CURRICULUM FOR
Quality Control in Garments
6-Months
Code: VF51S006
Curriculum for Quality Control in garments

Name of course: Quality Control in garment

Overall objectives of course: To develop better professionalism

Competencies gained after completion of course: To demonstrate better skills and synthesize knowledge for better professionalism.

Job opportunities available immediately and in future: Quality supervisor
                                          Quality In-charge
                                          Quality Manager

Trainee entry level: F A

Minimum qualification of trainer: Graduation with minimum 3 years industry experience

Medium of instruction: English/Urdu

Sequence of modules: As followed

Time frame of assessment: 6 months
## Overview of Modules

<table>
<thead>
<tr>
<th>S. No</th>
<th>Modules</th>
<th>Theory Hours</th>
<th>Practical Hours</th>
<th>Total Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Apply Quality Assurance Principles</td>
<td>54</td>
<td>81</td>
<td>135</td>
</tr>
<tr>
<td>2.</td>
<td>Apply Quality Control Tools</td>
<td>49</td>
<td>75</td>
<td>124</td>
</tr>
<tr>
<td>3.</td>
<td>Audit Systems</td>
<td>46</td>
<td>69</td>
<td>115</td>
</tr>
<tr>
<td>4.</td>
<td>Methods</td>
<td>32</td>
<td>48</td>
<td>80</td>
</tr>
<tr>
<td>5.</td>
<td>Manage Process</td>
<td>63</td>
<td>94</td>
<td>157</td>
</tr>
<tr>
<td>6.</td>
<td>Develop Professionalism</td>
<td>23</td>
<td>34</td>
<td>57</td>
</tr>
<tr>
<td>7.</td>
<td>Apply Codes and Standards</td>
<td>31</td>
<td>47</td>
<td>78</td>
</tr>
<tr>
<td>8.</td>
<td>Communicate with Others</td>
<td>21</td>
<td>33</td>
<td>54</td>
</tr>
<tr>
<td></td>
<td><strong>Total Hours</strong></td>
<td><strong>319</strong></td>
<td><strong>481</strong></td>
<td><strong>800</strong></td>
</tr>
</tbody>
</table>

**Note:** Theory (40%), Practical (60%)
# CURRICULUM CONTENTS

**MODULE 1:** Apply quality assurance principles

**OBJECTIVE OF THE MODULE:** To develop competence in planning for achieving quality assurance in garment

**DURATION:** 18 hrs

<table>
<thead>
<tr>
<th>LEARNING UNIT</th>
<th>LEARNING OUTCOMES</th>
<th>LEARNING ELEMENTS</th>
<th>DURATION contact hours Theory &amp; Practical</th>
<th>MATERIALS REQUIRED</th>
<th>LEARNING PLACE</th>
</tr>
</thead>
</table>
| A₁ Prepare quality Plan | After completion of the module the students will develop better planning ability | **Knowledge** After completion of this learning unit student will develop knowledge of:-  
- Definition of Quality & Concepts of quality terms.  
- Objectives and principles of making quality plan.  
- Roles and responsibilities of the workers in the success of quality control plan.  
**Ability** synthesize knowledge, Identify a garment, measuring tape, Practically and participate in making quality control plan | T:6  
P:12 | • White Board  
• Marker  
• Paper  
• Any Garment  
• Measuring Tape | Class room |
| A₂ Conduct design reviews | Develop a better plan after reviewing the plan design and making necessary amendments. | **Knowledge** After completion of this learning unit student will develop knowledge of Standard Operating Procedures:-  
- Role of review of plan design in the planning system.  
- Principles and objectives of design review  
- Stages of design review process  
- Organizational Chart.  
**Ability** | T:8  
P:8 | • White Board  
• Marker  
• Paper  
• Any Garment  
• Measuring Tape | Class Room |
After completion of this learning unit student will develop the ability of planning organizing and reviewing of planning design.

<p>| | |</p>
<table>
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<tbody>
<tr>
<td><strong>A3</strong> Prepare Check list</td>
<td>Completion of this task will develop understanding of the importance of observational studies and check points regarding quality assurance plan.</td>
</tr>
</tbody>
</table>
| **Knowledge** | After completion of this task will import the knowledge to pupils:-  
- Importance of observational studies and check list.  
- Importance of compliance of products with the check list  
- Principles of making check list.  
- Develop concept of check points categories regarding.  
  - a. specifications  
  - b. Defects.  
  - c. On site tests  
| **Ability** | After completion this task the pupil will develop the ability to construct a check list regarding mentioned calories.  
- maintaining the standards of products with the developed check list.  
- A structured activity should be planned to develop specifications. And construct a check list. |

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</thead>
<tbody>
<tr>
<td><strong>A4</strong> Apply preventive (Pro-active Approach) and corrective actions (Reactive Approach)</td>
<td>Completion of this unit will develop understanding of the importance of following preventive (Pro-active Approach) and corrective actions (Reactive Approach) at different organizational areas of garment manufacturing.</td>
</tr>
</tbody>
</table>
| **Knowledge** | After completion of this task will develop following knowledge in the pupils:-  
- Importance of applying preventive (Pro-active Approach) and corrective actions (Reactive Approach) in planning of quality assurance system..  
- Importance of preventive (Pro-active Approach) and corrective actions (Reactive Approach) to be applied at different organizational areas of garment manufacturing. |

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<table>
<thead>
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</thead>
</table>
|   | T:6  
P:14 |
|   | • White Board  
• Marker  
• Paper+D7  
• Any Garment  
• Measuring Tape |
|   | Class Room  
Work Place |
<table>
<thead>
<tr>
<th>Ability</th>
<th>Knowledge</th>
<th>Completion of this task will develop the following ability in the pupil.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>After completion this task will develop the following ability in the pupil.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Identify and apply preventive (Pro-Active Approach) and corrective actions (Reactive Approach) at different areas of garment manufacturing, i.e. Design and sketching, Pattern design, Sample making, production pattern, Marker making, Spreading, cutting, sewing/assembling, Pressing/finishing.</td>
<td></td>
</tr>
</tbody>
</table>

### A5
**Track non-conformance**

Completion of this task will develop understanding about the quality in process inspection and cost of quality in apparel sector.

**Knowledge**

Completion of this task will impart following knowledge in the pupils:

- **Importance of in-process quality inspection and testing.**
- **Significance of product identification with the established standards.**
- **Cost of conformance.**
- **Cost of non-conformance.**

**Ability**

After completion this task will develop the following ability in the pupil:

- **Ability to conduct in-process inspection.**
- **Tracking non-conformance during in-process product identification with the established standards.**
- **Ability to redress any non-conformance cited.**

### A6
**Fixation of short comings**

Completion of this task will develop understanding of fixation importance, Citing, and remedial of short coming in the quality control system of garments.

**Knowledge**

Completion of this task will impart following knowledge in the pupils:

- **Importance of fixation of short comings.**
- **Citing of quality related problems and short coming at different stages of garment manufacture.**
- **Remedial methods of controlling short coming.**

**White Board**

**Marker**

**Paper**

**Class Room. Work Place**
<table>
<thead>
<tr>
<th><strong>A₆(a)</strong></th>
<th>Quality Audits</th>
<th><strong>Ability</strong></th>
<th>Completion of this unit will help to develop the ability to cite short coming at the different stages and practical application of controlling short comings.</th>
<th>15 hours (Pr)</th>
<th><strong>Knowledge</strong></th>
<th>Completion of this task will develop understanding of the concepts and advantages of quality Audits.</th>
<th>**T:**8 **P:**10</th>
<th>• White Board • Marker • Paper • Any Garment • Measuring Tape</th>
<th>Class Room. Work Place</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>A₇</strong></td>
<td>Writing and drafting of Quality assurance manuals.</td>
<td><strong>Ability</strong></td>
<td>Completion of this unit will help to develop the ability to write and draft a quality assurance manual</td>
<td>15 hours (Pr)</td>
<td><strong>Knowledge</strong></td>
<td>Completion of this task will develop understanding of objectives, principles and main features of keeping a quality assurance manual.</td>
<td>**T:**5 **P:**12</td>
<td>• White Board • Marker • Paper • Specimen quality assurance manuals.</td>
<td>Class Room Work place</td>
</tr>
</tbody>
</table>
MODULE 2: Apply quality control tools

OBJECTIVE OF THE MODULE: To demonstrate evidence of skill and knowledge about application of quality control tools to meet the final objectives.

DURATION: 21 hrs
<table>
<thead>
<tr>
<th>LEARNING UNIT</th>
<th>LEARNING OUTCOMES</th>
<th>LEARNING ELEMENTS</th>
<th>DURATION</th>
<th>MATERIALS REQUIRED</th>
<th>LEARNING PLACE</th>
</tr>
</thead>
</table>
| B1 Introduction of Quality Control Tools and their usage | Completion of this unit will develop understanding of causes and effects of quality control tools in reference to total quality control system. | Knowledge Completion of this task will help develop the understanding of knowledge:-  
• Citing of quality control tools i.e. inspection, check list, control charts, statistical sampling and flow charting.  
• Analysis of the effects of applying quality control tools in quality control system.  
Ability Completion of this unit will help develop the ability to partially apply the quality control tools and visualize on the spot the effects of applying quality control tools in the quality control system of garments. | T:8      P:13            | • White Board  
• Marker  
• Paper  
• Specimen of Quality Control Tools | Class Room Work place |
| B2 Use statistical process control                | Completion of this unit will develop understanding about the application of statistical process tools at various stages of garment manufacture. | Knowledge Completion of this unit will help to impart following knowledge of:-  
• Concept development of statistical process.  
• Role of SPC in quality management.  
• Citation of statistical process control tools. Ability Completion of this unit will help to develop the skill of applying statically process tools at various stages of garment manufacture.  
• Practically visualize the use of statistical process control tools at work place. | T:8      P:12            | • White Board  
• Marker  
• Paper | Class Room Work place |
| B3 Prepare and implement inspection test plan     | Completion of this unit will help to develop understanding and implementation of inspection test plans at different stages of garment manufacture. | Knowledge Completion of this unit will help to develop understanding of following knowledge:-  
• Significance and principles of inspection test plans.  
• Stages of inspection test plans.  
a. First Article Inspection (FAI).  
b. During Production Inspection (DPI) | T:9      P:13            | • White Board  
• Marker  
• Paper  
• Any Garment  
• Measuring Tape | Class Room Work place |
| B4 | Prepare manufacturing inspection test plan. | c. Pre-shipment Inspection (PSI)  
   **Ability**  
   Completion of this task will help to develop the ability to maneuver the test plans properly and achieve objectives.  
   • Demonstrate practically inspection test plans at work place and observe their impact. | T:8  
   P:12  
   • White Board  
   • Marker  
   • Paper  
   • Any Garment  
   • Measuring Tape  
   Class Room  
   Work place |
### Module 3: Audit Systems

**Objective of the Module:** To demonstrate evidence of skill and knowledge about preparing and conducting quality audits.

**Duration:** 19 hrs

<table>
<thead>
<tr>
<th>Learning Unit</th>
<th>Learning Outcomes</th>
<th>Learning Elements</th>
<th>Duration</th>
<th>Materials Required</th>
<th>Learning Place</th>
</tr>
</thead>
</table>
| B6 Decision according to outcomes. | Completion of this unit will help develop understanding of decision making process and its impact on implementation quality plans. | Knowledge Completion of this unit will help develop understanding of the following knowledge:-  
• Impact of decision making in the implementation of quality plans.  
• Understanding of decision making process i.e.  
  a. Define the problems  
  b. Identify limiting factor.  
  c. Develop potential alternative.  
  d. Analyze the alternative.  
  e. Select the best alternative.  
  f. Implement the decision.  
  g. Establish the evaluation system. Ability Completion of this unit will develop the following ability.  
• Visualize and see the impact of right decision on quality control of garment. | T:8  
P:12 | • White Board  
• Marker  
• Paper | Class Room  
Work Place |
<table>
<thead>
<tr>
<th>C₁</th>
<th>Prepare the system for audit.</th>
<th><strong>Knowledge</strong></th>
<th><strong>Ability</strong></th>
<th><strong>contact hours</strong></th>
<th><strong>Theory &amp; Practical</strong></th>
<th><strong>Class Room Work place</strong></th>
</tr>
</thead>
</table>
|    | This unit covers skill & knowledge about responsibility and duties of auditors as well as steps of conducting quality audit. | This unit covers skill & knowledge about:  
- Objectives of audit system.  
- Responsibility and duties of auditors  
- Steps of conducting quality audit.  
  a. Selection and timing of audit.  
  b. Audit planning.  
  c. Audit execution.  
  d. Audit reporting.  
  e. Audit follow-up. | Prepare audit system.  
  • Select proper time for audit.  
  • Plan audit.  
  • Report audit queries.  
  • Follow up audit.. | T:8  
P:11 | • white Board  
• Marker  
• stationery | |

<table>
<thead>
<tr>
<th>C₂</th>
<th>Following Auditing Protocol.</th>
<th><strong>Knowledge</strong></th>
<th><strong>Ability</strong></th>
<th><strong>contact hours</strong></th>
<th><strong>Theory &amp; Practical</strong></th>
<th><strong>Class Room Work place</strong></th>
</tr>
</thead>
</table>
|    | This unit covers skill & knowledge required to assure a disciplined audit protocol. | This unit covers knowledge of audit protocol terms:  
  • Steps of Auditing Protocol.  
  a. Planning.  
  b. Liaison.  
  c. Scheduling.  
  d. Repotting. | Solve problems to ensure works conforms to requirement.  
  • Understand audit system and follow the quality plan | T:7  
P:13 | • White Board  
• Marker  
• Paper | |

|  |  |  |  |  |  |  |
| C3 | Conduct inspection. | This unit covers the demonstration of competence and evidence of skills and knowledge to conduct inspection to ensure quality assurance. | Knowledge  
This unit covers the knowledge of:-  
• Importance and advantages of inspections in reducing the quality risk and cost.  
• Principles of conducting inspections i.e.  
  a. Inspection.  
  b. Detections of defects.  
  c. Feed back of these defects to appropriate personal.  
  d. Determination of causes of defects.  
  e. Correction of defects.  
Ability  
To conduct inspection  
• To follow inspection system.  
• To handle defects properly at proper time.  
• To reduce quality risk and cost.  
• To plan an activity to visualize and practically involve in conducting inspection at various stages of garment manufacturing at work place. | T:9  
P:13 | • White Board  
• Marker  
• Paper  
• Any Garment  
• Measuring Tape  
• Documents  
• Stationary | Class Room. Work Place |
| --- | --- | --- | --- | --- | --- |
| C4 | Conduct vendor surveillance. | This unit covers the skill and knowledge required to procure quality and fairness in dealing with vendors. | Knowledge  
This unit covers the knowledge of:-  
• Ways of building relations with vendors for building effective partnership.  
• Updated market knowledge to ensure the best price, delivery and payment terms and conditions .  
• Principles of preparing comparative analyses of the received quotations.  
• Ways of recording business reports.  
• Ways of making calculation and computations.  
Knowledge of computer and internet access.  
Ability  
To communicate and negotiate.  
• To prepare comparative analysis of the received quotations  
• To record and document business reports. | T:8  
P:11 | • White Board  
• Marker  
• Paper  
• Computer System | Class Room Work place |
### CURRICULUM CONTENTS

**MODULE 4: Methods**

**OBJECTIVE OF THE MODULE:** To develop competence, evidence of skill and knowledge in the area of Inspection System.
**DURATION**: 19 hrs

<table>
<thead>
<tr>
<th>LEARNING UNIT</th>
<th>LEARNING OUTCOMES</th>
<th>LEARNING ELEMENTS</th>
<th>DURATION contact hours Theory &amp; Practical</th>
<th>MATERIALS REQUIRED</th>
<th>LEARNING PLACE</th>
</tr>
</thead>
<tbody>
<tr>
<td>D₁</td>
<td>Identify quality inspection system according to product.</td>
<td><strong>Knowledge</strong>&lt;br&gt;• Importance and advantages of quality inspection system.&lt;br&gt;• Highlight the significance of in process inspection system.&lt;br&gt;• Selecting the type of quality inspection system according to type and nature of product i.e.,&lt;br&gt;  a. Pre-production Inspection.&lt;br&gt;  b. Initial Production Inspection.&lt;br&gt;  c. During Production Inspection.&lt;br&gt;  d. final random Inspection.&lt;br&gt;<strong>Ability</strong>&lt;br&gt;• To identify types of inspection system.&lt;br&gt;• To select the type of inspection system according to fabric type and nature.&lt;br&gt;• To classify garment defects.&lt;br&gt;• To take the right action.</td>
<td>T:8  P:11</td>
<td>• white Board  • Marker  • Stationery  • Sample swatches of various fabrics</td>
<td>Class Room Work place</td>
</tr>
<tr>
<td>D₂</td>
<td>Apply quality system.</td>
<td><strong>Knowledge</strong>&lt;br&gt;• Importance and objective of applying standardized quality system.&lt;br&gt;• Requirements of quality system i.e,&lt;br&gt;  a. Plan&lt;br&gt;  b. DO.&lt;br&gt;  c. Check&lt;br&gt;  d. Act.&lt;br&gt;• Establishing quality standard and requirement at various stages of inspection and quality control i.e.</td>
<td>T:8  P:11</td>
<td>• White Board  • Marker  • Paper</td>
<td>Class Room Work place</td>
</tr>
<tr>
<td>D3</td>
<td>Analyze the outcome.</td>
<td>This unit covers the demonstration of competence and evidence of skills and knowledge to conduct inspection to ensure quality assurance.</td>
<td>Knowledge</td>
<td>This unit covers the knowledge of:-</td>
<td>T:7</td>
</tr>
<tr>
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<td>Ability</td>
<td>To identify standardized quality system.</td>
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<td>To read, interpret and follow work specifications.</td>
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<td>To handle the quality plan with precision.</td>
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<tr>
<td>D4</td>
<td>Corrective action (Pro-active Approach)</td>
<td>This unit covers the skill and knowledge. Of observing corrective action (Pro-active Approach) to prevent any future occurrence of lapses in the quality control plan.</td>
<td>Knowledge</td>
<td>This unit covers the knowledge of:-</td>
<td>T:9</td>
</tr>
<tr>
<td></td>
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<td></td>
<td>Importance and significance of corrective action (Pro-active Approach) in quality control plan.</td>
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<td></td>
<td>Purpose of corrective action.</td>
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<td></td>
<td>a. Identifying the impact of the defect.</td>
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<td>b. Factors to consider.</td>
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</tr>
</tbody>
</table>

**Class Room**

**Lab**

**Work place**
|   |   | c. Recommended practice. d. Remedy the defect through re-assessment. e. Corrective action (Pro-active Approach) to prevent any future such occurrences. Ability • To identify the defects in the products. • To evaluate their impact on final products. • To follow corrective remedial actions to minimize the damage.   |   |   |
## MODULE 5: Manage processes

**OBJECTIVE OF THE MODULE:** To develop competence, knowledge and skill of managerial activities

**DURATION:** 20 hours

<table>
<thead>
<tr>
<th>LEARNING UNIT</th>
<th>LEARNING OUTCOMES</th>
<th>LEARNING ELEMENTS</th>
<th>DURATION</th>
<th>MATERIALS REQUIRED</th>
<th>LEARNING PLACE</th>
</tr>
</thead>
</table>
| **E₁** Define Process. | This unit covers the knowledge of the managerial qualities required for the successful completion of quality assurance plan. | **Knowledge**
This unit covers the knowledge related to:-
• Defining management and its functions.
• Process of management i.e.
  a. Planning.
  b. Organizing.
  c. Influencing.
  d. Controlling.
• Steps of process management.
  a. Defining a process.
  b. Establishing responsibilities.
  c. Evaluate process performance.
  d. Identify opportunities for improvement.
**Ability**
• To manage the projects with precision.
• To plan and organize to face the problems.
• To establish responsibilities and own the consequences
• To evaluate personal process performance.
• To create opportunities for future development | T:7
P:13 | • White Board
• Marker
• Required Stationery | Class Room workplace |
| **E₂** Correct Flow Charts | This unit covers the knowledge and skill of making and following correct flow charts to | **Knowledge**
Knowledge of this unit will furnish:-
• Importance and significance of correct flow charts in the manage process. | T:8
P:11 | • White Board
• Marker
• Required Stationery | Class Room workplace |
<table>
<thead>
<tr>
<th>E3</th>
<th>Predict the cost effectiveness of process</th>
<th>Knowledge</th>
<th>Ability</th>
<th>Specimen of Flowcharts</th>
</tr>
</thead>
<tbody>
<tr>
<td>This unit covers the knowledge and skill about the quality, cost of the manage process and source recommendations for keeping effectiveness of cost.</td>
<td>This unit covers the knowledge:-</td>
<td>- Prediction of the cost of quality i.e., a. The nature of quality costs. b. The attack on costs. c. Setting standards of costs. d. Ascertaining quality costs. e. Reporting costs. f. Recommendations for keeping effectiveness of cost</td>
<td>- Predict the cost effectiveness of the manage process. - Remove the elements which attach cost effectiveness. - Ascertain cost effectiveness of the manage process. - Develop recommendations for future manage processes.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>E4</th>
<th>Define bench marks and apply principle</th>
<th>Knowledge</th>
<th>Ability</th>
<th>White Board</th>
<th>Marker</th>
<th>Paper</th>
<th>Class Room Workplace</th>
</tr>
</thead>
<tbody>
<tr>
<td>This unit covers the important aspect of bench marking in the manage process and apply principles to undo any in correct performance.</td>
<td>This unit covers the knowledge of:-</td>
<td>- Defining bench marking. - Purposes and advantages of bench marking. - Follow bench marking process.</td>
<td>- What to bench mark</td>
<td>White Board</td>
<td>Marker</td>
<td>Required Stationery</td>
<td>Class Room Workplace</td>
</tr>
</tbody>
</table>

| E5 | Define bench marks and apply principle | T:15 | P:26 | | | | |

<p>| E6 | Define bench marks and apply principle | T:9 | P:11 | | | | |</p>
<table>
<thead>
<tr>
<th>E6</th>
<th>Plan to check and accept</th>
<th>This unit covers the knowledge of collecting possessing and analyzing the collected data accepting the result out comes</th>
<th>Knowledge</th>
</tr>
</thead>
<tbody>
<tr>
<td>This unit covers the knowledge of:-</td>
<td>This unit covers the knowledge of:-</td>
<td>- Determining the criteria of data collection. - Processing data and analyzing - Collecting individual and general reports. - Develop results and suggestion for selected areas in quality control plan. - Acceptance of results and remedial measures for future development.</td>
<td>- Plan how to collect data. - Plan to process data. - Plan how to analyze data. - Plan individual and general presentations of reports. - Plan how to develop results. - Accept the outcomes and plan remedial measures for future development.</td>
</tr>
<tr>
<td>E7</td>
<td>Critical analysis of quality process</td>
<td>This unit covers the emphasizes the importance of critical analysis of quality process in order to achieve targets in inputs and output.</td>
<td>Knowledge</td>
</tr>
<tr>
<td>This unit covers the knowledge of:-</td>
<td>This unit covers the knowledge of:-</td>
<td>- Describing quality process. - Fundamental principles of analyzing quality process of garment. - Critical analysis of input and output specifications. - Use of quality process as development tool.</td>
<td>- Perform critical analysis of quality process. - Follow input and output specifications.</td>
</tr>
<tr>
<td>E8</td>
<td>Evaluate cost effectiveness and efficiency of quality process</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
• Critically analyze input and output specifications.
• Critical analysis on input and output specifications on the behalf of cost effectiveness and efficiency

**MODULE 6: Develop professionalism**

**OBJECTIVE OF THE MODULE:** To demonstrate updated knowledge and better communication skills as a tool to develop professionalism

**DURATION:** 18 hours

<table>
<thead>
<tr>
<th>LEARNING UNIT</th>
<th>LEARNING OUTCOMES</th>
<th>LEARNING ELEMENTS</th>
<th>DURATION contact hours Theory &amp; Practical</th>
<th>MATERIALS REQUIRED</th>
<th>LEARNING PLACE</th>
</tr>
</thead>
<tbody>
<tr>
<td>F₁</td>
<td>Participate in training</td>
<td>Knowledge This unit cover the knowledge of :- • Importance and advantages of training program. • Types of training. a. On job training. b. Off job training. c. Industrial visits • Important features of types of training. Ability to To participate in training programs. • To synthesize knowledge practically. • To update knowledge • To develop opportunities for further promotion •To develop opportunities to have inter professional discussions with trainees from other enterprises.</td>
<td>T:7 P:11</td>
<td>• White Board • Marker • Required Stationery</td>
<td>Class Room workplace</td>
</tr>
<tr>
<td>F₂</td>
<td>This unit covers the</td>
<td>Knowledge</td>
<td></td>
<td>• White Board</td>
<td>Class Room</td>
</tr>
</tbody>
</table>
| Consult with experts | knowledge of the benefits of consulting with expertise of the same professional field. | This unit covers with the knowledge of:-
• Significance and Importance of consultation expertise.
• Benefits of consulting expertise for better orientation of latest technique and methods.  
**Ability**
To arrange workshops, seminars and meeting with expertise to update knowledge of latest technique and methods.
To synthesize the knowledge in practice. | T:8 P:11 | • Marker  
• Paper | workplace |

| F3 Interact with colleagues | This unit covers the knowledge of developing communication skills with colleagues. | **Knowledge**
This unit covers with the knowledge of :-
• Importance of interacting positively with colleagues in promoting positive environment of work place.
• Importance of promoting professional interaction and its impact on performance of workers.
• Suggestions for developing positive interaction with colleagues  
**Ability**
• To interact with colleagues in order to develop a trust worthy relationship at work place. | T:8 P:12 | • White Board  
• Marker  
• Required stationery | Class Room workplace  
Lab |
MODULE 7: Apply code and standards.

OBJECTIVE OF THE MODULE: To develop competence, knowledge and skills to recognize and conform to international standards of quality control.

DURATION: 20 hours

<table>
<thead>
<tr>
<th>LEARNING UNIT</th>
<th>LEARNING OUTCOMES</th>
<th>LEARNING ELEMENTS</th>
<th>DURATION contact hours Theory &amp; Practical</th>
<th>MATERIALS REQUIRED</th>
<th>LEARNING PLACE</th>
</tr>
</thead>
</table>
| G₁ Meet international standards | This unit meet the knowledge of international standards of quality control and conform with their establish standards. | Knowledge  
This unit cover the knowledge of  
• Defining international standards.  
• Identification of international standards in quality control of garments like AATC, ASTN, ISO and AQL etc.  
• Significance of participating in international standards.  
• Significance of meeting international standards.  
• Types of standards i.e.,  
a. Performance specification standards.  
b. Perspective specification standards.  
c. Design specification standards.  
d. Management specification standards.  
Ability  
To identify .international standards.  
• To Recognize the importance of international standards.  
• To willingly participate in international standards.  
• To conform local products to international standards.  
• To compete in international market  
A practice exercise should held to compare products with established international standards and formulate a report. | T:8  
P:12 |  
• white Board  
• Marker  
• Required stationery | Class Room  
Work place |
| G₂ | This unit covers the Knowledge of |  |  |  |  |
| Develop Policies and Procedure. | This unit covers with the knowledge of:-  
- Define policies and procedures  
- Purpose of developing policies and procedures.  
- Characteristic of good policies.  
- Characteristic of good procedures.  
- Stages of formulating policies and procedures.  
- Role of formulating positive policies and procedures on final outcomes  
- Role of policies and procedures in planning system.  
**Ability to**  
To develop policies and procedures.  
- To recognize importance of developing policies and procedures  
- To identify stages of developing policies and procedures i.e.,  
  a. Identification of needs  
  b. Identify who will take lead responsibility.  
  c. Gather information  
  d. Draft policy.  
  e. Consultation with appropriate stake holders.  
  f. Finalize / approve policy  
  g. Consider whether procedures are required.  
  h. Implement.  
  i. Monitor / review / revise  
Knowledge  
This unit covers with the knowledge of  
- Type of Auditing procedure.  
- Importance of conducting audits  
- Importance of conducting international audits.  
- Benefits of external audit.  
- Role of external audits un improving quality control system.  
- Responsibilities of external Auditor.  
- External auditing principles  
**Ability**  
- To conduct external audit.  
- To adhere to established standards. | T:8  
P:11 | • Marker  
• Paper  
Work place |
|---|---|---|---|
| G3 Conduct contractual Audit | This unit covers and emphases the importance of conducting external audits to have unbiased audit report resulting in future development  
Knowledge  
This unit covers with the knowledge of  
- Type of Auditing procedure.  
- Importance of conducting audits  
- Importance of conducting international audits.  
- Benefits of external audit.  
- Role of external audits un improving quality control system.  
- Responsibilities of external Auditor.  
- External auditing principles  
**Ability**  
- To conduct external audit.  
- To adhere to established standards. | T:8  
P:11 | • White Board  
• Marker  
• Required stationery  
Class Room Work place |
| G4 | Ensure quality standards. | This unit covers the knowledge of ensuring quality standards at various stages of garment manufacture. | Knowledge | This unit covers with the knowledge of:-
• Defining quality standards.
• Purpose of observance of quality standards.
• Importance of ensuring quality standards important to quality control.
• Importance of compliance in quality standards
• Impact of compliance to quality standards or final out comes.
• Economic aspects of ensuring quality standards. | Ability | To recognize the importance of quality standards in quality control plan.
• recognize the importance of compliance to quality standards.
• To conform to the established quality standards.
• To synthesize the acquired knowledge to practice. | T:7 P:13 | • White Board
• Marker
• Required stationery | Class Room Work place |
**MODULE 8: Communicate with others**

**OBJECTIVE OF THE MODULE:** To develop better communication skill among workers in order to improve their efficiency skills and develop healthy workable relationship among workers.

**DURATION:** 18 hours

<table>
<thead>
<tr>
<th>LEARNING UNIT</th>
<th>LEARNING OUTCOMES</th>
<th>LEARNING ELEMENTS</th>
<th>DURATION contact hours Theory &amp; Practical</th>
<th>MATERIALS REQUIRED</th>
<th>LEARNING PLACE</th>
</tr>
</thead>
</table>
| H1 Communicate with co-workers | This unit covers the knowledge to emphasize the importance of developing positive communication skills among co-workers. | **Knowledge**
This unit deals with knowledge of :-
• Defining communication skills.
• Importance of developing positive communication skills among co-workers.
• Impact of effective communication skills on work place environment.
• Impact of effective communication with co-workers on individual performance.
• Impact of effective communication among co-workers on better understanding of quality plan.
**Ability to**
• To develop trust worthy professional communication skills among co-workers.
• To understand the importance of developing positive communication with co-workers.
• To understand and recognize the importance of developing inter professional communication skills among co-workers.
• To foresee its impact on final outcomes of the quality assurance plan. | T:7  
P:11 | • white Board  
• Marker  
• stationery | Class Room  
Work place |
<table>
<thead>
<tr>
<th>H&lt;sub&gt;2&lt;/sub&gt;</th>
<th>Communicate with customers.</th>
<th>Knowledge</th>
<th>Ability to</th>
<th>Required stationery</th>
<th>Class Room workplace</th>
</tr>
</thead>
</table>
| This unit covers the knowledge to emphasize the importance of developing positive communication skills with customers | This unit covers with the knowledge of:  
- Importance of customers to the manufacturer.  
- Importance of developing good communication skills with customers.  
- Impact of it on mutual dealings.  
- Purpose of developing good communication skills with customers.  
- Suggestions and tips for communication skills with customers. | • To recognize the importance of customers to the manufacturer.  
• To recognize the importance of developing good communication skills with customers.  
• To recognize the importance of it on mutual dealings.  
• To recognize the purpose of developing good communication skills with customers.  
• To recognize the importance of communication skills with customers in promotion of business.  
• To learn communication skills to improve communication with customers | T:7  
P:11 | • White Board  
• Marker  
• Paper | |
| H<sub>3</sub> | Communication with juniors | Knowledge of  
This unit covers the knowledge of:  
- Concept of communication skills.  
- Importance of inter-professional communication skills.  
- Importance of inter-professional communication skills with juniors  
- Important features of communication at workplace.  
- Positive indicators of effective communication practices with juniors.  
- Impact of good communication on final outcomes of the quality plan | Ability to  
- To recognize the importance of communication with juniors. | T:7  
P:11 | White Board  
Marker  
Required stationery | Class Room workplace |
| • To recognize the importance of inter-professional discussions and communication.  
• To recognize the role of inter-professional discussion in better understanding of the problems of juniors.  
• To guide juniors in their problems.  
• To acknowledge the effects of the juniors.  
• To recognize the role of inter-professional discussion on success of quality control plan.  
• to appreciate collaborating participants |
# List of Tools, Machinery & Equipment

<table>
<thead>
<tr>
<th>Name of Trade</th>
<th>Quality Control of garment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duration</td>
<td>6 months</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Name of Item / Equipment/ Tools</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>white Board</td>
</tr>
<tr>
<td>2.</td>
<td>Marker</td>
</tr>
<tr>
<td>3.</td>
<td>Eraser</td>
</tr>
<tr>
<td>4.</td>
<td>Required stationery</td>
</tr>
<tr>
<td>5.</td>
<td>Garments</td>
</tr>
<tr>
<td>6.</td>
<td>Fabric Swatches</td>
</tr>
<tr>
<td>7.</td>
<td>Measuring Tape</td>
</tr>
</tbody>
</table>

# List of Consumable Supplies

<table>
<thead>
<tr>
<th>Name of Trade</th>
<th>Quality Control of garment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duration</td>
<td>6 months</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Name of Item / Equipment/ Tools</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Marker</td>
<td>1 dozen</td>
</tr>
<tr>
<td>2.</td>
<td>Eraser</td>
<td>2 dozen</td>
</tr>
<tr>
<td>3.</td>
<td>Required Stationery</td>
<td>As required</td>
</tr>
<tr>
<td>4.</td>
<td>Garments</td>
<td>As required</td>
</tr>
<tr>
<td>5.</td>
<td>Fabric Swatches</td>
<td>As required</td>
</tr>
<tr>
<td>6.</td>
<td>Measuring Tapes</td>
<td>As required</td>
</tr>
</tbody>
</table>
# ASSESSMENT

## MODULE 1

**Apply quality Assurance Principles**

<table>
<thead>
<tr>
<th>Learning Unit</th>
<th>Theory Days / hours</th>
<th>Work Place Days / hours</th>
<th>Recommended Formative Assessment</th>
<th>Recommended Methodology</th>
<th>Schedule Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>A1 Prepare quality plan</td>
<td>6 hrs</td>
<td>12 hrs</td>
<td>Knowledge of better planning abilities</td>
<td>Oral Questioning ▶ Demonstration / Practical ▶ Q&amp;A</td>
<td>At the completion of unit</td>
</tr>
<tr>
<td>A2 Conduct Design reviews</td>
<td>8 hrs</td>
<td>8 hrs</td>
<td>Develop understanding of reviewing the plan design and making necessary amendments</td>
<td>Oral Questioning ▶ Demonstration / Practical ▶ Q&amp;A</td>
<td>At the completion of unit</td>
</tr>
<tr>
<td>A3 Prepare Check List</td>
<td>6 hrs</td>
<td>14 hrs</td>
<td>Develop understanding of the importance of observational studies and check points</td>
<td>Oral Questioning ▶ Demonstration / Practical ▶ Q&amp;A</td>
<td>At the completion of unit</td>
</tr>
<tr>
<td>A4 Apply preventative and corrective action</td>
<td>6 hrs</td>
<td>11 hrs</td>
<td>Familiarize with Proactive Approach</td>
<td>Oral Questioning ▶ Demonstration / Practical ▶ Q&amp;A</td>
<td>At the completion of unit</td>
</tr>
<tr>
<td>A5 Track non conformance</td>
<td>9 hrs</td>
<td>3 hrs</td>
<td>Understand in process inspection and its role in apparel sector</td>
<td>Oral Questioning ▶ Demonstration / Practical ▶ Q&amp;A</td>
<td>At the completion of unit</td>
</tr>
<tr>
<td>A6(i) Quality Audits</td>
<td>6 hrs</td>
<td>12 hrs</td>
<td>Understand concepts and advantages of quality audits</td>
<td>Oral Questioning ▶ Demonstration / Practical ▶ Q&amp;A</td>
<td>At the completion of unit</td>
</tr>
<tr>
<td>A6(ii) fixation of short Comings</td>
<td>8 hrs</td>
<td>10 hrs</td>
<td>Understanding of citing short comings and their remedial ways</td>
<td>Oral Questioning ▶ Demonstration / Practical ▶ Q&amp;A</td>
<td>At the completion of unit</td>
</tr>
<tr>
<td>A7 Write quality assurance manual</td>
<td>5 hrs</td>
<td>12 hrs</td>
<td>Understand objectives, principles and main features of quality assurance manual</td>
<td>Oral Questioning ▶ Demonstration / Practical ▶ Q&amp;A</td>
<td>At the completion of unit</td>
</tr>
<tr>
<td>A8 Drafting of quality</td>
<td>5 hrs</td>
<td>12 hrs</td>
<td></td>
<td></td>
<td>At the completion of unit</td>
</tr>
</tbody>
</table>
### MODULE 2

**Apply quality control tools**

<table>
<thead>
<tr>
<th>Learning Unit</th>
<th>Theory Days / hours</th>
<th>Work Place Days / hours</th>
<th>Recommended Formative Assessment</th>
<th>Recommended Methodology</th>
<th>Schedule Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>B1 Analysis causes and effects</td>
<td>8 hrs</td>
<td>13 hrs</td>
<td>Understand causes and effects of quality control tools in reference to total quality control system</td>
<td>Oral Questioning, Demonstration / Practical, Q&amp;A</td>
<td>At the completion of unit</td>
</tr>
<tr>
<td>B2 Use statistical process control</td>
<td>8 hrs</td>
<td>12 hrs</td>
<td>Understand the application of statistical process tools at various stages of garment manufacturing</td>
<td>Oral Questioning, Demonstration / Practical, Q&amp;A</td>
<td>At the completion of unit</td>
</tr>
<tr>
<td>B3(i) Prepare Inspection tests plan (ii) Implement test plans</td>
<td>9 hrs</td>
<td>13 hrs</td>
<td>Understand the implementation of inspection test plans at various stages of garment manufacture</td>
<td>Oral Questioning, Demonstration / Practical, Q&amp;A</td>
<td>At the completion of unit</td>
</tr>
<tr>
<td>B4 Prepare manufacturing inspection test plans</td>
<td>8 hrs</td>
<td>12 hrs</td>
<td>Understand manufacturing process and planning of inspection test</td>
<td>Oral Questioning, Demonstration / Practical, Q&amp;A</td>
<td>At the completion of unit</td>
</tr>
<tr>
<td>B5 Control utilization equipment</td>
<td>8 hrs</td>
<td>13 hrs</td>
<td>Understand the proper usage of utilization equipment and tools</td>
<td>Oral Questioning, Demonstration / Practical, Q&amp;A</td>
<td>At the completion of unit</td>
</tr>
<tr>
<td>B6  decisions according to outcomes</td>
<td>8 hrs</td>
<td>12 hrs</td>
<td>Understand decision making process and its implementation</td>
<td>Oral Questioning, Demonstration / Practical, Q&amp;A</td>
<td>At the completion of unit</td>
</tr>
</tbody>
</table>
## MODULE 3

### Audit systems

<table>
<thead>
<tr>
<th>Learning Unit</th>
<th>Theory Days / hours</th>
<th>Work Place Days / hours</th>
<th>Recommended Formative Assessment</th>
<th>Recommended Methodology</th>
<th>Schedule Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>C1 Prepare the system for audit</td>
<td>8 hrs</td>
<td>11 hrs</td>
<td>Knowing about the responsibilities and duties of auditors and steps of conducting quality audits</td>
<td>➢ Oral Questioning ➢ Demonstration / Practical ➢ Q&amp;A</td>
<td>At the completion of unit</td>
</tr>
<tr>
<td>C2 Follow auditing protocol</td>
<td>7 hrs</td>
<td>13 hrs</td>
<td>Knowing skills to assure a disciplined audit protocol</td>
<td>➢ Oral Questioning ➢ Demonstration / Practical ➢ Q&amp;A</td>
<td>At the completion of unit</td>
</tr>
<tr>
<td>C3 Conduct Inspections</td>
<td>9 hrs</td>
<td>13 hrs</td>
<td>Understand and develop the confidence to conduct inspection to ensure quality assurance</td>
<td>➢ Oral Questioning ➢ Demonstration / Practical ➢ Q&amp;A</td>
<td>At the completion of unit</td>
</tr>
<tr>
<td>C4 Conduct vendor surveillances</td>
<td>8 hrs</td>
<td>11 hrs</td>
<td>Develop skill and knowledge of procuring quality and fairness in dealing with vendors</td>
<td>➢ Oral Questioning ➢ Demonstration / Practical ➢ Q&amp;A</td>
<td>At the completion of unit</td>
</tr>
<tr>
<td>C5 Audit processes</td>
<td>6 hrs</td>
<td>12 hrs</td>
<td>Knowing and developing the skill of following audit process</td>
<td>➢ Oral Questioning ➢ Demonstration / Practical ➢ Q&amp;A</td>
<td>At the completion of unit</td>
</tr>
<tr>
<td>C6 Audit Products</td>
<td>8 hrs</td>
<td>9 hrs</td>
<td>Knowing about audit products and their importance to buyers, suppliers or manufacturers</td>
<td>➢ Oral Questioning ➢ Demonstration / Practical ➢ Q&amp;A</td>
<td>At the completion of unit</td>
</tr>
</tbody>
</table>
## MODULE 4

### Methods

<table>
<thead>
<tr>
<th>Learning Unit</th>
<th>Theory Days / hours</th>
<th>Work Place Days / hours</th>
<th>Recommended Formative Assessment</th>
<th>Recommended Methodology</th>
<th>Schedule Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>D1 Identify quality inspection system according to product</td>
<td>8 hrs</td>
<td>11 hrs</td>
<td>Develop skill of selecting inspection system according to product nature and type</td>
<td>Oral Questioning, Demonstration / Practical, Q&amp;A</td>
<td>At the completion of unit</td>
</tr>
<tr>
<td>D2 apply quality system</td>
<td>8 hrs</td>
<td>11 hrs</td>
<td>Knowing the application of quality system while carrying inspections</td>
<td>Oral Questioning, Demonstration / Practical, Q&amp;A</td>
<td>At the completion of unit</td>
</tr>
<tr>
<td>D3 Analysis the out comes</td>
<td>7 hrs</td>
<td>13 hrs</td>
<td>Knowing how to analyze the outcome to ensure quality assurance</td>
<td>Oral Questioning, Demonstration / Practical, Q&amp;A</td>
<td>At the completion of unit</td>
</tr>
<tr>
<td>D4 Corrective action</td>
<td>9 hrs</td>
<td>13 hrs</td>
<td>Understand Proactive Approach to prevent future occurrence of lapses in quality control plan</td>
<td>Oral Questioning, Demonstration / Practical, Q&amp;A</td>
<td>At the completion of unit</td>
</tr>
</tbody>
</table>
# MODULE 5

## Manage Processes

<table>
<thead>
<tr>
<th>Learning Unit</th>
<th>Theory Days / hours</th>
<th>Work Place Days / hours</th>
<th>Recommended Formative Assessment</th>
<th>Recommended Methodology</th>
<th>Schedule Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>E1 Define processes</td>
<td>7 hrs</td>
<td>13 hrs</td>
<td>Knowing about the managerial qualities required for quality assurance plan</td>
<td>➢ Oral Questioning&lt;br&gt;➢ Demonstration / Practical&lt;br&gt;➢ Q&amp;A</td>
<td>At the completion of unit</td>
</tr>
<tr>
<td>E2 Correct flow charts</td>
<td>8 hrs</td>
<td>11 hrs</td>
<td>Develop the skill of making and following flow charts for more organized logical sequence</td>
<td>➢ Oral Questioning&lt;br&gt;➢ Demonstration / Practical&lt;br&gt;➢ Q&amp;A</td>
<td>At the completion of unit</td>
</tr>
<tr>
<td>E3 Predict the cost effectiveness of process</td>
<td>9 hrs</td>
<td>11 hrs</td>
<td>Knowing about the cost and effectiveness of manage process</td>
<td>➢ Oral Questioning&lt;br&gt;➢ Demonstration / Practical&lt;br&gt;➢ Q&amp;A</td>
<td>At the completion of unit</td>
</tr>
<tr>
<td>E4 define bench marks</td>
<td>8 hrs</td>
<td>14 hrs</td>
<td>Knowing the importance of bench marking and follow principles to undo any incorrect performance</td>
<td>➢ Oral Questioning&lt;br&gt;➢ Demonstration / Practical&lt;br&gt;➢ Q&amp;A</td>
<td>At the completion of unit</td>
</tr>
<tr>
<td>E5 Apply principles</td>
<td>7 hrs</td>
<td>12 hrs</td>
<td></td>
<td>➢ Oral Questioning&lt;br&gt;➢ Demonstration / Practical&lt;br&gt;➢ Q&amp;A</td>
<td>At the completion of unit</td>
</tr>
<tr>
<td>E6 Plan to check &amp; accept</td>
<td>7 hrs</td>
<td>12 hrs</td>
<td>Knowing to collect the data and accepts its results outcomes</td>
<td>➢ Oral Questioning&lt;br&gt;➢ Demonstration / Practical&lt;br&gt;➢ Q&amp;A</td>
<td>At the completion of unit</td>
</tr>
<tr>
<td>E7 Critical analysis of quality process</td>
<td>8 hrs</td>
<td>11 hrs</td>
<td>Knowing the importance of critical analysis of quality process to achieve targets in inputs and outputs</td>
<td>➢ Oral Questioning&lt;br&gt;➢ Demonstration / Practical&lt;br&gt;➢ Q&amp;A</td>
<td>At the completion of unit</td>
</tr>
<tr>
<td>E8 Evaluate cost effectiveness and efficiency of quality presses</td>
<td>9 hrs</td>
<td>10 hrs</td>
<td></td>
<td>➢ Oral Questioning&lt;br&gt;➢ Demonstration / Practical&lt;br&gt;➢ Q&amp;A</td>
<td>At the completion of unit</td>
</tr>
</tbody>
</table>
### MODULE 6

**Develop Professionalism**

<table>
<thead>
<tr>
<th>Learning Unit</th>
<th>Theory Days / hours</th>
<th>Work Place Days / hours</th>
<th>Recommended Formative Assessment</th>
<th>Recommended Methodology</th>
<th>Schedule Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>F1 Participate in training</td>
<td>7 hrs</td>
<td>11 hrs</td>
<td>Knowing the ways of updating knowledge and skills through training program</td>
<td>➢ Oral Questioning ➢ Demonstration / Practical ➢ Q&amp;A</td>
<td>At the completion of unit</td>
</tr>
<tr>
<td>F2 Consult with experts</td>
<td>8 hrs</td>
<td>11 hrs</td>
<td>Knowing the benefits of consulting with expertise for better orientation of latest techniques and methods</td>
<td>➢ Oral Questioning ➢ Demonstration / Practical ➢ Q&amp;A</td>
<td>At the completion of unit</td>
</tr>
<tr>
<td>F3 Interact with colleagues</td>
<td>8 hrs</td>
<td>12 hrs</td>
<td>Knowing of communication skills with colleagues to improve environment of workplace and professional performance</td>
<td>➢ Oral Questioning ➢ Demonstration / Practical ➢ Q&amp;A</td>
<td>At the completion of unit</td>
</tr>
</tbody>
</table>

### MODULE 7

**Apply codes and Standards**

<table>
<thead>
<tr>
<th>Learning Unit</th>
<th>Theory Days / hours</th>
<th>Work Place Days / hours</th>
<th>Recommended Formative Assessment</th>
<th>Recommended Methodology</th>
<th>Schedule Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>G1 Meet International Standards</td>
<td>8 hrs</td>
<td>12 hrs</td>
<td>Knowing international standards and ways of conforming with the established standards</td>
<td>➢ Oral Questioning ➢ Demonstration / Practical ➢ Q&amp;A</td>
<td>At the completion of unit</td>
</tr>
<tr>
<td>G2 Develop policies and procedures</td>
<td>8 hrs</td>
<td>11 hrs</td>
<td>Knowing the skills of developing policies and procedures in order to compete in local and international market</td>
<td>➢ Oral Questioning ➢ Demonstration / Practical ➢ Q&amp;A</td>
<td>At the completion of unit</td>
</tr>
<tr>
<td>G3 Conduct External audits to ensure quality standards</td>
<td>8 hrs</td>
<td>11 hrs</td>
<td>Knowing the importance of external audits to have unbiased</td>
<td>➢ Oral Questioning ➢ Demonstration / Practical</td>
<td>At the completion of unit</td>
</tr>
</tbody>
</table>
### MODULE 8

#### Communicate with others

<table>
<thead>
<tr>
<th>Learning Unit</th>
<th>Theory Days / hours</th>
<th>Work Place Days / hours</th>
<th>Recommended Formative Assessment</th>
<th>Recommended Methodology</th>
<th>Schedule Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>H1 Communicate with co-workers</td>
<td>7 hrs</td>
<td>11 hrs</td>
<td>Knowing the importance of developing positive communication skills with co-workers</td>
<td>Oral Questioning, Demonstration / Practical, Q&amp;A</td>
<td>At the completion of unit</td>
</tr>
<tr>
<td>H2 Communicate with customers</td>
<td>7 hrs</td>
<td>11 hrs</td>
<td>Knowing the importance of developing positive communication skills with customers</td>
<td>Oral Questioning, Demonstration / Practical, Q&amp;A</td>
<td>At the completion of unit</td>
</tr>
<tr>
<td>H3 Communicate with juniors</td>
<td>7 hrs</td>
<td>11 hrs</td>
<td>Knowing the importance of developing communications skills with juniors</td>
<td>Oral Questioning, Demonstration / Practical, Q&amp;A</td>
<td>At the completion of unit</td>
</tr>
</tbody>
</table>