National Skills Portal: <http://skillsportal.gov.bd>

National Skills Development Authority (NSDA) is the owner of this document. Other interested parties must obtain written permission from NSDA for reproduction of information in any manner, in whole or in part, of this Competency Standard, in English or other language.

This Competency Standard for Souvenir and Craft Products Packaging is a document for the development of curricula, teaching and learning materials, and assessment tools. It also serves as the document for providing training consistent with the requirements of industry in order to meet the qualification of individuals who graduated through the established standard via competency-based assessment for a relevant job.

This document has been developed by NSDA in association with Informal Sector, industry representatives, academia, related specialist, trainer and related employee.

Public and private institutions may use the information contained in this standard for activities benefitting Bangladesh.

Introduction

The NSDA aims to enhance an individual's employability by certifying completeness with skills. NSDA works to expand the skilling capacity of identified public and private training providers qualitatively and quantitatively. It also aims to establish and operationalize a responsive skills ecosystem and delivery mechanism through a combination of well-defined set of mechanisms and necessary technical supports.

Key priority economic growth sectors identified by the government have been targeted by NSDA to improve current job skills along with existing workforce to ensure required skills to industry standards. Training providers are encouraged and supported to work with industry to address identified skills and knowledge to enable industry growth and increased employment through the provision of market responsive inclusive skills training program. "**Souvenir and Craft Products Packaging**" is selected as one of the priority occupations of Informal Sector. This standard is developed to adopt a demand driven approach to training with effective inputs from Industry Skills Councils (ISC's), employer associations and employers.

Generally, a competency standard informs curriculum, learning materials, assessment and certification of trainees enrolled in Skills Training. Trainees who successfully pass the assessment will receive under Bangladesh National Qualification Framework and will be listed on the NSDA's online portal.

This competency standard is developed to improve skills and knowledge in accordance with the job roles, duties and tasks of the occupation and ensure that the required skills and knowledge are aligned to industry requirements. A series of stakeholder consultations, workshops were held to develop this document.

The document also details the format, sequencing, wording and layout of the Competency Standard for an occupation which is comprised of Units of Competence and its corresponding Elements.

Overview

A competency standard is a written specification of the knowledge, skills and attitudes required for the performance of an occupation, trade or job corresponding to the industry standard of performance required in the workplace.

The purpose of a competency standards is to:

- provide a consistent and reliable set of components for training, recognising and assessing people's skills, and may also have optional support materials
- enable industry recognised qualifications to be awarded through direct assessment of workplace competencies
- encourage the development and delivery of flexible training which suits individual and industry requirements
- encourage learning and assessment in a work-related environment which leads to verifiable workplace outcomes

Competency standards are developed by a working group comprised of representative from NSDA, Key Institutions, ISC, and industry experts to identify the competencies required of an occupation in Informal Sector.

Competency standards describe the skills, knowledge and attitude needed to perform effectively in the workplace. CS acknowledge that people can achieve technical and vocational competency in many ways by emphasizing what the learner can do, not how or where they learned to do it.

With competency standards, training and assessment may be conducted at the workplace or at training institute or any combination of these.

Competency standards consist of a number of units of competency. A unit of competency describes a distinct work activity that would normally be undertaken by one person in accordance with industry standards.

Units of competency are documented in a standard format that comprises of:

- unit title
- nominal duration
- unit code
- unit descriptor
- elements and performance criteria
- variables and range statement
- curricular content guide
- assessment evidence guide

Together, all the parts of a unit of competency:

- describe a work activity
- guide the assessor to determine whether the candidate is competent or not yet competent

The ensuing sections of this document comprise of a description of the relevant occupation, trade or job with all the key components of a unit of competency, including:

- a chart with an overview of all Units of Competency for the relevant occupation, trade or job including the Unit Codes and the Unit of Competency titles and corresponding Elements
- the Competency Standard that includes the Unit of Competency, Unit Descriptor, Elements and Performance Criteria, Range of Variables, Curricular Content Guide and Assessment Evidence Guide.

Competency Standards for National Skill Certificate, Level-2 in Souvenir and Craft Products Packaging in Informal Sector

Level Descriptors of BNQF 1-6

Level & Job classification	Knowledge Domain	Skills Domain	Responsibility Domain
6-Mid-Level Manager/ Sub Assistant Engineer	Comprehensive actual and theoretical knowledge within a specific work or study area with an awareness of the validity and limits of that knowledge, able to analyse, compare, relate and evaluate.	Specialised and wider range of cognitive and practical skills required to provide leadership in the development of creative solutions to defined problems. Communicate professional issues and solutions to the team and to external partners/users.	Work under broad guidance and self-motivation to execute strategic and operational plan/s. Lead lower-level management. Diagnose and resolve problems within and among work groups.
5-Supervisor	Broad knowledge of the underlying, concepts, principles, and processes in a specific work or study area, able to scrutinize and break information into parts by identifying motives or causes.	Broad range of cognitive and practical skills required to generate solutions to specific problems in one or more work or study areas. Communicate practice-related problems and possible solutions to external partners.	Work under guidance of management and self-direction to resolve specific issues. Lead and take responsibility for the work and actions of group/team members. Bridge between management.
4-Highly Skilled Worker	Broader knowledge of the underlying, concepts, principles, and processes in a specific work or study area, able to solve problems to new situations by comparing and applying acquired knowledge.	A range of cognitive and practical skills required to accomplish tasks and solve problems by selecting and applying the full range of methods, tools, materials and information. Communicate using technical terminology and IT technology with partners and users as per workplace requirements.	Work under minimal supervision in specific contexts in response to workplace requirements. Resolve technical issues in response to workplace requirements and lead/guide a team/ group.
3-Skilled Worker	Moderately broad knowledge in a specific work or study area, able to perceive ideas and abstract from drawing and design according to workplace requirements.	Basic cognitive and practical skills required to use relevant information in order to carry out tasks and to solve routine problems using simple rules and tools. Communicate with his team and limited external partners upholding the values, nature and culture of the workplace	Work or study under supervision with considerable autonomy. Participate in teams and responsible for group coordination.
2-Semi Skilled Worker	Basic understanding of underpinning knowledge in a specific work or study area, able to interpret and apply common occupational terms and instructions.	Skills required to carry out simple tasks, communicate with his team in the workplace presenting and discussing results of his work with required clarity.	Work or study under supervision in a structured context with limited scope of manipulation
1 –Basic Skilled Worker	Elementary understanding of ability to interpret the underpinning knowledge in a specific study area, able to interpret common occupational terms and instructions.	Specific Basic skills required to carry out simple tasks. Interpret occupational terms and present the results of own work within guided work environment/ under supervision.	Work under direct supervision in a structured context with limited range of responsibilities.

List of Abbreviations

CS	Competency Standard
ISC	Industry Skills Council
NSDA	National Skills Development Authority
OSH	Occupational Safety and Health
PPE	Personal Protective Equipment
SCVC	Standards and Curriculum Validation Committee
STP	Skills Training Provider
SOP	Standard Operating Procedure
UoC	Unit of Competency

Approval of Competency Standard

Approved By
45th Authority Meeting of NSDA
Held on 30.10.2025

Table of Contents

Copyright	vi
Introduction.....	vii
Overview.....	viii
Level Descriptors of BNQF 1-6.....	ix
List of Abbreviations	x
Course Structure.....	1
Units & Elements at Glance.....	2
Generic Units of Competencies	5
GU-02-L1-V1: Apply Occupational Safety and Health (OSH) Procedure in the Workplace .	6
GU-06-L1-V1: Practice Housekeeping Procedure	9
GU-05-L1-V1: Deal with Clients/ Customers	12
Sector Specific Units of Competencies	15
SU-CS-01-L2-V1: Work in the Informal Sector	16
Occupation Specific Units of Competencies	19
OU-IS-SCPP-01-L2-EN-V1: Interpret Souvenir and Craft Products Packaging	20
OU-IS-SCPP-02-L2-EN-V1: Analyze Products for Packaging	26
OU-IS-SCPP-03-L2-EN-V1:Perform Designing of Packaging Items.....	31
OU-IS-SCPP-04-L2-EN-V1: Prepare for Souvenir and Crafts Packaging	34
OU-IS-SCPP-05-L2-EN-V1: Perform Packaging & Costing of Souvenir & Crafts Package	37
OU-IS-SCPP-06-L2-EN-V1:Ensure Quality & Safetyof the Packages.....	40
Development of Competency Standard	43
Validation of Competency Standard.....	45

**Competency Standards for National Skill Certificate, Level-2 in
Souvenir and Craft Products Packaging in Informal Sector**

Course Structure

SL No	Unit code and Title	UOC Level	Nominal (hours)
Generic Units of Competencies			
1.	GU-02-L1-V1	Apply Occupational Safety and Health (OSH) Procedure in the Workplace	1 15
2.	GU-06-L1-V1	Practice Housekeeping Procedure	1 15
3.	GU-05-L1-V1	Deal with Clients/ Customers	1 10
Sub Total			40
Sector Specific Units of Competencies			
4.	SU-CS-01-L2-V1	Work in the Informal Sector	2 20
Sub Total			20
Occupation Specific Units of Competencies			
5.	OU-IS-SCPP-01-L2-EN-V1	Interpret Souvenir and Craft Products Packaging	2 30
6.	OU-IS-SCPP-02-L2-EN-V1	Analyze Products for Packaging	2 30
7.	OU-IS-SCPP-03-L2-EN-V1	Perform Designing of Packaging Items	2 80
8.	OU-IS-SCPP-04-L2-EN-V1	Prepare for Souvenir and Crafts Packing	2 20
9.	OU-IS-SCPP-05-L2-EN-V1	Perform Packaging and Costing of Souvenir and Crafts package	2 90
10.	OU-IS-SCPP-06-L2-EN-V1	Ensure Quality and Safety of the Packages	2 30
Sub Total			280
Workplace Visit			20
Total Duration			360

Units & Elements at Glance

Generic Competencies

Code	Unit of competency	Elements of competency	Duration (hours)
GU-02-L1-V1	Apply Occupational Safety and Health (OSH) procedure In the Workplace	<ol style="list-style-type: none"> 1. Identify OSH policies and procedures 2. Follow OSH procedure 3. Report hazards and risks 4. Respond to emergencies 5. Maintain personal well-being 	15
GU-06-L1-V1	Practice Housekeeping Procedure	<ol style="list-style-type: none"> 1. Sort and remove unnecessary items 2. Arrange items 3. Maintain work area, tools and equipment 4. Follow standardized work process and procedure 1. Perform work spontaneously 	15
GU-05-L1-V1	Deal with Clients / Customers	<ol style="list-style-type: none"> 1. Response customer with due respect 2. Perform customer service 3. Ensure customer satisfaction 	10
Total hours			40

Sector specific competencies

Code	Unit of competency	Elements of competency	Duration (hours)
SU-CS-01-L2-V1	Work in the Informal Sector	<ol style="list-style-type: none"> 1. Describe the organizational structure within the sector 2. Identify processes and procedures 3. Identify workplace requirements 4. Organize own workload 	20
Total hours			20

Occupation specific competencies

Code	Unit of competency	Elements of competency	Duration (hours)
OU-IS-SCPP-01-L2-V1	Interpret Souvenir and Craft Products Packaging	<ol style="list-style-type: none"> 1. Identify Souvenir and Crafts 2. Interpret the Requirements of Packaging for Souvenir and Craft products 3. List the Quality and Job responsibilities of Packaging Developer 	30
OU-IS-SCPP-02-L2-V1	Analyze Products for Packaging	<ol style="list-style-type: none"> 1. Identify Products Category 2. Investigate Shape and Dimension of Products 3. Check Specification of Products 	30
OU-IS-SCPP-03-L2-V1	Perform Designing of Packaging Items	<ol style="list-style-type: none"> 1. Prepare for Designing 2. Perform Designing and Develop Sample 3. Check Functionality 	80
OU-IS-SCPP-04-L2-V1	Prepare for Souvenir and Crafts Packing	<ol style="list-style-type: none"> 1. Identify and Collect Raw Materials for Packaging 2. Arrange Tools and Equipment 	20
OU-IS-SCPP-05-L2-V1	Perform Packaging and Costing of Souvenir and Crafts package	<ol style="list-style-type: none"> 1. Follow OSH 2. Carryout Packaging for Local Products 3. Accomplish Packaging for Export Oriented Products 4. Perform Costing of Packaging 5. Clean and Maintain Tools, Machine and Workplace 	90
OU-IS-SCPP-06-L2-V1	Ensure Quality and Safety of the Packages	<ol style="list-style-type: none"> 1. Check Quality of the Packages 2. Examine Safety Protocols of Packages 	30
Total Hours			280

Generic Units of Competencies

Unit Code and Title	GU-02-L1-V1: Apply Occupational Safety and Health (OSH) Procedure in the Workplace
Unit Descriptor	This unit covers the knowledge, skills and attitudes (KSA) required in applying occupational safety and health (OSH) procedures in the workplace. It specifically includes identifying OHS policies and procedures, following OSH procedure, reporting to emergencies, and maintaining personal well-being.
Nominal Hours	15 Hours
Elements of Competency	Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables
1. Identify OSH policies and procedures.	1.1. <u>OHS policies</u> and <u>safe operating procedures</u> are accessed and stated. 1.2. <u>Safety signs and symbols</u> are identified and followed. 1.3. Emergency response, evacuation procedures and other contingency measures are determined according to workplace requirements.
2. Follow OSH procedure	2.1 <u>Personal protective equipment (PPE)</u> is selected and collected as required. 2.2 Personal protective equipment (PPE) is correctly used in accordance with organization OHS procedures and practices. 2.3 A clear and tidy workplace is maintained as per workplace standard. 2.4 PPE is maintained to keep them operational and compliant with OHS regulations.
3. Report hazards and risks.	3.1 <u>Hazards</u> and risks are identified, assessed and controlled. 3.2 Incidents arising from hazards and risks are reported to designated authority.
4. Respond to emergencies	4.1 Alarms and warning devices are responded. 4.2 Workplace <u>emergency procedures</u> are followed. 4.3 <u>Contingency measures</u> during workplace accidents, fire and other emergencies are recognized and followed in accordance with organization procedures. 4.4 First aid procedures is applied during emergency situations.
5. Maintain personal well-being	5.1 OHS policies and procedures are adhered to. 5.2 OHS awareness programs are participated in as per workplace guidelines and procedures. 5.3 Corrective actions are implemented to correct unsafe condition in the workplace. 5.4 <u>“Fit to work” records</u> are updated and maintained according to workplace requirements.

Range of Variables	
Variables	Range (may include but not limited to):
1. OHS Policies	1.1. Bangladesh standards for OHS 1.2. Fire Safety Rules and Regulations 1.3. Code of Practice 1.4. Industry Guidelines
2. Safe Operating Procedures	2.1 Orientation on emergency exits, fire extinguishers, fire escape, etc. 2.2 Emergency procedures 2.3 First Aid procedures 2.4 Tagging procedures 2.5 Use of PPE 2.6 Safety procedures for hazardous substances
3. Safety Signs and symbols	3.1 Direction signs (exit, emergency exit, etc.) 3.2 First aid signs 3.3 Danger Tags 3.4 Hazard signs 3.5 Safety tags 3.6 Warning signs
4. Personal Protective Equipment (PPE)	4.1 Gas Mask 4.2 Gloves 4.3 Safety boots 4.4 Face mask 4.5 Overalls 4.6 Goggles and safety glasses 4.7 Sun block 4.8 Chemical/Gas detectors
5. Hazards	5.1 Chemical hazards 5.2 Biological hazards 5.3 Physical Hazards 5.4 Mechanical and Electrical Hazard 5.5 Mental hazard 5.6 Ergonomic hazard
6. Emergency Procedures	6.1 Fire fighting 6.2 Earthquake 6.3 Medical and first aid 6.4 Evacuation
7. Contingency measures	7.1 Evacuation 7.2 Isolation 7.3 Decontamination
8. “Fit to Work” records	8.1 Medical Certificate every year 8.2 Accident reports, if any 8.3 Eye vision certificate
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency	
1. Critical aspects of competency	Assessment required evidence that the candidate: 1.1 stated OHS policies and safe operating procedures

	1.2 followed safety signs and symbols 1.3 used personal protective equipment (PPE) 1.4 maintained workplace clear and tidy 1.5 assessed and Controlled hazards 1.6 followed emergency procedures 1.7 followed contingency measures 1.8 implemented corrective actions
2. Underpinning knowledge	2.1 Define OHS 2.2 OHS Workplace Policies and Procedures 2.3 Work Safety Procedures 2.4 Emergency Procedures 2.5 Hazard control procedure 2.6 Different types of Hazards 2.7 PPE and uses 2.8 Personal Hygiene Practices 2.9 OHS Awareness
3. Underpinning skills	3.1 Accessing OHS policies 3.2 Handling of PPE 3.3 Handling cleaning tools and equipment 3.4 Writing report 3.5 Responding to emergency procedures
4. Required attitude	4.1 Commitment to occupational health and safety 4.2 Sincere and honest to duties 4.3 Promptness in carrying out activities 4.4 Environmental concerns 4.5 Eagerness to learn 4.6 Tidiness and timeliness 4.7 Respect of peers and seniors in workplace 4.8 Communicate with peers and seniors in workplace
5. Resource implications	5.1 Workplace 5.2 Equipment and outfits appropriate in applying safety measures 5.3 Tools, materials and documentation required 5.4 OHS Policies and Procedures
6. Methods of assessment	Competency should be assessed by: 6.1 Written test 6.2 Demonstration 6.3 Oral Questioning 6.4 Portfolio
7. Context of assessment	7.1 Competency assessment must be done in NSDA accredited assessment centre 7.2 Assessment should be done by a NSDA certified/nominated assessor
Accreditation Requirements Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under BNQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.	

Unit Code and Title	GU-06-L1-V1: Practice Housekeeping Procedure
Unit Descriptor	<p>This unit covers the knowledge, skills and attitude required to Practice housekeeping procedure.</p> <p>It specifically includes sorting and removing unnecessary items, arranging items, maintaining work area, tools and equipment, following standardized work process and procedure and performing work spontaneously.</p>
Nominal Hours	15 Hours
Elements of Competency	<p>Performance Criteria <u>Bold underlined</u> terms are elaborated in the Range of Variables</p>
1. Sort and remove unnecessary items	<p>1.1 Reusable, recyclable materials are sorted in accordance with company/office procedures</p> <p>1.2 <u>Unnecessary items</u> are removed and disposed of in accordance with company or office procedures</p>
2. Arrange items	<p>2.1 Items are arranged in accordance with company/office housekeeping procedures</p> <p>2.2 Work area is arranged according to job requirements</p> <p>2.3 Activities are prioritized based on instructions.</p> <p>2.4 Items are provided with clear and visible <u>identification marks</u> based on procedure</p> <p>2.5 Safety equipment and evacuation passages are kept clear and accessible based on instructions</p>
3. Maintain work area, tools and equipment	<p>3.1 Cleanliness and orderliness of work area is maintained in accordance with company/office procedures</p> <p>3.2 Tools and equipment are cleaned in accordance with manufacturer's instructions/manual</p> <p>3.3 <u>Minor repairs</u> are performed on tools and equipment in accordance with manufacturer's instruction/manual</p> <p>3.4 Defective tools and equipment are reported to immediate supervisor</p>
4. Follow standardized work process and procedure	<p>4.1 Materials for common use are maintained in designated area based on procedures</p> <p>4.2 Work is performed according to standard work procedures. Abnormal incidents are reported to immediate supervisor</p>
5. Perform work spontaneously	<p>5.1 Work is performed as per instruction</p> <p>5.2 Company and office <u>decorum</u> are followed and complied with</p> <p>5.3 Work is performed in accordance with OSH requirements</p>
Range of Variables	

Variable	Range (may include but not limited to):
1. Unnecessary items	1.1 Non-recyclable materials 1.2 Pictures, posters and other materials not related to work activity 1.3 Unserviceable tools and equipment 1.4 Waste materials
2. Identification marks	2.1 Color coding 2.2 Labels 2.3 Tags
3. Minor repairs	3.1 Application of lubricants 3.2 Replacement of parts 3.3 Sharpening of tools 3.4 Tightening of nuts, bolts and screws
4. Decorum	4.1 Behavior 4.2 Company/office rules and regulations 4.3 Company/office uniform
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency.	
1. Critical aspects of competency	1.1 Sorted and removes unnecessary items 1.2 Arranged items 1.3 Maintained work area, tools and equipment 1.4 Followed standardized work process and procedures 1.5 Performed work spontaneously
2. Underpinning knowledge	2.1 Environmental requirements relative to work safety 2.2 Principles of 5S 2.3 Reading skills required to interpret instructions 2.4 Work process and procedures 2.5 Work-related documentation requirements
3. Underpinning skills	3.1 Arranging items 3.2 Maintaining work area, tools and equipment 3.3 Following standardizing work process
4. Underpinning attitude	4.1 Commitment to occupational health and safety 4.2 Promptness in carrying out activities 4.3 Sincere and honest to duties 4.4 Environmental concerns 4.5 Eagerness to learn 4.6 Tidiness and timeliness 4.7 Respect for rights of peers and seniors in workplace 4.8 Communication with peers and seniors in workplace

5. Resource implications	<p>The following resources must be provided:</p> <p>5.1 Work place Procedure</p> <p>5.2 Materials relevant to the proposed activity</p> <p>5.3 All tools, equipment, material and documentation required.</p> <p>5.4 Relevant specifications or work instructions</p>
6. Methods of assessment	<p>Methods of assessment may include but not limited to:</p> <p>6.1 Written test</p> <p>6.2 Demonstration</p> <p>6.3 Oral questioning</p> <p>6.4 Portfolio</p>
7. Context of assessment	<p>7.1 Competency assessment must be done in a training center or in an actual or simulated work place after Completion of the training module</p> <p>7.2 Assessment should be done by NSDA certified assessor</p>
<p>Accreditation Requirements</p> <p>Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under BNQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.</p>	

Unit Code and Title	GU-05-L1-V1: Deal with Clients/ Customers
Nominal Hours	10 Hours
Unit Descriptor	<p>This unit covers the knowledge, skills and attitudes required to deal with clients.</p> <p>It includes response customer with due respect, perform customer service and ensure customer satisfaction</p>
Elements of Competency	<p>Performance Criteria <u>Bold and Underlined</u> terms are elaborated in the Range of Variables</p>
1. Response customer with due respect	<p>1.1 Customers required service and needs are responded with due <u>courteous manner</u></p> <p>1.2 Customer's attitude and psychology is recognized</p> <p>1.3 Customers queries are responded with patience</p> <p>1.4 Customers required service and needs are recorded in accordance with workplace procedures</p> <p>1.5 Payment method is explained and agreed with customers</p> <p>1.6 Customers are entertained as per workplace procedures</p>
2. Perform customer service	<p>2.1 Customer's security and confidentiality are ensured as per workplace standard</p> <p>2.2 Customer special needs are identified and ensured in consultation with customer</p> <p>2.3 Workplace health and hygiene are ensured as per workplace standard</p> <p>2.4 Customer service is provided as required</p> <p>2.5 Courtesy kind and sincere services are provided to ensure customers positive impression</p>
3. Ensure customer satisfaction	<p>3.1 Customers comments are requested about service provided</p> <p>3.2 Possible causes of client/customer dissatisfaction are identified, dealt with and recorded</p> <p>3.3 Customer satisfaction is reviewed and evaluated as per workplace standard</p> <p>3.4 Customer service policy is replanted and readjusted based on evaluation</p> <p>3.5 Customers details are recorded for future contact as per workplace standard</p>
Range of variables	
Variables	Range (may include but not limited to):
1. Courteous manner	<p>1.1 Greet customers with brighter smiling face</p> <p>1.2 Polite greetings</p> <p>1.3 Use decent words</p>

Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency	
1. Critical aspects of competency	Assessment required evidence that the candidate: 1.1 responded customer with due respect 1.2 performed customer service 1.3 ensured customer satisfaction
2. Underpinning knowledge	2.1. Uniform and personal grooming requirements of the employer and the client 2.2. Occupational Health and safety requirement for the assignment 2.3. Assignment Instructions
3. Underpinning Skills	3.1. Attention to detail when completing client/employer documentation 3.2. Interpersonal and communication skills required in client contact assignments 3.3. Customer service skills required to meet client/customer needs 3.4. Punctuality 3.5. Customer Service 3.6. Telephone Technique 3.7. Problem Solving and Negotiation 3.8. Maintaining Records
4. Underpinning Attitudes	4.1 Commitment to occupational health and safety 4.2 Promptness in carrying out activities 4.3 Sincere and honest to duties 4.4 Environmental concerns 4.5 Eagerness to learn 4.6 Tidiness and timeliness 4.7 Respect for rights of peers and seniors in workplace 4.8 Communication with peers and seniors in workplace.
5. Resource Implications	The following resources must be provided: 5.1 Workplace (simulated or actual) 5.2 Different types of hand tools and power tools 5.3 Work books 5.4 Hand tools and power tools operating and maintenance manuals
6. Methods of Assessment	Methods of assessment may include but not limited to: 6.1 Written test 6.2 Demonstration 6.3 Oral questioning

7. Context of Assessment	<p>7.1 Competency assessment must be done in a training center or in an actual or simulated work place after completion of the training module</p> <p>7.2 Assessment should be done by NSDA certified assessor</p>
<p>Accreditation Requirements</p> <p>Training Providers must be accredited by NSDA, the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of national skills qualification under BNQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.</p>	

Sector Specific Units of Competencies

Unit Code and Title	SU-CS-01-L2-V1: Work in the Informal Sector
Nominal Hours	20 Hours
Unit Descriptor	<p>This unit covers the skills, knowledge and attitude required in working in the informal sector.</p> <p>It includes describe the organizational structure within the informal sector, identify processes and procedures, identify tools, equipment and materials, identify workplace practices, and organize own workload, and practice OHS.</p>
Elements of Competency	<p>Performance Criteria</p> <p><u>Bold and Underlined</u> terms are elaborated in the Range of Variables.</p>
1. Describe the organizational structure within the sector	<p>1.1 Scope, nature and <u>major fields</u> of the informal sector are determined</p> <p>1.2 The profile of the informal sector in relation to Bangladesh <u>employment conditions</u> is determined</p> <p>1.3 Trends and technologies relevant to the sector are explained.</p> <p>1.4 Relevant policies and guidelines are identified and interpreted.</p> <p>1.5 <u>Instructions</u> as to procedures in achieving quality are obtained, understood and clarified.</p>
2. Identify processes and procedures	<p>2.1 Informal processes are identified, described and explained.</p> <p>2.2 Work activities are correctly identified.</p> <p>2.3 Adjustments are interpreted.</p>
3. Identify workplace requirements	<p>3.1 <u>Workplace requirements</u> are identified and clarified.</p> <p>3.2 Roles and responsibilities of all personnel are described.</p> <p>3.3 Workplace's practices are identified.</p> <p>3.4 <u>Problem-solving strategies</u> are used to address bottlenecks, inconsistencies and other concerns.</p>
4. Organize own workload	<p>4.1 Own work activities are planned and progress of work is communicated to relevant staff.</p> <p>4.2 Work activities are completed.</p> <p>4.3 Difficulties and bottlenecks are identified, and solutions are put forwarded.</p> <p>4.4 Own work is monitored against workplace standards and areas for improvement identified and acted upon.</p>
Range of Variables	
Variables	Range (may include but not limited to):
1. Major Fields	<p>1.1 Food and flea markets</p> <p>1.2 Street vendors</p> <p>1.3 laundromat</p>

2. Employment conditions	2.1 Code of Practice 2.2 Salary/Wage System 2.3 Labor Practices 2.4 Anti-Discrimination Policy 2.5 Gender Issues 2.6 Collective Bargaining and Other Practices 2.7 Awards 2.8 Procedures for Handling Disputes 2.9 Innovations in the Sector
3. Instructions	3.1 Specifications and requirements 3.2 Standard operating procedures 3.3 Manuals of Instruction 3.4 Operations Manual 3.5 Environmental Guidelines 3.6 Gender and Develop Guidelines
4. Workplace requirements	4.1 Goals and objectives 4.2 Strategic and Operational Plans 4.3 Systems and Processes 4.4 Monitoring and Evaluation 4.5 Reports and Documentation
5. Problem-solving strategies	5.1 Asking questions 5.2 Feedback and Feed forward system 5.3 Reference to Standard Operating Procedures 5.4 Accessing Information 5.5 Reviews 5.6 Brainstorming
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency.	
1. Critical aspects of competency	Assessment required evidence that the candidate: 1.1 demonstrated knowledge in working in the informal sector 1.2 satisfying all the requirements mentioned in the performance criteria and range of variables
2. Underpinning knowledge	2.1 Scope and major divisions of the informal sector 2.2 Relevant policies and guidelines in the informal sector 2.3 Manuals used in the informal sector 2.4 Relevant terminologies and acronyms 2.5 Workplace practices 2.6 Recording and reporting practices
3. Underpinning skills	3.1 Describing the organization structure 3.2 Identifying informal processes and procedures

	3.3 Identifying tools, equipment and materials 3.4 Identifying workplace practices 3.5 Organizing own workload 3.6 Practicing OHS
4. Underpinning attitudes	4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Eagerness to learn 4.4 Tidiness and timeliness 4.5 Respect for rights of peers and seniors in workplace
5. Resource implications	5.1 Pens 5.2 Telephone 5.3 Computer 5.4 Writing materials 5.5 Online communication
6. Methods of assessment	Competency should be assessed by 6.1 Demonstration 6.2 Oral questioning 6.3 Written test
7. Context of assessment	7.1 Competency assessment must be done in NSDA accredited assessment centre 7.2 Assessment should be done by a NSDA certified/nominated assessor
Accreditation Requirements Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of any NTVQF qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.	

Occupation Specific Units of Competencies

Unit Code and Title	OU-IS-SCPP-01-L2-EN-V1: Interpret Souvenir and Craft Products Packaging
Unit Descriptor	This unit covers the skills, knowledge and attitude required to Interpret Souvenir and Craft Products Packaging. It specifically includes identifying souvenir and crafts, interpreting the requirements of packaging for souvenir and craft products and listing the quality and job responsibilities of packaging developer.
Nominal Hours	30 Hours
Elements of Competency	Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables
1. Identify Souvenir and Crafts	1.1 Souvenir and crafts are defined 1.2 <u>Different types of souvenir and crafts</u> are identified 1.3 Uses of souvenir and crafts are interpreted 1.4 <u>Terminology</u> used in souvenir and crafts are elaborated
2. Interpret the Requirements of Packaging for Souvenir and Craft products	2.1 Concept of products packaging are interpreted 2.2 <u>Requirements of products packaging</u> are illustrated 2.3 <u>Legislative requirements for products packaging</u> are interpreted 2.4 <u>Types of packaging</u> are identified 2.5 <u>Different types of packaging for souvenir and crafts</u> are recognized 2.6 <u>Consideration for packaging selection</u> are interpreted
3. List the Quality and Job responsibilities of Packaging Developer	3.1 <u>Qualities of souvenir and craft packaging developer</u> are interpreted 3.2 <u>Job responsibilities of souvenir and craft packaging developer</u> are recognized and listed
Range of Variables	
Variables	Range (may include but not limited to):
1. Different types of souvenir and crafts	1.1 Cultural 1.1.1 Handcrafted textiles 1.1.2 Traditional clothing 1.1.3 Handmade crafts 1.1.4 Ethnic jewelry 1.1.5 Tribal products 1.2 Decorative 1.2.1 Sculpture or statues 1.2.2 Miniature landmarks or monuments 1.2.3 Local scenery 1.2.4 Wall art or paintings

	<ul style="list-style-type: none"> 1.2.5 Decorative plates or tiles 1.2.6 Handcrafted ornaments
	<ul style="list-style-type: none"> 1.3 Practical <ul style="list-style-type: none"> 1.3.1 Tote bags or backpacks with regional designs 1.3.2 Mugs or cups featuring local icons 1.3.3 Keychains or magnets 1.3.4 T-shirts, caps with location names 1.3.5 Stationery items 1.4 Food and Drink <ul style="list-style-type: none"> 1.4.1 Local spices, herbs, tea blends 1.4.2 Chocolates or candies unique to the area 1.4.3 Jams, honey 1.4.4 Packaged snacks or baked goods 1.5 Nature-Based <ul style="list-style-type: none"> 1.5.1 Seashells or polished stones 1.5.2 Pressed flowers or leaves 1.5.3 Sand in a decorative jar 1.6 Artistic <ul style="list-style-type: none"> 1.6.1 Handmade pottery or ceramics 1.6.2 Local artwork or prints 1.6.3 Photography books or postcards 1.6.4 Hand-carved sculptures 1.7 Religious or Spiritual <ul style="list-style-type: none"> 1.7.1 Rosaries, prayer beads 1.7.2 Religious symbols 1.7.3 Prayer flags 1.7.4 Holy water or oils 1.7.5 Books 1.8 Luxury <ul style="list-style-type: none"> 1.8.1 High-end jewelry 1.8.2 Designer clothing or handbags 1.8.3 Antiques 1.8.4 Handwoven rugs or tapestries 1.8.5 Leather goods 1.9 Eco-Friendly <ul style="list-style-type: none"> 1.9.1 Bamboo or wooden crafts 1.9.2 Handmade recycled paper products 1.9.3 Organic or natural skincare products 1.9.4 Reusable water bottles or bags 1.10 Seasonal <ul style="list-style-type: none"> 1.10.1 Holiday ornaments 1.10.2 Festive-themed items

	1.10.3 Seasonal clothing 1.10.4 Dairy, Calendar
2. Terminology	2.1 Replica 2.2 Embossing 2.3 Appliqué 2.4 Loom 2.5 Decoupage 2.6 Paper craft 2.7 Die-cutting 2.8 Mosaic 2.9 Mixed Media 2.10 Varnish 2.11 Resin 2.12 Terracotta 2.13 Batik 2.14 Macramé Cord 2.15 Artisan 2.16 Handicraft 2.17 Ethnic
3. Requirements of products packaging	3.1 Protective functionality 3.2 Aesthetic appeal 3.3 Practicality 3.4 Eco-friendliness 3.5 Informational clarity 3.6 Compliance and safety 3.7 Cost-effectiveness 3.8 Uniqueness and differentiation
4. Legislative requirements for products packaging	4.1 Food Safety (Food Contact Materials) Regulation, 2024 4.2 Mandatory Jute Packaging Act, 2010 4.3 U.S. Food and Drug Administration (FDA) 4.4 The European Union's Regulation (EC) No. 1935/2004
5. Types of packaging	5.1 Primary packaging 5.2 Secondary packaging 5.3 Tertiary packaging
6. Different types of packaging for souvenir and crafts	6.1 Paper-Based Packaging 6.1.1 Kraft Paper Bags 6.1.2 Cardboard Boxes 6.1.3 Paper Wrap 6.2 Fabric Packaging 6.2.1 Drawstring Bags 6.2.2 Pouches 6.3 Plastic Packaging

	<ul style="list-style-type: none"> 6.3.1 Transparent Plastic Boxes 6.3.2 Poly Bags 6.4 Eco-Friendly Packaging <ul style="list-style-type: none"> 6.4.1 Biodegradable Packaging 6.4.2 Recycled Materials 6.4.3 Seed Paper Packaging 6.5 Rigid Packaging <ul style="list-style-type: none"> 6.5.1 Wooden Boxes 6.5.2 Metal Tins 6.6 Gift Packaging <ul style="list-style-type: none"> 6.6.1 Custom Gift Boxes 6.6.2 Gift Bags 6.7 Glass Packaging <ul style="list-style-type: none"> 6.7.1 Jars 6.7.2 Bottles 6.8 Natural Packaging <ul style="list-style-type: none"> 6.8.1 Basketry 6.8.2 Leaf Wraps 6.9 Creative and Decorative Packaging <ul style="list-style-type: none"> 6.9.1 Thematic Packaging 6.9.2 Personalized Packaging 6.9.3 Stickers and Labels
7. Consideration for packaging selection	<ul style="list-style-type: none"> 7.1 Product Type 7.2 Target Market 7.3 Cultural Representation 7.4 Sustainability 7.5 Durability during transportation
8. Qualities of souvenir and craft packaging developer	<ul style="list-style-type: none"> 8.1 Creativity and Design Skills 8.2 Material Expertise 8.3 Traceability skills 8.4 Branding and Marketing Insight 8.5 Technical Skills 8.6 Market Awareness 8.7 Communication and Collaboration 8.8 Cost Management 8.9 Problem-Solving Skills
9. Job responsibilities of souvenir and craft packaging developer	<ul style="list-style-type: none"> 9.1 Perform packaging design and development 9.2 Maintain product protection and functionality 9.3 Carryout marketing of packaging 9.4 Maintain regulatory compliance 9.5 Look into cost and resource optimization 9.6 Perform testing and quality assurance

	9.7 Maintain collaboration and coordination 9.8 Perform documentation and reporting
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency	
1. Critical aspects of competency	Assessment required evidence that the candidate: 1.1 identified different types of souvenir and crafts 1.2 elaborated Terminology used in souvenir and crafts 1.3 interpreted concepts of products packaging 1.4 interpreted the requirements of packaging for souvenir and craft products 1.5 interpreted consideration for packaging selection 1.6 listed job responsibilities of souvenir and craft packaging developer
2. Underpinning knowledge	2.1 Souvenir 2.2 Crafts 2.3 Terminology 2.4 Products packaging 2.5 Requirements of products packaging 2.6 Legislative requirements for products packaging 2.7 Types of packaging 2.8 Different types of packaging 2.9 Consideration for packaging selection
3. Underpinning skills	3.1 Defining souvenir and crafts 3.2 Identifying Souvenir and Crafts 3.3 Interpreting the requirements of packaging for souvenir and craft products 3.4 Interpreting Consideration for packaging selection 3.5 Listing the quality and job responsibilities of packaging developer
4. Required attitude	4.1 Commitment to occupational health and safety 4.2 Sincere and honest to duties 4.3 Promptness in carrying out activities 4.4 Eagerness to learn 4.5 Tidiness and timeliness 4.6 Respect of peers and seniors in workplace 4.7 Communicate with peers and seniors in workplace
5. Resource implications	5.1 Workplace (simulated or actual) 5.2 Souvenir and crafts sample 5.3 Learning materials 5.4 Paper, Pen

6. Methods of assessment	<p>Competency should be assessed by:</p> <p>6.1 Written test</p> <p>6.2 Demonstration</p> <p>6.3 Oral Questioning</p>
7. Context of assessment	<p>7.1 Competency assessment must be done in NSDA accredited assessment centre</p> <p>7.2 Assessment should be done by a NSDA certified/nominated assessor</p>
<p>Accreditation Requirements</p> <p>Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under BNQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.</p>	

Unit Code and Title	OU-IS-SCPP-02-L2-EN-V1: Analyze Products for Packaging
Unit Descriptor	This unit covers the skills, knowledge and attitude required to Analyze Products for Packaging. It specifically includes identifying products category, investigating shape and dimension of products and checking specification of products.
Nominal Hours	30 Hours
Elements of Competency	Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables
1. Identify Products Category	1.1 <u>Different types of souvenir</u> are identified 1.2 <u>Different types of crafts</u> are recognized 1.3 <u>Category of Souvenir and crafts products</u> are interpreted
2. Investigate Shape and Dimension of Products	2.1 <u>Shapes</u> of the souvenir and crafts are interpreted 2.2 <u>Dimension</u> of the products are identified and listed 2.3 <u>Weight of the products are considered</u> 2.4 Shapes and dimensions are investigated
3. Check Specification of Products	3.1 Specification is interpreted 3.2 <u>Types of specification</u> are recognized 3.3 <u>Contents in a specification sheet</u> are listed 3.4 <u>Specification for souvenir and crafts</u> are interpreted 3.5 Specification for souvenir and crafts are checked
Range of Variables	
Variables	Range (may include but not limited to):
1. Different types of souvenir	1.1 Handmade crafts 1.2 Ethnic textiles 1.3 Traditional jewelry 1.4 Miniatures 1.5 Home décor 1.6 T-shirts 1.7 Hats and caps 1.8 Bags 1.9 Spices and herbs 1.10 Kitchenware 1.11 Stationery 1.12 Handmade soaps 1.13 Shells and corals 1.14 Paintings 1.15 Postcards 1.16 Photography

	1.17 Religious icons 1.18 Calligraphy 1.19 Keychains
2. Different types of crafts	2.1 Textile crafts 2.2 Paper crafts 2.3 Pottery and ceramics 2.4 Wax crafts 2.5 Wood crafts 2.6 Cane and bamboo crafts 2.7 Metal crafts 2.8 Glass crafts 2.9 Beadwork 2.10 Leather crafts 2.11 Painting and drawing crafts 2.12 Nature crafts 2.13 Digital crafts 2.14 Folk and traditional crafts 2.15 Upcycled and recycled crafts 2.16 Seasonal and festival crafts
3. Category of Souvenir and crafts products	3.1 Consumer goods 3.2 Fashion and apparel 3.3 Electronics and technology 3.4 Health and beauty 3.5 Food and beverages 3.6 Home and living 3.7 Toys and games 3.8 Books and media 3.9 Office supplies and stationery 3.10 Luxury goods 3.11 Sustainable products
4. Shapes	5.1 Circle 5.2 Triangle 5.3 Square 5.4 Rectangle 5.5 Pentagon 5.6 Hexagon 5.7 Octagon 5.8 Sphere 5.9 Cube 5.10 Cylinder 5.11 Cone 5.12 Pyramid 5.13 Asymmetrical

	5.14 Curved Shapes 5.15 Star Shapes
5. Dimension	5.1 Length 5.2 Width 5.3 Height 5.4 Thickness
6. Types of specification	6.1 Product Specifications 6.2 Material Specifications 6.3 Regulatory Specifications 6.4 Performance and Functional Specifications 6.5 Construction Specifications 6.6 Service Specifications 6.7 Technical and Maintenance Specifications
7. Contents in a specification sheet	7.1 Product Name 7.2 Brand name and logo 7.3 Product Description 7.4 Images 7.5 Diagrams 7.6 Dimensions/Size 7.7 Weight 7.8 Material 7.9 Shape/Design 7.10 Color 7.11 Finish/Texture 7.12 Durability 7.13 Quantity 7.14 Safety Information 7.15 Special Features 7.16 Packaging 7.17 Shipping Restrictions 7.18 Other Relevant Details
8. Specification for souvenir and crafts	8.1 Product Name 8.2 Product Description 8.3 Diagrams 8.4 Primary Material 8.5 Secondary Material 8.6 Material Source 8.7 Finishing 8.8 Height 8.9 Length 8.10 Width 8.11 Weight 8.12 Size Variants

	8.13 Design Description 8.14 Color Options 8.15 Shape/Style 8.16 Texture/Finish 8.17 Durability 8.18 Waterproof/Water-Resistant 8.19 Safety Standards 8.20 Regulatory Compliance 8.21 Warnings 8.22 Packaging Type 8.23 Shipping Weight 8.24 Shipping Dimensions 8.25 Shipping Restrictions 8.26 Shipping mark 8.27 Place of Origin 8.28 Cultural Significance 8.29 Craftsmanship
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency	
1. Critical aspects of competency	Assessment required evidence that the candidate: 1.1 recognized different types of souvenir and crafts 1.2 investigated shape and dimension of products 1.3 interpreted specification 1.4 listed contents in a specification sheet
2. Underpinning knowledge	2.1 Different types of souvenir 2.2 Different types of crafts 2.3 Shapes 2.4 Dimension 2.5 Specification
3. Underpinning skills	3.1 identified products category 3.2 investigate shape and dimension of products 3.3 check specification of products
4. Required attitude	4.1 Commitment to occupational health and safety 4.2 Sincere and honest to duties 4.3 Promptness in carrying out activities 4.4 Eagerness to learn 4.5 Tidiness and timeliness 4.6 Respect of peers and seniors in workplace 4.7 Communicate with peers and seniors in workplace
5. Resource implications	5.1 Workplace (simulated or actual) 5.2 Souvenir and crafts sample

	5.3 Specification sheet 5.4 Measuring tools 5.5 Learning materials
6. Methods of assessment	Competency should be assessed by: 6.1 Written test 6.2 Demonstration 6.3 Oral Questioning
7. Context of assessment	7.1 Competency assessment must be done in NSDA accredited assessment centre 7.2 Assessment should be done by a NSDA certified/nominated assessor
Accreditation Requirements Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under BNQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.	

Unit Code and Title	OU-IS-SCPP-03-L2-EN-V1: Perform Designing of Packaging Items
Unit Descriptor	This unit covers the skills, knowledge and attitude required to perform designing of packaging items. It specifically includes preparing for designing, performing designing and developing sample and checking functionality.
Nominal Hours	80 Hours
Elements of Competency	Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables
1. Prepare for Designing	1.1 Planning for design development is carried out 1.2 Target customer is identified 1.3 Conceptualization and inspiration is taken as per theme 1.4 <u>Designing tools</u> are identified and arranged
2. Perform Designing and Develop Sample	2.1 Primary package design is sketched as per theme 2.2 Presentation on packaging is performed 2.3 Peer/ client's reviews are gathered 2.4 Final design is prepared as per client's feedback 2.5 Specification sheet is developed as per final design 2.6 Final design and specification sheet is approved as per standard procedure 2.7 Sample is developed as per final design and specification sheet
3. Check Functionality	3.1 <u>Functionality</u> is interpreted 3.2 Sample is collected for functionality check 3.3 <u>Quality of packaging</u> is checked as per specification 3.4 Functionality is checked as per standard procedure
Range of Variables	
Variables	Range (may include but not limited to):
1. Designing tools	1.1 Pencils and Erasers 1.2 Markers and Pens 1.3 Graph Paper 1.4 Sketchbooks 1.5 Tracing Paper 1.6 Rulers, Compasses and Calipers 1.7 Scissors 1.8 Cutter 1.9 Gems clip 1.10 Pin 1.11 Stencils 1.12 Color pencils 1.13 Pattern board

	1.14 Computer 1.15 Printer
2. Functionality	2.1 Physical Damage 2.2 Environmental Factors 2.3 Contamination 2.4 Ease of Handling 2.5 Portability 2.6 Storage 2.7 Product Details 2.8 Regulatory Information 2.9 Attractive Design 2.10 Sustainability 2.11 Preservation of Freshness 2.12 Temperature Control 2.13 Childproof Packaging 2.14 Secure Closures 2.15 Eco-friendly Materials 2.16 Packaging dumping instruction 2.17 Customs Compliance
3. Quality of packaging	3.1 Material Quality 3.2 Design and Aesthetics 3.3 Functionality 3.4 Protection 3.5 Sustainability 3.6 Cost Efficiency 3.7 Innovation 3.8 Performance During Transportation 3.9 Regulatory compliance
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency	
1. Critical aspects of competency	Assessment required evidence that the candidate: 1.1 carried out planning for design development 1.2 performed market research 1.3 sketched primary package design 1.4 Performed designing 1.5 developed sample 1.6 checked functionality
2. Underpinning knowledge	2.1 Planning for design development 2.2 Target customer 2.3 Market research 2.4 Conceptualization and inspiration

	2.5 Designing tools 2.6 Primary package design 2.7 Presentation on packaging 2.8 Peer/ client's reviews 2.9 Final design 2.10 Client's feedback 2.11 Specification sheet 2.12 Sample 2.13 Functionality 2.14 Quality of packaging
3. Underpinning skills	2.1 Preparing for designing 2.2 Performing designing 2.3 Developing sample
4. Required attitude	4.1 Commitment to occupational health and safety 4.2 Sincere and honest to duties 4.3 Promptness in carrying out activities 4.4 Eagerness to learn 4.5 Tidiness and timeliness 4.6 Respect of peers and seniors in workplace 4.7 Communicate with peers and seniors in workplace
5. Resource implications	5.1 Workplace (simulated or actual) 5.2 Designing tools 5.3 Specification sheet 5.4 Sample 5.5 Paper, pen 5.6 Learning materials
6. Methods of assessment	Competency should be assessed by: 6.1 Written test 6.2 Demonstration 6.3 Oral Questioning
7. Context of assessment	7.1 Competency assessment must be done in NSDA accredited assessment centre 7.2 Assessment should be done by a NSDA certified/nominated assessor
Accreditation Requirements Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under BNQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.	

Unit Code and Title	OU-IS-SCPP-04-L2-EN-V1: Prepare for Souvenir and Crafts Packing
Unit Descriptor	This unit covers the skills, knowledge and attitude required to Prepare for souvenir and crafts packing. It specifically includes identifying and collecting raw materials for packaging, arrange tools and equipment.
Nominal Hours	20 Hours
Elements of Competency	Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables
1. Identify and Collect Raw Materials for Packaging	1.1 <u>Relevant raw materials for packaging</u> are identified and selected 1.2 Raw materials are collected as per product specification 1.3 Raw materials are prepared for making packaging
2. Arrange Tools and Equipment	2.1 <u>Packaging tools and equipment</u> are selected and collected 2.2 Use of each tools and equipment are recognized 2.3 Tools and equipment are prepared to make packaging
Range of Variables	
Variables	Range (may include but not limited to):
1. Relevant raw materials for packaging	1.1 Wood 1.2 Stone 1.3 Clay 1.4 Leather 1.5 Bamboo 1.6 Natural fibers 1.7 Plastic 1.8 Styrofoam 1.9 Air bubble sheet 1.10 Thread 1.11 Rope 1.12 Acrylic 1.13 Polyester 1.14 PVC (Polyvinyl Chloride) 1.15 Stainless Steel 1.16 Brass 1.17 Copper 1.18 Aluminum 1.19 Glass 1.20 Stoneware 1.21 Cotton 1.22 Silk 1.23 Wool

	1.24 Jute 1.25 Linen 1.26 Resin 1.27 Fiberglass 1.28 Carbon Fiber 1.29 Ribbon Tape 1.30 MDF (Medium Density Fiberboard) 1.31 Recycled Materials 1.32 Hemp 1.33 White Paper 1.34 Newsprint paper 1.35 Handmade paper 1.36 Recycled Paper 1.37 Cork 1.38 Shells 1.39 Palm Leaves 1.40 Glue 1.41 Adhesive tape 1.42 Tissue paper 1.43 Silica gel 1.44 PP belt 1.45 PP belt clips 1.46 Gum tape
2. Packaging tools and equipment	2.1 Measuring tape 2.2 Weight scale 2.3 Hammer 2.4 Pliers 2.5 Knife 2.6 Hand saw 2.7 Drill machine 2.8 Plastic bag sealer 2.9 Glue gun 2.10 Sewing Machines 2.11 Woodworking Tools 2.12 Metalworking Tools 2.13 Molding Tools 2.14 Lamination tools 2.15 Heating tools 2.16 Stapler/ Stapler gun 2.17 Pin remover 2.18 Punch machine
Evidence Guide	

The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency	
1. Critical aspects of competency	<p>Assessment required evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 identified and selected relevant raw materials for packaging 1.2 collected and prepared raw materials 1.3 selected and collected packaging tools and equipment 1.4 prepared for making packaging
2. Underpinning knowledge	<ul style="list-style-type: none"> 2.1 Relevant raw materials for packaging 2.2 Packaging tools and equipment 2.3 Use of each tools and equipment
3. Underpinning skills	<ul style="list-style-type: none"> 3.1 Identifying and selecting relevant raw materials for packaging 3.2 Collecting and preparing raw materials 3.3 Arranging packaging tools and equipment
4. Required attitude	<ul style="list-style-type: none"> 4.1 Commitment to occupational health and safety 4.2 Sincere and honest to duties 4.3 Promptness in carrying out activities 4.4 Eagerness to learn 4.5 Tidiness and timeliness 4.6 Respect of peers and seniors in workplace 4.7 Communicate with peers and seniors in workplace
5. Resource implications	<ul style="list-style-type: none"> 5.1 Workplace (simulated or actual) 5.2 Raw materials for packaging 5.3 Tools and equipment 5.4 Learning materials
6. Methods of assessment	<p>Competency should be assessed by:</p> <ul style="list-style-type: none"> 6.1 Written test 6.2 Demonstration 6.3 Oral Questioning
7. Context of assessment	<ul style="list-style-type: none"> 7.1 Competency assessment must be done in NSDA accredited assessment centre 7.2 Assessment should be done by a NSDA certified/nominated assessor
<p>Accreditation Requirements</p> <p>Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under BNQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.</p>	

Unit Code and Title	OU-IS-SCPP-05-L2-EN-V1: Perform Packaging and Costing of Souvenir and Crafts Package
Unit Descriptor	This unit covers the skills, knowledge and attitude required to perform packaging and costing of souvenir and crafts package. It specifically includes follow OSH, carryout packaging for local products, accomplish packaging for export oriented products, perform costing of packaging and clean and maintain tools, equipment and workplace.
Nominal Hours	90 Hours
Elements of Competency	Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables
1. Follow OSH	1.1 <u>Personal Protective Equipment (PPE)</u> is selected, collected and worn as per requirements 1.2 Safe work practices are followed as per workplace standard
2. Carryout Packaging for Local Products	2.1 Packaging design and specification sheet is selected and collected as per workplace standard 2.2 Specification sheet is studied appropriately 2.3 Tools, equipment and materials are used to prepare package 2.4 A story is prepared for attaching with packaging as story telling concept 2.5 Package making is practiced as per specification 2.6 Package is prepared by packaging materials as per approved specification
3. Accomplish Packaging for Export Oriented Products	3.1 Packaging design and specification sheet for export oriented products are selected and collected as per workplace standard 3.2 Approved design and specification sheet is studied appropriately 3.3 Legal issues for packaging are complied as per SOP 3.4 Tools, equipment and materials are used to prepare package 3.5 Package making is practiced as per sample and specification 3.6 Package is prepared by packaging materials as per approved specification
4. Perform Costing of Packaging	4.1 <u>Costing of packaging</u> is interpreted 4.2 Materials costs are considered as per market rate 4.3 Overhead and other costs are calculated 4.4 Packaging costs are accumulated in costing format 4.5 Costing of packaging are carried out
5. Clean and Maintain Tools, Equipment and Workplace	5.1 Tools and equipment are cleaned, maintained and stored as per SOP 5.2 Workplace is cleaned and waste materials are disposed off

	as per workplace standard
Range of Variables	
Variables	Range (may include but not limited to):
1. Personal Protective Equipment (PPE)	1.1 Face masks 1.2 Apron 1.3 Hand gloves 1.4 Safety glass 1.5 Hair net/ Cap
2. Costing of packaging	2.1 Material Costs 2.2 Labor Costs 2.3 Printing and Labeling Costs 2.4 Other related costs
Evidence Guide	
The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency	
1. Critical aspects of competency	Assessment required evidence that the candidate: 1.1 followed OSH 1.2 studied specification sheet 1.3 used tools, equipment and materials 1.4 carryout packaging for local products 1.5 complied legal issues for packaging 1.6 performed costing of packaging 1.7 accomplish packaging for export oriented products
2. Underpinning knowledge	2.1 PPE 2.2 Safe work practices 2.3 Packaging design 2.4 Specification sheet 2.5 Tools, equipment and materials 2.6 Package making 2.7 Legal issues for packaging 2.8 Costing of packaging
3. Underpinning skills	3.1 Following OSH 3.2 Carrying out Packaging for Local Products 3.3 Accomplishing Packaging for Export Oriented Products 3.4 Performing costing of packaging 3.5 Cleaning and maintaining tools, machine and workplace
4. Required attitude	4.1 Commitment to occupational health and safety 4.2 Sincere and honest to duties 4.3 Promptness in carrying out activities 4.4 Eagerness to learn 4.5 Tidiness and timeliness 4.6 Respect of peers and seniors in workplace

	4.7 Communicate with peers and seniors in workplace
5. Resource implications	5.1 Workplace (simulated or actual) 5.2 PPE 5.3 Specification sheet 5.4 Sample 5.5 Tools, equipment 5.6 Raw materials 5.7 Learning materials
6. Methods of assessment	Competency should be assessed by: 6.1 Written test 6.2 Demonstration 6.3 Oral Questioning
7. Context of assessment	7.1 Competency assessment must be done in NSDA accredited assessment centre 7.2 Assessment should be done by a NSDA certified/nominated assessor
Accreditation Requirements Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under BNQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.	

Unit Code and Title	OU-IS-SCPP-06-L2-EN-V1: Ensure Quality and Safety of the Packages
Unit Descriptor	This unit covers the skills, knowledge and attitude required to ensure quality and safety of the packages. It specifically includes check quality of the packages and examine safety protocols of packages.
Nominal Hours	30 Hours
Elements of Competency	Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables
1. Check Quality of the Packages	1.1 Packages are selected and collected as per workplace standard 1.2 Quality of the packages are checked 1.3 <u>Faults</u> are identified and listed 1.4 Faults are rectified if possible as per standard procedure
2. Examine Safety Protocols of Packages	2.1 <u>Safety protocols for packages</u> are interpreted 2.2 Safety protocols are examined as per standard procedure 2.3 Safety protocols are ensured as per SOP
Range of Variables	
Variables	Range (may include but not limited to):
1. Faults	1.1 Weak material strength 1.2 Poor sealing 1.3 Inconsistent dimensions 1.4 Fragility 1.5 Printing errors 1.6 Incorrect die-cutting 1.7 Adhesive failures 1.8 Surface imperfections 1.9 Leakage 1.10 Missing compliance marks 1.11 Sharp edges 1.12 Design error 1.13 Color inconsistencies 1.14 Damaged appearance 1.15 Bad odors
2. Safety protocols for packages	2.1 Use approved materials 2.2 Non-toxic components 2.3 Durable materials 2.4 Proper closure 2.5 Leak-proof design 2.6 Clear labels 2.7 Hazard labels

	2.8 Traceability 2.9 Weight limitations 2.10 Secured pallets 2.11 Temperature control 2.12 Pest prevention 2.13 Moisture protection 2.14 Child safety 2.15 Proper documentation
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency	
1. Critical aspects of competency	Assessment required evidence that the candidate: 1.1 checked quality of the packages 1.2 identified faults 1.3 rectified faults 1.4 interpreted, examined and ensured safety protocols
2. Underpinning knowledge	2.1 Package 2.2 Quality of the package 2.3 Faults 2.4 Faults rectification 2.5 Safety protocols
3. Underpinning skills	3.1 Checking quality 3.2 Identifying faults 3.3 Rectifying faults 3.4 Interpreting, examining and ensuring safety protocols
5. Required attitude	4.1 Commitment to occupational health and safety 4.2 Sincere and honest to duties 4.3 Promptness in carrying out activities 4.4 Eagerness to learn 4.5 Tidiness and timeliness 4.6 Respect of peers and seniors in workplace 4.7 Communicate with peers and seniors in workplace
5. Resource implications	5.1 Workplace (simulated or actual) 5.2 Sample/ Specification 5.3 Learning materials
6. Methods of assessment	Competency should be assessed by: 6.1 Written test 6.2 Demonstration 6.3 Oral Questioning
7. Context of assessment	7.1 Competency assessment must be done in NSDA accredited assessment centre

	7.2 Assessment should be done by a NSDA certified/nominated assessor
<p>Accreditation Requirements</p> <p>Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under BNQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.</p>	

Development of Competency Standard

The Competency Standards for National Skills Certificate in Souvenir and Craft Products Packaging occupation, Level- 2 is developed by NSDA on 19, 20, 21 and 22 January, 2025.

List of Members

Sl No	Name and Address	Position in the committee
1.	Md. Abdul Aziz Munshi CEO, Informal Sector ISC, Mowchak, Dhaka Mobile: +880 1817022909, Email: isiscbd2015@gmail.com	Member
2.	MD. Masud Iqbal CEO, The Asian Crafts, South Kafrul, Dhaka Mobile: 01712973973, Email: asiancrafts@gmail.com	Member
3.	Lipi Khandker Managing Director, Studio Bibiana Limited, Gulshan, Dhaka Mobile: 01711461390, Email: lipikhandker@yahoo.com	Member
4.	Shohelee Nazneen CEO, Artefact, Mirpur DOHS, Dhaka Mobile: 01712174109, Email: rubanaz@gmail.com	Member
5.	Alom Mohammad Noor Proprietor, Artwork, Mirpur, Dhaka Mobile: +880 1634324620, Email: artwork.eco@gmail.com	Member
6.	Sabrina Akther , Brand Manager Classical Handmade Products BD Ltd., Motijheel, Dhaka Mobile: +880 1730645640 Email: sabrina@rugsbd.com	Member
7.	Mir Md. Farhadur Reza Program Officer, Banglacraft, Panthapath, Dhaka Mobile: 01611203266, Email: frizvee@gmail.com	Member
8.	Syed Azharul Haque Competency Standard Expert National Skills Development Authority (NSDA) Mobile: +880 1711047815, Email: azharulhaque2008@gmail.com	Member

Validation of Competency Standard

The Competency Standards for National Skills Certificate in Souvenir and Craft Products Packaging, Level-2 is validated by NSDA on 19 June, 2025.

List of Members

Sl No	Name and Address	Position in the committee	Signature
1.	Mirza Nurul Ghani Shovon , Chairman (Informal Sector ISC), Cell: +880 1711263861 Email: isiscbd2015@gmail.com	Chairperson	
2.	Shorif Mostafizur Rahman , Deputy Secretary Ministry of Commerce & Administrator, Banglacraft Mobile: +880 1713045795 Email: wto5@mincom.gov.bd	Member	
3.	Tasmina Ruby , Proprietor Taha Handicrafts, Mohammadpur, Dhaka Mobile: +880 1916167581, Email: tahahandicrafts40@gmail.com	Member	
4.	Md. Abdul Aziz Munshi CEO, Informal Sector ISC, South Pinerbagh, Mirpur, Dhaka Mobile: +880 1817022909, Email: isiscbd2015@gmail.com	Member	
5.	Sunita Gomes , Proprietor, Oliver Handicraft, Mohammadpur, Dhaka Mobile: +880 1916270370, Email: sunitagomes806@gmail.com	Member	
6.	Md. Mazbaur Rahman Mondal Joseph , Director, The Colorful, Adabor, Dhaka Mobile: 01914991300 Email: mdjoseph75@gmail.com	Member	
7.	Mir Md. Farhadur Reza , Program Officer, Banglacraft, Panthapath, Dhaka Mobile: 01611203266 Email: frizvee@gmail.com	Member	
8.	Syed Azharul Haque Competency Standard Expert, National Skills Development Authority (NSDA) Cell: +880 1711047815 Email: azharulhaque2008@gmail.com	Member	

Workshop Minutes

Government of the People's Republic of Bangladesh
Chief Adviser's Office

National Skills Development Authority

Level: 10-11, Biniyog Bhaban,
E-6 / B, Agargaon, Sher-E-Bangla Nagar Dhaka-1207, Bangladesh.

Email: ec@nsda.gov.bd

Website: www.nsd.gov.bd.

Minutes of the Competency Standard Validation Workshop on “Souvenir and Craft Products Packaging” Occupation.

Chairman	: Mr. Mirza Nurul Ghani Shovon, Chairman, ISISC
Date	: 19 June, 2025
Time	: 9:00 am - 5:00 pm
Place	: ISC Conference Room, NSDA, Biniyog Bhaban, Agargaon, Dhaka-1207

The Chairman welcomed all those present and started the work of the workshop. During the day-long workshop, the competency standard of Souvenir and Craft Products Packaging was reviewed and finalized in detail. The activities related to the finalized standard through validation workshop are presented below:

Serial No.	Content of validation	Whether it was appropriate		What actions have been taken if not appropriate?
		Yes	No.	
1	Name and level of occupation	Yes		The name of the occupation has been unchanged. Level of this CS was considered Level 2.
2	Nominal Hour	Yes		360 hours
3	Unit of Competency	Yes		Name of the units were validated without any change.
4	Element	Yes		Name of the Elements were validated without any change.
5	Performance Criteria		No.	Relevant performance criteria were updated for changed element and some other elements.
6	Variables		No.	Relevant variables were added, changed and updated.
7	Critical Aspect of Competence		No.	Appropriate changes have been made in the critical aspect of competency as per the change of element and performance criteria.
8	Underpinning knowledge		No.	Necessary addition, changings and refinements have been made.
9	Underpinning Skills		No.	Necessary addition, changes and refinements have been made.
10	Attitude	Yes		
11	Resources	Yes		

12	Assessment methods	Yes		
13	Others			<ul style="list-style-type: none"> ▪ The nominal hours of the units of competencies have been readjusted for content consideration. ▪ Overall, the occupation has been included in Level-2 according to BNQF 1-6.

Through the above activities, the Competency Standard has been finalized and validated as **“Souvenir and Craft Products Packaging” Level - 2.**

Chairman
Committee on Standard and
Curriculum Validation,
Chairman – IS ISC