

Qualification Pack



Multipurpose Assistant- Furniture Business Development

Marketing/ Sales and Distribution/ After Sales and Support

QP Code: FFS/Q2101

Version: 1.0

NSQF Level: 3

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FFS/Q2101: Multipurpose Assistant- Furniture Business Development

Brief Job Description

Multipurpose Assistant- Furniture Business Development is responsible for providing support in various business development activities. They assist in market research, client communication, sales distribution, and administrative tasks, contributing to the growth of the company while gaining valuable industry knowledge and experience. The individual may choose a specialization from a range of options, such as marketing, sales & distribution, and after sales support operations.

Personal Attributes

This job requires the individual to demonstrate adaptability, effective communication, and analytical thinking. A proactive approach, commitment to ethical conduct, and a customer-centric focus further emphasize the intrinsic traits vital for excellence in this role.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [FFS/N2103: Assist in marketing research, data analysis and reporting for furniture and allied business development](#)
2. [FFS/N2104: Assist in customer engagement, cross functional collaboration, and achieving business development objectives](#)
3. [FFS/N8205: Follow workplace health, safety, and environmental procedures](#)
4. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

Electives (mandatory to select at least one):

Elective 1: Marketing

1. [FFS/N2105: Assist in marketing & research activities to develop business for Furniture & Allied sectors](#)

Elective 2: Sales and Distribution

1. [FFS/N2106: Assist in Sales and Distribution activities for Furniture & Allied sectors](#)

Elective 3: After Sales and Support

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1. [FFS/N2107: Assist in After Sales Support services for Furniture & Allied sectors](#)

Qualification Pack (QP) Parameters

| | |
|---|--|
| Sector | Furniture & Fittings |
| Sub-Sector | Furniture Business Development, Installation & After Sales |
| Occupation | Furniture Business Development & Distribution |
| Country | India |
| NSQF Level | 3 |
| Credits | 23 |
| Aligned to NCO/ISCO/ISIC Code | NCO-2015/2431.0502 |
| Minimum Educational Qualification & Experience | <p>10th grade pass with NA of experience OR 8th grade pass (with 1 year of (NTC/ NAC) after 8th) with NA of experience OR 8th grade pass and pursuing continuous schooling (in case of 2-year prog) with NA of experience OR 9th grade pass (pursuing continuous schooling in regular school) with NA of experience OR 9th grade pass with 1 Year of experience OR 8th grade pass with 2 Years of experience OR 5th grade pass with 5 Years of experience OR Previous relevant Qualification of NSQF Level (Level 2- General Assistant (Foundation course on Design-Build-Install)) with 3 Years of experience</p> |
| Minimum Level of Education for Training in School | 9th Class |
| Pre-Requisite License or Training | NA |
| Minimum Job Entry Age | 14 Years |
| Last Reviewed On | NA |



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|------------------------------|-----------------------------|
| Next Review Date | 31/08/2026 |
| NSQC Approval Date | 31/08/2023 |
| Version | 1.0 |
| Reference code on NQR | QG-03-WC-00822-2023-V1-FFSC |
| NQR Version | 1 |



Qualification Pack

FFS/N2103: Assist in marketing research, data analysis and reporting for furniture and allied business development

Description

This unit describes the performance outcomes required to assist in furniture and allied business development including marketing research, data analysis, and reporting.

Scope

The scope covers the following :

- Assist in market research & analysis activities for business development
- Assist in networking and stakeholder engagement activities
- Assist in proper documentation and record-keeping

Elements and Performance Criteria

Assist in market research & analysis activities for business development

To be competent, the user/individual on the job must be able to:

- PC1.** assist the supervisor in day-to-day tasks and projects relevant to assigned tasks and responsibility
- PC2.** collect and analyse relevant data related to marketing, sales, distribution, or after-sales support.
- PC3.** assist in identifying trends, opportunities, and challenges in the respective area to support decision-making and strategy formulation.

Assist in networking and stakeholder engagement activities

To be competent, the user/individual on the job must be able to:

- PC4.** assist the concerned team members to execute marketing campaigns, sales initiatives, distribution activities, or after-sales support programs.
- PC5.** actively participate in planning and organizing industry events, conferences, and trade shows to expand professional networks and build industry relationships.
- PC6.** engage with industry stakeholders, potential clients, and strategic partners to explore collaboration opportunities

Assist in proper documentation and record-keeping

To be competent, the user/individual on the job must be able to:

- PC7.** summarize key findings, and insights, and maintain requisite documentation.
- PC8.** maintain, organise and up-to-date files with a record of design changes, revisions, and version control
- PC9.** ensure consistency of documentation in line with organisational policies
- PC10.** respond timely to queries and feedback from supervisors

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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- KU1.** the organization structure, its purpose, and objective, various departments, hierarchy, reporting matrix, code of conduct, etc
- KU2.** the products and services provided by the company to clients and its quality standards
- KU3.** the Key Result Areas (KRA) and its importance in the employee performance and growth
- KU4.** different types of personal protective equipment such as gloves, goggles, masks, etc. and their uses
- KU5.** common hazards in the worksite and relevant safety and security procedures/manuals to be followed
- KU6.** the procedures for conducting visual checks required during the various stages of operations and their importance
- KU7.** the importance of reporting relevant information to the appropriate authority
- KU8.** the role and responsibilities of a business development assistant at the entry-level.
- KU9.** the process of assisting the supervisor in day-to-day tasks, including prioritizing tasks, managing time effectively, and maintaining accurate records.
- KU10.** different sources and methods for data collection, such as surveys, market research, customer feedback, and sales reports.
- KU11.** process of data analysis, including organizing and cleaning data, applying statistical techniques, and deriving meaningful insights.
- KU12.** relevant data analysis tools and software, such as spreadsheets, statistical software, and data visualization platforms.
- KU13.** industry-specific trends, market dynamics, and customer preferences relevant to the respective area.
- KU14.** the marketing mix elements, sales processes, distribution channels, after-sales support programs, and their role in achieving marketing objectives.
- KU15.** the process and steps involved in planning and organizing industry events.
- KU16.** techniques for effective networking and building industry relationships.
- KU17.** the role and importance of collaboration in business, including the benefits of engaging with industry stakeholders, potential clients, and strategic partners.
- KU18.** the basics of report writing and presentation skills to effectively communicate research findings and recommendations.
- KU19.** the file management principles, including organization, categorization, and naming conventions.
- KU20.** the importance of maintaining up-to-date documentation and records of design changes, revisions, and version control.
- KU21.** the basics of organizational policies and standards regarding documentation, including formatting, branding, and style guidelines.
- KU22.** the importance of timely response in maintaining effective communication and productivity.

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read company policy documents, information displayed at the worksite, job cards, etc.



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- GS2.** effectively communicate with team members and supervisors respectfully as per the protocol of the organization
- GS3.** work constructively and collaboratively with others
- GS4.** fill up documents about one's role at the worksite (involves attendance, daily work update, etc.)
- GS5.** apply domain information/ knowledge and assess day to day tasks through experience and observation
- GS6.** evaluate the complexity of the tasks to determine if any guidance is required from the supervisor
- GS7.** interpret instructions related to the usage of machines and tools for fabrication, assembling, and installation of the various products
- GS8.** use reasoning skills to make appropriate decisions and troubleshoot concerns related to own responsibilities
- GS9.** plan and prioritize the tasks efficiently and accurately within the specified time frame
- GS10.** build and maintain positive and effective relationships with clients

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Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Assist in market research & analysis activities for business development</i> | 6 | 12 | 8 | - |
| PC1. assist the supervisor in day-to-day tasks and projects relevant to assigned tasks and responsibility | 2 | - | 4 | - |
| PC2. collect and analyse relevant data related to marketing, sales, distribution, or after-sales support. | 2 | 6 | - | - |
| PC3. assist in identifying trends, opportunities, and challenges in the respective area to support decision-making and strategy formulation. | 2 | 6 | 4 | - |
| <i>Assist in networking and stakeholder engagement activities</i> | 4 | 18 | 12 | - |
| PC4. assist the concerned team members to execute marketing campaigns, sales initiatives, distribution activities, or after-sales support programs. | 2 | 6 | 4 | - |
| PC5. actively participate in planning and organizing industry events, conferences, and trade shows to expand professional networks and build industry relationships. | 2 | 6 | 4 | - |
| PC6. engage with industry stakeholders, potential clients, and strategic partners to explore collaboration opportunities | - | 6 | 4 | - |
| <i>Assist in proper documentation and record-keeping</i> | 8 | 24 | 8 | - |
| PC7. summarize key findings, and insights, and maintain requisite documentation. | 2 | 6 | 4 | - |
| PC8. maintain, organise and up-to-date files with a record of design changes, revisions, and version control | 2 | 6 | 4 | - |
| PC9. ensure consistency of documentation in line with organisational policies | 2 | 6 | - | - |
| PC10. respond timely to queries and feedback from supervisors | 2 | 6 | - | - |



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| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|----------------------------------|--------------|-----------------|---------------|------------|
| NOS Total | 18 | 54 | 28 | - |

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National Occupational Standards (NOS) Parameters

| | |
|----------------------------|---|
| NOS Code | FFS/N2103 |
| NOS Name | Assist in marketing research, data analysis and reporting for furniture and allied business development |
| Sector | Furniture & Fittings |
| Sub-Sector | Furniture Business Development, Installation & After Sales |
| Occupation | Furniture Business Development & Distribution |
| NSQF Level | 3 |
| Credits | 2 |
| Version | 1.0 |
| Last Reviewed Date | 31/08/2023 |
| Next Review Date | 31/08/2026 |
| NSQC Clearance Date | 31/08/2023 |

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FFS/N2104: Assist in customer engagement, cross functional collaboration, and achieving business development objectives

Description

This unit describes the performance outcomes required to assist with customer engagement, cross-functional collaboration, and business development.

Scope

The scope covers the following :

- Assist in customer engagement activities
- Assist in cross functional collaborations
- Assist in achievement of departmental objectives
- Ensure continuous professional learning and development

Elements and Performance Criteria

Assist in customer engagement activities

To be competent, the user/individual on the job must be able to:

- PC1.** assist in interacting with customers to gather feedback, understand their needs, and address their queries or concerns.
- PC2.** assist in maintaining strong customer relationships through effective communication and timely response.
- PC3.** contribute to enhancing the customer experience by providing exceptional service and ensuring customer satisfaction.

Assist in cross functional collaborations

To be competent, the user/individual on the job must be able to:

- PC4.** collaborate with other departments, such as marketing, sales, distribution, or customer support, to achieve shared objectives.
- PC5.** foster effective communication and teamwork by actively participating in meetings, discussions, and projects.
- PC6.** contribute ideas and insights to cross-functional initiatives, leveraging your understanding of the business development role.

Assist in achievement of departmental objectives

To be competent, the user/individual on the job must be able to:

- PC7.** support the supervisor & team members in achieving the departmental goals and targets.
- PC8.** assist in monitoring and report on the progress of initiatives, projects, or campaigns.
- PC9.** contribute to the overall success of the Business Development department by actively participating in goal-oriented activities.

Ensure continuous professional learning and development

To be competent, the user/individual on the job must be able to:

- PC10.** actively seek opportunities for learning and growth, such as attending industry events, training programs, or webinars.

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PC11. seek feedback from superiors and colleagues to identify areas for improvement and work towards enhancing your skills and knowledge.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the organization structure, its purpose, and objective, various departments, hierarchy, reporting matrix, code of conduct, etc
- KU2.** the products and services provided by the company to clients and its quality standards
- KU3.** the Key Result Areas (KRA) and its importance in the employee performance and growth
- KU4.** different types of personal protective equipment such as gloves, goggles, masks, etc. and their uses
- KU5.** common hazards in the worksite and relevant safety and security procedures/manuals to be followed
- KU6.** the procedures for conducting visual checks required during the various stages of operations and their importance
- KU7.** the importance of reporting relevant information to the appropriate authority
- KU8.** techniques for effective customer interaction and communication.
- KU9.** the methods for gathering customer feedback, identifying customer needs and addressing their queries or concerns
- KU10.** Effective communication techniques for building and nurturing customer relationships.
- KU11.** Importance of customer experience and its impact on customer satisfaction and business success.
- KU12.** the company's products, services, and policies to provide accurate and relevant information to customers.
- KU13.** the key processes and workflows of different departments and how they contribute to the overall business operations.
- KU14.** the importance of effective communication and teamwork in achieving business objectives.
- KU15.** the importance of cross-functional collaboration and initiatives in achieving business goals.
- KU16.** the role of departmental goals and targets in the organization.
- KU17.** the purpose and importance of monitoring initiatives, projects, or campaigns in the furniture industry.
- KU18.** the reporting techniques and tools for presenting progress updates.
- KU19.** the business development strategies, tools, and techniques and their role in achieving desired goals
- KU20.** the role of industry events, training programs, webinars, and other learning resources in terms of networking, knowledge acquisition, and staying updated with industry trends.
- KU21.** different types of feedback, such as constructive feedback, performance evaluations, and informal feedback, and how they contribute to personal development.

Generic Skills (GS)

User/individual on the job needs to know how to:



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- GS1.** read company policy documents, information displayed at the worksite, job cards, etc.
- GS2.** effectively communicate with team members and supervisors respectfully as per the protocol of the organization
- GS3.** work constructively and collaboratively with others
- GS4.** fill up documents about one's role at the worksite (involves attendance, daily work update, etc.)
- GS5.** apply domain information/ knowledge and assess day to day tasks through experience and observation
- GS6.** evaluate the complexity of the tasks to determine if any guidance is required from the supervisor
- GS7.** interpret instructions related to the usage of machines and tools for fabrication, assembling, and installation of the various products
- GS8.** use reasoning skills to make appropriate decisions and troubleshoot concerns related to own responsibilities
- GS9.** plan and prioritize the tasks efficiently and accurately within the specified time frame
- GS10.** build and maintain positive and effective relationships with clients

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Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Assist in customer engagement activities</i> | 4 | 12 | 12 | - |
| PC1. assist in interacting with customers to gather feedback, understand their needs, and address their queries or concerns. | - | 6 | 4 | - |
| PC2. assist in maintaining strong customer relationships through effective communication and timely response. | 2 | - | 4 | - |
| PC3. contribute to enhancing the customer experience by providing exceptional service and ensuring customer satisfaction. | 2 | 6 | 4 | - |
| <i>Assist in cross functional collaborations</i> | 6 | 24 | - | - |
| PC4. collaborate with other departments, such as marketing, sales, distribution, or customer support, to achieve shared objectives. | 2 | 8 | - | - |
| PC5. foster effective communication and teamwork by actively participating in meetings, discussions, and projects. | 2 | 8 | - | - |
| PC6. contribute ideas and insights to cross-functional initiatives, leveraging your understanding of the business development role. | 2 | 8 | - | - |
| <i>Assist in achievement of departmental objectives</i> | 6 | 6 | 12 | - |
| PC7. support the supervisor & team members in achieving the departmental goals and targets. | 2 | - | 4 | - |
| PC8. assist in monitoring and report on the progress of initiatives, projects, or campaigns. | 2 | 6 | 4 | - |
| PC9. contribute to the overall success of the Business Development department by actively participating in goal-oriented activities. | 2 | - | 4 | - |
| <i>Ensure continuous professional learning and development</i> | 2 | 12 | 4 | - |
| PC10. actively seek opportunities for learning and growth, such as attending industry events, training programs, or webinars. | - | 6 | 4 | - |

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| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| PC11. seek feedback from superiors and colleagues to identify areas for improvement and work towards enhancing your skills and knowledge. | 2 | 6 | - | - |
| NOS Total | 18 | 54 | 28 | - |

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National Occupational Standards (NOS) Parameters

| | |
|----------------------------|--|
| NOS Code | FFS/N2104 |
| NOS Name | Assist in customer engagement, cross functional collaboration, and achieving business development objectives |
| Sector | Furniture & Fittings |
| Sub-Sector | Furniture Business Development, Installation & After Sales |
| Occupation | Furniture Business Development & Distribution |
| NSQF Level | 3 |
| Credits | 2 |
| Version | 1.0 |
| Last Reviewed Date | 31/08/2023 |
| Next Review Date | 31/08/2026 |
| NSQC Clearance Date | 31/08/2023 |

Qualification Pack

FFS/N8205: Follow workplace health, safety, and environmental procedures

Description

This unit describes the performance outcomes required to assist in maintaining health, safety, cleanliness, and hygiene at the worksite.

Scope

The scope covers the following :

- Maintain cleanliness of the worksite
- Follow health and safety procedures
- Maintain personal hygiene
- Precautionary measures to avoid work hazards
- Ensure material conservation and optimization of resources

Elements and Performance Criteria

Maintain cleanliness of the worksite

To be competent, the user/individual on the job must be able to:

- PC1.** identify and report poor organizational practices with respect to hygiene, food handling, cleaning
- PC2.** ensure that the trash cans or waste collection points are cleared every day

Follow health and safety procedures

To be competent, the user/individual on the job must be able to:

- PC3.** comply with the health and safety legislation, regulations, and other relevant guidelines while working at all times
- PC4.** use appropriate personal protective equipment compatible with the work and compliant to relevant Occupational Health and Safety (OHS) guidelines: masks, safety glasses, head protection, ear muffs, safety footwear, gloves, aprons, etc

Maintain personal hygiene

To be competent, the user/individual on the job must be able to:

- PC5.** wear clean clothes as per the dress code of the worksite
- PC6.** wash hands regularly using suggested material such as soap, one-use disposable tissue, warm water, etc.

Precautionary measures to avoid work hazards

To be competent, the user/individual on the job must be able to:

- PC7.** follow the displayed safety signs at the worksite
- PC8.** undertake the safety measures and checks while handling any electrically powered tools & equipment, etc
- PC9.** ensure the usage of harmful chemicals inside work area as per the specified guidelines only
- PC10.** ensure safe handling and disposal of waste

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Ensure material conservation and optimization of resources

To be competent, the user/individual on the job must be able to:

- PC11.** implement the suggested ways to conserve and re-use water
- PC12.** ensure to keep the electrical appliances in OFF position when not in use
- PC13.** carry out routine cleaning of tools, machines, and equipment as per instruction

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the organization structure, its purpose, and objective, various departments, hierarchy, reporting matrix, code of conduct, etc
- KU2.** the products and services provided by the company to clients and its quality standards
- KU3.** the Key Result Areas (KRA) and its importance in the employee performance and growth
- KU4.** different types of personal protective equipment such as gloves, goggles, masks, etc. and their uses
- KU5.** common hazards in the worksite and relevant safety and security procedures/manuals to be followed
- KU6.** the procedures for conducting visual checks required during the various stages of operations and their importance
- KU7.** the importance of reporting relevant information to the appropriate authority
- KU8.** the basics of preparing and interpreting 2D / 3D drawings i.e. terminology, pictorial representation, symbols, etc. related to architectural drawings and specifications
- KU9.** the process of raising grievance and its redressal mechanism
- KU10.** usage of different colours of dustbins based on the type of waste
- KU11.** the organization's legislative requirements and emergency procedures
- KU12.** the process and role in responding to an emergency situation in line with organizational procedures
- KU13.** importance of work ethics, dress code, and personal hygiene
- KU14.** various types of safety signs and what they mean
- KU15.** various types of safety signs and what they mean
- KU16.** the operational and relevant guidelines for usage and handling of tools and equipment and their serviceability procedures
- KU17.** the process of segregation of waste based on reusable and non-recyclable materials
- KU18.** common practices associated with conserving water and electricity
- KU19.** various housekeeping process and equipment used for cleaning worksite, tools and products

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read company policy documents, information displayed at the worksite, job cards, etc.



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- GS2.** effectively communicate with team members and supervisors respectfully as per the protocol of the organization
- GS3.** work constructively and collaboratively with others
- GS4.** fill up documents about one's role at the worksite (involves attendance, daily work update, etc.)
- GS5.** apply domain information/ knowledge and assess day to day tasks through experience and observation
- GS6.** evaluate the complexity of the tasks to determine if any guidance is required from the supervisor
- GS7.** read, write and interpret effectively while performing assigned tasks
- GS8.** use reasoning skills to make appropriate decisions and troubleshoot concerns related to own responsibilities
- GS9.** plan and prioritize the tasks efficiently and accurately within the specified time frame
- GS10.** build and maintain positive and effective relationships with clients
- GS11.** work efficiently with various softwares such as Word, Excel, etc.

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Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Maintain cleanliness of the worksite</i> | 4 | 4 | 3 | 4 |
| PC1. identify and report poor organizational practices with respect to hygiene, food handling, cleaning | 2 | 2 | - | 2 |
| PC2. ensure that the trash cans or waste collection points are cleared every day | 2 | 2 | 3 | 2 |
| <i>Follow health and safety procedures</i> | 5 | 6 | 8 | 2 |
| PC3. comply with the health and safety legislation, regulations, and other relevant guidelines while working at all times | 3 | 3 | 4 | 1 |
| PC4. use appropriate personal protective equipment compatible with the work and compliant to relevant Occupational Health and Safety (OHS) guidelines: masks, safety glasses, head protection, ear muffs, safety footwear, gloves, aprons, etc | 2 | 3 | 4 | 1 |
| <i>Maintain personal hygiene</i> | 4 | 4 | 5 | - |
| PC5. wear clean clothes as per the dress code of the worksite | 2 | 2 | 3 | - |
| PC6. wash hands regularly using suggested material such as soap, one-use disposable tissue, warm water, etc. | 2 | 2 | 2 | - |
| <i>Precautionary measures to avoid work hazards</i> | 12 | 16 | - | 2 |
| PC7. follow the displayed safety signs at the worksite | 3 | 3 | - | 1 |
| PC8. undertake the safety measures and checks while handling any electrically powered tools & equipment, etc | 3 | 7 | - | 1 |
| PC9. ensure the usage of harmful chemicals inside work area as per the specified guidelines only | 3 | 3 | - | - |

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| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| PC10. ensure safe handling and disposal of waste | 3 | 3 | - | - |
| <i>Ensure material conservation and optimization of resources</i> | 7 | 8 | 6 | - |
| PC11. implement the suggested ways to conserve and re-use water | 1 | 3 | 1 | - |
| PC12. ensure to keep the electrical appliances in OFF position when not in use | 3 | 2 | 2 | - |
| PC13. carry out routine cleaning of tools, machines, and equipment as per instruction | 3 | 3 | 3 | - |
| NOS Total | 32 | 38 | 22 | 8 |

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National Occupational Standards (NOS) Parameters

| | |
|----------------------------|---|
| NOS Code | FFS/N8205 |
| NOS Name | Follow workplace health, safety, and environmental procedures |
| Sector | Furniture & Fittings |
| Sub-Sector | Generic |
| Occupation | Generic |
| NSQF Level | 3 |
| Credits | 1 |
| Version | 3.0 |
| Last Reviewed Date | 31/08/2023 |
| Next Review Date | 31/08/2026 |
| NSQC Clearance Date | 31/08/2023 |

Qualification Pack

DGT/VSQ/N0101: Employability Skills (30 Hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

To be competent, the user/individual on the job must be able to:

PC1. understand the significance of employability skills in meeting the job requirements

Constitutional values - Citizenship

To be competent, the user/individual on the job must be able to:

PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices

Becoming a Professional in the 21st Century

To be competent, the user/individual on the job must be able to:

PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.

Basic English Skills

To be competent, the user/individual on the job must be able to:

PC4. speak with others using some basic English phrases or sentences

Communication Skills

To be competent, the user/individual on the job must be able to:

PC5. follow good manners while communicating with others

PC6. work with others in a team

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Diversity & Inclusion

To be competent, the user/individual on the job must be able to:

PC7. communicate and behave appropriately with all genders and PwD

PC8. report any issues related to sexual harassment

Financial and Legal Literacy

To be competent, the user/individual on the job must be able to:

PC9. use various financial products and services safely and securely

PC10. calculate income, expenses, savings etc.

PC11. approach the concerned authorities for any exploitation as per legal rights and laws

Essential Digital Skills

To be competent, the user/individual on the job must be able to:

PC12. operate digital devices and use its features and applications securely and safely

PC13. use internet and social media platforms securely and safely

Entrepreneurship

To be competent, the user/individual on the job must be able to:

PC14. identify and assess opportunities for potential business

PC15. identify sources for arranging money and associated financial and legal challenges

Customer Service

To be competent, the user/individual on the job must be able to:

PC16. identify different types of customers

PC17. identify customer needs and address them appropriately

PC18. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

To be competent, the user/individual on the job must be able to:

PC19. create a basic biodata

PC20. search for suitable jobs and apply

PC21. identify and register apprenticeship opportunities as per requirement

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

KU4. Twenty first (21st) century skills and their importance

KU5. how to use basic spoken English language

KU6. Do and dont of effective communication

KU7. inclusivity and its importance

KU8. different types of disabilities and appropriate communication and behaviour towards PwD

KU9. different types of financial products and services



Qualification Pack

- KU10.** how to compute income and expenses
- KU11.** importance of maintaining safety and security in financial transactions
- KU12.** different legal rights and laws
- KU13.** how to operate digital devices and applications safely and securely
- KU14.** ways to identify business opportunities
- KU15.** types of customers and their needs
- KU16.** how to apply for a job and prepare for an interview
- KU17.** apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** communicate effectively using appropriate language
- GS2.** behave politely and appropriately with all
- GS3.** perform basic calculations
- GS4.** solve problems effectively
- GS5.** be careful and attentive at work
- GS6.** use time effectively
- GS7.** maintain hygiene and sanitisation to avoid infection

Qualification Pack

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Introduction to Employability Skills</i> | 1 | 1 | - | - |
| PC1. understand the significance of employability skills in meeting the job requirements | - | - | - | - |
| <i>Constitutional values - Citizenship</i> | 1 | 1 | - | - |
| PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices | - | - | - | - |
| <i>Becoming a Professional in the 21st Century</i> | 1 | 3 | - | - |
| PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc. | - | - | - | - |
| <i>Basic English Skills</i> | 2 | 3 | - | - |
| PC4. speak with others using some basic English phrases or sentences | - | - | - | - |
| <i>Communication Skills</i> | 1 | 1 | - | - |
| PC5. follow good manners while communicating with others | - | - | - | - |
| PC6. work with others in a team | - | - | - | - |
| <i>Diversity & Inclusion</i> | 1 | 1 | - | - |
| PC7. communicate and behave appropriately with all genders and PwD | - | - | - | - |
| PC8. report any issues related to sexual harassment | - | - | - | - |
| <i>Financial and Legal Literacy</i> | 3 | 4 | - | - |
| PC9. use various financial products and services safely and securely | - | - | - | - |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| PC10. calculate income, expenses, savings etc. | - | - | - | - |
| PC11. approach the concerned authorities for any exploitation as per legal rights and laws | - | - | - | - |
| <i>Essential Digital Skills</i> | 4 | 6 | - | - |
| PC12. operate digital devices and use its features and applications securely and safely | - | - | - | - |
| PC13. use internet and social media platforms securely and safely | - | - | - | - |
| <i>Entrepreneurship</i> | 3 | 5 | - | - |
| PC14. identify and assess opportunities for potential business | - | - | - | - |
| PC15. identify sources for arranging money and associated financial and legal challenges | - | - | - | - |
| <i>Customer Service</i> | 2 | 2 | - | - |
| PC16. identify different types of customers | - | - | - | - |
| PC17. identify customer needs and address them appropriately | - | - | - | - |
| PC18. follow appropriate hygiene and grooming standards | - | - | - | - |
| <i>Getting ready for apprenticeship & Jobs</i> | 1 | 3 | - | - |
| PC19. create a basic biodata | - | - | - | - |
| PC20. search for suitable jobs and apply | - | - | - | - |
| PC21. identify and register apprenticeship opportunities as per requirement | - | - | - | - |
| NOS Total | 20 | 30 | - | - |

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|---------------------------------|
| NOS Code | DGT/VSQ/N0101 |
| NOS Name | Employability Skills (30 Hours) |
| Sector | Cross Sectoral |
| Sub-Sector | Professional Skills |
| Occupation | Employability |
| NSQF Level | 2 |
| Credits | 1 |
| Version | 1.0 |
| Last Reviewed Date | 31/08/2023 |
| Next Review Date | 31/08/2026 |
| NSQC Clearance Date | 31/08/2023 |

Qualification Pack

FFS/N2105: Assist in marketing & research activities to develop business for Furniture & Allied sectors

Description

This unit describes the performance outcomes required to assist in furniture and allied business development through marketing and research.

Scope

The scope covers the following :

- Assist in market research & analysis
- Assist in outreach campaign execution and management
- Assist in digital marketing and social media outreach
- Assist in content creation and management
- Assist in analytics and reporting tasks

Elements and Performance Criteria

Assist in market research & analysis

To be competent, the user/individual on the job must be able to:

- PC1.** conduct research to gather insights on customer preferences, market trends, and competitor activities.
- PC2.** assist in analysing market data and customer feedback to identify opportunities for product development, target audience expansion, or marketing campaign optimization.
- PC3.** support the development of customer personas and segmentation strategies to enhance marketing effectiveness.

Assist in outreach campaign execution and management

To be competent, the user/individual on the job must be able to:

- PC4.** assist in the execution of marketing campaigns, including planning, coordination, and implementation.
- PC5.** support the development of campaign materials, such as advertisements, brochures, and digital assets.
- PC6.** assist in monitoring campaigns, track metrics, and providing recommendations for improvement.

Assist in digital marketing and social media outreach

To be competent, the user/individual on the job must be able to:

- PC7.** assist in the creation and execution of digital marketing strategies, including social media campaigns, email marketing, and content marketing.
- PC8.** assist in managing social media platforms, posting engaging content, and monitoring user engagement and interactions.
- PC9.** support the development and optimization of the company's website and online presence.

Assist in content creation and management

To be competent, the user/individual on the job must be able to:

Qualification Pack

- PC10.** assist in creating engaging and informative content for various marketing channels, including website pages, blog articles, social media posts, and marketing collaterals.
- PC11.** assist in managing and organizing content assets, ensuring accuracy, consistency, and relevance.
- PC12.** contribute to the development of content calendars, planning and scheduling content for different platforms and campaigns.

Assist in analytics and reporting tasks

To be competent, the user/individual on the job must be able to:

- PC13.** assist in monitoring and analysing marketing performance metrics, such as website traffic, social media engagement, and campaign conversions.
- PC14.** contribute to the preparation of marketing performance reports, highlighting key metrics, trends, and actionable insights.
- PC15.** support data-driven decision-making by providing insights and recommendations based on the analysis.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the organization structure, its purpose, and objective, various departments, hierarchy, reporting matrix, code of conduct, etc
- KU2.** the products and services provided by the company to clients and its quality standards
- KU3.** the Key Result Areas (KRA) and its importance in the employee performance and growth
- KU4.** different types of personal protective equipment such as gloves, goggles, masks, etc. and their uses
- KU5.** common hazards in the worksite and relevant safety and security procedures/manuals to be followed
- KU6.** the procedures for conducting visual checks required during the various stages of operations and their importance
- KU7.** the importance of reporting relevant information to the appropriate authority
- KU8.** different research methodologies, such as surveys, interviews, focus groups, and data analysis, and how they can be applied to gather relevant information.
- KU9.** the relevancy of market research and data analysis techniques to extract valuable insights from market data and customer feedback.
- KU10.** the importance of segmentation, targeting, and positioning strategies in identifying target audiences and market opportunities.
- KU11.** the iterative nature of persona development and segmentation strategies based on market analysis and changing market dynamics.
- KU12.** the marketing campaign planning processes, including setting campaign goals, defining target audiences, and determining campaign timelines and budgets.
- KU13.** different types of campaign materials, including advertisements, brochures, digital assets, and their respective purposes and target audiences.
- KU14.** the key marketing metrics and analytics tools used to track campaign performance.

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- KU15.** different campaign monitoring techniques, such as data analysis, trend identification, and performance evaluation.
- KU16.** various digital marketing channels and their respective features, advantages, and limitations.
- KU17.** the content marketing principles and techniques, such as content creation, distribution, and optimization.
- KU18.** various social media platforms, their features, and best practices for content posting and engagement.
- KU19.** different social media content creation techniques, such as storytelling, visual design, and copywriting.
- KU20.** the importance of social media analytics and measurement to track engagements and assess the effectiveness of social media efforts.
- KU21.** the importance of a company's website and online presence in marketing and research activities.
- KU22.** basic principles and best practices of website development and optimization.
- KU23.** the target audience segmentation and buyer personas to create tailored content that resonates with the intended audience.
- KU24.** the effective storytelling techniques and copywriting principles to captivate and engage the audience.
- KU25.** the content management systems (CMS) and digital asset management (DAM) tools to effectively manage and organize content assets.
- KU26.** strategies for content planning and scheduling for different platforms and campaigns.
- KU27.** the role of content calendars in organizing and scheduling content for timely delivery and campaign coordination.
- KU28.** key marketing performance metrics, such as website traffic, social media engagement, and campaign conversions, and their significance in measuring marketing effectiveness.
- KU29.** different analytical tools and platforms used for tracking and analysing marketing performance metrics, such as Google Analytics, social media analytics tools, and campaign tracking tools.
- KU30.** the structure and components of marketing performance reports, including key metrics, trends, analysis, and actionable insights.
- KU31.** the techniques and instruments used for data analysis in marketing and research activities, as well as their impact on decision making.

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read company policy documents, information displayed at the worksite, job cards, etc.
- GS2.** effectively communicate with team members and supervisors respectfully as per the protocol of the organization
- GS3.** work constructively and collaboratively with others
- GS4.** fill up documents about one's role at the worksite (involves attendance, daily work update, etc.)



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- GS5.** apply domain information/ knowledge and assess day to day tasks through experience and observation
- GS6.** evaluate the complexity of the tasks to determine if any guidance is required from the supervisor
- GS7.** interpret instructions related to the usage of machines and tools for fabrication, assembling, and installation of the various products
- GS8.** use reasoning skills to make appropriate decisions and troubleshoot concerns related to own responsibilities
- GS9.** plan and prioritize the tasks efficiently and accurately within the specified time frame
- GS10.** build and maintain positive and effective relationships with clients

Qualification Pack

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Assist in market research & analysis</i> | 4 | 12 | 4 | - |
| PC1. conduct research to gather insights on customer preferences, market trends, and competitor activities. | 2 | 4 | 2 | - |
| PC2. assist in analysing market data and customer feedback to identify opportunities for product development, target audience expansion, or marketing campaign optimization. | - | 4 | 2 | - |
| PC3. support the development of customer personas and segmentation strategies to enhance marketing effectiveness. | 2 | 4 | - | - |
| <i>Assist in outreach campaign execution and management</i> | 4 | 8 | 6 | - |
| PC4. assist in the execution of marketing campaigns, including planning, coordination, and implementation. | - | 4 | 2 | - |
| PC5. support the development of campaign materials, such as advertisements, brochures, and digital assets. | 2 | 4 | 2 | - |
| PC6. assist in monitoring campaigns, track metrics, and providing recommendations for improvement. | 2 | - | 2 | - |
| <i>Assist in digital marketing and social media outreach</i> | 6 | 8 | 6 | - |
| PC7. assist in the creation and execution of digital marketing strategies, including social media campaigns, email marketing, and content marketing. | 2 | 4 | 2 | - |
| PC8. assist in managing social media platforms, posting engaging content, and monitoring user engagement and interactions. | 2 | - | 2 | - |
| PC9. support the development and optimization of the company's website and online presence. | 2 | 4 | 2 | - |
| <i>Assist in content creation and management</i> | 4 | 12 | 6 | - |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| PC10. assist in creating engaging and informative content for various marketing channels, including website pages, blog articles, social media posts, and marketing collaterals. | 2 | 4 | 2 | - |
| PC11. assist in managing and organizing content assets, ensuring accuracy, consistency, and relevance. | - | 4 | 2 | - |
| PC12. contribute to the development of content calendars, planning and scheduling content for different platforms and campaigns. | 2 | 4 | 2 | - |
| <i>Assist in analytics and reporting tasks</i> | 6 | 12 | 2 | - |
| PC13. assist in monitoring and analysing marketing performance metrics, such as website traffic, social media engagement, and campaign conversions. | 2 | 4 | - | - |
| PC14. contribute to the preparation of marketing performance reports, highlighting key metrics, trends, and actionable insights. | 2 | 4 | 2 | - |
| PC15. support data-driven decision-making by providing insights and recommendations based on the analysis. | 2 | 4 | - | - |
| NOS Total | 24 | 52 | 24 | - |

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|--|
| NOS Code | FFS/N2105 |
| NOS Name | Assist in marketing & research activities to develop business for Furniture & Allied sectors |
| Sector | Furniture & Fittings |
| Sub-Sector | Furniture Business Development, Installation & After Sales |
| Occupation | Furniture Business Development & Distribution |
| NSQF Level | 3 |
| Credits | 5 |
| Version | 1.0 |
| Last Reviewed Date | 31/08/2023 |
| Next Review Date | 31/08/2026 |
| NSQC Clearance Date | 31/08/2023 |

Qualification Pack

FFS/N2106: Assist in Sales and Distribution activities for Furniture & Allied sectors

Description

This unit describes the performance outcomes required to assist with furniture and allied business development through sales and distribution

Scope

The scope covers the following :

- Assist in sales support & customer relationship management
- Assist in distribution and logistics coordination
- Assist in market and competition analysis
- Assist in sales reporting and analysis

Elements and Performance Criteria

Assist in sales support & customer relationship management

To be competent, the user/individual on the job must be able to:

- PC1.** assist in coordinating sales activities, including order processing, tracking, and fulfillment.
- PC2.** assist in managing customer inquiries, resolving issues, and ensuring customer satisfaction.
- PC3.** assist in managing customer databases, tracking customer interactions, and updating customer records.

Assist in distribution and logistics coordination

To be competent, the user/individual on the job must be able to:

- PC4.** assist in coordinating product distribution and logistics activities, including inventory management, order fulfillment, and shipping coordination.
- PC5.** support in coordinating product deliveries, ensuring timely and accurate shipment to customers.

Assist in market and competition analysis

To be competent, the user/individual on the job must be able to:

- PC6.** perform research and analysis on market trends, customer preferences, and competitor activities.
- PC7.** assist in gathering and analyzing data to identify market opportunities, customer needs, and competitive advantages.
- PC8.** contribute to the development of pricing strategies, product positioning, and market entry plans

Assist in sales reporting and analysis

To be competent, the user/individual on the job must be able to:

- PC9.** perform the preparation and analysis of sales reports, including sales performance, market share, and customer feedback.
- PC10.** assist in tracking and evaluating sales metrics, identifying trends, and recommending improvements.

Qualification Pack

PC11. contribute to data-driven decision-making by providing insights and recommendations based on sales analysis.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the organization structure, its purpose, and objective, various departments, hierarchy, reporting matrix, code of conduct, etc
- KU2.** the products and services provided by the company to clients and its quality standards
- KU3.** the Key Result Areas (KRA) and its importance in the employee performance and growth
- KU4.** different types of personal protective equipment such as gloves, goggles, masks, etc. and their uses
- KU5.** common hazards in the worksite and relevant safety and security procedures/manuals to be followed
- KU6.** the procedures for conducting visual checks required during the various stages of operations and their importance
- KU7.** the importance of reporting relevant information to the appropriate authority
- KU8.** the relevant basics of sales processes, order processing, tracking, and fulfilment.
- KU9.** the sales management tools and software for order tracking and fulfilment.
- KU10.** the importance of prompt and effective communication in addressing customer inquiries and resolving issues.
- KU11.** common customer issues and their resolution strategies in the sales and distribution context.
- KU12.** the customer relationship management (CRM) systems and database management principles.
- KU13.** how to process order fulfilment and procedures for shipping.
- KU14.** the supply chain management principles and logistics operations.
- KU15.** the usage of various market research methods and techniques for sales and distribution purposes.
- KU16.** the data analysis techniques, such as statistical analysis, trend analysis, and SWOT analysis for sales and distribution purposes.
- KU17.** the pricing principles and strategies and their roles in sales and distribution activities.
- KU18.** product positioning concepts and techniques and suitable marketing entry strategies for them
- KU19.** various sales reporting techniques and formats.
- KU20.** the key components and structure of sales presentations and proposals.
- KU21.** the usage of various data analysis techniques and tools for sales metrics evaluation.
- KU22.** the techniques and instruments used for data analysis in sales and distribution activities, as well as their impact on decision making.

Generic Skills (GS)

User/individual on the job needs to know how to:



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- GS1.** read company policy documents, information displayed at the worksite, job cards, etc.
- GS2.** effectively communicate with team members and supervisors respectfully as per the protocol of the organization
- GS3.** work constructively and collaboratively with others
- GS4.** fill up documents about one's role at the worksite (involves attendance, daily work update, etc.)
- GS5.** apply domain information/ knowledge and assess day to day tasks through experience and observation
- GS6.** evaluate the complexity of the tasks to determine if any guidance is required from the supervisor
- GS7.** interpret instructions related to the usage of machines and tools for fabrication, assembling, and installation of the various products
- GS8.** use reasoning skills to make appropriate decisions and troubleshoot concerns related to own responsibilities
- GS9.** plan and prioritize the tasks efficiently and accurately within the specified time frame
- GS10.** build and maintain positive and effective relationships with clients

Qualification Pack

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Assist in sales support & customer relationship management</i> | 4 | 12 | 12 | - |
| PC1. assist in coordinating sales activities, including order processing, tracking, and fulfillment. | 2 | - | 4 | - |
| PC2. assist in managing customer inquiries, resolving issues, and ensuring customer satisfaction. | 2 | 6 | 4 | - |
| PC3. assist in managing customer databases, tracking customer interactions, and updating customer records. | - | 6 | 4 | - |
| <i>Assist in distribution and logistics coordination</i> | 4 | 6 | 4 | - |
| PC4. assist in coordinating product distribution and logistics activities, including inventory management, order fulfillment, and shipping coordination. | 2 | 6 | - | - |
| PC5. support in coordinating product deliveries, ensuring timely and accurate shipment to customers. | 2 | - | 4 | - |
| <i>Assist in market and competition analysis</i> | 4 | 18 | 8 | - |
| PC6. perform research and analysis on market trends, customer preferences, and competitor activities. | 2 | 6 | 4 | - |
| PC7. assist in gathering and analyzing data to identify market opportunities, customer needs, and competitive advantages. | - | 6 | 4 | - |
| PC8. contribute to the development of pricing strategies, product positioning, and market entry plans | 2 | 6 | - | - |
| <i>Assist in sales reporting and analysis</i> | 6 | 18 | 4 | - |
| PC9. perform the preparation and analysis of sales reports, including sales performance, market share, and customer feedback. | 2 | 6 | - | - |



Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| PC10. assist in tracking and evaluating sales metrics, identifying trends, and recommending improvements. | 2 | 6 | 4 | - |
| PC11. contribute to data-driven decision-making by providing insights and recommendations based on sales analysis. | 2 | 6 | - | - |
| NOS Total | 18 | 54 | 28 | - |

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|--|
| NOS Code | FFS/N2106 |
| NOS Name | Assist in Sales and Distribution activities for Furniture & Allied sectors |
| Sector | Furniture & Fittings |
| Sub-Sector | Furniture Business Development, Installation & After Sales |
| Occupation | Furniture Business Development & Distribution |
| NSQF Level | 3 |
| Credits | 5 |
| Version | 1.0 |
| Last Reviewed Date | 31/08/2023 |
| Next Review Date | 31/08/2026 |
| NSQF Clearance Date | 31/08/2023 |

Qualification Pack

FFS/N2107: Assist in After Sales Support services for Furniture & Allied sectors

Description

This unit describes the performance outcomes required to assist with furniture and allied business development through after sales and support services

Scope

The scope covers the following :

- Assist in Customer Support and Assistance
- Assist in the Order Resolution and Follow-up
- Assist in Warranty and Repair Management
- Ensure Problem Identification and Resolution
- Ensure taking proper product and service feedback, record keeping and Documentation

Elements and Performance Criteria

Assist in Customer Support and Assistance

To be competent, the user/individual on the job must be able to:

- PC1.** develop a comprehensive understanding of the company's furniture products, features, and specifications.
- PC2.** stay updated with the latest product offerings, pricing, and promotional information to provide accurate and helpful guidance to customers.
- PC3.** provide prompt and efficient customer support, addressing inquiries and resolving issues in a timely manner.
- PC4.** assist customers with post-sales queries, product information, and troubleshooting assistance.
- PC5.** ensure customer satisfaction by delivering high-quality service and maintaining a professional and helpful attitude.
- PC6.** assist customers in selecting the appropriate products based on their requirements and preferences.

Assist in the Order Resolution and Follow-up

To be competent, the user/individual on the job must be able to:

- PC7.** handle customer orders and ensure accurate and efficient order processing.
- PC8.** track orders to ensure on-time delivery and provide regular updates to customers.
- PC9.** resolve order-related issues, such as order changes, cancellations, or shipping problems, in coordination with internal teams.

Assist in Warranty and Repair Management

To be competent, the user/individual on the job must be able to:

- PC10.** familiarize yourself with the company's warranty policies, repair procedures, and coordination of the service center.

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PC11. assist customers in handling warranty claims, coordinating repairs, and ensuring timely resolution of issues.

PC12. maintain accurate records of warranty claims, repairs, and customer interactions for reference and future support.

Ensure Problem Identification and Resolution

To be competent, the user/individual on the job must be able to:

PC13. listen empathetically to customer concerns and work towards resolving issues to their satisfaction.

PC14. escalate complex or unresolved issues to higher-level support or management, as required.

PC15. actively gather customer feedback regarding products, services, and overall customer experience.

Ensure taking proper product and service feedback, record keeping and Documentation

To be competent, the user/individual on the job must be able to:

PC16. communicate effectively and professionally with customers, both verbally and in writing.

PC17. document customer interactions, inquiries, and issue resolutions accurately and comprehensively.

PC18. collaborate with internal teams to share customer feedback, insights, and suggestions for process improvements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. the organization structure, its purpose, and objective, various departments, hierarchy, reporting matrix, code of conduct, etc

KU2. the products and services provided by the company to clients and its quality standards

KU3. the Key Result Areas (KRA) and its importance in the employee performance and growth

KU4. different types of personal protective equipment such as gloves, goggles, masks, etc. and their uses

KU5. common hazards in the worksite and relevant safety and security procedures/manuals to be followed

KU6. the procedures for conducting visual checks required during the various stages of operations and their importance

KU7. the importance of reporting relevant information to the appropriate authority

KU8. the company's product portfolio and its unique selling points.

KU9. the company's product catalogue, pricing structure, and promotional activities.

KU10. the customer support principles and best practices.

KU11. Knowledge of customer communication channels and tools.

KU12. the basics of post-sales support processes and procedures.

KU13. the concept of various customer service principles and standards.

KU14. the basics of different furniture product categories, styles, and design considerations.

KU15. the basics of order processing procedures, systems, and documentation.

KU16. different order tracking systems and communication channels for tracking delivery.

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- KU17.** the role of different departments in the order management processes.
- KU18.** the company's warranty policies, repair procedures, and service centre operations.
- KU19.** the warranty claim process and repair coordination.
- KU20.** the process and different techniques involved in record-keeping and documentation practices.
- KU21.** the role of active listening techniques and customer service principles in resolving issues.
- KU22.** the escalation procedures and protocols within the organization.
- KU23.** different feedback collection methods and techniques in improving customer experience.
- KU24.** the relevant basic effective communication principles and practices associated with them.
- KU25.** different documentation practices and systems for customer support.
- KU26.** the importance of cross-functional collaboration and the value of customer insights for process improvements.

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read company policy documents, information displayed at the worksite, job cards, etc.
- GS2.** effectively communicate with team members and supervisors respectfully as per the protocol of the organization
- GS3.** work constructively and collaboratively with others
- GS4.** fill up documents about one's role at the worksite (involves attendance, daily work update, etc.)
- GS5.** apply domain information/ knowledge and assess day to day tasks through experience and observation
- GS6.** evaluate the complexity of the tasks to determine if any guidance is required from the supervisor
- GS7.** interpret instructions related to the usage of machines and tools for fabrication, assembling, and installation of the various products
- GS8.** use reasoning skills to make appropriate decisions and troubleshoot concerns related to own responsibilities
- GS9.** plan and prioritize the tasks efficiently and accurately within the specified time frame
- GS10.** build and maintain positive and effective relationships with clients

Qualification Pack

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Assist in Customer Support and Assistance</i> | 6 | 16 | 6 | - |
| PC1. develop a comprehensive understanding of the company's furniture products, features, and specifications. | 1 | - | 2 | - |
| PC2. stay updated with the latest product offerings, pricing, and promotional information to provide accurate and helpful guidance to customers. | 1 | 4 | 2 | - |
| PC3. provide prompt and efficient customer support, addressing inquiries and resolving issues in a timely manner. | 1 | 4 | - | - |
| PC4. assist customers with post-sales queries, product information, and troubleshooting assistance. | 1 | 4 | - | - |
| PC5. ensure customer satisfaction by delivering high-quality service and maintaining a professional and helpful attitude. | 1 | - | 2 | - |
| PC6. assist customers in selecting the appropriate products based on their requirements and preferences. | 1 | 4 | - | - |
| <i>Assist in the Order Resolution and Follow-up</i> | 1 | 12 | 4 | - |
| PC7. handle customer orders and ensure accurate and efficient order processing. | - | 4 | 2 | - |
| PC8. track orders to ensure on-time delivery and provide regular updates to customers. | 1 | 4 | - | - |
| PC9. resolve order-related issues, such as order changes, cancellations, or shipping problems, in coordination with internal teams. | - | 4 | 2 | - |
| <i>Assist in Warranty and Repair Management</i> | 3 | 8 | 4 | - |
| PC10. familiarize yourself with the company's warranty policies, repair procedures, and coordination of the service center. | 1 | 4 | - | - |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| PC11. assist customers in handling warranty claims, coordinating repairs, and ensuring timely resolution of issues. | 1 | - | 2 | - |
| PC12. maintain accurate records of warranty claims, repairs, and customer interactions for reference and future support. | 1 | 4 | 2 | - |
| <i>Ensure Problem Identification and Resolution</i> | 1 | 12 | 6 | - |
| PC13. listen empathetically to customer concerns and work towards resolving issues to their satisfaction. | - | 4 | 2 | - |
| PC14. escalate complex or unresolved issues to higher-level support or management, as required. | 1 | 4 | 2 | - |
| PC15. actively gather customer feedback regarding products, services, and overall customer experience. | - | 4 | 2 | - |
| <i>Ensure taking proper product and service feedback, record keeping and Documentation</i> | 3 | 12 | 6 | - |
| PC16. communicate effectively and professionally with customers, both verbally and in writing. | 1 | 4 | 2 | - |
| PC17. document customer interactions, inquiries, and issue resolutions accurately and comprehensively. | 1 | 4 | 2 | - |
| PC18. collaborate with internal teams to share customer feedback, insights, and suggestions for process improvements | 1 | 4 | 2 | - |
| NOS Total | 14 | 60 | 26 | - |

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|---|
| NOS Code | FFS/N2107 |
| NOS Name | Assist in After Sales Support services for Furniture & Allied sectors |
| Sector | Furniture & Fittings |
| Sub-Sector | Furniture Business Development, Installation & After Sales |
| Occupation | Furniture Business Development & Distribution |
| NSQF Level | 3 |
| Credits | 5 |
| Version | 1.0 |
| Last Reviewed Date | 31/08/2023 |
| Next Review Date | 31/08/2026 |
| NSQC Clearance Date | 31/08/2023 |

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down the proportion of marks for Theory and Skills Practical for each Element/ PC.
2. The assessment for the theory part will be based on a 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 the theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score a minimum aggregate passing percentage of 70% for the QP and a minimum of 70% for each NOS.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack

Qualification Pack

Minimum Aggregate Passing % at QP Level : 70

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Minimum Passing % at NOS Level: 70

(Please note: A Trainee must score the minimum percentage for each NOS separately as well as on the QP as a whole.)

Assessment Weightage

Compulsory NOS

| National Occupational Standards | Theory Marks | Practical Marks | Project Marks | Viva Marks | Total Marks | Weightage |
|--|--------------|-----------------|---------------|------------|-------------|-----------|
| FFS/N2103.Assist in marketing research, data analysis and reporting for furniture and allied business development | 18 | 54 | 28 | - | 100 | 25 |
| FFS/N2104.Assist in customer engagement, cross functional collaboration, and achieving business development objectives | 18 | 54 | 28 | - | 100 | 30 |
| FFS/N8205.Follow workplace health, safety, and environmental procedures | 32 | 38 | 22 | 8 | 100 | 10 |
| DGT/VSQ/N0101.Employability Skills (30 Hours) | 20 | 30 | - | - | 50 | 10 |
| Total | 88 | 176 | 78 | 8 | 350 | 75 |

Elective: 1 Marketing

| National Occupational Standards | Theory Marks | Practical Marks | Project Marks | Viva Marks | Total Marks | Weightage |
|--|--------------|-----------------|---------------|------------|-------------|-----------|
| FFS/N2105.Assist in marketing & research activities to develop business for Furniture & Allied sectors | 24 | 52 | 24 | - | 100 | 25 |

Qualification Pack

| National Occupational Standards | Theory Marks | Practical Marks | Project Marks | Viva Marks | Total Marks | Weightage |
|---------------------------------|--------------|-----------------|---------------|------------|-------------|-----------|
| Total | 24 | 52 | 24 | - | 100 | 25 |

Elective: 2 Sales and Distribution

| National Occupational Standards | Theory Marks | Practical Marks | Project Marks | Viva Marks | Total Marks | Weightage |
|--|--------------|-----------------|---------------|------------|-------------|-----------|
| FFS/N2106.Assist in Sales and Distribution activities for Furniture & Allied sectors | 18 | 54 | 28 | - | 100 | 25 |
| Total | 18 | 54 | 28 | - | 100 | 25 |

Elective: 3 After Sales and Support

| National Occupational Standards | Theory Marks | Practical Marks | Project Marks | Viva Marks | Total Marks | Weightage |
|---|--------------|-----------------|---------------|------------|-------------|-----------|
| FFS/N2107.Assist in After Sales Support services for Furniture & Allied sectors | 14 | 60 | 26 | - | 100 | 25 |
| Total | 14 | 60 | 26 | - | 100 | 25 |

Qualification Pack

Acronyms

| | |
|-------------|---|
| NOS | National Occupational Standard(s) |
| NSQF | National Skills Qualifications Framework |
| QP | Qualifications Pack |
| TVET | Technical and Vocational Education and Training |
| NTC | National Training Certificate |
| NA | Not Applicable |
| NAC | National Apprenticeship Certificate |
| NCO | National Classification of Occupation |
| PwD | Person with Disability |
| SSC | Sector Skill Council |

Qualification Pack

Glossary

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| Sector | Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests. |
| Sub-sector | Sub-sector is derived from a further breakdown based on the characteristics and interests of its components. |
| Occupation | Occupation is a set of job roles, which perform similar/ related set of functions in an industry. |
| Job role | Job role defines a unique set of functions that together form a unique employment opportunity in an organisation. |
| Occupational Standards (OS) | OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts. |
| Performance Criteria (PC) | Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task. |
| National Occupational Standards (NOS) | NOS are occupational standards which apply uniquely in the Indian context. |
| Qualifications Pack (QP) | QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code. |
| Unit Code | Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N' |
| Unit Title | Unit title gives a clear overall statement about what the incumbent should be able to do. |
| Description | Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for. |
| Scope | Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required. |

Qualification Pack

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|---|--|
| Knowledge and Understanding (KU) | Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard. |
| Organisational Context | Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility. |
| Technical Knowledge | Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities. |
| Core Skills/ Generic Skills (GS) | Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles. |
| Electives | Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives. |
| Options | Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options. |