

Model Curriculum

Sales Executive - Furniture & Fittings

SECTOR: FURNITURE & FITTINGS
SUB-SECTOR: Furniture & Fittings
OCCUPATION: Sales & Distribution Division
REF ID: FFS/Q8101, V1.0
NSQF LEVEL: 4

Certificate

CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

FURNITURE & FITTINGS SKILLS COUNCIL

for

MODEL CURRICULUM

Complying to National Occupational Standards of
Job Role/ Qualification Pack: 'Sales Executive-Furniture & Fittings' QP No. 'FFS/Q8101 NSQF Level 4'

Date of Issuance: February 15th, 2018

Valid up to*: **February 14th, 2019**

*Valid up to the next review date of the Qualification Pack



Authorized Signatory
(Furniture & Fittings Skill Council)

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Sales Executive - Furniture & Fittings

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “Sales Executive - Furniture & Fittings”, in the “Furniture & Fittings” Sector/Industry and aims at building the following key competencies amongst the learner.

Program Name	Sales Executive - Furniture & Fittings		
Qualification Pack Name & Reference ID	FFS/Q8101, v1.0		
Version No.	1.0	Version Update Date	12-07-2017
Pre-requisites to Training	Class XII, preferable 1-2 year or relevant experience		
Training Outcomes	<p>After completing this programme, participants will be able to:</p> <ul style="list-style-type: none"> • Undertake pre work requirement, help in assess and choosing suitable furniture/fitting: He/she knows the pre work to be undertaken for furniture fittings sales on behalf of the organization and help the customer in choosing the suitable furniture/ fitting. • Maximize sales of goods & services: He/ she maximizes sales of goods & services. • Create a positive image of a self and organization in the customers mind: He/she creates a positive image of self & organization in the customers mind. • Process credit applications for purchases: He/she applies the skills and knowledge required to effectively process credit applications for purchases. • Maintain the work area, tools and equipment: He/she understands appropriate method of handling tools, equipment and organizes the work area • Maintain health & safety at site/ workplace: He/she is well versed with health and safety measures in terms of personal safety and equipment safety relevant to carpentry occupation. • Carry out work effectively with others: He/she work effectively with stakeholder, colleague, customer and adhere to the organizational rules and regulations. 		

This course encompasses 7 out of 7 National Occupational Standards (NOS) of “Sales Executive - Furniture & Fittings” Qualification Pack issued by “Furniture & Fittings Skill Council”.

Sr No	Module	Key Learning Outcomes	Equipment required
1	Introduction Theory Duration (hh:mm) 08:00 Practical Duration (hh:mm) 00:00 Corresponding NOS Code Bridge Module	<ul style="list-style-type: none"> Maintain discipline in the classroom Define the responsibilities of Sales Executive-Furniture & Fittings and its job opportunities Interpret the scope of furniture & fittings industry Impart basic skills of communication 	
2	Understanding the organizational context/ company/ employer Theory Duration (hh:mm) 08:00 Practical Duration (hh:mm) 00:00 Corresponding NOS Code FFS/N8101	<ul style="list-style-type: none"> Acquire knowledge to understand the codes, standards, policies, manuals, rules and regulation of the organization Contact the concerned persons in case of queries on procedures/products/ any problem Explain the escalation procedure in organisation 	Chart paper depicting hierarchy
3	Maintenance of work area, tools and machines Theory Duration (hh:mm) 04:00 Practical Duration (hh:mm) 04:00 Corresponding NOS Code FFS/N8501	<ul style="list-style-type: none"> Handle material, machinery, equipment and tools with safety Optimally use materials to minimize wastage Prepare and organize work area Maintain a clean and hazard free working area Deal with work interruptions Ensure safe and correct handling of materials, equipment and tools Keep tools, equipment and consumables safely after the use Work in a comfortable position with the correct posture Select cleaning equipment and methods appropriately for the work to be carried out 	Samples required – MDF, HDF, particle board, plywood, pre laminated board, solid wood, shade card of laminates Ready Samples- MDF with polish, polyester, matt finish, lacquered paint, edge Banding sample Different type of veneers Hardware – hinges, cam fittings, rastex, pvc & steel legs, drawer runners, shelf pins Posters of different type of furniture – centre table, dining table, sofa, beds,

		<ul style="list-style-type: none"> Disposal of waste safely in the designated location Store cleaning equipment safely after the use Maintain appropriate environment to protect stock from pilfering, theft, damage and deterioration 	<p>chairs, cabinet for crockery, upholstery etc.</p> <p>Tools – screwdriver, wooden mallet, drill machine</p> <p>Glass samples – 6 mm to 25 mm, toughened, lacquered, designer glass, looking glass, Frosted glass etc.</p>
4	<p>Ensuring health and safety at workplace</p> <p>Theory Duration (hh:mm) 04:00</p> <p>Practical Duration (hh:mm) 04:00</p> <p>Corresponding NOS Code FFS/N8601</p>	<ul style="list-style-type: none"> Work safely by complying relevant guidelines Assess the worksite for any possible health and safety hazards Follow instructions of manufacturer related to safe use of materials specifically chemicals and power equipment Ensure safe handling and disposal of waste and debris Identify and report of any hazards and potential risks/ threats to supervisors or other authorized personnel Undertake first aid activities in case of any accident Demonstrate use of appropriate personal protective equipment compatible to the work and compliant to relevant occupational health and safety guidelines Maintain correct body posture while standing and working for long hours and carrying heavy materials Know about lifting, carrying or moving heavy wooden furniture and accessories from one place to another using appropriate safe working practices Handle all required tools, machines, materials and equipment safely Adhere to relevant occupational safety procedures while handling sharp tools, glass, heavy wood, and chemicals Apply good housekeeping practices always by keeping the work area tidy Report of accident to authorized person 	<p>Masks, safety glasses, ear muffs, safety footwear, gloves, aprons etc.</p> <p>First aid, different types of fire, extinguisher</p>

5	<p>Dealing with emergencies</p> <p>Theory Duration (hh:mm) 04:00</p> <p>Practical Duration (hh:mm) 04:00</p> <p>Corresponding NOS Code FFS/N8601</p>	<ul style="list-style-type: none"> • Follow appropriate procedure in case of fire • Follow the electrical safety measures while working with electrical power tools and equipment • Follow the evacuation procedure in the event of an emergency or an accident, fire, natural calamity • Check and ensure general health and safety equipment are available at site • Describe the use of general health and safety equipment • Comply with restrictions imposed on harmful chemicals during working hours • Know the correct rescue techniques during fire hazard • Demonstrate good housekeeping in order to prevent accident • Demonstrate the correct use of a fire extinguisher • Respond promptly and appropriately to an accident situation or medical emergency • Know the methods of accident prevention in the working area 	<p>Masks, safety glasses, ear muffs, safety footwear, gloves, aprons etc.</p> <p>First aid, different types of fire, extinguisher</p>
6	<p>Interaction with seniors</p> <p>Theory Duration (hh:mm) 04:00</p> <p>Practical Duration (hh:mm) 04:00</p> <p>Corresponding NOS Code FFS/N8801</p>	<ul style="list-style-type: none"> • Seek and obtain clarifications on policies from the supervisor or other authorized personnel • Identify and report any deviations to appropriate authority • Address the problems effectively and report if required to immediate supervisor • Seek instructions from supervisor and respond effectively on the same • Follow escalation matrix in case of any grievance 	

7	<p>Work effectively</p> <p>Theory Duration (hh:mm) 04:00</p> <p>Practical Duration (hh:mm) 00:00</p> <p>Corresponding NOS Code FFS/N8801</p>	<ul style="list-style-type: none"> • Coordinate and cooperate with colleagues to achieve work objectives • Display courteous behaviour • Respond politely to customer queries and team members • Follow dress code at work place • Keep work area in a tidy and organized manner • Adhere to timeline and quality standards • Follow organizational policies and procedures • Share information with team wherever and whenever required to enhance quality and productivity at work place • Work together with co-workers in a synchronized manner • Communicate with others clearly, at a pace and in a manner that helps them to understand • Show respect to others and their work • Display active listening skills while interacting with others at work 	
8	<p>Pre work for undertaking furniture fitting sales</p> <p>Theory Duration (hh:mm) 08:00</p> <p>Practical Duration (hh:mm) 08:00</p> <p>Corresponding NOS Code FFS/N8101</p>	<ul style="list-style-type: none"> • Interpret the broad sectors and sub sectors of furniture fittings and furniture sold by the organization • Gather all the required information about the functionality, features, pricing of the furniture fittings by reading and comprehending the catalogue • Determine about the various brands of furniture sold by organization • Gather all the relevant and accurate information about the promotions • Understand the organization protocol/standards and follow the same • Know about the kinds of raw materials used for making the furniture/fittings • Assess and gain knowledge about payment modes, loan options offered and the procedural compliance that needs to be done for the same • Know about the delivery, assembling the furniture/ fittings options offered by the organisation • Discuss with seniors when faced with difficulties in order to avoid issues at a later stage 	

9	<p>Understand customer needs and help in choosing appropriate furniture/ fittings</p> <p>Theory Duration (hh:mm) 08:00</p> <p>Practical Duration (hh:mm) 08:00</p> <p>Corresponding NOS Code FFS/N8101</p>	<ul style="list-style-type: none"> • Gather information on the needs of the customer • Describe furniture features stated in the catalogue including details on price, warranty, after sales service • Highlight to the customer basis the information gathered, on the furniture features which interest the customer • Compare the products shortlisted to enable the customer to choose • Respond to all the queries raised by the customers appropriately in a way to promote business and also manage the goodwill of organization • Identify opportunities for additional furniture sales and inform the customer about the same • Acknowledge and respect the customer's buying decision 	
10	<p>Display the furniture/ fittings to the customer</p> <p>Theory Duration (hh:mm) 08:00</p> <p>Practical Duration (hh:mm) 18:00</p> <p>Corresponding NOS Code FFS/N8101</p>	<ul style="list-style-type: none"> • Check if the customer is willing to see a display involving demonstration of the product features in detail • Ensure to have all the required resources arranged in sequence of usage before initiating the demonstration • Set up the display in a safe manner ensuring least disturbance to other customers/team mates • Exhibit the items in an effective manner highlighting the uses and benefits of the furniture/fitting • Respond to customer queries/questions in an appropriate and effective manner. • Take note of the inputs/ feedback received to incorporate in future 	<p>Samples required – MDF, HDF, particle board, plywood, pre laminated board, solid wood, shade card of laminates</p> <p>Ready samples- MDF with polish, polyester, matt finish, lacquered paint, edge banding sample,</p> <p>Different type of veneers</p> <p>Hardware – hinges, cam fittings, rastex, pvc & steel legs, drawer runners, shelf pins</p> <p>Posters of different type of furniture – centre table, dining table, sofa, beds, chairs, cabinet for crockery, upholstery etc.</p> <p>Tools – screwdriver, wooden mallet, drill machine</p> <p>Glass samples – 6 mm to 25 mm, toughened, lacquered, designer glass, looking glass, frosted glass etc.</p>
11	<p>Identify opportunities to</p>	<ul style="list-style-type: none"> • Identify promotional opportunities and estimate their potential to increase 	

	<p>increase sales of particular products</p> <p>Theory Duration (hh:mm) 08:00</p> <p>Practical Duration (hh:mm) 16:00</p> <p>Corresponding NOS Code RAS/N0128</p>	<p>sales</p> <ul style="list-style-type: none"> Identify promotional opportunities which offer the greatest potential to increase sales Report promotional opportunities to the right person Fill in the relevant records fully and accurately 	
12	<p>Promote particular products</p> <p>Theory Duration (hh:mm) 08:00</p> <p>Practical Duration (hh:mm) 16:00</p> <p>Corresponding NOS Code RAS/N0128</p>	<ul style="list-style-type: none"> Tell customers about promotions clearly and in a persuasive way Identify and take the most effective actions for converting promotional sales into regular future sales Gather relevant and accurate information about the effectiveness of promotions, and communicate this information clearly to the right person Record clearly and accurately the results of promotions 	Posters on retail marketing
13	<p>Establish effective rapport with customers</p> <p>Theory Duration (hh:mm) 08:00</p> <p>Practical Duration (hh:mm) 16:00</p> <p>Corresponding NOS Code RAS/N0130</p>	<ul style="list-style-type: none"> Meet organization's standards of appearance and behaviour Greet customer respectfully and in a friendly manner Communicate with customer in a way that makes them feel valued and respected Identify and confirm customer's expectations Treat your customer courteously and helpfully at all times Keep your customer informed and reassured 	
14	<p>Respond appropriately to customers</p> <p>Theory Duration (hh:mm) 08:00</p> <p>Practical Duration (hh:mm) 16:00</p>	<ul style="list-style-type: none"> Respond promptly to a customer seeking assistance Select the most appropriate way of communication Respond promptly and positively to customers' questions and comments 	Posters on Soft skills

	Corresponding NOS Code RAS/N0130			
15	Communicate information to customers Theory Duration (hh:mm) 08:00 Practical Duration (hh:mm) 16:00 Corresponding NOS Code RAS/N0130	<ul style="list-style-type: none"> Quickly locate information that will help the customer Give customer the information they need about the services or products offered by the organisation Recognize information that customer might find complicated and check whether they fully understand Explain clearly to customers any reasons why their needs or expectations cannot be met 		
16	Process credit applications for purchases Theory Duration (hh:mm) 08:00 Practical Duration (hh:mm) 20:00 Corresponding NOS Code RAS/N0114	<ul style="list-style-type: none"> Identify the customer's needs for credit facilities Clearly explain to the customer the features and conditions of credit facilities Provide enough time and opportunities for the customer to ask for clarification or more information Accurately fill in the documents needed to allow the customer to get credit Carry out the necessary credit checks and authorisation procedures Promptly refer difficulties in processing applications to the right person 	Posters on banking, credit card operations, retail operations	
	Total Duration Theory Duration 108:00 Practical Duration 150:00	Unique Equipment Required for the QP: 1XBlackboard, chalk 2 packet, duster 1 pc PPE:- Safety masks, safety glasses, ear plug, safety footwear, gloves first aid, different types of fire extinguisher Posters on banking, credit card operations, retail operations Samples required – MDF, HDF, particle board, plywood, pre laminated board, solid wood, shade card of laminates Ready samples- MDF with polish, polyester, matt finish, lacquered paint, edge banding sample, Different type of veneers Hardware – hinges, cam fittings, Rastex, Pvc & steel legs, drawer runners, shelf pins Posters of different type of furniture – Centre table, dining table, sofa, beds, chairs, cabinet for crockery, upholstery. Tools – Screwdriver, wooden mallet, drill machine Glass samples – 6 mm to 25 mm, toughened, lacquered, designer glass, looking glass, frosted glass		

Grand Total Course Duration: 258 Hours, 0 Minutes

*(This syllabus/ curriculum has been approved by **Furniture & Fittings Skill Council**)*

Trainer Prerequisites for Job role: “Sales Executive - Furniture & Fittings” mapped to Qualification Pack: “FFS/Q8101”

Sr. No.	Area	Details
1	Description	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “ <u>FFS/Q8101</u> ”.
2	Personal Attributes	Aptitude for conducting training, and pre/ post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well organized and focused, eager to learn and keep oneself updated with the latest in the mentioned field
3	Minimum Educational Qualifications	Minimum 10 th pass Age above 25 years
4a	Domain Certification	Certified for Job Role: “Sales Executive - Furniture & Fittings” mapped to QP: “ <u>FFS/Q8101</u> ”. Minimum accepted score 80% as per the FFSC guideline.
4b	Platform Certification	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “MEP/Q0102”. Minimum accepted score as per respective SSC guideline is 80%.
5	Experience	<ul style="list-style-type: none"> • Minimum five years of experience in sales • Minimum two years of relevant experience in furniture & fittings domain

Annexure: Assessment Criteria

Job Role	Sales Executive - Furniture & Fittings
Qualification Pack	FFS/Q8101, v1.0
Sector Skill Council	Furniture & Fittings Skill Council

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. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on this criteria
6. To pass the Qualification Pack, every trainee should score a minimum of 70% in aggregate
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Compulsory NOS		Marks Allocation			
		Total Marks	Out Of	Theory	Skills Practical
Total Marks: 700					
Assessment outcomes	Assessment criteria for outcomes				
1FFS/N8101 (Undertake pre work and help in assess & choose suitable furniture/fitting)	PC1. interpret the broad sectors and sub sectors of furniture fittings and furniture sold by the organization	100	5	1	4
	PC2. gather all the required information about the functionality, features, pricing of the furniture fittings by reading and comprehending the catalogue. If required, take guidance from peers/supervisors		6	1	5
	PC3. determine about the various brands of furniture sold by organization, if applicable		3	0	3
	PC4. gather all the relevant and accurate information about the promotions		3	1	2

PC5. understand the organization protocol/standards and follow the same	5	1	4
PC6. understand about the kinds of raw materials used for making the furniture/fittings	3	0	3
PC7. assess and gain knowledge about payment modes, loan options offered and the procedural compliance that needs to be done for the same	5	0	5
PC8. knowledge about the delivery, assembling the furniture/ fittings options offered by the organization	4	1	3
PC9. discuss with seniors when faced with difficulties in order to avoid issues at a later stage	3	1	2
PC10. gather information on the needs of the customer, the budget frame in mind, any brand or style preference etc.	6	1	5
PC11. determine customer need in terms of residential or commercial furniture requirements	6	1	5
PC12. describe furniture features stated in the catalogue including details on price, warranty, after sales service etc	6	1	5
PC13. highlight to the customer basis the information gathered, on the furniture features which interest the customer	5	1	4
PC14. compare the products shortlisted to enable the customer to choose	5	1	4

	PC15. respond to all the queries raised by the customers appropriately in a way to promote business and also manage the goodwill/image of organization		5	1	4
	PC16. identify opportunities for additional furniture sales and inform the customer about the same		3	1	2
	PC17. acknowledge and respect the customer's buying decision		3	1	2
	PC18. check if the customer is willing to see a display involving demonstration of the product features in detail post showing interest in the product		3	1	2
	PC19. ensure to have all the required resources arranged in sequence of usage before initiating the demonstration		3	1	2
	PC20. set up the display in a safe manner ensuring least disturbance to other customers/team mates and exhibit in an effective manner highlighting the uses and benefits of the furniture/fitting		6	1	5
	PC21. allow an opportunity to the customer to touch and feel the furniture		4	1	3
	PC22. respond to customer queries/questions in an appropriate and effective manner.		5	1	4
	PC23. take note of the inputs/ feedback received to incorporate in future		3	1	2
		Total	100	20	80

2 RAS/N0128 (Maximize sales of goods & services)	PC1. identify promotional opportunities and estimate their potential to increase sales	100	12	6	6
	PC2. identify promotional opportunities which offer the greatest potential to increase sales		12	6	6
	PC3. report promotional opportunities to the right person		15	7	8
	PC4. fill in the relevant records fully and accurately		10	5	5
	PC5. tell customers about promotions clearly and in a persuasive way		12	6	6
	PC6. identify and take the most effective actions for converting promotional sales into regular future sales.		15	8	7
	PC7. gather relevant and accurate information about the effectiveness of promotions, and communicate this information clearly to the right person.		12	6	6
	PC8. record clearly and accurately the results of promotions.		12	6	6
	Total	100	50	50	
3.RAS/N0130 (Create a positive image of self & organization in the customers mind)	PC1. meet your organization's standards of appearance and behaviour.	100	6	4	2
	PC2. greet your customer respectfully and in a friendly manner.		7	3	4
	PC3. communicate with your customer in a way that makes them feel valued and respected.		7	3	4
	PC4. identify and confirm your customer's expectations.		7	4	3

PC5. treat your customer courteously and helpfully at all times.	6	3	3
PC6. keep your customer informed and reassured.	6	3	3
PC7. adapt your behaviour to respond effectively to different customer behaviour	7	3	4
PC8. respond promptly to a customer seeking assistance.	6	3	3
PC9. select the most appropriate way of communicating with your customer.	7	3	4
PC10. check with your customer that you have fully understood their expectations.	6	3	3
PC11. respond promptly and positively to your customers' questions and comments.	5	3	2
PC12. allow your customer time to consider your response and give further explanation when appropriate	5	3	2
PC13. quickly locate information that will help your customer	5	3	2
PC14. give your customer the information they need about the services or products offered by your organization	7	3	4
PC15. recognize information that your customer might find complicated and check whether they fully understand	6	3	3

	PC16. explain clearly to your customers any reasons why their needs or expectations cannot be met		7	3	4
		Total	100	50	50
4.RAS/N0114(Process credit applications for purchases)	PC1. identify the customer's needs for credit facilities.	100	16	8	8
	PC2. clearly explain to the customer the features and conditions of credit facilities.		18	9	9
	PC3. provide enough time and opportunities for the customer to ask for clarification or more information.		17	8	9
	PC4. accurately fill in the documents needed to allow the customer to get credit.		17	9	8
	PC5. successfully carry out the necessary credit checks and authorization procedures.		16	8	8
	PC6. promptly refer difficulties in processing applications to the right person		16	8	8
		Total	100	50	50
5. FFS/N8601 (Ensure health and safety at workplace)	PC1. work safely at all times, complying with health and safety legislation, regulations and other relevant guidelines	100	3	2	1
	PC2. ensure that health and safety instructions applicable to the work place are being followed		3	1	2
	PC3. check the worksite for any possible health and safety hazards		3	1	2
	PC4. follow manufacturers' instructions and job specifications relating to safe use		3	1	2

	of materials specifically chemicals and power equipment				
PC5.	ensure safe handling and disposal of waste and debris		3	0	3
PC6.	identify and report any hazards and potential risks/ threats to supervisors or other authorized personnel Hazards: sharp edged tools, hazardous surfaces, physical hazards, electrical hazards, health hazards from chemicals and other such toxic material etc.		3	1	2
PC7.	undertake first aid activities in case of any accident, if required and asked to do so		3	0	3
PC8.	select and use appropriate personal protective equipment compatible to the work and compliant to relevant occupational health and safety guidelines Personal protective equipment: masks, safety glasses, head protection, ear muffs, safety footwear, gloves, aprons etc.		3	0	3
PC9.	maintain correct body posture while standing and working for long hours and carrying heavy materials		3	0	3
PC10.	lift, carry or move heavy wooden furniture and accessories from one place to another using approved safe working practices		4	2	2
PC11.	handle all required tools, machines , materials & equipment safely		4	2	2

PC12.	adhere to relevant occupational safety policies while handling sharp tools to make and install furniture and fittings	3	0	3
PC13.	take safety measures while handling glass, heavy wood, materials, chemicals etc.	3	0	3
PC14.	apply good housekeeping practices at all times Good housekeeping practices: clean/tidy work areas, removal/disposal of waste products, protect surfaces	3	2	1
PC15.	report accident/incident report to authorized personal	3	1	2
PC16.	perform basic safety checks before operation of all machines, tools and electrical equipment	3	2	1
PC17.	follow recommended material handling procedure to control damage and personal injury	3	1	2
PC18.	follow safe working practices at all times	3	1	2
PC19.	follow appropriate procedure in case a of fire emergency	3	1	2
PC20.	follow electrical safety measures while working with electrically powered tools & equipment	4	2	2
PC21.	follow agreed work location procedures in the event of an emergency or an accident	3	1	2
PC22.	follow emergency and evacuation procedures in case of accidents, fires, natural calamities	3	1	2

	propane, diesel fuel, tar, cooking oil, and similar substances; Class C: e.g. electrical equipment such as appliances, wiring, breaker panels, etc. These categories of fires become Class A, B, and D fires when the electrical equipment that initiated the fire is no longer receiving electricity); Class D: combustible metals such as magnesium, titanium, and sodium (These fires burn at extremely high temperatures and require special suppression agents)				
	PC32. state methods of accident prevention in the work environment Methods of accident prevention: training in health and safety procedures; using health and safety procedures; use of equipment and working practices (such as safe carrying procedures); safety notices, advice; instruction from colleagues and supervisors		3	3	0
		Total	100	30	70
6. FFS/N8801 (Work effectively with others)	PC1. seek assistance from supervisor or any such appropriate authority as and when required	100	3	1	2
	PC2. ask questions and seek clarifications on work tasks whenever required		3	1	2
	PC3. seek and obtain clarifications on policies and procedures, from the supervisor or other authorized personnel		5	5	0
	PC4. identify and report any possible deviations to appropriate authority		3	1	2
	PC5. address the problems effectively and report if required to immediate supervisor appropriately		5	2	3

PC6.	receive instructions clearly from superiors and respond effectively on the same	3	1	2
PC7.	follow escalation matrix in case of any grievance	6	4	2
PC8.	accurately receive information and instructions from the supervisor related to one's work	5	3	2
PC9.	coordinate and cooperate with colleagues to achieve work objectives	5	0	5
PC10.	display courteous behaviour at all times	5	0	5
PC11.	respond politely to customer queries and other team members	5	1	4
PC12.	follow work place dress code	5	0	5
PC13.	keep work area in a tidy and organized state	5	0	5
PC14.	adhere to time lines and quality standards	5	2	3
PC15.	follow organizational policies and procedures	4	4	0
PC16.	share information with team wherever and whenever required to enhance quality and productivity at work place	5	2	3
PC17.	work together with co-workers in a synchronized manner	6	0	6
PC18.	communicate with others clearly, at a pace and in a manner that helps them to understand	6	3	3
PC19.	show respect to other and their work	5	0	5
PC20.	display active listening skills while interacting with others at work	5	0	5
PC21.	demonstrate responsible and disciplined behaviors at the workplace disciplined behaviors: e.g. punctuality; completing tasks as	6	0	6

	per given time and standards; not gossiping and idling time; eliminating waste, honesty, etc				
		Total	100	30	70
7. FFS/ N8501 (Maintain work area, tools and machines)	PC1. handle materials, machinery, equipment and tools safely and correctly	100	8	4	4
	PC2. use correct handling procedures		8	4	4
	PC3. use materials to minimize waste		8	4	4
	PC4. prepare and organize work		8	4	4
	PC5. maintain a clean and hazard free working area		8	4	4
	PC6. deal with work interruptions		8	4	4
	PC7. maintain tools equipment and consumables		8	4	4
	PC8. work in a comfortable position with the correct posture		8	4	4
	PC9. use cleaning equipment and methods appropriate for the work to be carried out		8	4	4
	PC10. dispose of waste safely in the designated location		8	5	3
	PC11. store cleaning equipment safely after use		7	3	4
	PC12. ensure safe and correct handling of materials, equipment and tools		7	3	4
	PC13. maintain appropriate environment to protect stock from pilfering, theft, damage and deterioration		6	3	3
		Total	100	50	50
	Grand Total		700	280	420
	Percentage Weightage		100%	30%	70%
	Minimum Pass% to qualify (aggregate)		70%		