



# **COMPETENCY STANDARD FOR HAND STITCHING AND EMBROIDERY**

**Level: 2**

**(Informal Sector)**

**Competency Standard Code: CS-IS-HSE-L2-EN-V1**



**National Skills Development Authority  
Prime Minister's Office  
Government of the People's Republic of Bangladesh**



## Copyright

---

National Skills Development Authority  
Prime Minister's Office  
Level: 10-11, Biniyog Bhaban,  
E-6 / B, Agargaon, Sher-E-Bangla Nagar Dhaka-1207, Bangladesh.  
Email: [ec@nsda.gov.bd](mailto:ec@nsda.gov.bd)  
Website: [www.nsda.gov.bd](http://www.nsda.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 Hand Stitching and Embroidery 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. **"Hand Stitching and Embroidery"** 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 a qualification 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 Hand Stitching and Embroidery 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

Approved by 33th Authority Meeting of NSDA  
Held on 06 May 2024



## Table of Contents

<b>Copyright .....</b>	<b>vi</b>
<b>Introduction .....</b>	<b>vii</b>
<b>Overview .....</b>	<b>viii</b>
<b>Level Descriptors of (BNQF 1-6) .....</b>	<b>ix</b>
<b>List of Abbreviations.....</b>	<b>x</b>
<b>Course Structure.....</b>	<b>1</b>
<b>Units &amp; Elements at Glance.....</b>	<b>2</b>
<b>Generic Units of Competencies.....</b>	<b>5</b>
GU-02-L1-V1: Apply Occupational Safety and Health (OSH) Procedure in the Workplace .....	6
GU-04-L1-V1: Work in a Team Environment.....	9
GU-013-L2-V1: Practice Housekeeping Procedure .....	11
GU-019-L1-V1: Deal with Clients/ Customers .....	14
<b>Sector Specific Units of Competencies.....</b>	<b>17</b>
SU-LS-01-L1-V1: Work in the Informal Sector .....	18
<b>Occupation Specific Units of Competencies .....</b>	<b>21</b>
OU-IS-HSE-01-L2-EN-V1: Interpret Hand Stitching and embroidery works.....	22
OU-IS-HSE-02-L2-EN-V1: Carryout Design Development .....	27
OU-IS-HSE-03-L2-EN-V1: Perform Hand Stitching .....	30
OU-IS-HSE-04-L2-EN-V1: Perform Product Development .....	34
OU-IS-HSE-05-L2-EN-V1: Create and Run Hand Stitch Business.....	37
<b>Development of Competency Standard .....</b>	<b>42</b>
<b>Validation of Competency Standard.....</b>	<b>44</b>



**Competency Standards for National Skill Certificate, Level-2 in  
Hand Stitching and Embroidery in Informal Sector**

**Course Structure**

SL No	Unit code and Title		UOC Level	Nominal (hours)
Generic Units of Competencies				
1.	GC002L2V1	Apply Occupational Safety and Health (OSH) Procedure in the Workplace	2	15
2.	GU008L2V1	Work in a Team Environment	2	20
3.	GU013L2V1	Practice Housekeeping Procedure	2	10
4.	GU019L1V1	Deal with Clients/ Customers	1	10
Sub Total				55
Sector Specific Units of Competencies				
5.	SU-LS-01-L1-V1	Work in the Informal Sector	2	20
Sub Total				20
Occupation Specific Units of Competencies				
6.	OU-IS-HSE-01-L2-V1	Interpret Hand Stitching and embroidery works	2	30
7.	OU-IS-HSE-02-L2-V1	Carryout Design Development	2	60
8.	OU-IS-HSE-03-L2-V1	Perform Hand Stitching	2	105
9.	OU-IS-HSE-04-L2-V1	Perform Product Development	2	50
10.	OU-IS-HSE-05-L2-V1	Create and Run Hand Stitch Business	2	40
Sub Total				285
Total Duration				360

## Units & Elements at Glance

### Generic Competencies

Code	Unit of competency	Elements of competency	Duration (hours)
GC002L2V1	Apply Occupational Safety and Health (OSH) procedure In the Workplace	<ol style="list-style-type: none"> <li>1. Identify OSH policies and procedures</li> <li>2. Follow OSH procedure</li> <li>3. Report hazards and risks</li> <li>4. Respond to emergencies</li> <li>5. Maintain personal well-being</li> </ol>	15
GU008L2V1	Work in a Team Environment	<ol style="list-style-type: none"> <li>1. Define team role and scope</li> <li>2. Identify individual role and responsibility</li> <li>3. Participate in team discussions</li> <li>6. Work in a team member</li> </ol>	20
GU013L2V1	Practice Housekeeping Procedure	<ol style="list-style-type: none"> <li>1. Sort and remove unnecessary items</li> <li>2. Arrange items</li> <li>3. Maintain work area, tools and equipment</li> <li>4. Follow standardized work process and procedure</li> <li>5. Perform work spontaneously</li> </ol>	10
GU019L1V1	Deal with Clients / Customers	<ol style="list-style-type: none"> <li>1. Response customer with due respect</li> <li>2. Perform customer service</li> <li>3. Ensure customer satisfaction</li> </ol>	10
<b>Total hours</b>			<b>55</b>

## Sector specific competencies

Code	Unit of competency	Elements of competency	Duration (hours)
SU-LS-01-L1-V1	Work in the Informal Sector	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-LS-HS-01-L2-V1	Interpret Hand Stitching and Embroidery works	<ol style="list-style-type: none"> <li>1. Interpret Hand Stitching</li> <li>2. Identify and Use Tools and Materials</li> <li>3. Interpret the Terminologies of Hand Stitching</li> <li>4. List the job responsibilities of Hand Stitching Artisan</li> </ol>	30
OU-LS-HS-02-L2-V1	Carryout Design Development	<ol style="list-style-type: none"> <li>1. Interpret Design Development</li> <li>2. Identify and Use Colors</li> <li>3. Prepare Design for Hand Stitching</li> </ol>	60
OU-LS-HS-03-L2-V1	Perform Hand Stitching	<ol style="list-style-type: none"> <li>1. Maintain OSH</li> <li>2. Prepare for Hand Stitching</li> <li>3. Trace Design</li> <li>4. Practice Hand Stitching</li> <li>5. Carryout Hand Stitching</li> <li>6. Perform Quality Checks and Troubleshooting</li> <li>7. Clean and Maintain Workplace</li> </ol>	105
OU-LS-HS-04-L2-V1	Perform Product Development	<ol style="list-style-type: none"> <li>1. Identify Hand Stitched Products</li> <li>2. Prepare for Product Development</li> <li>3. Develop Products</li> </ol>	50
OU-LS-HS-05-L2-V1	Create and Run Hand Stitch Business	<ol style="list-style-type: none"> <li>1. Prepare Business Plan</li> <li>2. Calculate Product Pricing</li> <li>3. Execute Marketing</li> <li>4. Manage Buyers</li> <li>5. Maintain professionalism in Business</li> </ol>	40
<b>Total Hours</b>			<b>285</b>

## **Generic Units of Competencies**

<b>Unit Code and Title</b>	<b>GC002L2V1: Apply Occupational Safety and Health (OSH) Procedure in the Workplace</b>
<b>Unit Descriptor</b>	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.
<b>Nominal Hours</b>	<b>15 Hours</b>
<b>Elements of Competency</b>	<b>Performance Criteria</b> <b><u>Bold &amp; Underlined</u></b> terms are elaborated in the Range of Variables
1. Identify OSH policies and procedures.	1.1. <b><u>OHS policies</u></b> and <b><u>safe operating procedures</u></b> are accessed and stated. 1.2. <b><u>Safety signs and symbols</u></b> 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 <b><u>Personal protective equipment (PPE)</u></b> 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 <b><u>Hazards</u></b> 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 <b><u>emergency procedures</u></b> are followed. 4.3 <b><u>Contingency measures</u></b> 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 <b><u>“Fit to work” records</u></b> are updated and maintained according to workplace requirements.



<b>Range of Variables</b>	
<b>Variables</b>	<b>Range</b> (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
<b>Evidence Guide</b> 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
<b>Accreditation Requirements</b>  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 NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.	

<b>Unit Code and Title</b>	<b>GU008L2V1: Work in a Team Environment</b>
<b>Unit Descriptor</b>	<p>This unit covers the knowledge, skills and attitudes (KSAs) required in working in a team environment.</p> <p>It includes define team role and scope, identify individual role and responsibility, participate in team discussions and work as a team member.</p>
<b>Nominal Hours</b>	<b>20 Hours</b>
<b>Elements of Competency</b>	<p><b>Performance Criteria</b>  <b><u>Bold &amp; Underlined</u></b> terms are elaborated in the Range of Variables</p>
1. Define team role and scope	1.1. Role and objectives of the team are defined 1.2. Team structure, responsibilities and reporting relations are identified from team discussions and other external sources
2. Identify individual role and responsibility	2.1 Individual roles and responsibilities of <b><u>team members</u></b> are identified 2.2 Reporting relationships among team members are defined and clarified 2.3 Reporting relationships external to the team are defined and clarified
3. Participate in team discussions	3.1 Ideas related to team plans are contributed 3.2 Recommendations for improving team work are put forward
4. Work as a team member	4.1 Effective forms of communication are used to interact with team members 4.2 Communication channels are followed 4.3 OHS practices are followed
<b>Range of Variables</b>	
<b>Variables</b>	<b>Range</b> (may include but not limited to):
1. Team Members	1.1 Coach/mentor 1.2 Supervisor/Manager 1.3 Peers/Colleagues 1.4 Employee representative
<b>Evidence Guide</b>	
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: <ul style="list-style-type: none"> <li>1.1 demonstrated knowledge in working in a team environment.</li> <li>1.2 satisfied the requirements mentioned in the</li> <li>1.3 Performance Criteria and Range of Variables</li> </ul>

2. Underpinning knowledge	2.1 Team Structure, Role and Responsibility 2.2 Individual Members' Roles and Responsibilities 2.3 Communication Flow and Reporting Structures 2.4 Team Planning 2.5 Interpersonal Communication Skills 2.6 Team Meeting Procedures 2.7 OHS Practices
3. Underpinning skills	3.1 Identifying the role and responsibility of the team 3.2 Identifying roles and responsibilities of individual members 3.3 Participating in team discussions 3.4 Working as a team member
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 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 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
<b>Accreditation Requirements</b> 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 NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.	

<b>Unit Code and Title</b>	<b>GU013L2V1: Practice Housekeeping Procedure</b>
<b>Unit Descriptor</b>	<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>
<b>Nominal Hours</b>	<b>10 Hours</b>
<b>Elements of Competency</b>	<p><b>Performance Criteria</b></p> <p><b><u>Bold underlined</u></b> 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 <b><u>Unnecessary items</u></b> 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 <b><u>identification marks</u></b> 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 <b><u>Minor repairs</u></b> 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 <b><u>decorum</u></b> are followed and complied with</p> <p>5.3 Work is performed in accordance with OSH requirements</p>
<b>Range of Variables</b>	
<b>Variable</b>	<b>Range</b> (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
<b>Evidence Guide</b> 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	The following resources must be provided: 5.1 Work place Procedure

	5.2 Materials relevant to the proposed activity 5.3 All tools, equipment, material and documentation required. 5.4 Relevant specifications or work instructions
6. Methods of assessment	Methods of assessment may include but not limited to: 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 a training center or in an actual or simulated work place after Completion of the training module 7.2 Assessment should be done by NSDA certified assessor
<b>Accreditation Requirements</b>  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 NSQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.	

<b>Unit Code and Title</b>	<b>GU019L1V1: Deal with Clients/ Customers</b>
<b>Nominal Hours</b>	<b>10 Hours</b>
<b>Unit Descriptor</b>	<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>
<b>Elements of Competency</b>	<p><b>Performance Criteria</b>  <b><u>Bold and Underlined</u></b> 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 <b><u>courteous manner</u></b></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>
<b>Range of variables</b>	
<b>Variables</b>	<b>Range</b> (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>



<b>Evidence Guide</b> 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><b>Accreditation Requirements</b></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. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.</p>	

## **Sector Specific Units of Competencies**

<b>Unit Code and Title</b>	<b>SU-LS-01-L1-V1: Work in the Informal Sector</b>
<b>Nominal Hours</b>	<b>20 Hours</b>
<b>Unit Descriptor</b>	<p>This unit covers the skills, knowledge and attitude required to work in the Informal sector.</p> <p>It includes describing the organizational structure within the sector, identifying processes and procedures, identifying workplace requirements and organizing own workload.</p>
<b>Elements of Competency</b>	<p><b>Performance Criteria</b></p> <p><b><u>Bold and Underlined</u></b> terms are elaborated in the Range of Variables.</p>
1. Describe the organizational structure within the sector	<p>1.1 Scope, nature and <b><u>major fields</u></b> of the Informal sector are determined</p> <p>1.2 The profile of the Informal sector in relation to Bangladesh <b><u>employment conditions</u></b> 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 <b><u>Instructions</u></b> as to procedures in achieving quality are obtained, understood and clarified.</p>
2. Identify processes and procedures	<p>2.1 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 <b><u>Workplace requirements</u></b> 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 <b><u>Problem-solving strategies</u></b> 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>
<b>Range of Variables</b>	
<b>Variables</b>	<b>Range</b> (may include but not limited to):
1. Major Fields	1.1 Supply chain organization

	1.2 Transportation 1.3 Shipping line 1.4 Courier service 1.5 Clearing and forwarding agency 1.6 Bonded warehouse 1.7 Port and Inland Container Depot (ICD) 1.8 Customs 1.9 Freight forwarding company 1.10 E-commerce fulfillment organization
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 (SOP) 3.3 Manuals of Instruction 3.4 Operations Manual 3.5 Environmental Guidelines 3.6 Gender Guidelines 3.7 Safety Guideline
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
<b>Evidence Guide</b> 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 2.2 2.3 2.4 2.5 2.6	Scope and major divisions of the Informal sector Relevant policies and guidelines in the Informal sector Manuals used in the Informal sector Relevant terminologies and acronyms Workplace practices Recording and reporting practices
3. Underpinning skills	3.1 3.2 3.3 3.4 3.5 3.6	Describing the organization structure Identifying Informal processes and procedures Identifying tools, equipment and materials Identifying workplace practices Organizing own workload Practicing OHS
4. Underpinning attitudes	4.1 4.2 4.3 4.4 4.5	Commitment to occupational health and safety Environmental concerns Eagerness to learn Tidiness and timeliness Respect for rights of peers and seniors in workplace
5. Resource implications	5.1 5.2 5.3 5.4 5.5	Pens Telephone Computer Writing materials 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 7.2	Competency assessment must be done in NSDA accredited assessment centre 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**

<b>Unit Code and Title</b>	<b>OU-IS-HSE-01-L2-EN-V1: Interpret Hand Stitching and Embroidery Works</b>
<b>Unit Descriptor</b>	This unit covers the skills, knowledge and attitude required to Interpret Hand Stitching and Embroidery works. It specifically includes interpreting hand stitching and embroidery, identifying and using tools and materials and listing the job responsibilities of hand stitching artisan.
<b>Nominal Hours</b>	<b>30 Hours</b>
<b>Elements of Competency</b>	<b>Performance Criteria</b> <b><u>Bold &amp; Underlined</u></b> terms are elaborated in the Range of Variables
1. Interpret Hand Stitching and embroidery	1.1 Hand Stitch and hand embroidery are defined 1.2 <b><u>Purposes of Hand Stitch and Embroidery</u></b> are interpreted 1.3 <b><u>Types of Hand Stitch</u></b> are identified 1.4 <b><u>Safety issues of Hand Stitching</u></b> are interpreted as per workplace standard 1.5 <b><u>Terminologies</u></b> of Hand Stitching are interpreted
2. Identify and Use Tools and Materials	2.1 <b><u>Tools and Equipment</u></b> are identified for hand stitching 2.2 <b><u>Designing Materials</u></b> are identified for hand stitching 2.3 <b><u>Stitching Materials</u></b> are identified
3. List the job responsibilities of Hand Stitching Artisan	3.1 <b><u>Job responsibilities of Hand Stitching Artisan</u></b> are recognized as per workplace standard 3.2 Job responsibilities of Hand Stitching Artisan are listed
<b>Range of Variables</b>	
<b>Variables</b>	<b>Range</b> (may include but not limited to):
1. Purposes of Hand Stitch and embroidery	1.1 Crafts Making 1.2 Embroidery and Embellishment 1.3 Quilting 1.4 Tailoring and Dress making 1.5 Leather works 1.6 Book binding 1.7 Soft Toy Making 1.8 Home décor items
2. Types of Hand Stitch	2.1 Dull stitch 2.2 Chain stitch 2.3 Run stitch 2.4 Back stitch 2.5 Button stitch 2.6 Cross stitch



	2.7 Herring bone stitch 2.8 Satin stitch 2.9 Lazy Daisy stitch 2.10 Tulip stitch 2.11 Berry stitch 2.12 Zigzag stitch 2.13 Fly stitch 2.14 Honeycomb stitch 2.15 Feather stitch 2.16 Knot stitch 2.17 French Knot stitch 2.18 Gujrat stitch 2.19 Jashore stitch 2.20 Bullion stitch 2.21 Parsi star stitch 2.22 Spider/ Wave stitch 2.23 Random stitch 2.24 Basting stitch 2.25 Ladder stitch 2.26 Felling stitch
3. Safety issues of Hand Stitching	3.1 Needle/ Scissor Injuries 3.2 Repetitive Strain Injuries 3.3 Eye Strain 3.4 Chemical Exposure 3.5 Allergic Reactions
4. Terminologies	4.1 Needle types 4.2 Fabric types 4.3 Nokshi needle 4.4 Karchupi 4.5 Quilting 4.6 Applique 4.7 Liquid embroidery 4.8 Mood board 4.9 Color wheel 4.10 Primary color 4.11 Secondary color 4.12 Tertiary color
5. Tools and Equipment	5.1 Hand Needle 5.2 Round Frame 5.3 Karchupi frame 5.4 Cutting table

	5.5 Thread cutter 5.6 Scissor 5.7 Finger guard/ protector 5.8 Anti-cutter 5.9 Measuring tape 5.10 Shape curve 5.11 Dryer machine 5.12 Iron Machine 5.13 Soldering iron 5.14 Sewing machine
6. Designing Materials	6.1 Scale 6.2 Pencils 6.3 Color pencils 6.4 Glass pencils 6.5 Eraser 6.6 Sharpener 6.7 Tracing paper 6.8 Carbon paper 6.9 Blue 6.10 Kerosene 6.11 Zinc oxide 6.12 Brush 6.13 Glue 6.14 Color paper 6.15 Water color 6.16 Poster color 6.17 Color brush 6.18 Color pallet 6.19 Screen frame 6.20 Fashion Magazine
7. Stitching Materials	7.1 Thread 7.2 Tracing paper 7.3 Cloth 7.4 Chalk 7.5 Soap
8. Job responsibilities of Hand Stitching Artisan	8.1 Hand Stitching and Embroidery 8.2 Product manufacturing and finishing 8.3 Repair and Alteration 8.4 Pattern Making and Layout 8.5 Material Selection and Preparation 8.6 Quality Control

	8.7 Workspace Organization and Maintenance 8.8 Time Management and Prioritization
<b>Evidence Guide</b> 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 types of hand stitching and embroidery 1.2 interpreted safety issues of hand stitching 1.3 interpreted terminologies of Hand Stitching and embroidery 1.4 identified and used tools and materials 1.5 listed job responsibilities of hand stitching artisan
2. Underpinning knowledge	2.1 Hand stitch 2.2 Safety issues 2.3 Terminology 2.4 Tools, equipment and materials 2.5 Job responsibilities of hand stitching artisan
3. Underpinning skills	3.1 Identifying types of hand stitch 3.2 Interpreting safety issues of hand stitching 3.3 Identifying tools, equipment and materials 3.4 Recognizing job responsibilities of hand stitch artisan
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 Relevant materials 5.3 Paper, pen 5.4 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.

<b>Unit Code and Title</b>	<b>OU-IS-HSE-02-L2-EN-V1: Carryout Design Development</b>
<b>Unit Descriptor</b>	This unit covers the skills, knowledge and attitude required to carry out design development. It specifically includes interpreting design development, identifying and using colors and preparing design for hand stitching.
<b>Nominal Hours</b>	<b>60 Hours</b>
<b>Elements of Competency</b>	<b>Performance Criteria</b> <b><u>Bold &amp; Underlined</u></b> terms are elaborated in the Range of Variables
1. Interpret Design Development	1.1 Design is interpreted 1.2 <b><u>Design development process</u></b> is identified 1.3 Design development process is followed
2. Identify and Use Colors	2.1 <b><u>Colors</u></b> are identified 2.2 Color wheel is prepared 2.3 Color combination is practiced as per color wheel 2.4 Colors are selected as per developed design
3. Prepare Design for Hand Stitching	3.1 <b><u>Preparation</u></b> is performed for design development 3.2 <b><u>Motifs</u></b> are developed as per inspiration and mood board 3.3 Creativity is maintained during design development 3.4 Design is developed as per design development process 3.5 Design approval is taken from proper authority
<b>Range of Variables</b>	
<b>Variables</b>	<b>Range</b> (may include but not limited to):
1. Design development process	1.1 Research and Inspiration 1.2 Sketching and Design Development 1.3 Fabric and Material Selection 1.4 Pattern Making 1.5 Sample Development 1.6 Finalization and Production Preparation 1.7 Presentation
2. Colors	2.1 On the basis of Development 2.1.1 Primary colors 2.1.2 Secondary colors 2.1.3 Tertiary colors 2.2 On the basis of use 2.2.1 Warm colors

	2.2.2 Cool colors
3. Preparation	3.1 Gather Inspiration 3.2 Research Trends and Themes 3.3 Create a mood board 3.4 Arrange Tools 3.5 Collect Supplies and Materials 3.6 Set Up Workspace 3.7 Develop Design Process 3.8 Practice Sketching and Illustration 3.9 Experiment with Fabric Manipulation 3.10 Pattern Making and Construction 3.11 Seek Inspiration from Other Designers
4. Motifs	4.1 Floral Motifs 4.2 Geometric Motifs 4.3 Animal Motifs 4.4 Botanical Motifs 4.5 Abstract Motifs 4.6 Cultural Motifs 4.7 Folk Motifs 4.8 Textile Motifs 4.9 Symbolic Motifs 4.10 Architectural Motifs 4.11 Seasonal Motifs
<b>Evidence Guide</b> 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 interpreted design development 1.2 followed design development process 1.3 identified colors 1.4 prepared color wheel 1.5 practiced color combination 1.6 prepared design for hand stitching
2. Underpinning knowledge	2.1 Design 2.2 Design development process 2.3 Creativity in design 2.4 Colors 2.5 Color wheel 2.6 Color combination 2.7 Motif 2.8 Design approval

3. Underpinning skills	3.1 Interpreting design 3.2 Identifying and following design development process 3.3 Identifying and using colors 3.4 Preparing color wheel 3.5 Practicing color combination preparing design for hand stitching 3.6 Taking design approvals
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 Colors 5.3 Designing tools 5.4 Paper, pen 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
<b>Accreditation Requirements</b> 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.	

<b>Unit Code and Title</b>	<b>OU-IS-HSE-03-L2-EN-V1: Perform Hand Stitching</b>
<b>Unit Descriptor</b>	This unit covers the skills, knowledge and attitude required to manage stakeholders. It specifically includes Identifying Internal Stakeholders, Identifying External Stakeholders and Performing stakeholder management
<b>Nominal Hours</b>	<b>105 Hours</b>
<b>Elements of Competency</b>	<b>Performance Criteria</b> <b><u>Bold &amp; Underlined</u></b> terms are elaborated in the Range of Variables
1. Maintain OSH	1.1 <b><u>Personal Protective Equipment (PPE)</u></b> is selected and collected as per requirements 1.2 PPE is worn as required 1.3 Safe work practices are followed as per workplace standard
2. Prepare for Hand Stitching	2.1 Tools and materials are selected and collected as per SOP 2.2 Design is selected, collected and checked 2.3 Workplace is prepared as per SOP
3. Trace Design	3.1 Cleanliness is maintained as per workplace standard 3.2 <b><u>Materials for tracing design</u></b> are collected 3.3 Design is drawn or printed to the tracing/transfer paper 3.4 Tracing paper is perforated according to the drawing lines by hand needle or sewing machine 3.5 Design is reproduced on the fabric using tracing sheet 3.6 Traced design is checked 3.7 Traced design is rectified as per SOP, if found any faults
4. Carryout Hand Stitching	4.1 Cleanliness is maintained as per workplace standard 4.2 <b><u>Materials for hand stitching</u></b> are collected 4.3 Caution is maintained for avoiding spot and stains on the fabric 4.4 Needle is threaded for hand stitching 4.5 Stitches are created as per stitch type and design 4.6 Stitch are locked in starting and ending of each design 4.7 Stitch is completed as per traced design
5. Perform Quality Checks and Troubleshooting	5.1 Quality is checked 5.2 <b><u>Faults</u></b> are identified



	5.3 Faults are rectified (if found) as per workplace standard
6. Clean and Maintain Workplace	6.1 Excess materials and tools are stored properly for further use 6.2 Wastage materials are disposed off as per workplace standard 6.3 Workplace is cleaned and maintained
<b>Range of Variables</b>	
<b>Variables</b>	<b>Range</b> (may include but not limited to):
1. Personal Protective Equipment (PPE)	1.1 Mask 1.2 Apron 1.3 Scarf/ Cap 1.4 Finger Guard/ Protector
2. Materials for tracing design	2.1 Fabric 2.2 Needle 2.3 Tailoring chalk 2.4 Glass pencil 2.5 Pencil 2.6 Tracing paper 2.7 Carbon paper 2.8 Kerosene oil 2.9 Blue powder 2.10 Zink oxide 2.11 Screen frame 2.12 Hand block
3. Materials for Hand stitching	3.1 Needle 3.2 Fabric 3.3 Threads 3.4 Metallic thread 3.5 Sequin 3.6 Dollar 3.7 Beads 3.8 Stones 3.9 Sequin pipe 3.10 Spring (Dabka) 3.11 Mirror 3.12 Link/ Cowry (Kori) 3.13 Frame 3.14 Glue
4. Faults	4.1 Uneven Stitches 4.2 Puckering or Gathering 4.3 Knots and Tangles

	4.4 Crooked Lines 4.5 Mismatched Thread Colors 4.6 Inconsistent Stitch Lengths 4.7 Backstitching Errors 4.8 Loose stitch
<b>Evidence Guide</b> 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 maintained OSH 1.2 prepared for hand stitching 1.3 traced design 1.4 carried out hand stitching 1.5 performed quality checks and trouble shooting 1.6 maintained workplace
2. Underpinning knowledge	2.1 PPE 2.2 Safe work practices 2.3 Tools and materials collection 2.4 Design selection 2.5 Design tracing 2.6 Hand stitching 2.7 Quality check 2.8 Faults
3. Underpinning skills	3.1 Maintaining OSH 3.2 Preparing for hand stitching 3.3 Tracing design 3.4 Carrying out hand stitching 3.5 Performing quality checks 3.6 Cleaning and maintaining 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 Hand stitching tools equipment and materials 5.4 Learning materials

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><b>Accreditation Requirements</b></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>	

<b>Unit Code and Title</b>	<b>OU-IS-HSE-04-L2-EN-V1: Perform Product Development</b>
<b>Unit Descriptor</b>	This unit covers the skills, knowledge and attitude required to perform product development. It specifically includes maintaining OSH, identifying hand stitched products, preparing for product development, developing products and cleaning and maintaining workplace.
<b>Nominal Hours</b>	<b>50 Hours</b>
<b>Elements of Competency</b>	<b>Performance Criteria</b> <b><u>Bold &amp; Underlined</u></b> terms are elaborated in the Range of Variables
1. Maintain OSH	1.1 Personal Protective Equipment (PPE) is selected and collected as per requirements 1.2 PPE is worn as required 1.3 Safe work practices are followed as per workplace standard
2. Identify Hand Stitched Products	2.1 <b><u>Hand stitched products</u></b> are identified 2.2 Use of each product is interpreted 2.3 Design of the products are recognized
3. Prepare for Product Development	3.1 <b><u>Product lifecycle</u></b> is interpreted 3.2 Planning is prepared for product development 3.3 Workplace is prepared as per SOP 3.4 Specification of the products are collected and interpreted 3.5 Tools, equipment and materials are selected and collected 3.6 Product design is analyzed as per workplace standard
4. Develop Products	4.1 Product development process is interpreted 4.2 Products are developed as per specification 4.3 Finishing of the product is taken care as per specification or sample 4.4 Quality is checked as per design specification or sample 4.5 Faults are identified (if any) and rectified as per quality norms
5. Clean and Maintain Workplace	5.1 Excess materials and tools are stored properly for further use 5.2 Wastage materials are disposed off as per workplace standard 5.3 Workplace is cleaned and maintained

<b>Range of Variables</b>	
<b>Variables</b>	<b>Range</b> (may include but not limited to):
1. Hand stitched products	1.1 Handkerchief 1.2 Cushion cover 1.3 Children's dress 1.4 Panjabi 1.5 Three piece 1.6 Shari 1.7 Veil/ Scarf 1.8 Bed cover 1.9 Table runner 1.10 Chair cover 1.11 Tissue box cover 1.12 Baby kantha 1.13 Nokshi kantha 1.14 Bags
2. Product lifecycle	2.1 Introduction 2.2 Growth 2.3 Maturity 2.4 Decline
<b>Evidence Guide</b> 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 maintained OSH 1.2 identified hand stitched products 1.3 prepared for product development 1.4 developed products
2 Underpinning knowledge	2.1 PPE 2.2 Safe work practices 2.3 Hand stitched products 2.4 Design of the products 2.5 Planning 2.6 Specification 2.7 Tools equipment and materials 2.8 Product development process 2.9 Quality check
3 Underpinning skills	3.1 Maintaining OSH 3.2 Identifying hand stitched products 3.3 Preparing for product development 3.4 Developing products

	3.5 Maintaining 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 Relevant materials 5.3 Paper, pen 5.4 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
<b>Accreditation Requirements</b> 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.	

<b>Unit Code and Title</b>	<b>OU-IS-HSE-05-L2-EN-V1: Create and Run Hand Stitch Business</b>
<b>Unit Descriptor</b>	This unit covers the skills, knowledge and attitude required to create and run hand stitch business. It specifically includes preparing business plan, calculating product pricing, executing marketing, managing buyers and maintaining professionalism in business.
<b>Nominal Hours</b>	<b>40 Hours</b>
<b>Elements of Competency</b>	<b>Performance Criteria</b> <b><u>Bold &amp; Underlined</u></b> terms are elaborated in the Range of Variables
1. Prepare Business Plan	1.1 Entrepreneurship is recognized 1.2 <b><u>Business plan</u></b> is interpreted 1.3 Requirements for business plan is recognized 1.4 Development steps of business plan are followed 1.5 Business plan is prepared
2. Calculate Product Pricing	2.1 <b><u>Product pricing</u></b> is interpreted 2.2 Pricing strategy is recognized 2.3 Product price is calculated as per strategy
3 Execute Marketing	3.1 Marketing is interpreted 3.2 <b><u>SWOT</u></b> analysis is performed 3.3 <b><u>4P's of marketing</u></b> is elaborated 3.4 Portfolio is prepared for marketing 3.5 Marketing is executed 3.6 Concepts of <b><u>online marketing</u></b> is interpreted 3.7 <b><u>Benefits of online marketing</u></b> is interpreted 3.8 Online marketing is carried out 3.9 Market linkage is established
4. Manage Buyers	4.1 <b><u>Buyer</u></b> management is interpreted 4.2 <b><u>Procedure for buyer management</u></b> are recognized 4.3 Buyers are managed as per SOP
5. Maintain professionalism in Business	5.1 <b><u>Ethical conduct</u></b> in business is interpreted 5.2 Reliability and accountability is maintained 5.3 Effective communication is continued 5.4 <b><u>Professional behavior</u></b> is maintained
<b>Range of Variables</b>	
<b>Variables</b>	<b>Range</b> (may include but not limited to):
1. Business Plan	1.1 Executive Summary 1.2 Company Description

	1.3 Market Analysis 1.4 Organization and Management 1.5 Product or Service Line 1.6 Marketing and Sales Strategy 1.7 Financial Projections 1.8 Appendices
2. Product Pricing	2.1 Costs 2.2 Profit Margin 2.3 Targeted audience and market demand 2.4 Distribution Channel
3. SWOT	3.1 Strength 3.2 Weakness 3.3 Opportunity 3.4 Threats
4. 4P's of marketing	4.1 Product 4.2 Price 4.3 Place 4.4 Promotion
5. Online marketing	5.1 Website Optimization 5.2 Search Engine Marketing 5.3 Social Media Marketing 5.4 Content Marketing 5.5 Email Marketing 5.6 Influencer Marketing 5.7 Affiliate Marketing 5.8 Online Advertising
6. Benefits of online marketing	6.1 Global Reach 6.2 Cost-Effectiveness 6.3 Targeted Advertising 6.4 Measurable Results 6.5 Improved Customer Engagement 6.6 24/7 Availability 6.7 Enhanced Brand Visibility and Awareness 6.8 Competitive Advantage
7. Buyer	7.1 Price-Sensitive Buyers 7.2 Quality-Conscious Buyers 7.3 Brand-Loyal Buyers 7.4 Needs-Based Buyers 7.5 Research-Oriented Buyers 7.6 Trendy or Fashion-Forward Buyers 7.7 Convenience-Seeking Buyers
8. Procedure for buyer management	8.1 Understand Buyer 8.2 Provide Excellent Customer Service



	8.3 Personalize Communication 8.4 Build Trust and Credibility 8.5 Offer Value-Added Services 8.6 Engage on Social Media 8.7 Collect and Act on Feedback 8.8 Upsell and Cross-Sell 8.9 Reward Loyalty
9. Ethical conduct	9.1 Honesty and Integrity 9.2 Respect 9.3 Trust 9.4 Accountability 9.5 Confidentiality 9.6 Conflict of Interest 9.7 Fair labor practice 9.8 Compliance with Laws and Regulations 9.9 Social Responsibility
10. Professional behavior	10.1 Reliability 10.2 Punctuality 10.3 Communication 10.4 Teamwork 10.5 Respect 10.6 Integrity 10.7 Adaptability 10.8 Accountability 10.9 Professionalism 10.10 Continuous Learning 10.11 Conflict Resolution 10.12 Maintaining Confidentiality
<b>Evidence Guide</b> 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 entrepreneurship 1.2 prepared business plan 1.3 calculated product pricing 1.4 executed marketing 1.5 managed buyers 1.6 maintained professionalism in business
2 Underpinning knowledge	2.1 Entrepreneurship 2.2 Business plan 2.3 Product pricing 2.4 Marketing 2.5 SWOT

	2.6 4P's of marketing 2.7 Portfolio 2.8 Online marketing 2.9 Buyer 2.10 Buyer management 2.11 Professionalism
3 Underpinning skills	3.1 Preparing business plan 3.2 Calculating product pricing 3.3 Executing marketing 3.4 Managing buyers 3.5 Maintaining professionalism in business
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 Relevant materials 5.3 Paper, pen 5.4 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
<b>Accreditation Requirements</b> <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 Hand Stitching and Embroidery Occupation, Level- 2 is developed by NSDA 12, 13 and 14 March 2024.

### List of Members

Sl No	Name and Address	Position in the committee
1.	<b>Khaleda Nargis</b> Project Coordinator, Rural Reconstruction Foundation (RRF) Cell: 01721901433 Email: nargisrrf@gmail.com	Member
2.	<b>Manash Kumar Biswas</b> Consultant, Bibartan, Jashore Cell: 01716495360 Email: manashrrf@gmail.com	Member
3.	<b>Ahmed Rifat Kabir</b> Officer- Business Development Service, PRABRIDDH Cell: 01783429171 Email: Rifat.kabir@swisscontact.org	Member
4.	<b>Jesmima Hossain Jui</b> Executive Director, Nokshikantha Foundation, Sreemongol Cell: 01905774286 Email: xeinmehin@gmail.com	Member
5.	<b>MS. Tasmina Mahmud Ruby</b> Proprietor Taha Handicrafts, Mohammadpur, Dhaka Cell: +880 1916167581, +880 1713506003 Email: tahahandicrafts40@gmail.com	Member
6.	<b>Md. Wahidur Rahman</b> Proprietor, Ovinobo, House-9, Road-8, Chandrima model town, Dhaka Uddan, Mohammadpur, Dhaka Cell: +880 1712018716, +880 1972018716 Email: wahidurs03@yahoo.com	Member
7.	<b>Md. Abdul Aziz Munshi</b> Informal Sector Specialist, ISISC MezbahUddin Plaza, Mouchak, Dhaka Cell: +880 1817022909 Email: isiscbd2015@gmail.com or aziz.munshi@gmail.com	Member
8.	<b>Syed Azharul Haque</b> Competency Standard Expert National Skills Development Authority (NSDA) Cell: +880 1711047815 Email: azharulhaque2008@gmail.com	Member



## Validation of Competency Standard

The Competency Standards for National Skills Certificate in Hand Stitching and Embroidery, Level- 2 is validated by NSDA 18 April 2024.

### List of Members

Sl No	Name and Address	Position in the committee	Signature
1.	<b>Mirza Nurul Ghani Shovon</b> , Chairman (Informal Sector ISC), Cell:01711263861 Email: <a href="mailto:isiscbd2015@gmail.com">isiscbd2015@gmail.com</a>	Chairperson	
2.	<b>Khaleda Nargis</b> Project Coordinator, Rural Reconstruction Foundation (RRF) Cell: 01721901433 Email: <a href="mailto:nargisrrf@gmail.com">nargisrrf@gmail.com</a>	Member	
3.	<b>Md. Wahidur Rahman</b> Proprietor, Ovinobo, House-9, Road-8, Chandrima model town, Dhaka Uddan, Mohammadpur, Dhaka Cell: +880 1712018716, +880 1972018716 Email: <a href="mailto:wahidurs03@yahoo.com">wahidurs03@yahoo.com</a>	Member	
4.	<b>Hafiza Akter Rani</b> , Owner, Rani Boutique and Handicrafts, Muktagacha, Mymensingh Cell: +880 1680631923 Email: <a href="mailto:hafizaakterrani44@gmail.com">hafizaakterrani44@gmail.com</a>	Member	
5.	<b>Md. Abul Kalam Azad</b> , Chief Designer, Rongin Poshak, Uttara, Dhaka Cell: +880 1712587411 Email: <a href="mailto:ak.azad198421@gmail.com">ak.azad198421@gmail.com</a>	Member	
6.	<b>Most. Sabikunnahar Ayesha</b> , Owner, Chitran, Rajshahi court, Rajshahi Cell: +880 1890409757 Email: <a href="mailto:sabikunnaharayesha3@gmail.com">sabikunnaharayesha3@gmail.com</a>	Member	
7.	<b>Tania Naznin</b> Owner, Tanis Bangladesh, Mirpur, Dhaka Cell: +880 1744844170 Email: <a href="mailto:tanisbdofficial@gmail.com">tanisbdofficial@gmail.com</a>	Member	
8.	<b>Saira Nadnin</b> Manager, Business Development Services, PRABRIDDI, Swisscontact Cell: +880 1521527567 Email: <a href="mailto:Saira.Nadnin@swisscontact.org">Saira.Nadnin@swisscontact.org</a>	Member	
9.	<b>Syed Azharul Haque</b> Competency Standard Expert, National Skills Development Authority (NSDA) Cell: +880 1711047815 Email: <a href="mailto:azharulhaque2008@gmail.com">azharulhaque2008@gmail.com</a>	Member	



**References:**

<https://finecraftguild.com/free-embroidery-stitching-book/>  
<https://www.needlenthread.com/2014/04/embroidery-a-free-online-book.html>  
<https://www.annwoodhandmade.com/stitch-book-100-day-project/>  
[https://sctvesd.wb.gov.in/academic/sttc/sttc\\_course/download\\_file/f90f2aca5c640289d0a29417bcb63a37](https://sctvesd.wb.gov.in/academic/sttc/sttc_course/download_file/f90f2aca5c640289d0a29417bcb63a37)  
<https://www.mesmarampally.org/wp-content/uploads/2023/10/Hand-Embroidery-Basics-Syllabus.pdf>  
[https://psou.ac.in/asset/docs/stc\\_syllabus/Certificate%20Course%20in%20Embroidery.pdf](https://psou.ac.in/asset/docs/stc_syllabus/Certificate%20Course%20in%20Embroidery.pdf)  
<https://hobbyworkspace.in/product/hand-embroidery/>  
<https://www.thesprucecrafts.com/learn-stitches-and-hand-sewing-projects-2978472>





## Workshop Minutes

**Government of the People's Republic of Bangladesh**  
**Prime Minister'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](mailto:ec@nsda.gov.bd)  
 Website: [www.nsda.gov.bd](http://www.nsda.gov.bd)

Minutes of the Competency Standard Validation Workshop on “Hand Stitching and Embroidery”  
 Level-2

Chairperson	: Mr. Mirza Nurul Ghani Shovon
Date	: 18 April 2024.
Time	: 9:00 am - 4:00 pm
Place	: ISC Conference Room, NSDA, Biniyog Bhaban, Agargaon, Dhaka-1207

The Chairman inaugurated the workshop by welcoming the expert participants attended in the workshop. He urges the participants to share their expert opinion to make the standard effective, job market responsive and updated one. During the day-long workshop, the competency standard of “Hand Stitching” occupation was reviewed, modified and finalized in detail. The following changes and modification were made to validate and finalize the competency standard.

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		No	The name of the occupation has been changed to ‘Hand Stitching and Embroidery’ from ‘Hand Stitching’. Level of this CS was considered Level 2.
2.	Nominal Hour	Yes		360 hours
3.	Unit of Competency	Yes		<ul style="list-style-type: none"> <li>Name of the units were validated without any change.</li> </ul>
4.	Element	Yes		<ul style="list-style-type: none"> <li>Name of the elements were validated without any change.</li> </ul>
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"> <li>• The nominal hours of the units of competencies have been rescheduled for content consideration.</li> <li>• Overall, the occupation has been included in Level-2 according to (BNQF 1-6).</li> </ul>
-----	--------	--	--	--

Through the above activities, the Competency Standard has been finalized and validated as “**Hand Stitching and Embroidery, Level-2**”

Chairperson  
Committee on Standard and Curriculum Validation  
Informal ISC