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MINISTRY OF SKILL DEVELOPMENT
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Facilitator Guide



Sector
Apparel

Sub-Sector
Apparel

Occupation
Compliance

Reference ID: AMH/Q2201, Version 4.0
NSQF level: 6

Factory Compliance Auditor



Shri Narendra Modi
Prime Minister of India

“

Skill development of the new generation is a national need and is the foundation of Aatmnirbhar Bharat

”

Acknowledgements

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The preparation of this facilitator guide would not have been possible without the Apparel Industry’s support. Industry feedback has been extremely encouraging from inception to conclusion and it is with their input that we have tried to bridge the skill gaps existing today in the industry.

This facilitator guide is dedicated to the aspiring youth who desire to achieve special skills which will be a lifelong asset for their future endeavours.

About this Guide

This Facilitator Guide is designed for providing skill training and /or upgrading the knowledge level of the Participants to take up the job of an “Factory Compliance Auditor” in the Management and Entrepreneurship Sector.

This Facilitator Guide is designed based on the Qualification Pack (QP) under the National Skill Qualification framework (NSQF) and it comprises of the following National Occupational Standards (NOS)/topics and additional topics.

1. AMH/N1705: Follow regulatory and company’s rules and Greening of Job Roles
2. AMH/N2201: Evaluate information to determine compliance with standards
3. AMH/N2202: Prepare Audit Report
4. AMH/N2203: Check compliance with product protocol
5. AMH/N2204: Maintain a healthy, safe and secure working environment with Gender and PwD Sensitization
6. DGT/VSQ/N0103: Employability Skills (90 Hours)

Symbols Used



Ask



Explain



Elaborate



Notes



Objectives



Do



Demonstrate



Activity



Team Activity



Facilitation Notes



Practical



Say



Resources



Example



Summary



Role Play



Learning Outcomes



Exercise

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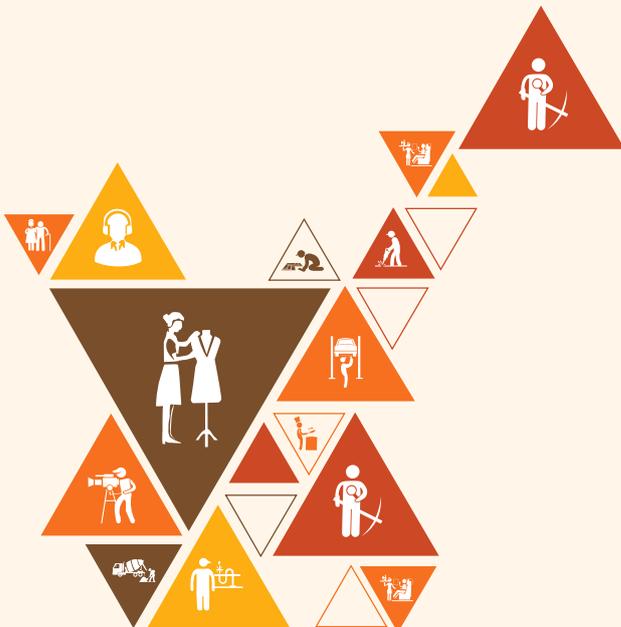


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1. Introduction and Orientation to Factory Compliance Auditor

Unit 1.1 - Roles and Opportunities of a Factory Compliance Auditor



Bridge Module

Key Learning Outcomes



By the end of this module, the participants will be able to:

1. Describe various employment opportunities for a 'Factory Compliance Auditor' in the apparel industry.
2. Describe the relationship between the work role of a 'Factory Compliance Auditor' and the overall manufacturing process.
3. Explain the roles and responsibilities of a 'Factory Compliance Auditor'.
4. Describe the production process and the specific work activities that relate to the whole process.

Unit 1.1: Roles and Opportunities of a Factory Compliance Auditor

Unit Objectives

By the end of this unit, the participants will be able to:

1. Describe the different employment opportunities available for a Factory Compliance Auditor in the apparel industry
2. Explain how the role of a Factory Compliance Auditor integrates with the overall manufacturing process
3. Outline the roles and responsibilities of a Factory Compliance Auditor
4. Describe the production process and the specific work activities related to it within the manufacturing environment

Resources to be Used

Projector, Whiteboard, Markers, Printed Handouts on Factory Compliance Auditor Job Descriptions, Career Progression Maps, Videos on Apparel Manufacturing Process, Sample Job Advertisements, Laptop with Internet Access.

Say

- Welcome everyone! I am excited to talk about an important role in the apparel industry that helps ensure quality and safety – the Factory Compliance Auditor.
- Today, we will understand the role, responsibilities, and career opportunities available for a Factory Compliance Auditor in the apparel industry.
- Knowing this is important because it opens up a wide range of job opportunities and helps us understand how each role contributes to the bigger manufacturing process.

Do

- Greet all participants warmly and take attendance.
- Briefly explain the session agenda and its importance in the apparel industry.
- Show a video explaining the apparel manufacturing process.
- Present a slide on the role and responsibilities of a Factory Compliance Auditor.
- Distribute printed handouts describing various job opportunities.
- Facilitate a group discussion on how the compliance auditor contributes to the manufacturing process.
- Summarise key takeaways and connect them to career progression in the industry.

Ask



- Have you ever visited a factory or a large production setup? What did you see there?
- What comes to your mind when you hear the word "compliance"?
- Why do you think following rules and safety measures is important in a workplace?

Explain



- A factory compliance auditor ensures all safety, quality, and environmental standards are followed in an apparel manufacturing unit.
- They check processes, systems, and practices to maintain product quality and worker safety.
- The compliance auditor reviews work conditions, verifies machinery and tools, and ensures proper documentation.
- Job opportunities include roles in factories, consulting firms, and third-party auditing agencies.
- Understanding the role helps link daily activities in manufacturing to larger quality standards.
- Career progression typically moves from junior auditor to senior auditor to compliance manager roles.
- Good compliance auditors improve factory efficiency, reduce risks, and promote sustainability.

Elaborate



- The apparel manufacturing sector covers all stages from fabric sourcing, garment production, to final shipment. Provides millions of jobs and is globally competitive. Compliance auditors ensure every step follows laws and standards.
- Main duties include conducting inspections, verifying documentation, reporting non-conformities, and suggesting improvements. They ensure safe and ethical manufacturing processes.
- Various employment opportunities for factory compliance auditors are available in manufacturing units, third-party auditing agencies, consultancy firms, and government bodies. Auditors can specialise in safety, environmental compliance, or quality management.
- The relationship between the work role of a factory compliance auditor and the overall manufacturing process links individual tasks to the overall efficiency of manufacturing by checking machinery, work practices, and records, ensuring seamless production flow.
- Career progression map for a factory compliance auditor begins with an entry-level auditor, progressing to a senior auditor, then compliance manager, and ultimately compliance head or consultant roles.

Demonstrate



Show how to check a sample compliance checklist for machine safety. Physically display the steps:

- Check safety guards on machines.
- Ensure proper PPE usage.
- Verify documentation for machine maintenance.
- Explain what to mark and how to record findings.

Activity

1. **Activity Name:** Compliance Role Play and Checklist Exercise
2. **Objective:** To help participants understand the process of inspecting and reporting compliance in a factory environment.
3. **Type of Activity:** Group
4. **Resources:** Sample compliance checklist printouts, mock PPE items, a sample machine layout diagram, and pens.
5. **Time Duration:** 30 minutes
6. **Instructions:**
 - Divide the class into small groups of 4.
 - Each group receives a sample machine layout diagram and a compliance checklist.
 - Groups role-play as auditors and factory workers.
 - Inspect the diagram, fill out the checklist, and mark areas of concern (simulated).
 - Present findings to the class.
7. **Outcome:** Participants will understand how to conduct a compliance audit and document their observations.

Notes for Facilitation

- Maintain a positive and encouraging tone throughout the session.
- Allow ample time for questions and group discussion to promote interaction.
- Emphasise the link between compliance auditing and workplace safety.
- Use real-life examples wherever possible to enhance understanding.
- Encourage participants to think critically about the importance in every workplace.
- Ensure everyone participates during the role-play activity for maximum engagement.

Answers to Exercises for PHB

Multiple Choice Questions:

1. b. Cotton
2. b. Ensure compliance with labour, safety, and environmental standards
3. b. AMHSSC
4. d. Final inspection
5. a. Third-party audit firms

Descriptive Questions:

1. Refer to Unit 1.1: Roles and Opportunities of a Factory Compliance Auditor
Topic: 1.1.1 Apparel Manufacturing Sector
2. Refer to Unit 1.1: Roles and Opportunities of a Factory Compliance Auditor
Topic: 1.1.2 Role and Responsibilities of a Factory Compliance Auditor in the Apparel Industry
3. Refer to Unit 1.1: Roles and Opportunities of a Factory Compliance Auditor
Topic: 1.1.4 Relationship Between Work Role of a 'Factory Compliance Auditor' and the Overall Manufacturing Process
4. Refer to Unit 1.1: Roles and Opportunities of a Factory Compliance Auditor
Topic: 1.1.4 Relationship Between Work Role of a 'Factory Compliance Auditor' and the Overall Manufacturing Process
5. Refer to Unit 1.1: Roles and Opportunities of a Factory Compliance Auditor
Topic: 1.1.3 Various Employment Opportunities for Factory Compliance Auditor in the Apparel Industry



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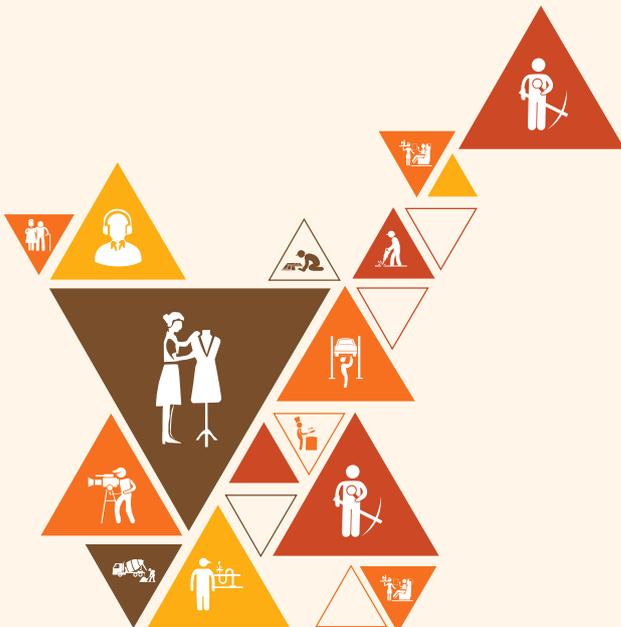
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2. Follow Regulatory and the Company's Rules and Greening of Job Roles

Unit 2.1 - Legal, Ethical, and Regulatory Compliance

Unit 2.2 - Work Practices and Reporting Procedures



AMH/N1705

Key Learning Outcomes



By the end of this module, the participants will be able to:

1. Explain the importance of greening solutions, procedures, policies, legislation and regulations
2. Discuss the significance of the specified usage of resources in the work area
3. Describe the Legal, regulatory and ethical requirements specific to the industry/sector.
4. Describe the importance of having an ethical and value-based approach to governance.
5. Describe customer-specific requirements mandated as a part of the work process.
6. Describe country / customer-specific regulations for the sector and their importance.
7. Describe the benefits to the company and to oneself in the practice of these procedures.
8. Carry out work functions in accordance with organisational standards, greening solutions, procedures, policies, legislation and regulations.
9. Collaborate with the supervisor and team members in enforcing regulatory considerations.
10. Explain the reporting procedure to be followed in case of deviations.
11. Identify and report any possible deviation from these requirements.
12. Identify limits of personal responsibility.
13. Clarify information on policies and procedures from the supervisor or other authorised personnel.
14. Follow the organisational policies and procedures within the work practices.
15. Evaluate the different ways to conserve energy in the Apparel sector.

Unit 2.1: Legal, Ethical, and Regulatory Compliance

Unit Objectives

By the end of this unit, the participants will be able to:

1. Describe the importance of greening solutions, procedures, policies, legislation, and regulations
2. Discuss the significance of the specified usage of resources in the work area
3. Explain the legal, regulatory, and ethical requirements specific to the apparel industry/sector
4. Illustrate the importance of having an ethical and value-based approach to governance
5. Describe the customer-specific requirements mandated as part of the work process
6. Describe the country/customer-specific regulations for the sector and their importance
7. Explain the benefits to the company and oneself in the practice of regulatory compliance

Resources to be Used

Whiteboard, Markers, Projector, Laptop, Printed Handouts of Relevant Laws and Regulations, Flipchart Sheets, Sample Workplace Sustainability Checklists, Videos on Ethical Practices, Sample Customer Compliance Checklist, Example of Country-Specific Regulations Document, Workplace Greening Practices Posters.

Say

- Good morning everyone! Today, we are going to explore how legal, ethical, and regulatory compliance plays a vital role in the apparel industry.
- My objective is to help you understand how following rules, ethical practices, and regulations is essential for running a responsible business and protecting everyone involved.
- It is important for us to understand these concepts so we can help keep the workplace safe, sustainable, and efficient, while also protecting our rights and the environment.

Do

- Begin the session by briefly explaining what compliance means in the context of the workplace.
- Use a projector to display key laws and policies that govern the apparel industry.
- Distribute printed handouts on sustainability practices and ask trainees to read them for 5 minutes.
- Facilitate a group discussion on why sustainable practices are important in their daily work.
- Provide examples of unethical practices and ask participants to identify them.
- Show a short video about a real-life compliance violation and its consequences.
- Summarise the session by revisiting key learning points and addressing any questions from participants.

Ask

- Have you seen any rules at your workplace that everyone has to follow every day?
- Why do you think it is important to save electricity or water at work and at home?
- Can you think of a time when someone did something unfair at work? What happened?

Explain

- Legal compliance involves following laws related to labour, safety, environment, and quality in the apparel sector.
- Ethical standards mean acting in a responsible and fair manner towards workers, customers, and the environment.
- Regulatory compliance helps ensure that a factory or business meets the expectations of customers, local authorities, and industry bodies.
- Sustainability practices focus on reducing waste, conserving energy, and minimising environmental impact during production.
- Customer-specific compliance involves adhering to the requirements set by specific buyers to meet quality, social, and environmental standards.
- Country-specific regulations include local laws that factories must follow depending on where they operate.
- Proper compliance improves a company's reputation and leads to safer workplaces and higher productivity.

Elaborate

- Sustainable practices help reduce waste, conserve energy, and protect natural resources while making sure the factory operations stay efficient and responsible.
- Using resources like water, electricity, and raw materials carefully helps prevent unnecessary costs and environmental harm, making the workplace safer and cleaner.
- The industry must follow laws related to labour welfare, safety, working conditions, environmental protection, and product quality as per government regulations.
- Factories need to treat workers fairly, avoid child labour, ensure non-discrimination, and practice honesty in all operations.
- Different customers (brands) have specific rules that factories must follow regarding social, environmental, and quality standards for supplying products.
- Each country may have different laws regarding safety, labour rights, environmental norms, and business operations that a factory must comply with.
- Following regulations helps avoid fines, improves safety, increases productivity, and strengthens the company's reputation, which benefits both the organisation and the worker.

Demonstrate

- Demonstrate how to conduct a basic sustainability audit of the workplace by showing how to check for proper waste disposal, correct use of PPE, energy-saving practices, and proper storage of materials.

Activity

1. **Activity Name:** Workplace Sustainability Checklist Review
2. **Objective:** To help participants understand and apply sustainability and compliance practices in their work environment.
3. **Type of Activity:** Group
4. **Resources:** Printed sustainability checklist, pens, flipchart sheets
5. **Time Duration:** 30 minutes
6. **Instructions:**
 - Divide participants into small groups of 4–5 people.
 - Provide each group with a printed sustainability checklist.
 - Ask the group to review the checklist and mark whether their current workplace follows each point or not.
 - Let the group prepare a short presentation on their findings, highlighting areas where improvement is needed.
 - Each group presents their findings to the class.
7. **Outcome:** Participants will learn to identify good sustainability practices and areas needing improvement in their workplace.

Notes for Facilitation

- Make the session interactive by encouraging participants to share real examples from their workplaces.
- Encourage questions and ensure a respectful environment for all opinions.
- Emphasise the importance of ethical behaviour and legal compliance in daily tasks.
- Use simple language and practical examples to explain complex regulations.
- Ensure the sustainability checklist is easy to understand and practical for participants.
- Link the compliance practices back to real benefits such as safety, cost savings, and improved work conditions.

Unit 2.2: Work Practices and Reporting Procedures

Unit Objectives

By the end of this unit, the participants will be able to:

1. Describe how to carry out work functions in accordance with organisational standards, greening solutions, procedures, policies, legislation, and regulations
2. Discuss how to collaborate with supervisors and team members in enforcing regulatory considerations
3. Outline the reporting procedure to be followed in case of deviations from regulations
4. Identify and report any possible deviations from regulatory requirements
5. Clarify the limits of personal responsibility in relation to work practices and compliance
6. Explain how to seek clarification on policies and procedures from the supervisor or other authorised personnel
7. Discuss the importance of following organisational policies and procedures in day-to-day work practices
8. Evaluate the different ways to conserve energy in the apparel sector

Resources to be Used

Whiteboard, Markers, Projector, Laptop, Printed Handouts on Organisational Procedures, Sample Reporting Forms, Energy Conservation Posters, Greening Solution Guidelines, Flipchart Sheets, Pens.

Say

- Hello everyone! Today, we will learn how following proper work practices and reporting procedures helps maintain a safe, efficient, and sustainable workplace in the apparel industry.
- My goal for today's session is to help you understand how to perform your work as per organisational standards and report any deviations or risks effectively.
- It is important to understand these practices because they help us work safely, avoid mistakes, conserve energy, and keep our workplace clean and compliant with the law.

Do

- Start by explaining what organisational standards are and why they are important in daily work.
- Display examples of reporting forms on the projector and explain how to fill them.
- Discuss the concept of greening solutions and how energy conservation practices can be integrated at work.
- Facilitate a group discussion on the importance of collaboration with supervisors and team members.
- Explain how to report deviations from regulations using a simple step-by-step process.
- Show a sample checklist for identifying compliance risks in the workplace.
- Summarise the session by reviewing key points and allowing participants to ask questions.

Ask

- Have you ever noticed a machine that was not working properly at your workplace? What did you do about it?
- How do you think switching off unused lights and machines helps us and the environment?
- Do you know who to approach if you don't understand a work procedure?

Explain

- Organisational standards provide clear guidelines on how tasks should be performed in a factory to ensure quality, safety, and sustainability.
- Greening solutions help reduce waste, conserve energy, and make operations environmentally friendly.
- Working closely with supervisors and team members ensures that tasks are completed correctly and safely.
- Reporting deviations helps the organisation fix problems before they become bigger issues.
- Identifying and reporting compliance risks helps prevent violations of laws or company policies.
- Everyone has limits to their responsibilities and must seek clarification when unsure about any procedure.
- Following organisational procedures every day ensures that work is performed correctly and energy is conserved.

Elaborate

- Organisational standards describe how tasks should be done, including the use of equipment, safety steps, and maintaining quality, to ensure consistent and safe work practices.
- Greening solutions include using energy-efficient machines, proper waste disposal, and recycling, which help save costs and protect the environment.
- Working in coordination with supervisors and team members helps ensure tasks are done efficiently and any issues are resolved quickly.
- Employees must report any practice that does not follow company or legal standards, such as improper machine use or unsafe working conditions.
- Compliance risks are unsafe practices or possible legal violations that must be identified early and reported to prevent accidents or fines.
- Each worker must perform their assigned tasks correctly, but should not take responsibility for decisions outside their role without proper guidance.
- When unsure about any work procedure or rule, it's important to ask the supervisor rather than guessing, to avoid mistakes.
- Following standard procedures daily ensures tasks are completed safely, consistently, and in compliance with regulations.
- Simple actions like switching off unused equipment and maintaining machines well help save energy and reduce operational costs.

Demonstrate



- Demonstrate how to fill a basic reporting form by identifying a compliance risk (e.g., a broken safety guard on a machine) and filling in the required fields in the form.

Activity



1. **Activity Name:** Workplace Compliance Risk Identification
2. **Objective:** To help participants learn to identify and report compliance risks in the workplace.
3. **Type of Activity:** Group
4. **Resources:** Printed sample compliance checklist, pens, flipchart sheets
5. **Time Duration:** 30 minutes
6. **Instructions:**
 - Divide participants into groups of 4–5.
 - Provide each group with a printed compliance checklist.
 - Ask them to imagine a workplace setup (shown by a photo or drawing) and mark potential compliance risks on the checklist.
 - Each group should prepare a short explanation of at least three risks they found.
 - Groups present their findings to the class.
7. **Outcome:** Participants will be able to identify workplace compliance risks and understand how to report them.

Notes for Facilitation



- Use simple, clear language to explain procedures and standards.
- Encourage participants to share real workplace experiences to relate to the topic.
- Emphasise the link between correct practices and workplace safety, efficiency, and sustainability.
- Make sure the reporting form used in the demonstration is simple and easy to understand.
- Reinforce that asking for clarification is always better than making assumptions.
- Highlight how energy conservation practices benefit both the environment and the company's finances.

Answers to Exercises for PHB

Multiple Choices Questions:

1. b. ILO
2. d. Profit margin disclosure
3. b. Minimum Wages Act, 1948
4. b. BSCI
5. c. Manage waste and promote sustainable practices

Descriptive Questions:

1. Refer to Unit 2.1: Legal, Ethical, and Regulatory Compliance
Topic: 2.1.3 Legal & Regulatory Requirements in Apparel Sector
2. Refer to Unit 2.1: Legal, Ethical, and Regulatory Compliance
Topic: 2.1.3 Legal & Regulatory Requirements in Apparel Sector
3. Refer to Unit 2.1: Legal, Ethical, and Regulatory Compliance
Topic: 2.1.5 Customer-Specific Compliance Requirements in the Apparel Sector
4. Refer to Unit 2.1: Legal, Ethical, and Regulatory Compliance
Topic: 2.1.1 Importance of Greening Solutions and Sustainability Practices
5. Refer to Unit 2.2: Work Practices and Reporting Procedures
Topic: 2.2.4 Reporting Deviations from Regulations, 2.2.5 Identifying and Reporting Compliance Risks



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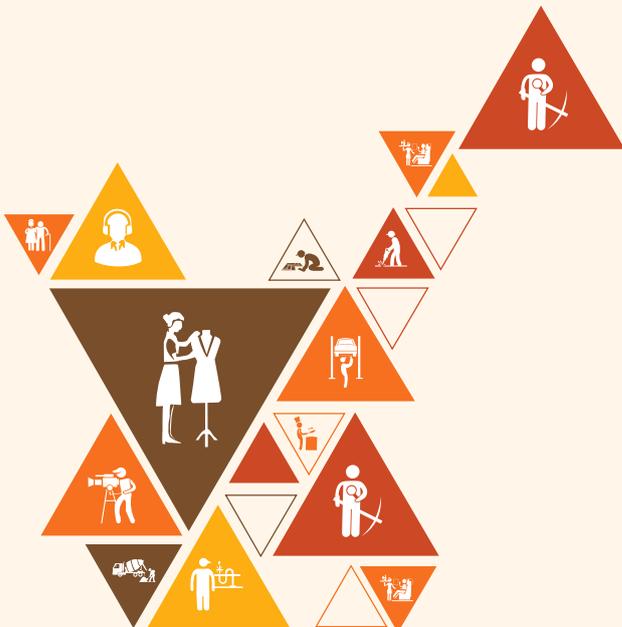


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3. Introduction to Compliance and Standards

Unit 3.1 - Apparel Industry Processes, Compliance, and Regulations



AMH/N2201

Key Learning Outcomes



By the end of this module, the participants will be able to:

1. Describe the environment, processes and systems in an apparel factory.
2. Describe procedures involved in product manufacturing in the factory; quality checking and tolerances; reporting and compliance; and classification of major or minor deviations, if any.
3. Explain the terminology associated with the apparel industry.
4. Analyse the standards that will be used to check the compliance of various products.
5. Discuss legal terminologies with respect to the industry laws.
6. Discuss compliance and social audit procedures.
7. Describe various practices and procedures related to the apparel industry.
8. State laws related to the industry functioning and processes, and labour laws.
9. Interpret the regulations, policies and guidelines related to the system/industry.

Unit 3.1: Apparel Industry Processes, Compliance, and Regulations

Unit Objectives

By the end of this unit, the participants will be able to:

1. Describe the environment, processes, and systems within an apparel factory
2. Elaborate on the procedures involved in product manufacturing, quality checking, tolerances, reporting, compliance, and classification of deviations.
3. Explain the terminology associated with the apparel industry
4. Analyse the standards utilised for compliance checks of various products in the apparel sector
5. Discuss the legal terminologies relevant to industry laws
6. Discuss the procedures for compliance and social audits within the apparel industry
7. Describe various practices and procedures followed in the apparel industry
8. State the laws governing industry functions, processes, and labour laws
9. Interpret the regulations, policies, and guidelines that apply to the apparel industry

Resources to be Used

Whiteboard, Markers, Projector, Screen, Sample Compliance Checklists, Sample Garment Quality Specification Sheets, Printed Copies of Industry Terminology Glossary, Sample Audit Report Templates, Handouts on Industry Laws and Labour Regulations, Compliance Audit Checklists, Video Clips demonstrating Factory Compliance Audit Processes.

Say

- Welcome everyone! Today, we are going to learn about the processes and compliance requirements that keep the apparel industry organised, safe, and efficient.
- I want us to understand how compliance and regulations play a key role in making sure every garment we produce meets quality standards while keeping workers safe.
- It is important to know these concepts because every person in the apparel industry, whether a worker or supervisor, has a role in following proper procedures to avoid mistakes and risks.

Do

- Start the session by briefly explaining what the apparel industry is and why compliance matters.
- Show a video that demonstrates a typical compliance audit in an apparel factory.
- Display sample documents such as compliance checklists and audit reports to help trainees visualise them.
- Write key industry terms on the whiteboard and explain their meaning.
- Divide the class into small groups for the activity later in the session.

- Regularly check understanding by asking simple questions and encouraging participation.
- Conclude with a summary of key points discussed and clarify any doubts.

Ask



- Have you ever noticed any rules or procedures at your workplace or school to keep things organised or safe?
- Why do you think it is important to check if products are made correctly before they reach customers?
- What might happen if workers do not follow safety or quality guidelines at work?

Explain



- The apparel industry requires a structured environment to manage production processes, safety, and product quality.
- Factories follow specific manufacturing procedures and quality tolerances to maintain product consistency.
- Reporting deviations and compliance issues is key to resolving problems before they escalate.
- Knowing industry-specific terms helps workers and auditors communicate effectively.
- Compliance standards ensure that products meet both national and customer-specific regulations.
- Legal terminology helps us understand important laws related to factory safety, labour rights, and quality control.
- Social audits assess factory practices to confirm adherence to ethical and regulatory standards.

Elaborate



- Apparel factory environment & systems describes the structured environment of factories, including the workflow, machinery, safety measures, and reporting systems to ensure smooth operations.
- Manufacturing procedures & quality tolerances explain the step-by-step processes followed in garment production and the allowed quality variation limits to maintain product standards.
- Reporting, compliance & deviation classification covers how deviations from processes or standards are reported, categorised, and addressed according to factory protocols.
- Key terminology in the apparel industry provides important terms like 'AQL', 'Non-conformance', and 'Corrective Action' to help employees understand and communicate effectively in the industry.
- Product compliance standards & checks explain the necessary checks to ensure garments meet national and customer-specific product compliance requirements.
- Legal terminology for the apparel industry laws introduces common legal terms related to labour laws, safety regulations, and environmental standards relevant to apparel factories.
- Compliance and social audit procedures in the apparel sector describe how audits are performed to check factory compliance with laws and ethical practices, and how findings are documented.
- Industry practices and standard procedures in the apparel sector discuss industry-standard work practices that help maintain efficiency and compliance, like proper machine maintenance and record keeping.

- Industry laws and labour regulations explain the key laws that govern working conditions, wages, safety, and workers' rights in the apparel industry.
- Regulations, policies & guidelines interpretation focuses on how to interpret various rules and policies so they can be applied in day-to-day factory operations.

Demonstrate

- Show how to properly fill out a sample compliance checklist by reviewing each item one by one and explaining how to mark whether a process is compliant or needs corrective action.

Activity

- 1. Activity Name:** Compliance Checklist Exercise
- 2. Objective:** To help participants practice identifying compliant and non-compliant processes in an apparel factory.
- 3. Type of Activity:** Group Activity
- 4. Resources:** Sample compliance checklist printouts, sample photographs of factory processes (compliant and non-compliant examples), pens, and flipchart paper.
- 5. Time Duration:** 30 minutes
- 6. Instructions:**
 - Divide trainees into groups of 3–4 participants.
 - Provide each group with a sample compliance checklist and several photographs of factory activities.
 - Ask each group to review the photographs and mark the checklist to indicate compliance or non-compliance.
 - After completing the checklist, each group presents their findings and reasoning to the class.
 - Facilitate a discussion on the correct responses and explain any errors.
- 7. Outcome:** Participants will learn how to practically apply compliance checks in real work scenarios, improving their understanding of compliance documentation.

Notes for Facilitation

- Keep the session interactive by encouraging questions and sharing real-life examples.
- Use visuals such as photographs and videos to help participants better understand abstract concepts.
- Emphasise the importance of accuracy in reporting compliance and deviations.
- Reinforce key terminology frequently so participants become familiar with industry language.
- Remind participants about the significance of ethical practices and worker safety alongside regulations.
- Allow time for group presentations to foster peer learning and active participation.

Answers to Exercises for PHB

Multiple Choices Questions:

1. b
2. c
3. c
4. b
5. c

Descriptive Questions:

1. Refer to Unit 3.1: Apparel Industry Processes, Compliance, and Regulations
Topic: 3.1.9 Industry Laws and Labour Regulations
2. Refer to Unit 3.1: Apparel Industry Processes, Compliance, and Regulations
Topic: 3.1.9 Industry Laws and Labour Regulations
3. Refer to Unit 3.1: Apparel Industry Processes, Compliance, and Regulations
Topic: 3.1.7 Compliance and Social Audit Procedures in the Apparel Sector
4. Refer to Unit 3.1: Apparel Industry Processes, Compliance, and Regulations
Topic: 3.1.10 Regulations, Policies & Guidelines Interpretation
5. Refer to Unit 3.1: Apparel Industry Processes, Compliance, and Regulations
Topic: 3.1.7 Compliance and Social Audit Procedures in the Apparel Sector



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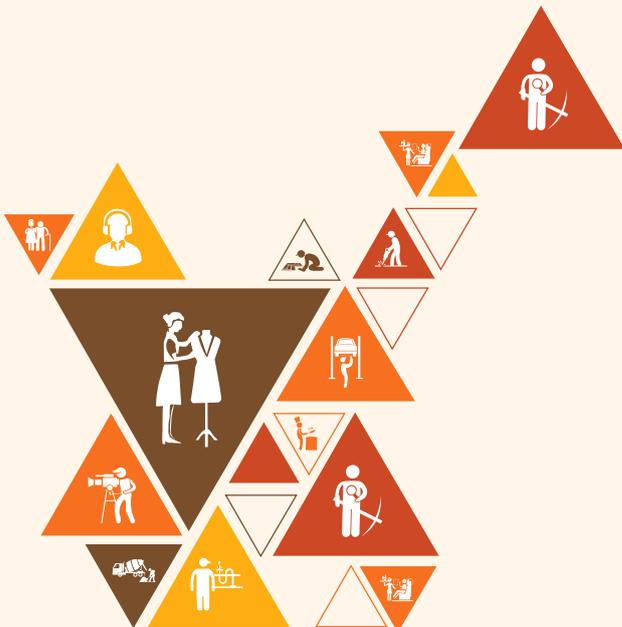


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4. Preparation for the Audit Procedure

Unit 4.1 - Audit and Quality Control Processes in Compliance



AMH/N2201

Key Learning Outcomes



By the end of this module, the participants will be able to:

1. Understand the “Memorandum of Association” concerning company registrations.
2. Understand the different formats for enlistment in the Ministry of Commerce’s portal.
3. Evaluate the different formats for enlistment into the Ministry of Corporate Affairs’s Portal.

Unit 4.1: Audit and Quality Control Processes in Compliance

Unit Objectives

By the end of this unit, the participants will be able to:

1. Describe the methods used to analyse reports
2. Explain the organisation's tools, templates, and processes for recording and monitoring process confirmation and deviations.
3. Discuss the quality control and quality assurance processes, including their periodicity.
4. Outline various reporting procedures and formats related to quality control and quality assurance.
5. Prepare an audit checklist for effective compliance audits
6. Collect and analyse previous audit records to evaluate compliance history
7. Illustrate how to analyse collected audit records to assess their accuracy and reliability
8. Evaluate previous audit records to identify areas of concern and potential improvements
9. Describe the focus areas when conducting an audit based on prior audit history and records
10. Collect necessary tools, reference materials, and documents required for conducting a compliance audit
11. Communicate the compliance audit plan to the relevant stakeholders for a clear understanding and alignment

Resources to be Used

Projector, Whiteboard, Markers, Printed Sample Audit Checklists, Sample Audit Reports, Audit Templates, Sample Monitoring Sheets, Previous Audit Records, Calculator, Printed Quality Control Process Charts, Computer with Spreadsheet Software.

Say

- Hello everyone! I am excited to dive into the crucial world of audit and quality control processes today and show you how they help keep apparel factories running smoothly.
- Today, I will help you understand how to perform audit activities and analyse reports so you can support quality assurance in the apparel industry.
- Knowing audit and quality control processes helps us ensure that every garment is manufactured ethically, safely, and according to customer expectations.

Do

- Start by explaining the overall purpose of audits and quality control in the apparel industry.
- Introduce various methods of report analysis and demonstrate their application using examples.
- Show different types of audit tools, templates, and monitoring sheets used in the industry.
- Discuss quality control versus quality assurance, and explain their differences.
- Present the standard reporting procedures and formats used for audit reports.

- Demonstrate how to prepare a simple audit checklist.
- Guide participants on how to collect, analyse, and evaluate previous audit records.

Ask

- Have you ever checked a checklist before buying something, like groceries or electronics?
- Can you think of a time when someone pointed out a mistake you made at work or school? How was it corrected?
- Why do you think it's important to check records or reports before making a decision?

Explain

- Audits are systematic reviews that ensure compliance with regulations and company policies.
- Report analysis helps identify trends, risks, and areas needing improvement.
- Audit tools and templates standardise the way audits are performed for consistent results.
- Quality control ensures products meet specific tolerance levels, while quality assurance focuses on preventing defects.
- An audit checklist helps auditors systematically review processes without missing important steps.
- Collecting and analysing previous audit records helps identify recurring problems.
- Communicating the audit plan clearly ensures all stakeholders are aligned and prepared.

Elaborate

- Techniques like trend analysis, comparison against benchmarks, and statistical tools are used to analyse audit reports and identify compliance gaps.
- Standard templates for audit reports, checklists, and monitoring sheets help ensure uniform data collection and analysis during audits.
- Quality Control focuses on product inspections to identify defects, while Quality Assurance ensures systems are in place to prevent defects from occurring.
- Standard formats like tabular reports and narrative summaries ensure clear communication of audit findings to management and stakeholders.
- A checklist includes key areas to inspect during an audit, ensuring no important aspect is missed and that audits are performed systematically.
- Past audit records are reviewed to identify trends, recurring deviations, and critical areas that need more attention in future audits.
- Effective communication of the audit plan ensures all relevant people understand the audit's scope, process, and objectives.

Demonstrate

- How to prepare a basic audit checklist by selecting key compliance areas such as worker safety, use of PPE, waste disposal practices, and equipment maintenance.

Activity

1. **Activity Name:** Prepare a Simple Audit Checklist
2. **Objective:** To enable participants to practice creating an audit checklist based on compliance needs.
3. **Type of Activity:** Group Activity
4. **Resources:** Sample compliance areas list, printed blank audit checklist templates, pens, and a flipchart.
5. **Time Duration:** 30 minutes
6. **Instructions:**
 - Divide the participants into small groups of 4–5.
 - Provide each group with a list of compliance areas (e.g., PPE usage, machine maintenance, waste management).
 - Ask each group to select five key areas and create a simple audit checklist with columns for "Item to Inspect", "Observation", and "Remarks".
 - Let each group fill out sample observations based on hypothetical data.
 - After completion, each group presents their checklist and explains its choices.
7. **Outcome:** Participants will understand how to design a useful audit checklist and think critically about what areas require auditing.

Notes for Facilitation

- Encourage participation and ensure no question is considered too basic.
- Use real-life examples where possible to connect theory with practice.
- Reinforce the difference between quality control and quality assurance using simple analogies.
- Stress the importance of having a structured and standardised approach during audits.
- Emphasise how correct reporting supports transparency and accountability.
- Remind participants that a good audit process helps prevent accidents and non-compliances rather than just finding faults.

Answers to Exercises for PHB

Multiple Choices Questions:

1. b. To ensure adherence to standards and regulations
2. b. Audit Checklist
3. b. To evaluate compliance history and recurring issues
4. c. Reviewing policies and standards
5. a. The sequence of reporting unresolved issues

Descriptive Questions:

1. Refer to Unit 4.1: Audit and Quality Control Processes in Compliance
Topic: 4.1.1 Methods of Report Analysis
2. Refer to Unit 4.1: Audit and Quality Control Processes in Compliance
Topic: 4.1.5 Preparing an Audit Checklist
3. Refer to Unit 4.1: Audit and Quality Control Processes in Compliance
Topic: 4.1.6 Collecting and Analysing Previous Audit Records
4. Refer to Unit 4.1: Audit and Quality Control Processes in Compliance
Topic: 4.1.11 Communicating the Audit Plan to Stakeholders
5. Refer to Unit 4.1: Audit and Quality Control Processes in Compliance
Topic: 4.1.7 Analysing Accuracy of Collected Audit Records



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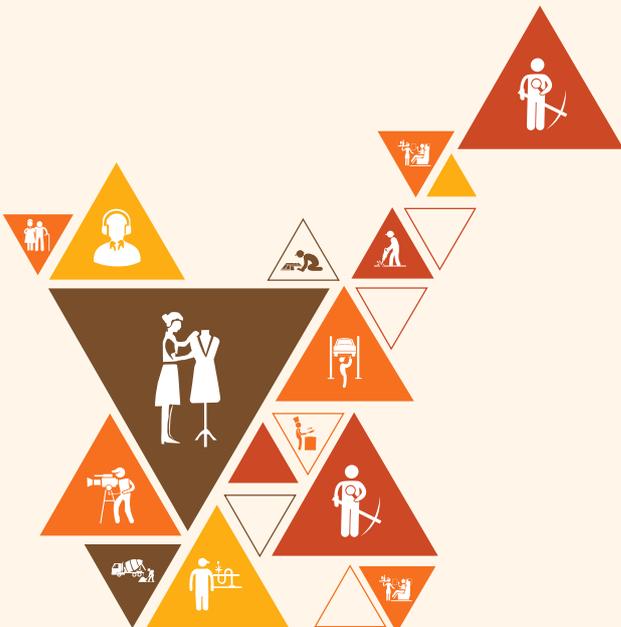
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5. Conduct a Compliance Audit in the Organisation

Unit 5.1 - Evidence Collection and Audit Processes

Unit 5.2 - Conformance, Standards, and Deviation Analysis



AMH/N2201

Key Learning Outcomes



By the end of this module, the participants will be able to:

1. Collect evidence for observations and audit findings to verify the information received.
2. Describe the escalation matrix of who to refer problems to when they are out of control.
3. Maintain integrity in the audit process.
4. Record all observations and findings.
5. Describe the interdepartmental material movement procedure.
6. Communicate appropriate feedback to the relevant people associated with the factory operations and management on issues related to various compliance standards.
7. Collect information about conformance to standards at the factory by observing and using the audit checklist.
8. Evaluate the conformance to standards based on observations and the audit checklist.
9. Communicate the audit findings to the relevant people.
10. Identify the areas of concern or non-conformities.
11. Explain industry standards and inspection methodologies.
12. Ensure all compliance points are checked and evaluated.
13. Analyse critical and non-critical deviations or non-compliances.

Unit 5.1: Evidence Collection and Audit Processes

Unit Objectives

By the end of this unit, the participants will be able to:

1. Explain how to collect evidence for observations and audit findings to verify the information received.
2. Describe the escalation matrix for referring problems when they are out of control.
3. Discuss methods to maintain integrity throughout the audit process.
4. Outline the procedure for recording all observations and findings during the audit.
5. Describe the interdepartmental material movement procedure within factory operations.
6. Elaborate on the importance of communication and how to provide appropriate feedback to relevant stakeholders regarding compliance standards.

Resources to be Used

Projector, Whiteboard, Markers, Sample Audit Checklists, Printed Copies of Escalation Matrix, Sample Audit Reports, Notebooks, Pens, Videos on Audit Process, Printed Evidence Collection Templates, Sample Interdepartmental Material Movement Forms.

Say

- Hello everyone! I'm excited to welcome you to today's session, where we will explore how to collect strong, reliable evidence during compliance audits.
- Today, we will learn practical methods for gathering evidence, managing audit findings, and effectively communicating with stakeholders to maintain a high standard of compliance.
- I believe understanding this topic is critical because proper evidence collection ensures factories meet compliance requirements, protects workers' welfare, and helps avoid legal and reputational risks.

Do

- Start the session by explaining the importance of evidence in compliance audits.
- Use a presentation to explain methods of collecting evidence, highlighting the differences between observations, interviews, and document reviews.
- Illustrate the purpose and structure of the escalation matrix using a printed template.
- Demonstrate how to record observations and findings using a sample audit report.
- Discuss the interdepartmental material movement process by showing a sample form and explaining its use.
- Explain the importance of maintaining integrity in audits and avoiding bias.
- Conclude the topic by explaining the process of communication and feedback with stakeholders using real examples.

Ask

- Have you ever noticed rules or processes being followed at your workplace or home? Why do you think they are important?
- If you found a mistake in your work or a coworker's, what would you do about it?
- Can you think of a time when you had to report something important to someone in charge?

Explain

- Evidence collection is critical in compliance audits to prove whether a factory meets required standards.
- Common methods include direct observation, interviewing employees, and reviewing documents.
- The escalation matrix helps auditors handle issues beyond their control by guiding whom to report to.
- Recording observations must be factual, clear, and unbiased for transparency.
- Interdepartmental material movement must follow documented procedures to avoid errors.
- Accurate communication of findings supports corrective actions and continuous improvement.
- Proper feedback ensures stakeholders understand the audit outcomes and required next steps.

Elaborate

- Auditors use visual inspections, document reviews, and employee interviews to collect evidence in a structured and impartial way. Each method helps verify compliance with different aspects of the law or buyer requirements.
- The escalation matrix provides a clear guideline for reporting serious issues that cannot be resolved by the auditor alone, ensuring accountability and structured issue resolution.
- Auditors must stay objective and not let personal bias affect their observations. This ensures the audit reflects the true compliance status of the factory.
- Audit findings must be written clearly and factually in standard formats to maintain transparency and ease of understanding by stakeholders.
- Proper forms and records are used to track the movement of materials between departments to prevent misplacement and ensure traceability.
- Clear communication helps stakeholders understand the audit plan, findings, and corrective actions needed for improvements in compliance.

Demonstrate

- How to fill an audit observation report: Show a sample audit checklist and guide the participants step by step on how to record an observation (e.g., finding a safety violation) in a structured format.

Activity

1. **Activity Name:** Evidence Collection Simulation
2. **Objective:** To practice recording observations and findings during a simulated compliance audit
3. **Type of Activity:** Group
4. **Resources:** Sample audit checklist, printed photos of factory scenarios (e.g., proper/poor PPE usage, improper storage), pens, notebooks
5. **Time Duration:** 30 minutes
6. **Instructions:**
 - Divide participants into small groups.
 - Provide each group with five printed photos showing different compliance situations in a factory.
 - Each group will review the photos and use the sample audit checklist to record observations and findings as if they are conducting an actual audit.
 - Groups will share their recorded observations with the class, and the facilitator will provide feedback.
7. **Outcome:** Participants will learn how to observe, document, and report audit findings accurately and systematically.

Notes for Facilitation

- Ensure active participation by asking questions frequently.
- Summarise key points at the end of each topic to reinforce learning.
- Emphasise the importance of factual, unbiased observations during audits.
- Stress the use of the escalation matrix when faced with issues beyond the auditor's authority.
- Clarify the difference between material movement procedures and general stock management.
- Reinforce that effective communication with stakeholders drives corrective actions and compliance improvements.

Unit 5.2: Conformance, Standards, and Deviation Analysis

Unit Objectives

By the end of this unit, the participants will be able to:

1. Discuss how to collect information about conformance to standards at the factory by observing and using the audit checklist.
2. Illustrate how to evaluate conformance to standards based on collected observations and an audit checklist.
3. Describe how to communicate the audit findings to the relevant people involved.
4. Explain how to identify areas of concern or non-conformities within the audit process.
5. Discuss industry standards and inspection methodologies relevant to the audit process.
6. Explain how to ensure that all compliance points are checked and evaluated effectively.
7. Analyse critical and non-critical deviations or non-compliances identified during the audit process.

Resources to be Used

Projector, Whiteboard, Markers, Sample Audit Checklist, Sample Product Specifications Sheet, Printed Examples of Compliance Standards, Printed Templates for Deviation Reporting, Pens, Notebooks, Sample Audit Findings Report, Video on Audit Processes, Printed Conformance Evaluation Forms.

Say

- Welcome everyone! I am excited to talk about how we check if products and processes meet the required standards and how to handle deviations effectively.
- Today, we will learn how to collect information on conformance, evaluate it against standards, communicate findings, and analyse deviations critically.
- I believe this topic is important because accurate conformance checks and proper deviation analysis help maintain product quality, protect workers, and uphold the brand's reputation.

Do

- Start by explaining what conformance means and why it is essential in the apparel industry.
- Present a structured method for collecting information on conformance using examples.
- Explain how to evaluate conformance by comparing collected information against standards.
- Demonstrate how to communicate audit findings clearly and systematically.
- Discuss the process of identifying non-conformities and explain the difference between critical and non-critical deviations.
- Show examples of industry standards and inspection methods used in audits.
- Wrap up by discussing how comprehensive verification helps in ensuring overall compliance.

Ask

- Have you ever followed a checklist to complete a task? How did it help you?
- Why do you think it's important to report a defect if you see it in a product at work?
- Can you recall a time when following a specific rule or standard helped prevent a mistake?

Explain

- Conformance means making sure products and processes meet predefined standards and specifications.
- Information on conformance is collected by inspecting products, reviewing documents, and interviewing workers.
- Audit findings must be communicated clearly and backed by evidence.
- Non-conformities are deviations from the required standards that must be reported for correction.
- Industry standards and inspection methods are used to ensure consistency in evaluating conformance.
- Comprehensive compliance point verification ensures that no aspect is missed during the audit.
- Critical deviations are serious and require immediate correction, while non-critical deviations may be less urgent but still need fixing.

Elaborate

- Auditors collect data through visual inspections, interviews, and document reviews to check if processes and products follow the expected standards.
- Collected information is compared against industry standards and customer-specific requirements to determine if the factory meets the required quality and compliance levels.
- Findings are communicated in a clear, structured format using standard templates, ensuring stakeholders understand the compliance status and next steps.
- Non-conformities are detected when actual practices or products do not meet the expected standards. They are categorised as critical or non-critical depending on severity.
- Standard methods like sampling, measurements, and visual inspections are used to assess conformance, ensuring uniformity and reliability of results.
- Auditors verify all compliance points listed in checklists to ensure no area is overlooked, covering safety, quality, and environmental aspects.
- Critical deviations may affect worker safety or product safety and need urgent action. Non-critical deviations are minor and may be corrected over time.

Demonstrate

- How to evaluate a sample product for conformance: Take a sample garment, check its stitching, label, fabric quality, and dimensions against the specifications sheet, and record the findings step by step.

Activity

1. **Activity Name:** Conformance Evaluation Practice
2. **Objective:** To practice evaluating sample products against set standards and recording deviations
3. **Type of Activity:** Group
4. **Resources:** Sample garments, printed product specification sheets, audit checklist templates, pens, notebooks
5. **Time Duration:** 30 minutes
6. **Instructions:**
 - Divide participants into small groups.
 - Provide each group with one sample garment and a specification sheet.
 - Ask each group to inspect the sample garment and use the audit checklist template to record conformance and any deviations they observe.
 - Groups will classify deviations as critical or non-critical.
 - Each group will share their findings with the class, followed by a brief discussion.
7. **Outcome:** Participants will gain hands-on experience in evaluating conformance, identifying deviations, and understanding how to classify and document them.

Notes for Facilitation

- Encourage participants to be detailed and systematic in their observation and recording.
- Summarise key points after the demonstration to reinforce learning.
- Emphasise the importance of clear and unbiased reporting when communicating audit findings.
- Clarify that critical deviations require immediate attention, and non-critical ones should still be addressed.
- Reinforce the use of standard industry inspection methods to maintain consistency and reliability.
- Highlight that thorough verification prevents compliance gaps and helps maintain high-quality and safety standards.

Answers to Exercises for PHB

Multiple Choices Questions:

1. b. To verify audit findings and ensure reliability
2. b. Critical safety violation
3. b. Gate Pass
4. b. Severe worker safety hazards
5. b. To ensure transparency and corrective action

Descriptive Questions:

1. Refer to Unit 5.1: Evidence Collection and Audit Processes
Topic: 5.1.1 Methods of Collecting Evidence in Compliance Audits
2. Refer to Unit 5.1: Evidence Collection and Audit Processes
Topic: 5.1.2 Escalation Matrix: Handling Issues Beyond Control
3. Refer to Unit 5.2: Conformance, Standards, and Deviation Analysis
Topic: 5.2.6 Comprehensive Compliance Points Verification
4. Refer to Unit 5.2: Conformance, Standards, and Deviation Analysis
Topic: 5.2.7 Analysing Critical vs. Non-Critical Deviations
5. Refer to Unit 5.1: Evidence Collection and Audit Processes
Topic: 5.1.6 Communication and Feedback with Stakeholders



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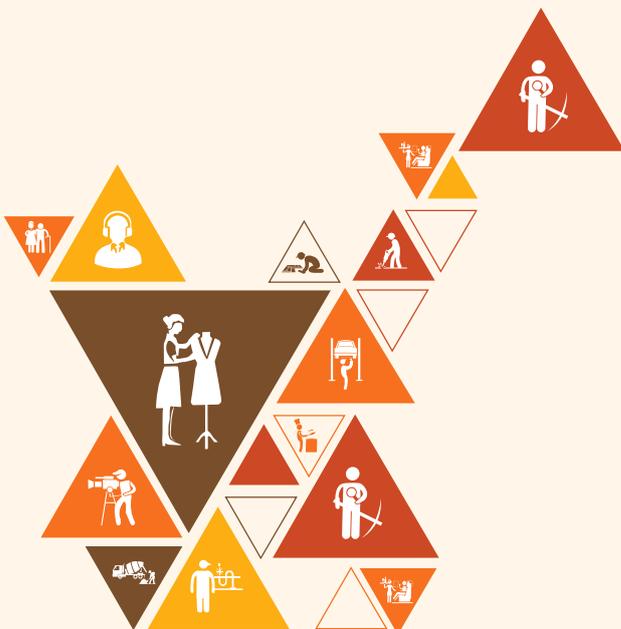


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6. Introduction to Organisational Processes

Unit 6.1 - Workplace Policies, Responsibilities, and Communication



AMH/N2202

Key Learning Outcomes



By the end of this module, the participants will be able to:

1. Describe the organisation's policies and procedures.
2. Describe the details of the job and responsibilities under health, safety and environmental legislation.
3. Describe protocol and format for reporting work-related risks/problems.
4. Describe the process for offering/obtaining work-related assistance.
5. Explain the protocol to obtain more information on work-related tasks.
6. Explain the importance of teamwork and harmonious working relationships.
7. Explain the method of obtaining/giving feedback related to performance.
8. Attach supporting documents or fill in details regarding evidence.

Unit 6.1: Workplace Policies, Responsibilities, and Communication

Unit Objectives

By the end of this unit, the participants will be able to:

1. Describe the organisation's policies and procedures related to workplace safety, operations, and compliance.
2. Explain the responsibilities under health, safety, and environmental legislation relevant to the job role.
3. Discuss the protocol and format for reporting work-related risks or issues in the workplace.
4. Outline the process for offering or obtaining assistance related to work tasks and challenges.
5. Explain the protocol for gathering additional information regarding work-related tasks.
6. Illustrate the importance of teamwork and fostering harmonious working relationships within the workplace.
7. Discuss the method for obtaining and providing feedback related to job performance and continuous improvement.
8. Elaborate on the procedure for attaching supporting documents or filling in details regarding evidence for reporting or documentation purposes.

Resources to be Used

Whiteboard, Markers, Projector, Laptop, Printed Sample Workplace Policies Document, Sample Risk Reporting Form, Sample Work Assistance Request Form, Printed Teamwork Evaluation Checklist, Printed Feedback Forms, Sample Attached Work Evidence Documents, Handouts on Health, Safety, and Environment Responsibilities.

Say

- Good morning everyone! I'm excited to talk about how workplace policies, responsibilities, and communication help us work safely and effectively every day.
- Today, we will understand how clear policies, proper reporting, and effective communication help keep the workplace safe, organised, and productive.
- I want you to understand these topics because following proper workplace practices protects everyone and helps us all work better as a team.

Do

- Start by explaining the importance of workplace safety policies and how they guide safe working practices.
- Present real-life examples of workplace health and safety responsibilities.
- Show a sample risk reporting form and explain how to report workplace risks.
- Demonstrate how to fill out a work assistance request form.

- Explain the process of gathering necessary information for assigned work tasks.
- Discuss the role of teamwork in achieving a safe and productive workplace.
- Show sample documents that provide work evidence, such as signed safety checklists.

Ask

- Have you ever helped a friend at work or home when they didn't know how to do something?
- Can you recall a time when you noticed something unsafe and told someone about it?
- Why do you think it's important to keep records of your work, like notes or checklists?

Explain

- Workplace safety policies help prevent accidents and ensure everyone knows the correct way to work safely.
- Every worker has responsibilities to follow safety rules and maintain a clean and hazard-free environment.
- Reporting workplace risks helps the organisation fix problems before accidents happen.
- Asking for help and providing assistance ensures tasks are completed correctly and safely.
- Gathering the right information is key to performing work tasks efficiently and accurately.
- Good teamwork and harmony create a positive work atmosphere and better results.
- Attaching documents as work evidence provides proof that the right steps were followed during the job.

Elaborate

- Workplace safety policies and procedures explain clear rules and guidelines designed to keep workers safe while performing tasks. These procedures include correct handling of tools, PPE usage, and machine operation standards.
- Workers must follow practices that protect themselves, their colleagues, and the environment. These responsibilities prevent accidents and promote sustainable workplace practices.
- All workers should report any unsafe conditions or incidents to supervisors using standard reporting forms, helping prevent accidents.
- Workers should ask for help when they are unsure and offer help when they have the knowledge. This practice improves safety and quality.
- Collecting the right data, such as measurements, process steps, and prior records, helps complete tasks accurately and according to standards.
- Working together peacefully helps the team complete tasks faster and avoids misunderstandings that may cause risks or poor results.
- Giving and receiving feedback helps workers understand what they are doing well and where they need to improve for better compliance and safety.
- Proper documentation, such as signed checklists, photos, or reports, ensures that the steps were followed and acts as proof in case of future audits or issues.

Demonstrate

Show how to fill a sample risk reporting form:

- Take a sample form and demonstrate entering the date, description of the risk, location, person reporting, and suggested action. Explain why each field is important.

Activity

1. **Activity Name:** Work Evidence Documentation
2. **Objective:** To practice attaching and organising documents as work evidence for compliance purposes
3. **Type of Activity:** Group Activity
4. **Resources:** Printed sample work task instructions, sample-filled work evidence documents, blank forms, pens
5. **Time Duration:** 30 minutes
6. **Instructions:**
 - Divide the trainees into small groups of 3–4.
 - Give each group a simple work task description (e.g., inspecting a machine or checking a workstation).
 - Ask the group to collect all necessary documents that would serve as work evidence (e.g., checklist, photos, signatures).
 - Instruct the group to fill out the work evidence form properly and attach the sample documents provided.
 - After completion, each group will present their attached evidence to the class and explain why each document is important.
7. **Outcome:** Trainees will learn how to collect and organise work evidence properly for audit and compliance purposes.

Notes for Facilitation

- Maintain an interactive and engaging tone to keep the trainees focused and interested.
- Ensure to regularly ask simple questions during the session to encourage participation.
- Emphasise the importance of documenting every step clearly for future reference.
- Provide real examples of how poor documentation can cause compliance failures.
- Encourage teamwork during the activity to reinforce the learning of collaboration practices.
- Highlight that attaching proper evidence is not just a formality but crucial for transparency and safety verification.

Answers to Exercises for PHB

Multiple Choice Questions:

1. a. Safety rules
2. b. To follow proper safety measures
3. b. It builds cooperation
4. a. Evidence and details
5. b. Continuous improvement

Descriptive Questions:

1. Refer to Unit 6.1: Workplace Policies, Responsibilities, and Communication
Topic: 6.1.1 Workplace Safety Policies and Procedures
2. Refer to Unit 6.1: Workplace Policies, Responsibilities, and Communication
Topic: 6.1.3 Reporting Workplace Risks and Issues
3. Refer to Unit 6.1: Workplace Policies, Responsibilities, and Communication
Topic: 6.1.6 Importance of Teamwork and Harmony
4. Refer to Unit 6.1: Workplace Policies, Responsibilities, and Communication
Topic: 6.1.7 Feedback for Performance Improvement
5. Refer to Unit 6.1: Workplace Policies, Responsibilities, and Communication
Topic: 6.1.8 Attaching Documents for Work Evidence



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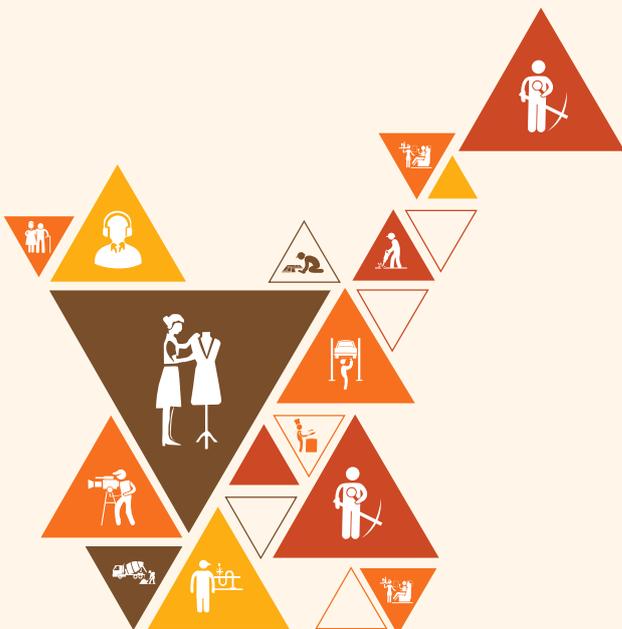
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7. Prepare Audit Report

Unit 7.1 - Documentation and Reporting Procedures

Unit 7.2 - Analysis and Classification of Audit Findings



AMH/N2202

Key Learning Outcomes



By the end of this module, the participants will be able to:

1. Describe documentation and reporting formats.
2. Describe how to evaluate information collected during the compliance audit.
3. Escalate remarks and recommendations for each non-conformity or deviation to the relevant department.
4. Maintain confidentiality of the audit report, wherever applicable.
5. Explain the Audit report writing method.
6. Follow the approved template to create the audit report.
7. Explain documentation formalities related to auditing.
8. Ensure all areas of compliance are covered in the audit report.
9. Analyse the information gathered during the audit for conformance with requirements.
10. Classify the findings as conformance to standards or non-conformance, as the case may be, for each of the areas inspected as per the audit checklist.
11. Identify various non-conformances to the audit checklist.
12. Classify the non-conformances as major/minor or observations.

Unit 7.1: Documentation and Reporting Procedures

Unit Objectives

By the end of this unit, the participants will be able to:

1. Describe the various documentation and reporting formats used in the compliance audit process.
2. Discuss the process of evaluating the information collected during the compliance audit.
3. Outline the procedure for escalating remarks and recommendations for non-conformances or deviations to the concerned department.
4. Illustrate the importance of maintaining confidentiality in audit reports, where applicable.
5. Explain the method for writing an effective audit report.
6. Describe how to follow the approved template when preparing the audit report.
7. Elaborate on the documentation formalities associated with auditing procedures.

Resources to be Used

Whiteboard, Markers, Sample Audit Report Template, Printed Handouts of Reporting Formats, Projector, Laptop, Sample Compliance Audit Information Sheets, Flipchart.

Say

- Good morning everyone, I'm really excited to have this session with you today.
- Today, we will focus on how to document, evaluate, and report information in an audit effectively.
- This is important because accurate and confidential audit reporting builds credibility and ensures compliance.

Do

- Begin with a quick recap of what participants know about audits.
- Introduce the importance of proper documentation and reporting formats.
- Show the audit report template and explain each section briefly.
- Highlight the significance of evaluating audit information carefully before reporting.
- Explain the process of escalating non-conformance issues with examples.
- Emphasise the importance of confidentiality while handling audit information.
- Conclude with how following standard formats ensures consistency in reporting.

Ask

- When you write a school report or a work summary, why do you think a format is followed?
- Why do you think some information should be kept confidential in workplaces?
- Have you ever faced a situation where you had to tell a senior about a problem that couldn't be solved at your level?

Explain

- Audit documentation requires following structured reporting formats to maintain clarity and uniformity.
- Collected audit information must be evaluated carefully before drawing conclusions.
- Non-conformance issues need to be escalated with remarks and recommendations to the right authority.
- Confidentiality is vital to protect sensitive workplace and employee information.
- An effective audit report is clear, precise, and actionable.
- Using approved templates ensures reports are standardised and easily understood.

Elaborate

- Documentation and Reporting Formats in Audits help in recording audit findings consistently. They usually include checklists, summary sheets, and detailed remarks.
- Information gathered during audits must be checked for accuracy and reliability before it is used for reporting.
- When critical issues arise, they should be reported to higher management with proper evidence and suggested actions.
- Audit data often includes sensitive information, so maintaining confidentiality is essential to build trust and compliance.
- A good audit report is clear, concise, and highlights risks, corrective actions, and follow-ups.
- Templates standardise reporting and help auditors avoid missing important sections.
- Completing sign-offs, approvals, and attaching supporting evidence ensures the report is official and verifiable.

Demonstrate

- Show participants how to fill in a sample audit report template with basic findings and remarks.

Activity

1. **Activity Name:** Audit Report Drafting Exercise (Topics: Writing an Effective Audit Report, Following the Approved Audit Report Template)
2. **Objective:** To enable participants to practice writing a structured audit report using the provided information.
3. **Type of Activity:** Group
4. **Resources:** Sample compliance audit data sheets, printed report templates, pens, and whiteboard
5. **Time Duration:** 25 minutes
6. **Instructions:**
 - Divide participants into small groups.
 - Provide each group with the same set of audit findings.
 - Ask them to fill out the audit report template with remarks, observations, and recommendations.
 - After 15 minutes, invite each group to present their draft report.
 - Discuss strengths and areas of improvement.
7. **Outcome:** Participants will learn to organise audit data into a structured report format, ensuring accuracy and completeness.

Notes for Facilitation

- Encourage participation by making the session interactive.
- Provide constructive feedback while reviewing group activities.
- Ensure participants understand the difference between raw data and evaluated information.
- Stress the need to handle audit data with confidentiality at all times.
- Remind participants that escalation is not about blame, but about responsibility and corrective action.
- Highlight how using templates reduces errors and ensures consistency in professional auditing.

Unit 7.2: Analysis and Classification of Audit Findings

Unit Objectives

By the end of this unit, the participants will be able to:

1. Explain how to ensure that all areas of compliance are thoroughly covered in the audit report.
2. Analyse the information gathered during the audit to assess conformance with the required standards.
3. Classify audit findings as conforming or non-conforming based on the audit checklist.
4. Identify various non-conformances in the audit checklist.
5. Discuss how to classify non-conformances into major, minor, or observations based on their significance.

Resources to be Used

Whiteboard, Markers, Printed Sample Audit Checklists, Sample Compliance Audit Reports, Projector, Laptop, Printed Handouts of Classification Criteria, Flipchart, Pens.

Say

- Hello everyone! I'm excited to explore how we can analyse and classify audit findings together.
- Today, we'll focus on ensuring complete compliance coverage, analysing audit data, and classifying findings to improve workplace standards.
- Understanding how to properly analyse and classify findings helps us maintain high-quality processes and take correct actions in the workplace.

Do

- Start by explaining what complete compliance coverage means in the context of audit reporting.
- Present examples of audit checklists and highlight how they help in structuring findings.
- Demonstrate how to analyse information collected during audits for conformance against standards.
- Explain the importance of classifying findings and how this helps prioritise corrective actions.
- Show how to identify non-conformances using the checklist during an audit.
- Discuss how to classify non-conformances by significance (e.g., critical, major, minor).
- Summarise the session and encourage participants to ask questions or share experiences.

Ask

- Have you ever checked a list before buying groceries to make sure nothing is missed?
- Why do you think it's important to find out if something is wrong instead of assuming everything is fine?
- Can you think of a time when you had to tell someone about something important that was not working properly?

Explain

- Complete compliance coverage ensures that all important points are checked during an audit.
- Audit information is analysed to see if actual practices conform to expected standards.
- An audit checklist is a useful tool for systematically recording observations and findings.
- Non-conformances are identified by comparing observed practices against the checklist items.
- Findings are classified into critical, major, and minor based on their impact on safety or operations.
- Proper classification helps prioritise which issues need urgent action.
- Organised reporting of classified findings improves communication and follow-up.

Elaborate

- Ensuring complete compliance coverage in reports means that every required area of compliance is assessed so that no part of the process is left unchecked.
- Analysing audit information for conformance involves reviewing the collected data carefully to determine if processes meet the defined standards and policies.
- An audit checklist helps systematically categorise each observation as compliant or non-compliant.
- Non-conformances are specific gaps or deviations from the expected standard noted during the audit process.
- Classifying non-conformances by significance level helps in distinguishing between critical issues (immediate risks), major issues (important but not urgent), and minor issues (low impact).

Demonstrate

- Show how to analyse a sample audit checklist, mark non-conformances, and classify them into critical, major, or minor categories.

Activity

1. **Activity Name:** Classifying Audit Findings Exercise (Topics: Classifying Findings Using Audit Checklist, Classifying Non-Conformances by Significance Level)
2. **Objective:** To practice classifying audit findings based on severity and compliance standards.
3. **Type of Activity:** Group
4. **Resources:** Printed sample audit checklist with audit observations, pens, and flipchart sheets
5. **Time Duration:** 30 minutes

6. Instructions:

- Divide participants into small groups.
- Provide each group with the same sample audit checklist containing various findings.
- Ask each group to review the findings and classify them as critical, major, or minor.
- Each group will document their classification on flipchart sheets.
- After 20 minutes, have each group present their classification and reasoning.
- Discuss differences and explain the correct classifications where needed.

7. Outcome: Participants will be able to classify audit findings correctly and understand the rationale behind the classification process.**Notes for Facilitation** 

- Encourage active participation and questions during demonstrations.
- Make sure each participant has access to the checklist and understands the format.
- Highlight that critical non-conformances usually have a direct impact on safety or compliance.
- Reinforce that minor findings are still important for continuous improvement, but don't need immediate escalation.
- Remind participants that the audit checklist is a tool to ensure objectivity and consistency.
- Emphasise that classification helps management prioritise corrective actions effectively.

Answers to Exercises for PHB

Multiple Choice Questions:

1. a. Using the approved template.
2. a. Classified as per their severity.
3. b. To protect sensitive information.
4. b. To assess conformance with requirements.
5. a. Following documentation formalities.

Descriptive Questions:

1. Refer to Unit 7.1: Documentation and Reporting Procedures
Topic: 7.1.1 Documentation and Reporting Formats in Audits
2. Refer to Unit 7.1: Documentation and Reporting Procedures
Topic: 7.1.2 Evaluating Collected Compliance Audit Information
3. Refer to Unit 7.1: Documentation and Reporting Procedures
Topic: 7.1.4 Importance of Confidentiality in Audit Reports
4. Refer to Unit 7.2: Analysis and Classification of Audit Findings
Topic: 7.2.3 Classifying Findings Using Audit Checklist
5. Refer to Unit 7.2: Analysis and Classification of Audit Findings
Topic: 7.2.5 Classifying Non-Conformances by Significance Level



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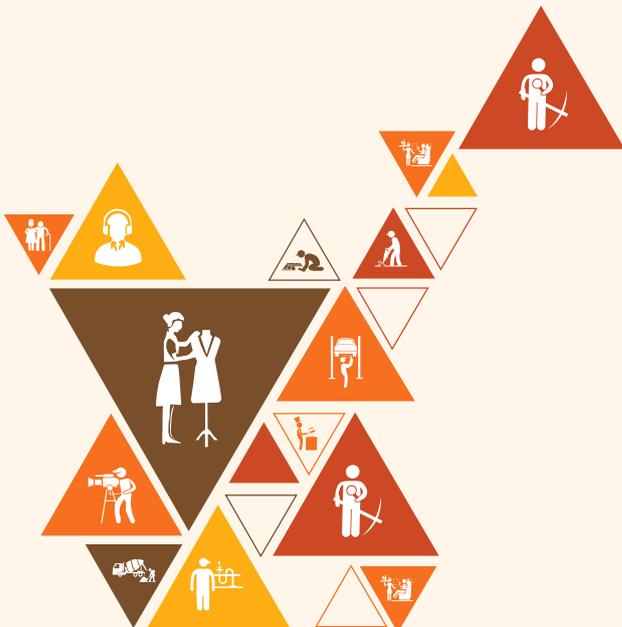


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8. Record Keeping Procedures

Unit 8.1 - Documentation and Reporting Practices



AMH/N2202

Key Learning Outcomes



By the end of this module, the participants will be able to:

1. Describe the documentation framework followed in the organisation.
2. Follow the documentation and reporting formats of the organisation.
3. Prepare the report format.
4. Describe how to coordinate with another department for the audit.
5. Explain the method for record keeping.
6. Explain the guidelines for storing records.
7. Store the audit report so that it can be retrieved whenever required.
8. Maintain the audit report in a safe and secure condition.
9. Process of filing the audit report.
10. Explain the number of documents.

Unit 8.1: Documentation and Reporting Practices

Unit Objectives

By the end of this unit, the participants will be able to:

1. Describe the documentation framework followed within the organisation.
2. Explain how to follow the documentation and reporting formats of the organisation.
3. Discuss the process of preparing the audit report format.
4. Describe the coordination process with other departments for the audit.
5. Elaborate on the method used for effective record keeping.
6. Outline the guidelines for storing records properly.
7. Illustrate how to store the audit report to ensure it can be retrieved when needed.
8. Discuss how to maintain the audit report in a safe and secure condition.
9. Describe the process of filing the audit report in accordance with organisational standards.
10. Explain the importance of managing the number of documents involved in the audit process.

Resources to be Used

Projector, Laptop, Whiteboard, Markers, Audit Report Templates, Sample Departmental Documents, File Folders, Storage Boxes, Audit Checklists, Pen and Paper, Handouts on Documentation Guidelines, Compliance Records, Sample Reports, Demonstration Forms.

Say

- Good morning everyone! Today, we are going to learn how proper documentation and reporting practices support efficient audit management.
- I want us to understand how to prepare, manage, and store audit documents according to organisational standards.
- Learning this topic will help you maintain accurate records, ensure compliance, and make audit processes smooth and reliable.

Do

- Begin with an introduction to the importance of proper documentation in audits.
- Show examples of organisational documentation frameworks and reporting formats.
- Demonstrate step-by-step preparation of an audit report format.
- Explain the coordination requirements with different departments for audit activities.
- Guide participants on effective record-keeping methods and secure storage practices.
- Discuss filing standards and managing large volumes of audit documents.
- Encourage participants to ask questions and provide clarifications during demonstrations.

Ask

- Have you ever organised files or documents for school or work? How did you do it?
- Why do you think keeping records safe is important in daily life or at work?
- Can you think of an example when missing information caused problems?

Explain

- Documentation frameworks provide structured ways to organise all audit-related information.
- Standardised reporting formats ensure consistency across departments and audits.
- Preparing audit reports involves compiling data, observations, and recommendations in a clear format.
- Coordination with departments helps collect necessary information and clarifies roles.
- Effective record keeping allows easy retrieval and reference for future audits.
- Proper storage and filing of documents ensures confidentiality and protection from loss or damage.
- Managing document volume efficiently reduces clutter and supports audit compliance.

Elaborate

- Organisational Documentation Framework defines the structure for storing, filing, and accessing audit records efficiently.
- Documentation and Reporting Formats ensure that all reports are consistent and readable.
- Preparing Audit Report Format Process focuses on stepwise compilation of audit findings, observations, and conclusions.
- Coordinating with Departments for Audit ensures the timely collection of documents and necessary approvals from relevant teams.
- Effective record-keeping methods like categorisation, indexing, and labelling are used for easy retrieval.
- Safe storage procedures, both physical and digital, to protect audit information.
- Organised filing for quick access during audits or review sessions.
- Applying security measures to protect confidential information.
- Adhering to organisational or regulatory standards for document filing.
- Techniques to handle and archive large volumes of audit records systematically.

Demonstrate

- Show participants how to fill an audit report template with sample observations and attach supporting documents properly.

Activity

1. **Activity Name:** Audit Document Preparation Practice (Topics: 8.1.2 Documentation and Reporting Formats, 8.1.3 Preparing Audit Report Format Process)
2. **Objective:** To practice preparing audit reports in the correct format with complete documentation.
3. **Type of Activity:** Group
4. **Resources:** Sample audit data sheets, audit report templates, pens, handouts, file folders
5. **Time Duration:** 30 minutes
6. **Instructions:**
 - Divide participants into small groups.
 - Provide each group with sample audit data.
 - Ask them to prepare a draft audit report using the template provided.
 - Ensure each report includes observations, recommendations, and attachments.
 - After completion, each group presents their report to the class for discussion.
7. **Outcome:** Participants will be able to prepare a complete audit report in the correct format and understand proper documentation practices.

Notes for Facilitation

- Encourage active participation and ensure all participants understand each step.
- Monitor group activities and provide guidance where needed.
- Emphasise the importance of confidentiality and proper storage of audit records.
- Reinforce standard filing and retrieval procedures during demonstrations.
- Highlight coordination with departments to ensure accurate data collection.
- Stress the significance of managing large volumes of audit documents efficiently.

Answers to Exercises for PHB

Multiple Choice Questions:

1. b. To keep records organised
2. a. To maintain uniformity
3. b. Secure and organised storage
4. b. Any relevant department
5. b. It supports accountability

Descriptive Questions:

1. Refer to Unit 8.1: Documentation and Reporting Practices
Topic: 8.1.1 Organisational Documentation Framework
2. Refer to Unit 8.1: Documentation and Reporting Practices
Topic: 8.1.2 Documentation and Reporting Formats
3. Refer to Unit 8.1: Documentation and Reporting Practices
Topic: 8.1.4 Coordinating with Departments for Audit
4. Refer to Unit 8.1: Documentation and Reporting Practices
Topic: 8.1.9 Filing Audit Report per Standards
5. Refer to Unit 8.1: Documentation and Reporting Practices
Topic: 8.1.7 Storing Audit Report for Retrieval



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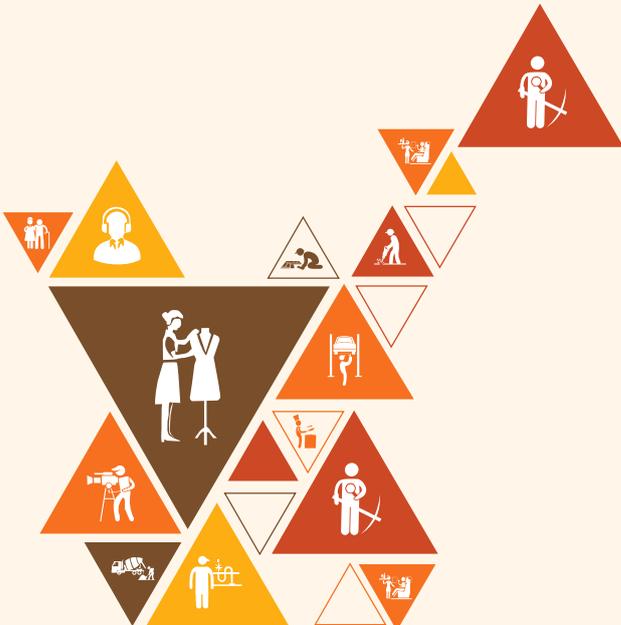
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9. Check Compliance with Product Quality Standards

Unit 9.1 - Quality Standards and Process Control

Unit 9.2 - Quality Control and Audit Procedures



AMH/N2203

Key Learning Outcomes



By the end of this module, the participants will be able to:

1. Describe buyers' requirements in terms of quality standards and inspection methodologies.
2. Describe the organisation's tools, templates and processes for recording and monitoring process confirmation and deviations.
3. Describe raw material components and their specifications.
4. Describe checkpoints where quality control has been exercised in consultation with the immediate supervisor.
5. Describe test reports, critical and non-critical defects.
6. Describe procedural understanding of product specification and tech packs; reference sample; approved samples; and reports and compliances.
7. Describe reference samples and tech packs.
8. Ensure that the standards have been clearly understood and seek confirmation of the same.
9. Explain reporting procedures, formats and their periodicity required in the organisation.
10. Record data of material issued and received from the vendor.
11. Explain inspection and quality control procedures.
12. Maintain the reference samples and reference manuals in accessible and good condition.
13. Analyse the product protocol with a reference sample to evaluate if the instructions and specifications given in the protocol have been followed.
14. Communicate to all concerned the relevant standards with reference to the product protocol.
15. Explain the procedure to carry out quality control/quality assurance processes.
16. Evaluate the fabric/accessories/quality reports tested internally or externally.
17. Describe the final quality audit procedures.
18. Communicate proactively if the systems are not producing the desired outcome.
19. Explain the concepts of statistical process control and statistical quality control.

Unit 9.1: Quality Standards and Process Control

Unit Objectives

By the end of this unit, the participants will be able to:

1. Describe buyers' requirements in terms of quality standards and inspection methodologies.
2. Discuss the organisation's tools, templates, and processes for recording and monitoring process confirmation and deviations.
3. Explain raw material components and their specifications.
4. Elaborate on the checkpoints where quality control has been exercised in consultation with the immediate supervisor.
5. Describe test reports, critical and non-critical defects.
6. Discuss procedural understanding of product specifications, tech packs, reference samples, approved samples, and related compliance reports.
7. Explain the importance of reference samples and tech packs in maintaining product quality.
8. Illustrate the process of ensuring that the standards are clearly understood and how to seek confirmation of the same.
9. Describe reporting procedures, formats, and their periodicity required in the organisation.
10. Outline the process of recording data of material issued and received from the vendor.

Resources to be Used

Whiteboard, markers, sample tech packs, copies of buyers' quality standards, fabric swatches, raw material specification sheets, sample test reports, inspection checklists, quality control report formats, filing folders, projector, notepads, pens.

Say

- Good morning everyone, I'm excited to start today's session with you on quality standards and process control.
- Today, we'll explore how quality standards are maintained, how inspections are done, and why process control is important in an organisation.
- Understanding this will help us improve the reliability of products, reduce errors, and build trust with buyers and customers.

Do

- Begin by showing participants a sample buyer's quality standard document.
- Explain the importance of aligning organisational processes with these standards.
- Present monitoring tools and checklists used within organisations.
- Show examples of raw material specifications and highlight why they are critical.

- Discuss quality control checkpoints and explain the concept of defects.
- Share how records and test reports are maintained for quality assurance.
- Summarise the process of recording and reporting material data.

Ask

- When you buy clothes from a shop, how do you check their quality before purchase?
- Can you think of a daily product you use that shows good or poor quality control?
- Why do you think keeping records of what materials are used is important?

Explain

- Quality standards are the benchmarks set by buyers and organisations to ensure product reliability.
- Inspection is done at multiple checkpoints to detect errors early.
- Raw materials and their specifications form the foundation of product quality.
- Test reports and defect records provide proof of compliance and areas for correction.
- Samples and tech packs act as references for confirming standards.
- Accurate reporting and record keeping help maintain accountability and transparency.

Elaborate

- Buyers' quality standards and inspection are specific requirements buyers set to ensure the products meet their expectations. Inspections are carried out to match these standards at different stages.
- Organisations use checklists, audits, and monitoring tools to track the quality process step by step.
- Every raw material has specifications like strength, finish, and size, which must be checked before use.
- Inspection checkpoints are established at stages like raw material input, in-process, and final output to detect errors.
- Test reports confirm compliance with quality parameters, while defect records help track and resolve issues.
- Product specifications describe the exact requirements for design, construction, and finishing to avoid deviations.
- Samples and tech packs serve as benchmarks for the actual production, ensuring consistency in design and quality.
- The process includes reviewing standards, testing, and cross-verifying with buyer requirements.
- Reports need to be prepared in standard formats and shared at regular intervals to keep departments aligned.
- All material-related data must be systematically recorded for traceability, analysis, and quality control.

Demonstrate

- Show how to fill a simple quality control checklist for a sample garment, marking defects and recording inspection results.

Activity

1. **Activity Name:** Quality Control Checklist Exercise (Topics: 9.1.4 Quality Control Check Points Exercised, 9.1.9 Reporting Procedures, Formats, and Periodicity)
2. **Objective:** To help participants understand how to record defects and follow reporting formats during quality control.
3. **Type of Activity:** Group
4. **Resources:** Sample garments, quality control checklist sheets, pens, defect reference chart
5. **Time Duration:** 25 minutes
6. **Instructions:**
 - Divide the participants into small groups.
 - Provide each group with a sample garment and a quality control checklist sheet.
 - Ask them to inspect the garment and note down any visible defects.
 - Instruct them to complete the checklist in the given format.
 - After completion, ask each group to present their findings briefly.
7. **Outcome:** Participants will learn how to use a quality checklist effectively and understand the process of defect recording and reporting.

Notes for Facilitation

- Ensure the session remains interactive and allows participants to share their daily-life quality checks.
- Use practical examples and visual aids to simplify technical concepts.
- Highlight how buyers' standards directly affect market acceptance of products.
- Emphasise the importance of accurate record keeping for audits and compliance.
- Stress that every small defect recorded helps in avoiding larger issues in production.
- Encourage participants to practice using reporting formats regularly for familiarity.

Unit 9.2: Quality Control and Audit Procedures

Unit Objectives

By the end of this unit, the participants will be able to:

1. Explain the inspection and quality control procedures within the organisation.
2. Discuss how to maintain reference samples and manuals in an accessible and good condition.
3. Analyse the product protocol with reference to a sample to evaluate if the instructions and specifications have been followed.
4. Describe the process of communicating the relevant standards with reference to the product protocol to all concerned parties.
5. Explain the procedure to carry out quality control/quality assurance processes.
6. Evaluate the fabric, accessories, and quality reports tested both internally and externally.
7. Describe the final quality audit procedures and their significance.
8. Illustrate the importance of proactive communication if the systems are not producing the desired outcome.
9. Explain statistical process control and statistical quality control methodologies.

Resources to be Used

Whiteboard, Markers, Projector, Quality Control Checklists, Sample Garments, Reference Samples, Fabric and Accessory Swatches, Product Protocol Sheets, Standard Communication Templates, Quality Reports, Audit Report Formats, Calculators, Pens, Notepads.

Say

- Good morning everyone, I'm happy to see you all ready to dive into quality control and inspection practices today.
- Our objective is to learn the step-by-step process of quality control, inspection, and how communication and reporting play an important role.
- By understanding this, you will be able to prevent errors, ensure product reliability, and contribute directly to customer satisfaction.

Do

- Begin by showing examples of inspection and quality control checklists.
- Explain the use of reference samples in verifying product quality.
- Discuss how protocols and standards are analysed with actual samples.
- Demonstrate how to communicate relevant standards to different stakeholders.
- Go over the procedures of quality control step by step.
- Share examples of quality reports and highlight how defects are recorded and evaluated.
- Summarise the role of final audits, proactive communication, and statistical process control.

Ask

- When you buy a new piece of clothing, how do you check if it has defects?
- Why do you think it is important to compare products with a sample before accepting them?
- How do regular checks help in reducing mistakes in daily life?

Explain

- Inspection procedures ensure products meet defined standards before approval.
- Reference samples are used to cross-check production quality against buyer expectations.
- Protocols guide the analysis and comparison of products with required specifications.
- Communication of standards ensures all parties follow the same quality benchmarks.
- Final audits confirm overall compliance before dispatch.
- Statistical process control helps track consistency and identify trends in defects.

Elaborate

- Inspection and quality control procedures define how checks are performed at different stages of production to maintain standards and prevent defective output.
- Reference samples act as physical benchmarks to compare production items and confirm consistency.
- Protocols guide inspectors to match production with sample standards for accuracy.
- Communicating relevant standards to parties
- Standards need to be clearly shared with workers, supervisors, and suppliers to ensure everyone follows the same requirements.
- The procedure to carry out quality control includes stepwise checking of raw materials, in-process products, and finished goods.
- Evaluating fabric and accessories ensures they meet the strength, finish, and performance requirements recorded in reports.
- Final audits ensure that only defect-free products reach the buyer, protecting brand reputation.
- Proactive communication helps resolve issues before they escalate and ensures smooth collaboration.
- Statistical process and quality control involve using data and statistics to monitor quality, identify variations, and improve processes.

Demonstrate

- Show how to compare a production garment with a reference sample by checking stitching, measurements, and finishing details using a checklist.

Activity

- 1. Activity Name:** Quality Inspection Exercise (Topics: 9.2.1 Inspection and Quality Control Procedures, 9.2.2 Maintaining Reference Samples, 9.2.6 Fabric, Accessories, and Quality Reports Evaluation)
- 2. Objective:** To help participants practice inspecting garments against reference samples and recording findings.
- 3. Type of Activity:** Group
- 4. Resources:** Sample garments, reference samples, quality control checklists, pens, fabric swatches
- 5. Time Duration:** 30 minutes
- 6. Instructions:**
 - Divide participants into groups of 3–4.
 - Provide each group with a reference sample, a production garment, and a checklist.
 - Ask them to inspect the garment against the reference sample for stitching, measurements, and finishing.
 - Instruct them to record their observations in the checklist.
 - Ask groups to present one major observation at the end of the activity.
- 7. Outcome:** Participants will understand how to use reference samples and checklists effectively to evaluate product quality.

Notes for Facilitation

- Keep the session interactive and encourage hands-on practice.
- Use real examples to make participants connect theory with practical tasks.
- Emphasise that reference samples are the foundation for inspection accuracy.
- Highlight the importance of recording results properly in reports.
- Stress that the communication of standards must be clear to avoid misinterpretations.
- Reinforce the role of statistical process control in improving long-term quality outcomes.

Answers to Exercises for PHB

Multiple Choice Questions:

1. a. Quality standards and inspection methods
2. b. To provide detailed product specifications
3. c. Broken zipper on a jacket
4. b. Monitoring quality using data and charts
5. a. To compare production with approved standards

Descriptive Questions:

1. Refer to Unit 9.1: Quality Standards and Process Control
Topic: 9.1.1 Buyers' Quality Standards and Inspection
2. Refer to Unit 9.1: Quality Standards and Process Control
Topic: 9.1.7 Importance of Samples and Tech Packs
3. Refer to Unit 9.1: Quality Standards and Process Control
Topic: 9.1.9 Reporting Procedures, Formats, and Periodicity
4. Refer to Unit 9.2: Quality Control and Audit Procedures
Topic: 9.2.7 Final Quality Audit Procedures and Significance
5. Refer to Unit 9.2: Quality Control and Audit Procedures
Topic: 9.2.9 Statistical Process and Quality Control



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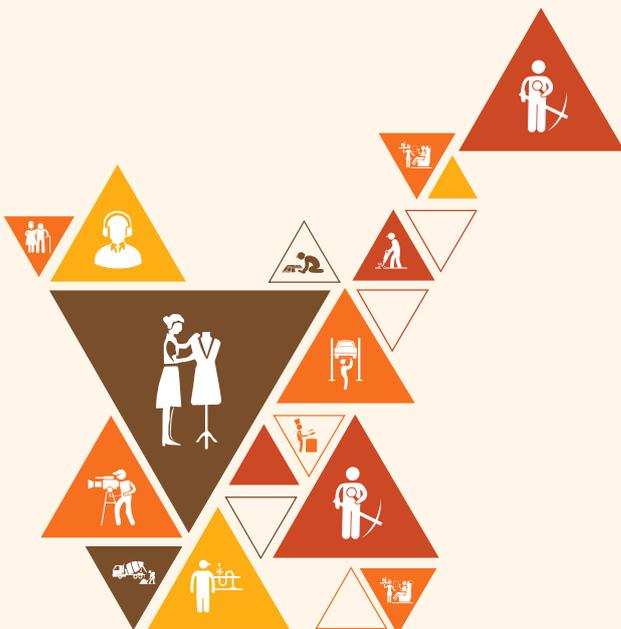


10. Maintain a Healthy, Safe and Secure Working Environment with Gender and PWD Sensitisation

Unit 10.1 - Health, Safety, and Workplace Practices

Unit 10.2 - Emergency Procedures and Response

Unit 10.3 - Personal Safety, Health, and Environmental Management



AMH/N2204

Key Learning Outcomes



By the end of this module, the participants will be able to:

1. Explain health and safety-related practices applicable in the workplace.
2. Explain the importance of complying with health, safety, gender and PWD-related instructions applicable to the workplace.
3. Explain gender equality in the apparel industry.
4. Describe health and safety-related practices applicable in the workplace.
5. Comply with health and safety-related instructions applicable to the workplace.
6. Describe organisational procedures for safe handling of equipment and machine operations.
7. Describe potential risks due to own actions and methods to minimise these.
8. Describe potential hazards, risks and threats based on the nature of operations.
9. Report hazards and potential risks/ threats to supervisors or other authorised personnel.
10. Describe the layout of the plant and details of emergency exits, escape routes, emergency equipment and assembly points.
11. Describe potential accidents and emergencies, and responses to these in the workplace scenarios.
12. List the details of personnel trained in first aid, firefighting and emergency response.
13. Follow organisation procedures for shutdown and evacuation when required.
14. Follow organisational procedures or supervisor instructions in the event of fire, emergencies or accidents.
15. Describe the actions to take in the event of mock drills/ evacuation procedures or actual accident, emergency or fire.
16. Discuss the importance of training sensitisation programs for gender and PWD awareness organised at the workplace.
17. Identify signage related to health and safety measures.
18. Explain the importance of sound health, hygiene and good habits.
19. Maintain a healthy lifestyle.
20. Demonstrate basic first aid.
21. Demonstrate how to perform basic CPR.
22. Apply personal protective equipment where required during inspection.
23. Explain the environmental management system-related procedures at work.
24. Explain the reporting protocol and documentation required for this process.
25. Perform own activities in line with approved guidelines and procedures.
26. Monitor the workplace and work processes for potential risks and threats.

Unit 10.1: Health, Safety, and Workplace Practices

Unit Objectives

By the end of this unit, the participants will be able to:

1. Explain health and safety-related practices applicable in the workplace.
2. Discuss the importance of complying with health, safety, gender, and PWD-related instructions in the workplace.
3. Explain the importance of gender equality in the apparel industry.
4. Describe organisational procedures for safe handling of equipment and machine operations.
5. Describe potential risks due to own actions and methods to minimise these risks.
6. Elaborate on potential hazards, risks, and threats based on the nature of operations.
7. Report hazards and potential risks or threats to supervisors or other authorised personnel.
8. Elaborate on signage related to health and safety measures.
9. Explain the importance of sound health, hygiene, and good habits in the workplace.

Resources to be Used

Whiteboard, Markers, Projector, Safety Posters, PPE Kit (Gloves, Masks, Helmets), Sample Health and Safety Signage, Sewing Machine, Cleaning Supplies, Training handouts.

Say

- Good morning everyone, I'm very excited to start today's session with you on workplace health and safety.
- Today, we will learn about important practices that keep us safe, maintain hygiene, and help us work in a healthy environment.
- It is important to understand this because our safety, productivity, and respect for one another depend on these practices.

Do

- Begin by showing the safety posters and signs to capture attention.
- Introduce the session objectives and connect them with daily workplace practices.
- Demonstrate safe handling of a sewing machine with proper PPE.
- Explain the importance of following instructions and workplace guidelines.
- Highlight potential hazards and risks with simple examples.
- Discuss the importance of gender equality and respect in the workplace.
- Summarise key points and prepare the trainees for the activity.

Ask

- Have you ever seen a safety sign like “Caution” or “No Smoking” in your daily life? Where?
- When using equipment at home, what simple precautions do you usually take?
- Why do you think staying clean and hygienic is important when working with others?

Explain

- Workplace health and safety practices help prevent accidents and maintain productivity.
- Following instructions at work reduces risks and ensures a smooth workflow.
- Gender equality is important to create a respectful and inclusive environment.
- Safe handling of machines and equipment prevents injuries.
- Identifying hazards and reporting them keeps everyone protected.
- Health, hygiene, and clear signage contribute to a safe working culture.

Elaborate

- Health and Safety Practices at Work include wearing PPE, following safe movements, and ensuring a clean environment to avoid injuries and illness.
- Rules and protocols are designed to ensure smooth operations, and following them reduces risks and errors.
- Equal respect, opportunities, and inclusion build teamwork and a positive work culture.
- Proper training, use of protective gear, and avoiding shortcuts reduce accidents.
- Identifying unsafe conditions and acting proactively helps prevent incidents.
- Risks such as fire, electric shock, or tripping hazards need constant awareness.
- Reporting ensures timely action and prevents harm to others.
- Signs give quick, clear information about safety instructions, warnings, and hazards.
- Personal cleanliness and workplace hygiene prevent illness and improve comfort.

Demonstrate

- Show how to safely operate a sewing machine while wearing gloves and explain the hazards of not following proper handling practices.

Activity

1. **Activity Name:** Safety Signage Hunt (Topics: 10.1.7 Potential Hazards and Risks, 10.1.9 Health and Safety Signage)
2. **Objective:** To help participants identify and understand common health and safety signs and relate them to workplace hazards.
3. **Type of Activity:** Group
4. **Resources:** Printed safety signs, markers, and chart paper
5. **Time Duration:** 25 minutes
6. **Instructions:**
 - Divide participants into small groups.
 - Provide each group with printed safety signs and chart paper.
 - Ask them to match each safety sign with a hazard or safety practice in the workplace.
 - Groups will then present their findings to everyone.
7. **Outcome:** Participants will be able to recognise safety signage and connect it with potential risks and preventive actions.

Notes for Facilitation

- Encourage participation by keeping the discussion simple and practical.
- Use real-life examples to make topics relatable for beginners.
- Emphasise the importance of always wearing PPE when required.
- Remind participants to respect gender equality in both speech and actions.
- Reinforce the practice of reporting hazards immediately without delay.
- Encourage trainees to observe and follow safety signage at all times.

Unit 10.2: Emergency Procedures and Response

Unit Objectives

By the end of this unit, the participants will be able to:

1. Describe the layout of the plant, including details of emergency exits, escape routes, emergency equipment, and assembly points.
2. List the details of personnel trained in first aid, firefighting, and emergency response.
3. Follow organisational procedures for shutdown and evacuation when required.
4. Describe the actions to take during mock drills, evacuation procedures, or actual accidents, emergencies, or fires.
5. Explain the importance of training sensitisation programs for gender and PWD awareness organised at the workplace.

Resources to be Used

Whiteboard, Markers, Projector, Plant Layout Chart, Evacuation Map, First Aid Kit, Whistle, Mock Drill Checklist, Training Handouts

Say

- Good morning everyone, I am glad to see you all ready for an important session today on emergency procedures and response.
- Today, we will learn how to act during emergencies, follow evacuation steps, and understand the importance of training and awareness.
- This is very important because knowing what to do in an emergency can save lives, reduce panic, and keep the workplace safe.

Do

- Start by showing the plant layout chart and pointing out the emergency exits.
- Explain the importance of knowing evacuation routes and nearest exits.
- Demonstrate how to identify trained first aid personnel and their role.
- Describe the shutdown and evacuation procedures step by step.
- Explain how mock drills prepare everyone for real emergencies.
- Highlight the importance of awareness programs for safety readiness.
- Summarise the key points and introduce the group activity.

Ask

- Have you ever seen an emergency exit sign in a public place like a mall or cinema?
- Do you know who the first person you should call in case of an accident?
- Why do you think schools or offices sometimes conduct fire drills?

Explain

- Emergency exits and plant layouts help everyone move quickly to safety.
- First aid-trained personnel are essential in managing injuries before medical help arrives.
- Shutdown and evacuation procedures prevent chaos and ensure safety.
- Mock drills help practice actions and build confidence during emergencies.
- Training and awareness programs prepare workers for quick and safe responses.
- Emergency preparedness protects people, property, and business operations.

Elaborate

- Knowing the plant layout and location of emergency exits helps workers escape quickly and safely during an emergency.
- Designated staff trained in first aid provide immediate care for injuries and can stabilise a person until professional medical help arrives.
- Following the set steps for shutting down machines and evacuating prevents accidents, reduces damage, and maintains order.
- Mock drills train employees to respond calmly, follow instructions, and practice evacuation routes effectively.
- Continuous training builds awareness, reduces fear, and ensures everyone knows their role in emergencies.

Demonstrate

- Show the evacuation route on the plant layout and demonstrate how to exit calmly and quickly using the nearest emergency exit.

Activity

1. **Activity Name:** Evacuation Map Exercise (Topics: 10.2.1 Plant Layout and Emergency Exits, 10.2.3 Procedures for Shutdown and Evacuation)
2. **Objective:** To help participants understand the plant layout and identify the quickest evacuation routes.
3. **Type of Activity:** Group
4. **Resources:** Plant layout chart, evacuation map copies, markers
5. **Time Duration:** 30 minutes
6. **Instructions:**
 - Divide participants into small groups and give each group a copy of the plant layout.
 - Ask them to mark the nearest emergency exits from different workstations on the layout.
 - Groups will then explain their evacuation route to the class.
 - The facilitator will confirm the correct evacuation path and clarify doubts.
7. **Outcome:** Participants will be able to identify emergency exits and understand how to use the evacuation map effectively.

Notes for Facilitation

- Keep the session interactive with visual aids and practical examples.
- Encourage every participant to engage actively in the activity.
- Remind participants that panic can make emergencies worse, so calm action is vital.
- Emphasise that first aid knowledge is crucial and can save lives.
- Stress the importance of mock drills as practice, not as a formality.
- Highlight that knowing plant layout and exit points is the responsibility of every worker.

Unit 10.3: Personal Safety, Health, and Environmental Management

Unit Objectives

By the end of this unit, the participants will be able to:

1. Demonstrate basic first aid techniques.
2. Explain environmental management system-related procedures at work.
3. Explain the reporting protocol and documentation necessary for health and safety issues.
4. Perform activities in line with approved guidelines and procedures.
5. Elaborate on monitoring the workplace and work processes for potential risks and threats.
6. Elaborate on a healthy lifestyle and practice personal well-being.

Resources to be Used

Whiteboard, Markers, Projector, First Aid Kit, Bandages, Environmental Policy Handouts, Safety Reporting Forms, Workplace Monitoring Checklist, Posters on Healthy Lifestyle Habits.

Say

- Hello everyone, I am excited to start today's session with you on personal safety, health, and environmental management.
- In this session, we will learn how to apply first aid, follow reporting protocols, care for the environment, and maintain a healthy lifestyle.
- This is important because being safe and healthy at work ensures well-being, reduces risks, and creates a sustainable workplace.

Do

- Begin with a simple demonstration of basic first aid using a first aid kit.
- Show the trainees how environmental management connects with daily workplace activities.
- Explain the health and safety reporting protocol step by step.
- Highlight the importance of following workplace guidelines during all activities.
- Discuss how to monitor the workplace for risks and how to respond quickly.
- Talk about lifestyle habits that promote health and well-being.
- Summarise the session and prepare trainees for the activity.

Ask



- Have you ever seen someone applying first aid for a cut or injury in daily life?
- What are some small things you do at home to keep your surroundings clean and safe?
- Why do you think exercising or eating healthy food makes a difference in your daily energy levels?

Explain



- Basic first aid knowledge allows quick help in case of injury or accident.
- Environmental management systems help reduce waste and improve sustainability.
- Reporting protocols ensure safety hazards are recorded and addressed quickly.
- Activities must follow guidelines to prevent mistakes and ensure safety.
- Regular monitoring helps identify risks before they become serious.
- Healthy habits contribute to long-term productivity and workplace well-being.

Elaborate



- Knowing how to stop bleeding, treat burns, or handle minor injuries is vital for immediate response before professional help arrives.
- Environmental Management System Procedures guide how to manage resources, reduce waste, and follow eco-friendly practices in the workplace.
- Workers must report accidents, hazards, or unsafe practices using proper forms and channels to prevent future incidents.
- Following organisational guidelines ensures safety, compliance, and smooth functioning of daily tasks.
- Regular checks help identify unsafe conditions, faulty machines, or harmful practices that may cause accidents.
- Eating balanced food, exercising, sleeping well, and stress management promote both personal health and work efficiency.

Demonstrate



- Show how to apply a bandage on a minor cut using a first aid kit.

Activity

1. **Activity Name:** First Aid and Safety Reporting Practice (Topics: 10.3.1 Basic First Aid Techniques, 10.3.3 Health and Safety Reporting Protocol)
2. **Objective:** To practice applying basic first aid and filling out a safety report correctly.
3. **Type of Activity:** Group
4. **Resources:** First aid kit, safety reporting forms, pens
5. **Time Duration:** 30 minutes
6. **Instructions:**
 - Divide participants into small groups.
 - Give one group member a mock injury (like a cut using a red marker).
 - Another member applies first aid using the kit while others observe.
 - After the first aid, the group fills out a safety reporting form describing the incident.
 - Each group presents their filled report.
7. **Outcome:** Participants will be able to apply basic first aid and understand how to report safety incidents accurately.

Notes for Facilitation

- Keep explanations simple and relate them to everyday examples.
- Encourage hands-on practice during demonstrations and activities.
- Emphasise the importance of acting quickly but calmly in first aid situations.
- Highlight how environmental management practices also save costs for the organisation.
- Remind trainees that accurate reporting prevents repeat accidents.
- Stress that healthy lifestyle habits are as important as workplace safety practices.

Answers to Exercises for PHB

Multiple Choice Questions:

1. b. To prevent accidents and maintain a safe environment
2. a. Providing equal opportunities to all employees
3. b. Report it to supervisors or authorised personnel
4. b. Knowing escape routes and assembly points
5. b. To protect workers from workplace hazards

Descriptive Questions:

1. Refer to Unit 10.1: Health, Safety, and Workplace Practices
Topic: 10.1.1 Health and Safety Practices at Work
2. Refer to Unit 10.1: Health, Safety, and Workplace Practices
Topic: 10.1.4 Importance of Gender Equality in Apparel and
3. Refer to Unit 10.2: Emergency Procedures and Response
Topic: 10.2.5 Importance of Training and Awareness Programs
4. Refer to Unit 10.2: Emergency Procedures and Response
Topic: 10.2.3 Procedures for Shutdown and Evacuation
Topic: 10.2.4 Actions to Take During Mock Drills
5. Refer to Unit 10.3: Personal Safety, Health, and Environmental Management
Topic: 10.3.1 Basic First Aid Techniques
6. Refer to Unit 10.3: Personal Safety, Health, and Environmental Management
Topic: 10.3.2 Environmental Management System Procedures



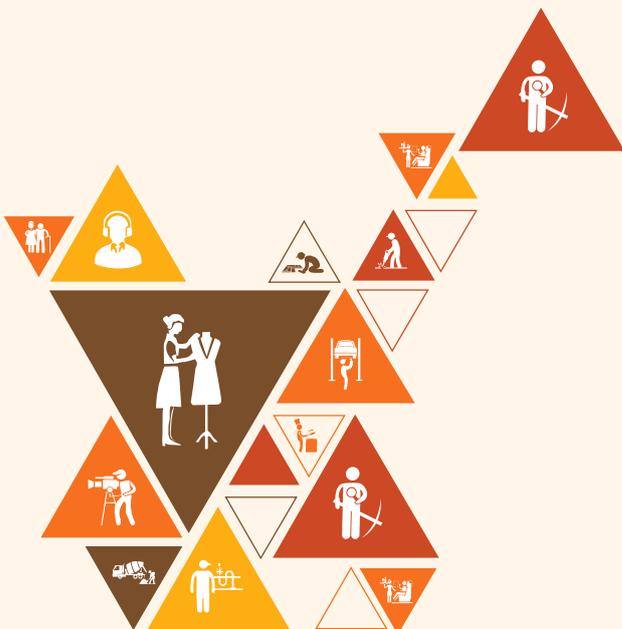
Skill India
कौशल भारत - कुशल भारत



सत्यमेव जयते
GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP



11. Employability Skills



DGT/VSQ/N0103

Employability Skills is available at the following location



<https://www.skillindiadigital.gov.in/content/list>

Employability Skills



Skill India
कौशल भारत - कुशल भारत



सत्यमेव जयते
GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP

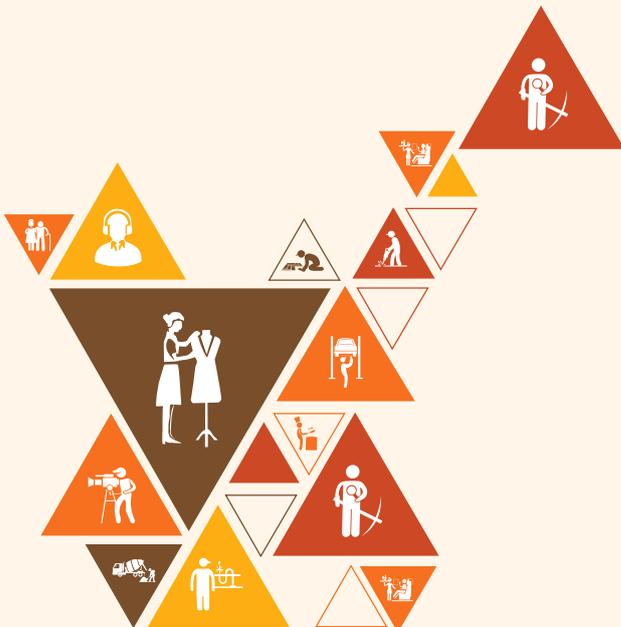


12. Annexures

Annexure I: Training Delivery Plan

Annexure II: Assessment Criteria

Annexure III: List of QR Codes Used in PHB



Annexure I

Training Delivery Plan

Training Delivery Plan			
Program Name:	Factory Compliance Auditor		
Qualification Pack Name & Ref. ID	Factory Compliance Auditor, AMH/Q2201		
Version No.	4.0	Version Update Date	18/02/2028
Pre-requisites to Training (if any)	Not Applicable		
Training Outcomes	<p>After completing this programme, participants will be able to:</p> <ol style="list-style-type: none"> 1. Prepare for the auditing procedure. 2. Conduct compliance audit in the organisation. 3. Prepare audit report. 4. Maintain audit records. 5. Adhere to product quality standards. 6. Maintain a healthy, safe and secure working environment. 7. Adhere to industry, regulatory and organizational requirements. 8. Maintain a healthy, safe and secure working environment at the workplace. 9. Follow greening and energy conservation activities as per the guidelines 		

SL	Module Name	Session name	Session Objectives	NOS	Methodology	Training Tools/Aids	Duration (hours)
1	Introduction and Orientation to Factory Compliance Auditor	Overview of the Factory Compliance Auditor	<ul style="list-style-type: none"> • Describe various employment opportunities for an 'Factory Compliance Auditor' in the apparel industry. • Describe the relationship between work role of an 'Factory Compliance Auditor' and the overall manufacturing process. • Explain the roles and responsibilities of an 'Factory Compliance Auditor.' • Describe the production process and the specific work activities that relate to the whole process. 	AMH/N0701 PC1; KU10, KU1	Classroom lecture / Power-Point Presentation / Question & Answer / Group Discussion	Charts, Models, Flip Chart, White-Board/ Smart Board, Marker, Duster	3 Theory (3:00) Practical (0:00)

SL	Module Name	Session name	Session Objectives	NOS	Methodology	Training Tools/Aids	Duration (hours)
2	Follow regulatory and company's rules and Greening of Job Roles	Policy and Procedure Awareness	<ul style="list-style-type: none"> Recall organizational standards, policies, procedures, legislation, and regulations related to sustainable practices. List greening solutions and sustainable consumption practices applicable to the workplace. 	AMH/N1705 PC1, PC2	Classroom lecture / Power-Point Presentation / Question & Answer / Group Discussion	Charts, Models, Flip Chart, White-Board/ Smart Board, Marker, Duster, White and Black Board, White and Black Board Marker, documents related to health and safety measures	8 Theory (4:00) Practical (4:00)
		Clarification and Consultation	<ul style="list-style-type: none"> Identify situations where clarification on policies, procedures, and greening solutions is required. Seek guidance from supervisors or authorized personnel to resolve doubts on organizational requirements. 	AMH/N1705 PC1			8 Theory (4:00) Practical (4:00)
		Application of Standards	<ul style="list-style-type: none"> Apply organizational policies, standards, and procedures in daily work practices. Execute work functions in compliance with legislation, regulations, and sustainable practices. 	AMH/N1705 PC1, PC2			8 Theory (4:00) Practical (4:00)
		Sustainable Consumption Practices	<ul style="list-style-type: none"> Adopt sustainable consumption practices within individual work responsibilities. Demonstrate eco-friendly behaviour while performing tasks in the workplace. 	AMH/N1705 PC2			8 Theory (4:00) Practical (4:00)
		Collaboration and Team Support	<ul style="list-style-type: none"> Assist supervisors and team members in enforcing sustainability-related organizational practices. Support team efforts to adapt to environmentally friendly processes. 	AMH/N1705 PC3			8 Theory (2:00) Practical (6:00)

SL	Module Name	Session name	Session Objectives	NOS	Methodology	Training Tools/Aids	Duration (hours)
		Organizational Performance Improvement	<ul style="list-style-type: none"> Contribute ideas for improving organizational performance through sustainable practices. Participate actively in initiatives aimed at adopting more eco-friendly workplace processes. 	AMH/N1705 PC3			8 Theory (2:00) Practical (6:00)
		Organizational Performance Improvement	<ul style="list-style-type: none"> Contribute ideas for improving organizational performance through sustainable practices. Participate actively in initiatives aimed at adopting more eco-friendly workplace processes. 	AMH/N1705 PC4			5 Theory (4:00) Practical (1:00)
		Responsibility and Accountability	<ul style="list-style-type: none"> Demonstrate accountability in carrying out work functions aligned with organizational sustainability standards. Exhibit responsibility for supporting eco-friendly processes within the scope of one's role. 	AMH/N1705 PC1, PC2, PC3, PC4			4 Theory (3:00) Practical (1:00)
3	Introduction to compliance and standards	Regulatory Awareness and Interpretation	<ul style="list-style-type: none"> Identify relevant regulations, policies, and guidelines of the apparel industry. Interpret organizational and industry policies for compliance audits. Communicate audit requirements and findings effectively to relevant stakeholders. 	AMH/N2201 PC1, PC6, PC9	Classroom lecture / Power-Point Presentation / Question & Answer / Group Discussion	Charts, Models, Flip Chart, White-Board/ Smart Board, Marker, Duster	8 Theory (4:00) Practical (4:00)
		Audit Planning & Preparation	<ul style="list-style-type: none"> Design audit checklists. Identify focus areas based on past audit history. Assemble required tools and materials. Confirm and share audit plans with stakeholders. 	AMH/N2201 PC2, PC4, PC5, PC6			8 Theory (4:00) Practical (4:00)

SL	Module Name	Session name	Session Objectives	NOS	Methodology	Training Tools/Aids	Duration (hours)
		Audit Execution & Evidence Gathering	<ul style="list-style-type: none"> Collect and analyze past audit records. Conduct on-site audits using checklists. Verify compliance information and document evidence. Ensure all compliance points are covered during audits. 	AMH/N2201 PC3, PC7, PC8, PC13			6 Theory (2:00) Practical (4:00)
		Stakeholder Engagement & Communication	<ul style="list-style-type: none"> Meet and engage with factory management on compliance. Record observations and highlight deviations. Present findings effectively to relevant people. 	AMH/N2201 PC9, PC10, PC11			6 Theory (2:00) Practical (4:00)
		Ethical Practices & Confidentiality	<ul style="list-style-type: none"> Maintain confidentiality of audit reports and processes. Secure and store audit records systematically. Demonstrate integrity throughout the audit cycle. 	AMH/N2201 PC9, PC10, PC11, PC12			6 Theory (2:00) Practical (4:00)
		Audit Report Preparation & Recommendations	<ul style="list-style-type: none"> Critically analyze information collected during the audit. Categorize and classify non-conformances. Recommend corrective actions with supporting evidence. Use approved templates, ensure completeness, and submit reports on time. 	AMH/N2201 PC1, PC2, PC3, PC4, PC5, PC6, PC7, PC8			6 Theory (1:00) Practical (5:00)

SL	Module Name	Session name	Session Objectives	NOS	Methodology	Training Tools/Aids	Duration (hours)
4	Preparation for the audit procedure	Report Analysis Skills	<ul style="list-style-type: none"> Describe how to analyze audit reports systematically. Analyze collected audit records to detect patterns, trends, and gaps. Evaluate previous audit records to identify areas of concern. 	AMH/N2201 PC1, PC3, PC4,	Classroom lecture / Power-Point Presentation / Question & Answer / Group Discussion	Charts, Models, Flip Chart, Computer with computer Table And Chairs and peripherals, Computer software's, Printer, Photocopier, Projector / LCD, Books related to Company Law, Factory Compliance, Books related to Human Resource, Documents (e.g.: audit check list, Tec pack etc., related to Factory Compliance), Dustbin, Fire Extinguisher, Student's Chair With Table Arm, Teacher's Table and Chair Defect lists and samples and fabric correct and defected (garments, made ups and home furnishing), Students Notes,	8 Theory (4:00) Practical (4:00)
		Tools, Templates & Processes	<ul style="list-style-type: none"> Describe organizational tools, templates, and monitoring systems. Apply approved templates for audit recording. Securely store and retrieve audit reports when needed. 	AMH/N2201 PC5, PC7, PC9, PC10			8 Theory (4:00) Practical (4:00)
		Quality Assurance & Control	<ul style="list-style-type: none"> Outline QA/QC processes used in apparel manufacturing. Determine the periodicity of QA/QC checks. Ensure all compliance points are covered during audits. 	AMH/N2201 PC3, PC13,			6 Theory (2:00) Practical (4:00)
		Reporting Procedures & Formats	<ul style="list-style-type: none"> Differentiate reporting formats related to QA/QC. Document and highlight non-conformities. Communicate audit findings clearly. Prepare and submit audit reports on time. 	AMH/N2201 PC6, PC7, PC8, PC10, PC11			6 Theory (2:00) Practical (4:00)
		Audit Planning & Preparation	<ul style="list-style-type: none"> Develop audit checklists aligned with compliance standards. Assemble tools, reference papers, and materials. Communicate audit plans with relevant stakeholders. 	AMH/N2201 PC2, PC5, PC6			6 Theory (2:00) Practical (4:00)

SL	Module Name	Session name	Session Objectives	NOS	Methodology	Training Tools/Aids	Duration (hours)
		Risk-Based Focus Areas	<ul style="list-style-type: none"> Identify and prioritize audit focus areas using previous records and history. 	AMH/N2201 PC4		Fabric/ trims and accessories, First Aid, White/Black Board+ Marker, Duster	6 Theory (1:00) Practical (5:00)
6	Introduction to organizational processes	Report Analysis & Categorization	<ul style="list-style-type: none"> Critically analyse information gathered during audits. Categorize findings into conformance or non-conformance. Classify non-conformances as major, minor, or observations. 	AMH/N2202 PC1, PC2, PC4	Classroom lecture / Power-Point Presentation / Question & Answer / Group Discussion	Charts, Models, Flip Chart, White-Board/ Smart Board, Marker, Duster, Tools, Equipment, and Other Requirements Computer With Computer Table and Chairs and peripherals, Computer software's, Printer, Photocopier, Projector / LCD, Books related to Company Law, Factory Compliance, Books related to Human Resource, Documents (eg: audit checklist, Tech pack etc., related to Factory Compliance), Dustbin, Fire Extinguisher, Student's Chair with Table Arm,	8 Theory (3:00) Practical (5:00)
		Evidence & Documentation	<ul style="list-style-type: none"> Attach supporting documents and record evidence for audit findings. Recommend corrective actions and record remarks for deviations. 	AMH/N2202 PC3, PC5			8 Theory (3:00) Practical (5:00)
		Audit Report Preparation	<ul style="list-style-type: none"> Ensure all compliance areas are addressed in the audit report. Use approved templates for report creation. Prepare and submit audit reports within stipulated timelines. 	AMH/N2202 PC6, PC7, PC8			8 Theory (3:00) Practical (5:00)
		Record Keeping & Security	<ul style="list-style-type: none"> Secure audit reports in safe conditions. Store audit records systematically for easy retrieval. 	AMH/N2202 PC9, PC10			8 Theory (3:00) Practical (5:00)

SL	Module Name	Session name	Session Objectives	NOS	Methodology	Training Tools/Aids	Duration (hours)
		Ethical & Professional Conduct	<ul style="list-style-type: none"> Maintain confidentiality and integrity of audit reports. 	AMH/N2202 PC11		Teacher's Table and chair	8 Theory (1:00) Practical (7:00)
7	Prepare audit report	Information Analysis and Evaluation	<ul style="list-style-type: none"> Analyze information gathered during audits for compliance requirements. Categorize findings into conformance or non-conformance. Identify and classify non-conformances as major, minor, or observations. 	AMH/N2202 PC1, PC2, PC4	Classroom lecture / Power-Point Presentation / Question & Answer / Group Discussion	Charts, Models, Flip Chart, Computer With Computer Table and Chairs and peripherals, Computer software's, Printer, Photocopier, Projector / LCD, Books related to Company Law, Factory Compliance, Books related to Human Resource, Documents (e.g.: audit check list, Tec pack etc., related to Factory Compliance), Dustbin, Fire Extinguisher, Student's Chair with Table Arm, Teacher's Table and chair, Defect lists and samples and fabric correct and defected (garments, made ups and home furnishing), Students Notes,	8 Theory (3:00) Practical (5:00)
		Documentation & Evidence	<ul style="list-style-type: none"> Attach evidence and record supporting details for audit findings. Ensure that all compliance areas are covered in the audit documentation. 	AMH/N2202 PC3, PC6			8 Theory (3:00) Practical (5:00)
		Reporting & Escalation	<ul style="list-style-type: none"> Escalate remarks and recommendations for deviations to concerned departments. Submit audit reports within the prescribed timelines. 	AMH/N2202 PC5, PC8			8 Theory (3:00) Practical (5:00)
		Report Writing & Templates	<ul style="list-style-type: none"> Use approved templates to create audit reports. Apply report-writing methods to document compliance results systematically. 	AMH/N2202 PC7			8 Theory (3:00) Practical (5:00)

SL	Module Name	Session name	Session Objectives	NOS	Methodology	Training Tools/Aids	Duration (hours)
		Ethical & Confidential Practices	<ul style="list-style-type: none"> Maintain confidentiality and integrity of audit documentation and reports. 	AMH/N2202 PC11		Fabric/ trims and accessories First Aid, White/Black Board+ Marker, Duster	8 Theory (1:00) Practical (7:00)
8	Record Keeping Procedures	Documentation Framework & Reporting Formats	<ul style="list-style-type: none"> Follow organisational documentation frameworks. Prepare and use approved report formats and templates. Ensure all compliance areas are covered in the report. 	AMH/N2202 PC3, PC6, PC7	Classroom lecture / Power-Point Presentation / Question & Answer / Group Discussion	Charts, Models, Flip Chart, White-Board/ Smart Board, Marker, Duster, Computer With Computer Table And Chairs and peripherals, Computer software's, Printer, Photocopier, Projector / LCD, Books related to Company Law, Factory Compliance, Books related to Human Resource, Documents(eg: audit check list, tech-pack etc., related to Factory Compliance), Dustbin, Fire Extinguisher, Student's Chair With Table Arm, Teacher's Table and chair , Defect lists and samples and fabric correct	8 Theory (3:00) Practical (5:00)
		Report Preparation	<ul style="list-style-type: none"> Draft audit reports using organisational templates. Attach supporting documents and evidence in the report. 	AMH/N2202 PC3, PC7			8 Theory (3:00) Practical (5:00)
		Inter-department Coordination & Escalation	<ul style="list-style-type: none"> Coordinate with relevant departments for audit processes. Escalate remarks, recommendations, and observations appropriately. 	AMH/N2202 PC5, PC6			8 Theory (3:00) Practical (5:00)
		Record Keeping & Storage	<ul style="list-style-type: none"> Store audit reports securely to maintain integrity. Organize and file reports for easy retrieval and reference. Follow guidelines for the number of documents and record maintenance. 	AMH/N2202 PC9, PC10			8 Theory (3:00) Practical (5:00)

SL	Module Name	Session name	Session Objectives	NOS	Methodology	Training Tools/Aids	Duration (hours)
		Ethical & Safe Practices	<ul style="list-style-type: none"> Maintain audit reports in safe, secure, and confidential conditions. 	AMH/N2202 PC9, PC10		and defected (garments, made ups and home furnishing), Students Notes, Fabric/ trims and accessories First Aid	8 Theory (1:00) Practical (7:00)
9	Check compliance with product quality standards	Product Protocol Analysis	<ul style="list-style-type: none"> Analyse the product protocol against a reference sample to identify if instructions and specifications are correctly implemented. Evaluate deviations from the protocol and assess their impact on product quality. 	AMH/N2203 PC1	Classroom lecture / Power-Point Presentation / Question & Answer / Group Discussion	Computer With Computer Table And Chairs and peripherals, Computer software's, Printer, Photocopier, Projector / LCD, Books related to Company Law, Factory Compliance, Books related to Human Resource, Documents (e.g.: audit check list, Tec pack etc., related to Factory Compliance), Dustbin, Fire Extinguisher, Student's Chair With Table Arm, Teacher's Table and chair , Defect lists and samples and fabric correct, and defected (garments,	8 Theory (1:00) Practical (7:00)
		Fabric and Accessories Quality Assessment	<ul style="list-style-type: none"> Evaluate fabric and accessory quality reports, both internal and external. Interpret test results to determine conformity with quality standards. 	AMH/N2203 PC2			8 Theory (1:00) Practical (7:00)
		Quality Control Check-points	<ul style="list-style-type: none"> Identify and assess critical checkpoints where quality control has been applied. Consult with supervisors to verify quality control measures and their effectiveness. 	AMH/N2203 PC3			8 Theory (1:00) Practical (7:00)
		Standards Communication	<ul style="list-style-type: none"> Communicate relevant standards to team members and stakeholders. Interpret product protocols to extract essential standards for effective communication. 	AMH/N2203 PC4			8 Theory (1:00) Practical (7:00)
		Standards Confirmation	<ul style="list-style-type: none"> Ensure comprehension of communicated standards through feedback mechanisms. Validate understanding of product quality requirements among concerned personnel. 	AMH/N2203 PC5			8 Theory (1:00) Practical (7:00)

SL	Module Name	Session name	Session Objectives	NOS	Methodology	Training Tools/Aids	Duration (hours)
		Proactive Reporting	<ul style="list-style-type: none"> Identify situations where systems are not achieving desired outcomes. Report issues proactively and suggest corrective measures to ensure quality compliance. 	AMH/N2203 PC6		made ups and home furnishing), Students Notes, Fabric/ trims and accessories First Aid	8 Theory (1:00) Practical (7:00)
		Reference Sample Maintenance	<ul style="list-style-type: none"> Organize and maintain reference samples and manuals in accessible, good condition. Apply proper documentation and storage practices to preserve reference materials. 	AMH/N2203 PC7			8 Theory (1:00) Practical (7:00)
		Comparative Evaluation Skills	<ul style="list-style-type: none"> Compare product outputs against reference samples and test reports. Critically evaluate discrepancies to inform quality improvement actions. 	AMH/N2203 PC1, PC2			8 Theory (1:00) Practical (7:00)
		Supervisory Collaboration	<ul style="list-style-type: none"> Collaborate effectively with supervisors to monitor quality control checkpoints. Communicate observed system failures and participate in resolution planning. 	AMH/N2203 PC3, PC6			8 Theory (1:00) Practical (7:00)
		Standard Interpretation and Application	<ul style="list-style-type: none"> Interpret and apply standards in routine operations. Ensure compliance through clear communication and confirmation of understanding. 	AMH/N2203 PC4, PC5			8 Theory (1:00) Practical (7:00)
		Analytical Documentation	<ul style="list-style-type: none"> Document product evaluations and maintain reference samples systematically. Record observations, findings, and deviations to support audit readiness. 	AMH/N2203 PC1, PC7			8 Theory (1:00) Practical (7:00)

SL	Module Name	Session name	Session Objectives	NOS	Methodology	Training Tools/Aids	Duration (hours)
		Quality Compliance Verification	<ul style="list-style-type: none"> Verify adherence to quality standards through internal and external test reports. Conduct checkpoint assessments in alignment with quality protocols 	AMH/N2203 PC2, PC3			8 Theory (1:00) Practical (7:00)
		Communication Effectiveness	<ul style="list-style-type: none"> Communicate potential non-compliance or system issues proactively. Ensure messages regarding standards and performance expectations are clear and actionable. 	AMH/N2203 PC4, PC6			8 Theory (1:00) Practical (7:00)
		Real-time Monitoring	<ul style="list-style-type: none"> Continuously monitor quality checkpoints and system outputs. Maintain reference materials to support ongoing monitoring and corrective actions. 	AMH/N2203 PC3, PC6, PC7			8 Theory (1:00) Practical (7:00)
		Holistic Quality Assurance	<ul style="list-style-type: none"> Integrate knowledge of product protocols, quality reports, and standards to ensure overall product compliance. Demonstrate the ability to evaluate, communicate, and maintain systems for effective quality assurance. 	AMH/N2203 PC1, PC2, PC3, PC4, PC5, PC6, PC7			8 Theory (1:00) Practical (7:00)
10	Maintain a healthy, safe and secure working environment with Gender and PWD Sensitization	Workplace Health, Safety, and Compliance Awareness	<ul style="list-style-type: none"> Explain the health and safety instructions applicable to the workplace. Interpret guidelines related to gender equality and inclusion of People with Disabilities (PwD). Identify potential risks and hazards in the workplace. Monitor work processes to detect unsafe conditions or threats. 	AMH/N2204 PC1, PC3, PC4, PC5	Classroom lecture / Power-Point Presentation / Question & Answer / Group Discussion	Training kit (Trainer guide, Presentations), appropriate personal protective equipment (PPE), First aid box with all contents	8 Theory (4:00) Practical (4:00)

SL	Module Name	Session name	Session Objectives	NOS	Methodology	Training Tools/Aids	Duration (hours)
			<ul style="list-style-type: none"> Report hazards, risks, or threats to supervisors or authorized personnel. Participate in training and sensitization programs to reinforce awareness of health, safety, gender, and PwD considerations. 				
		Personal Protective Equipment (PPE) Usage and Maintenance	<ul style="list-style-type: none"> Select and use appropriate personal protective equipment (PPE) during inspection activities. Demonstrate proper maintenance and handling of PPE to ensure effectiveness. Evaluate the suitability of PPE for specific workplace tasks or hazards. 	AMH/N2204 PC2			8 Theory (4:00) Practical (4:00)
		Emergency Response and Incident Handling	<ul style="list-style-type: none"> Respond appropriately to fire, emergencies, or workplace accidents based on established instructions. Apply organizational procedures for safe shutdowns and evacuation processes. Demonstrate decision-making skills during emergency situations to protect self and others. 	AMH/N2204 PC6, PC7			8 Theory (4:00) Practical (4:00)
		Risk Mitigation and Safety Compliance Practices	<ul style="list-style-type: none"> Analyse workplace operations to identify potential hazards and risks proactively. Take corrective or preventive actions in line with safety protocols. Ensure continuous adherence to organizational safety standards and procedures. Promote a culture of safety and compliance among colleagues. 	AMH/N2204 PC1, PC4, PC5			6 Theory (3:00) Practical (3:00)

SL	Module Name	Session name	Session Objectives	NOS	Methodology	Training Tools/Aids	Duration (hours)
Total Duration							Theory: 174:00 Practical: 276:00
Employability Skills (DGT/VSQ/N0103) https://www.skillindiadigital.gov.in/content/list							90:00
OJT Duration (Mandatory)							60:00
Total							Theory + Practical + ES 600:00

Annexure II

Assessment Criteria

CRITERIA FOR ASSESSMENT OF TRAINEES

Assessment Criteria for Factory Compliance Auditor	
Job Role	Factory Compliance Auditor
Qualification Pack	AMH/Q2201, V4.0
Sector Skill Council	Apparel

S. No.	Guidelines for Assessment
1	Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2	The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3	Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below.)
4	Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
5	To pass the Qualification Pack, every trainee should score a minimum of 70% in every NOS.
6	In case of successfully passing only certain number of NOSs, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.
7	In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Assessment Outcomes	Assessment Criteria for Outcomes	Marks Allocation		
		Theory	Practical	Viva
AMH/N1705: Follow regulatory and company's rules and Greening of Job Roles	Comply with industry, regulatory and organizational requirements	6	21	3
	PC1. Seek and obtain clarifications on policies and procedures, from the supervisor or other authorized personnel.	2	4	0.5
	PC2. Apply and follow these policies and procedures within the work practices.	1	7	1
	PC3. Provide support to the supervisor and team members in enforcing these considerations.	1	3	0.5
	PC4. Identify and report any possible deviation to these requirements.	2	7	1
	NOS Total	6	21	3
AMH/N2201: Evaluate information to determine compliance with standards	Prepare for audit	12	34	5.5
	PC1. be updated with the system/industry regulations, policies and guidelines	1	2	1
	PC2. Prepare an audit checklist	3	10	1
	PC3. Collect, analyses and evaluate the previous audit records and standards which will be used to check the compliance	3	10	1
	PC4. Make a note of the areas to focus on when conducting the audit based on the previous records/audit history	1	6	1

	PC5. Collect the necessary tools/reference papers and other materials that would be required for conducting compliance audit	1	4	1
	PC6. Confirm and communicate the compliance audit plan with the relevant people	3	2	0.5
	Conduct compliance audit at the factory	8	36	4.5
	PC7. Visit the factory and use the audit check-list to observe, gather information and evaluate the conformance with standards	1	4	-
	PC8. Verify the information received, and collect evidence for observations and audit findings	1	8	1
	PC9. Meet the relevant people associated with the factory operations & management and advise on the compliance standards	1	3	-
	PC10. Make a note of all observations and findings, and highlight the areas of concern or non-conformities	2	10	1
	PC11. Communicate the audit findings to the relevant people	1	2	1
	PC12. Maintain integrity and confidentiality in the audit process	1	1	1
	PC13. Ensure all compliance points are checked and evaluated	1	8	0.5
	NOS Total	20	70	10
AMH/N2202: Prepare Audit Report	Preparing Audit Report	17	65	7.5
	PC1. Assess and critically analyse the information gathered during the audit.	1	7	1
	PC2. Categorize the findings as conformance to standards or non-conformance, as the case maybe, for each of the areas inspected as per audit checklist.	4	10	1
	PC3. Attach supporting documents or fill in details regarding evidence.	4	4	1
	PC4. Identify and classify the non-conformances as major/minor or observation.	4	10	1
	PC5. Put in remarks and recommendations for each of the non-conformances or deviations.	1	20	1
	PC6. Ensure all areas of compliances are covered in the audit report.	1	10	1
	PC7. Use an approved template to create the audit report.	1	2	0.5
	PC8. Ensure the audit report is prepared and submitted on time to the concerned people, after the on-site audit.	1	2	1
	Record Keeping	3	5	2.5
	PC9. Keep the audit report in safe and secure condition	1	2	1
	PC10. Store the audit report in such a way that it can be retrieved whenever required.	1	2	1
PC11. Maintain confidentiality of the audit report, wherever applicable.	1	1	0.5	
	NOS Total	20	70	10
AMH/N2203: Check compliance with product protocol	Compliance with product protocol	14	49	7
	PC1. Refer & analyse the product protocol with a reference sample to evaluate if the instructions & specifications given in the protocol have been followed	3	5	1
	PC2. Evaluate the fabric / accessories / quality reports tested internally or externally	2	12	1
	PC3. Check points where quality control has been exercised in consultation with the immediate supervisor	2	20	1
	PC4. Communicate to all concerned the relevant standards with reference to the product protocol.	3	2	1

	PC5. Ensure that the standards have been clearly understood and seek confirmation of the same.	1	4	1
	PC6. Communicate proactively if the systems are not producing the desired outcome.	1	2	1
	PC7. Keep all the reference samples and reference manuals accessible and in a good condition.	2	4	1
	NOS Total	14	49	7
AMH/N2204: Maintain a healthy, safe and secure working environment with Gender and PwD Sensitization	Potential risks associated with hazardous processes and guidelines for medical emergencies & gender & PwD sensitization at work	10	35	5
	PC1. Comply with health and safety related instructions applicable to the workplace and ensure gender equality and PwD (people with disability) security	2	7	1
	PC2. Use and maintain personal protective equipment where required during inspection	2	9	1
	PC3. Carry out own activities in line with approved guidelines and procedures and actively participate in training sensitization programs for gender and PwD awareness	1	3	0.5
	PC4. Monitor the workplace and work processes for potential risks and threats.	1	3	0.5
	PC5. Report hazards and potential risks/ threats to supervisors or other authorized personnel.	1	1	1
	PC6. Take action based on instructions in the event of fire, emergencies or accidents	2	8	0.5
	PC7. Follow organization procedures for shut-down and evacuation when required	1	4	0.5
	NOS Total	10	35	5
DGT/VSQ/N0103: Employability Skills (90 Hours)	Introduction to Employability Skills	1	1	-
	PC1. understand the significance of employability skills in meeting the current job market requirement and future of work	-	-	-
	PC2. identify and explore learning and employability relevant portals	-	-	-
	PC3. research about the different industries, job market trends, latest skills required and the available opportunities	-	-	-
	Constitutional values – Citizenship	1	1	-
	PC4. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-
	PC5. follow environmentally sustainable practices	-	-	-
	Becoming a Professional in the 21st Century	1	3	-
	PC6. recognize the significance of 21st Century Skills for employment	-	-	-
	PC7. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-
	PC8. adopt a continuous learning mindset for personal and professional development	-	-	-
	Basic English Skills	3	4	-

PC9. use basic English for everyday conversation in different contexts, in person and over the tel-ephone	-	-	-
PC10. read and understand routine infor-mation, notes, instructions, mails, letters etc. written in English	-	-	-
PC11. write short messages, notes, letters, e-mails etc. in English	-	-	-
Career Development & Goal Setting	1	2	-
PC12. identify career goals based on the skills, in-terests, knowledge, and personal attributes	-	-	-
PC13. prepare a career development plan with short- and long-term goals	-	-	-
Communication Skills	2	2	-
PC14. follow verbal and non-verbal communica-tion etiquette while communicating in profes-sional and public settings	-	-	-
PC15. use active listening techniques for effective communication	-	-	-
PC16. communicate in writing using appropriate style and format based on formal or informal re-quirements	-	-	-
PC17. work collaboratively with others in a team	-	-	-
Diversity & Inclusion	1	1	-
PC18. communicate and behave appropriately with all genders and PwD	-	-	-
PC19. escalate any issues related to sexual har-assment at workplace according to POSH Act	-	-	-
Financial and Legal Literacy	2	3	-
PC20. identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, in-surance etc.	-	-	-
PC21. carry out offline and online financial transac-tions, safely and securely, using various methods and check the entries in the passbook	-	-	-
PC22. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-
PC23. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-
Essential Digital Skills	3	5	-
PC24. operate digital devices and use their fea-tures and applications securely and safely	-	-	-
PC25. carry out basic internet operations by con-necting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.	-	-	-
PC26. display responsible online behaviour while using various social media platforms	-	-	-
PC27. create a personal email account, send and process received messages as per requirement	-	-	-
PC28. carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications	-	-	-
PC29. utilize virtual collaboration tools to work effectively	-	-	-
Entrepreneurship	2	3	-
PC30. identify different types of Entrepreneurship and Enterprises and assess opportunities for po-tential business through research	-	-	-

PC31. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-
PC32. identify sources of funding, anticipate, and mitigate any financial/legal hurdles for the po-tential business opportunity	-	-	-
Customer Service	1	2	-
PC33. identify different types of customers and ways to communicate with them	-	-	-
PC34. identify and respond to customer requests and needs in a professional manner	-	-	-
PC35. use appropriate tools to collect customer feedback	-	-	-
PC36. follow appropriate hygiene and grooming standards	-	-	-
Getting ready for apprenticeship & Jobs	2	3	-
PC37. create a professional Curriculum vitae (Ré-sumé)	-	-	-
PC38. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-
PC39. apply to identified job openings using offline/online methods as per requirement	-	-	-
PC40. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-
PC41. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-
NOS Total	20	30	-

Annexure III

List of QR Codes Used in PHB

Module No.	Unit No.	Topic Name	Page No. in PHB	URL	QR Code (s)
Module 1: Introduction and Orientation to Factory Compliance Auditor	Unit 1.1: Roles and Opportunities of a Factory Compliance Auditor	1.1.1 Apparel Manufacturing Sector	12	https://youtu.be/ddisteV3tOo?si=uFDW4QKnI-toOKknY	 Textile Sector in India
		1.1.2 Role and Responsibilities of a Factory Compliance Auditor in the Apparel Industry	12	https://www.youtube.com/watch?v=sB9NkVn4Aco	 Compliance Officer Job Description
Module 2: Follow regulatory and company's rules and Greening of Job Roles	Unit 2.1: Legal, Ethical, and Regulatory Compliance	2.1.1 Importance of Greening Solutions and Sustainability Practices	41	https://www.youtube.com/watch?v=a5tzTrttwZE	 Sustainability to the Apparel Industry
		2.1.3 Legal & Regulatory Requirements in Apparel Sector	41	https://www.youtube.com/watch?v=CYEOz1FgCSw	 Statutory Compliance
		2.1.4 Ethical Standards & Value-Based Governance	41	https://youtu.be/ltW7KVY-J1go?si=wzE1VK2cFgALdNY_	 Business Ethics

Module No.	Unit No.	Topic Name	Page No. in PHB	URL	QR Code (s)
	Unit 2.2: Work Practices and Reporting Procedures	2.2.9 Energy Conservation in Apparel Sector	41	https://youtu.be/A2JS5p-ME3VE?si=-Djr2xN8cDRvoozl	 MSME Training
Module 3: Introduction to compliance and standards	Unit 3.1: Apparel Industry Processes, Compliance, and Regulations	3.1.1 Apparel Factory Environment & Systems	74	https://youtu.be/5nUjGNDI-mIk?si=ZF_yOtT3cWxKqfip	 Complete Process of Textile Manufacturing Fiber to Complete Garments
		3.1.4 Key Terminology in the Apparel Industry	74	https://youtu.be/G6ToQITCBNs?si=d8sg8YN5-uFVaXm-6	 Apparel manufacturing: key terminologies
Module 4: Preparation for the audit procedure	Unit 4.1: Audit and Quality Control Processes in Compliance	4.1.3 Quality Control and Quality Assurance Processes	106	https://youtu.be/an-wLUx35-mE?si=XrJct80m4RH-gi5fA	 Quality assurance in apparel manufacturing
		4.1.5 Preparing an Audit Checklist	106	https://youtu.be/6kuDy2N0kc-M?si=QjIs3HZcu9lytrIV	 Company Audit Checklist

Module No.	Unit No.	Topic Name	Page No. in PHB	URL	QR Code (s)
Module 5: Conduct compliance audit in the organization	Unit 5.1: Evidence Collection and Audit Processes	5.1.2 Escalation Matrix: Handling Issues Beyond Control	138	https://youtu.be/Q8fjudh-7pAo?si=kTMEYw4S-DDKi0m8v	 Escalation Matrix
	Unit 5.2: Conformance, Standards, and Deviation Analysis	5.2.4 Identifying Non-Conformities	138	https://youtu.be/jaE2GzNrhd-Q?si=PXmTawB4UXKzZYvv	 Non-Conformity and Corrective Actions in ISO 9001
Module 6: Introduction to Organisational Processes	Unit 6.1: Workplace Policies, Responsibilities, and Communication	6.1.6 Importance of Teamwork and Harmony	161	https://youtu.be/DO8kwELOCXQ?si=3V-1ZLOi-9Vze32qx	 What is the Importance of Teamwork in the Workplace?
Module 7: Prepare Audit Report	Unit 7.1: Documentation and Reporting Procedures	7.1.4 Importance of Confidentiality in Audit Reports	189	https://youtu.be/viKTZH5Cp-PY?si=yaa7CMhszvio0QfA	 Can Auditors Disclose Confidential Information ?
Module 8: Record Keeping Procedures	Unit 8.1: Documentation and Reporting Practices	8.1.2 Documentation and Reporting Formats	205	https://youtu.be/010EXTT0sqE?si=OvzI-N98Eod7GXiZe	 All About Audit Documentation - ISA 230

Module No.	Unit No.	Topic Name	Page No. in PHB	URL	QR Code (s)
Module 9: Check Compliance with Product Quality Standards	Unit 9.1: Quality Standards and Process Control	9.1.7 Importance of Samples and Tech Packs	233	https://youtu.be/gaKayTDg2hw?si=z_-_lcl61P6QBFCa	 Tech Pack for Merchandiser
Module 10: Maintain a healthy, safe and secure working environment with Gender and PWD Sensitisation	Unit 10.1: Health, Safety, and Workplace Practices	10.1.9 Health and Safety Signage	274	https://youtu.be/SqZ5np_lCr0?si=z4VQlg8rcJAYzErV	 Learn 30 Essential Safety Signs



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GOVERNMENT OF INDIA
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& ENTREPRENEURSHIP



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**APPAREL MADE-UPS HOME FURNISHING
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