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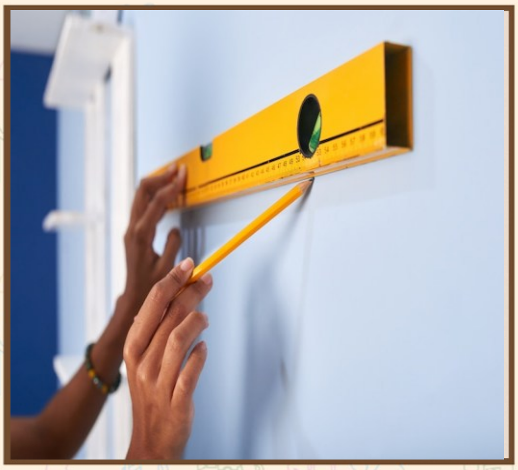
Facilitator Guide



Sector
Interiors, Furniture and Fixtures

Sub-Sector
Interior Design and Installation

Occupation
Interior Designing

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Assistant Project Manager (Interior Design)

Published by

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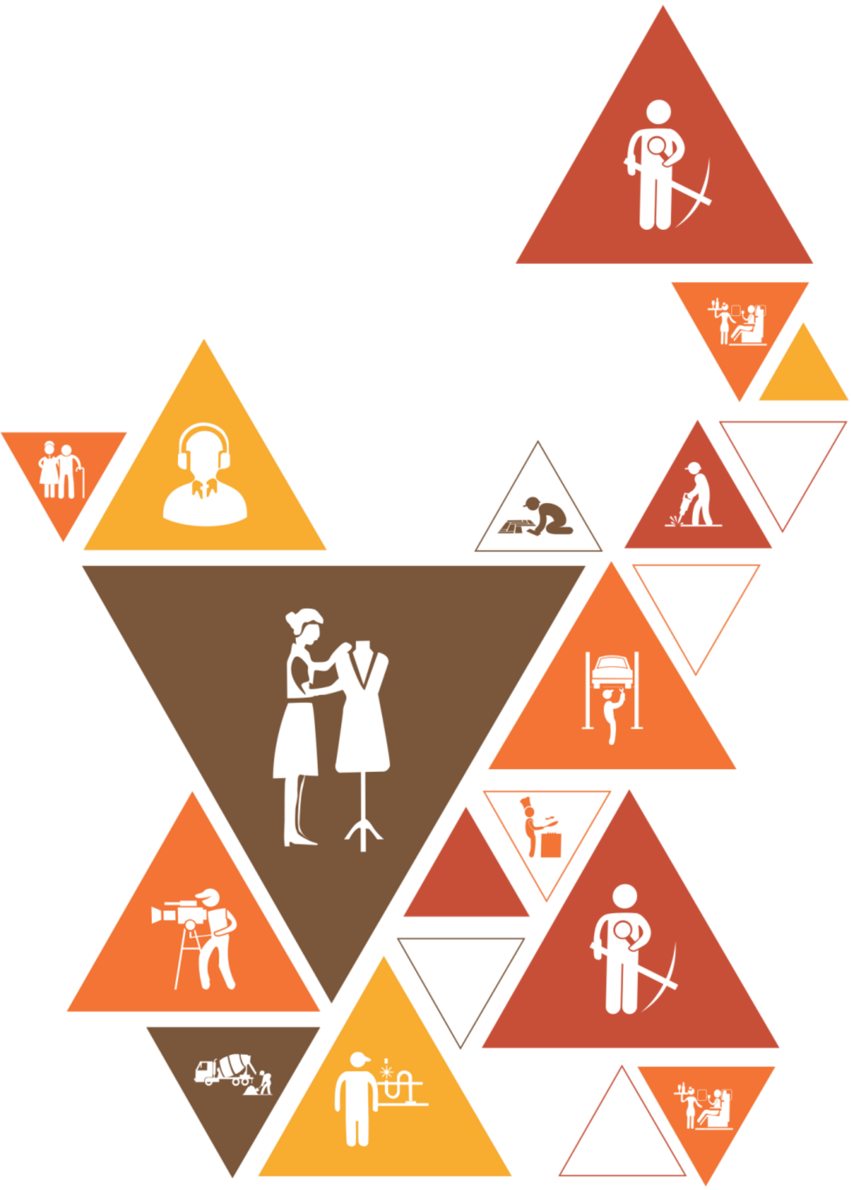
> Skilling is building a better India.
> If we have to move India towards development then Skill Development should be our mission.

Shri Narendra Modi
The Prime Minister of India



Acknowledgements

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The preparation of this facilitator guide would without the Furniture & Fittings Skill Industry's support. Industry feedback has been extremely encouraging from inception to conclusion and it is with their input that we have tried to bridge the skill gaps existing today in the industry.

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

About this Guide

This Facilitator Guide is designed for providing skill training and /or upgrading the knowledge level of the Participants to take up the job of an "Assistant Project Manager (Interior Design)" in the Furniture and Fitting Sector.

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

1. FFS/N0225: Assist in business development and client servicing for different project categories
2. FFS/N0226: Assist in defining final scope of work and financial transactions for assigned projects
3. FFS/N0227: Assist in planning teams and resources for the assigned projects and defining reporting mechanism
4. FFS/N0228: Assist in review/approval of design dockets, procurement, and vendor management of the assigned projects
5. FFS/N0229: Assist in supervision of onsite installation, quality control and client handover for assigned projects
6. DGT/VSQ/N0103: Employability Skills (90 hrs.)
7. FFS/N8207: Supervise health and safety protocols for project designing at the workplace
8. Elective 1 – Residence and Kitchen: FFS/N0230: Assist in management of assigned interior design projects for residence and kitchen projects
9. Elective 2 – Commercial and Hospital: FFS/N0231: Assist in management of assigned interior design projects for commercial and hospital projects
10. Elective 3 – Academic Institutions: FFS/N0232: Assist in management of assigned interior design projects for Academic Institutions segment
11. Elective 4 – Hospitality: FFS/N0233: Assist in management of assigned interior design projects under Hospitality segment
12. Elective 5 – Retail Fitout and Exhibitions: FFS/N0234: Assist in management of assigned interior design projects under Retail Fitout and Exhibitions segment

Symbols Used

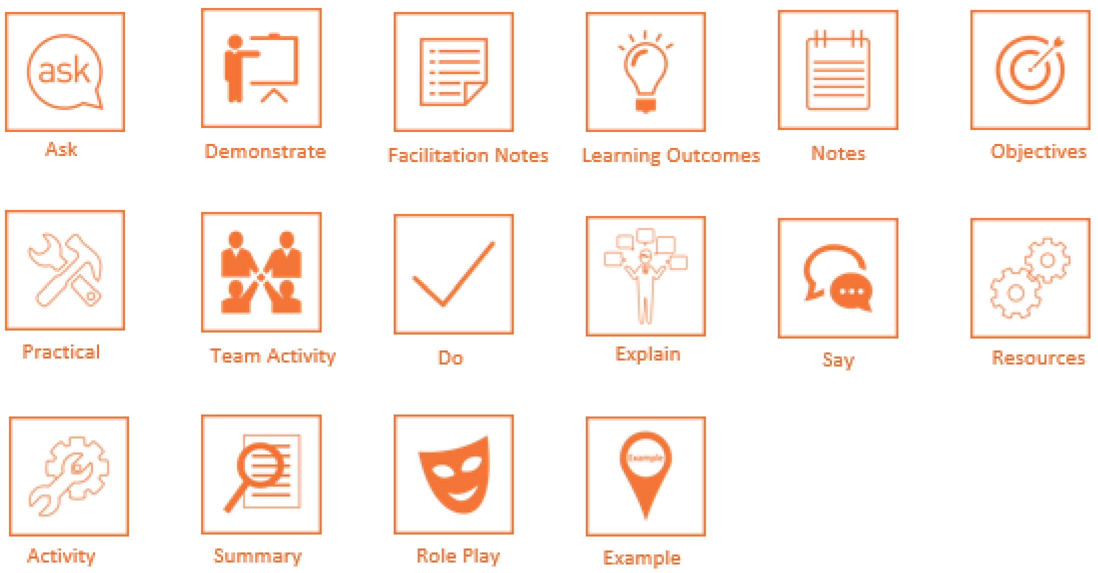

Table of Contents

1. Introduction to the Role of Assistant Project Manager (Interior Design)

Bridge Module

Key Learning Outcomes

At the end of this module, the participant will be able to:

1. Outline on the various organizational structure, processes, code of conduct, reporting matrix and escalation hierarchy.
2. Define the scope and significance of the interiors industry.
3. Outline the occupational map of the Interiors industry-related job roles.
4. Identify the attributes and essential skill sets required for an Assistant Project Manager (Interior Design).
5. Define the role, responsibilities, and key result areas of an Assistant Project Manager (Interior Design).
6. List the various operations/activities that take place at the worksite and Assistant Project Manager (Interior Design) role in the same.
7. Outline the career progression path for an Assistant Project Manager (Interior Design).
8. List the regulatory authorities, laws, and regulations related to an individual while working.

UNIT 1.1: Interior Design Industry and Organizational Structure

Unit Objectives

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

1. Outline on the various organizational structure, processes, code of conduct, reporting matrix and escalation hierarchy.
2. Define the scope and significance of the interiors industry.
3. Outline the occupational map of the Interiors industry-related job roles.

Resources to be Used

- Participant Handbook, pen, small writing pad, white board and marker

Ask

- Have you ever interacted with an interior designer or observed how interior spaces are transformed?
- What industries do you think require interior designers the most?
- Why do you think an organized structure is important in a creative field like interior design?

Say

- Welcome to Unit 1.1! In this unit, we will explore the fascinating world of the interior design industry.
- You will learn how organizations are structured, the processes they follow, and the scope and trends that shape this evolving sector in India.

Explain

- The Indian interior design industry is multi-dimensional, ranging from small firms to large multinationals. Key industry drivers include urbanization, growing real estate demand, and the influence of cultural diversity.
  The organizational structure varies across firms, typically including roles like design heads, site supervisors, procurement managers, and client liaisons.
- Emerging trends include:
  - Smart homes and technology integration
  - Sustainability and eco-friendly design
  - Adaptive reuse and heritage conservation
  - Modular design for flexible living
  - Inclusive design catering to diverse users
  - Use of AR/VR for immersive client presentations
- The occupational map includes roles in design, project management, sales, marketing, procurement, and site execution—opening varied career paths.

Notes for Facilitation

- Ask the participants if they have any questions.
- Answer all the doubts in case any to the participants.
- Keep examples India-specific, such as metro cities adopting smart homes or heritage buildings repurposed as boutique hotels.
- Use visual aids to explain the organizational structure and occupational map.
- Encourage learners to reflect on their personal aspirations within the industry.

UNIT 1.2: Roles & Responsibilities as Assistant Project Manager (Interior Design)

Unit Objectives

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

1. Describe the attributes and essential skill sets required for an Assistant Project Manager (Interior Design).
2. Explain the role, responsibilities, and key result areas of an Assistant Project Manager (Interior Design).
3. List the various operations/activities that take place at the worksite and Assistant Project Manager (Interior Design) role in the same.
4. Describe the career progression path for an Assistant Project Manager (Interior Design).
5. Discuss common organisational structures and functionalities of training organisations.

Resources to be Used

- Participant Handbook, pen, small writing pad, white board and marker

Ask

- What skills do you think are required to lead a design execution team?
- What issues can come up on-site that need proactive planning?
- Have you ever tracked a project with timelines or budgets?

Explain

- The Roles & Responsibilities as Assistant Project Manager (Interior Design). You as Project Manager (Interior Design) need to ensure that the designs are brought to life efficiently, responsibly, and with attention to detail.
- An Assistant Project Manager is responsible for:
- Coordinating between design and execution
- Managing timelines, materials, teams
- Communicating with clients, vendors, and site teams
- Ensuring legal and safety compliance (NBC, BIS)
- Key skills include: communication, budgeting, technical knowledge, leadership, and documentation.

- They also fill out and monitor job cards to track worksite progress.

Activity

- Job Card Simulation Activity
- • Provide a blank job card format and a sample situation (e.g., electrical layout stage).
- • Ask participants to list: task owner, materials needed, estimated duration, safety precautions.
- • Review and discuss a few responses with the class.

Debrief

This job role demands multitasking and coordination. The better you are at planning, leading, and reporting, the more successful your projects will be—and the faster you'll grow in your career.

Notes for Facilitation

- Ask the participants if they have any questions.
- Answer all the doubts in case any to the participants.
- Ask them to answer the questions given in the participant manual.
- Ensure that all the participants answer every question.

Solution to Exercise

A. Multiple Choice Questions

1. Firms that may not have a hierarchical approach are:
   a. Small firms
2. Which of these are not a type of technological integration in interior designing?
   d. Automobile Integration
3. What is one common software used by interior designers?
   c. AutoCAD
4. Why are job cards used in interior design projects?
   c. To track assigned work and workers
5. What is one benefit of timely reporting?
   c. Keeps clients and seniors updated
6. Which of the following is part of the interior design industry?
   b. Retail and exhibitions
7. Which of these laws help ensure building safety in interior design?
   b. National Building Code
8. What is a growing trend in modern interior design projects?
   c. Designing flexible and modular spaces
9. Which of the following contributes to the rapid growth of the interior design industry in India?
   c. Urbanization and real estate growth
10. Which of the following is an emerging design trend in the interior design industry?
    c. Inclusive and universal design

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2. Introduction to Various Types of Interior Projects, Products, Materials, and

Bridge Module

Key Learning Outcomes

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

1. Define interior drafting, interior designing, and interior project management.
2. Illustrate the process flow of an Interior Designing project.
3. Classify different types of Interior Design projects in terms of space, theme, and styles.
4. List the various types of advanced raw materials and accessories used in an Interior Design project.
5. Differentiate between types of raw material as per the given checklist.
6. List the various categories of advanced architectural hardware and fittings used designing and their usage.
7. Identify the architectural hardware as per the type of application.
8. List the different types of furniture and their area of applications.
9. Outline the latest trends and advancements related to the interior designing process.
10. Analyze different Interior projects for categorization based on space, style, and themes.
11. Examine the Interior projects and define the theme and elements.
12. Explain the steps involved in the interior design project from client deliberations to project handover and signoff.
13. Define the role of effective communication skills required for Interior Designer.

UNIT 2.1: Interior Design Basics and Process Flow

Unit Objectives

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

1. Define interior drafting, interior designing, and interior project management.
2. Illustrate the process flow of an Interior Designing project.
3. Classify different types of Interior Design projects in terms of space, theme, and styles.
4. List the various types of advanced raw materials and accessories used in an Interior Design project.
5. Differentiate between the different types of raw material as per the given checklist.
6. List the various categories of advanced architectural hardware and fittings used designing and their usage.
7. Identify the architectural hardware as per the type of application.
8. Analyse different Interior projects for categorization based on space, style, and themes.
9. Examine the Interior projects and define the theme and elements.
10. Explain the steps involved in the interior design project from client deliberations to project handover and signoff.

Resources to be Used

- Participant Handbook, pen, small writing pad, whiteboard, markers, CAD Samples, Material Samples, Architectural Hardware Samples, Projector for showcasing images Whiteboard, visuals of interior design types, examples of job cards or AutoCAD screenshots.

Say

- In this unit, we will cover the technical, creative, and managerial components that form the foundation of interior design. We will distinguish between drafting, designing, and managing an interior project and understand how they integrate to create successful, functional spaces.
- Let's begin with an overview of the interior design industry. This sector is rapidly evolving with increasing urbanization, growing real estate, and the demand for aesthetic, sustainable, and functional spaces.
- Understanding the interior design industry's structure and emerging trends is crucial for Interior Designers, as it directly influences their ability to grow, adapt, and innovate in their roles. Whether working independently, in a studio, or on-site, as an Interior Designers you must be aware of the evolving expectations, skill requirements, and career pathways within the industry. This knowledge helps you plan their professional development, align your work with industry standards, and take strategic steps toward higher-level roles and specializations.

Ask

- What comes to your mind when you hear the word "interior design"?
- Can you share a place where you liked the interior and what made it stand out?
- Why do you think interior designers need to understand both artistic vision and technical execution?

Explain

- **Interior Drafting** involves precise technical drawings including floor plans, elevations, sections, and layout drawings using tools like AutoCAD or SketchUp. It translates design into construction documents.
- **Interior Designing** is the creative development of a space using colour schemes, materials, lighting, furniture, and décor.
- **Interior Project Management** includes planning, coordination, budgeting, scheduling, and overseeing site execution.
- **Interior Design Process Flow**:
    1. Initial Client Consultation
    2. Concept Development & Space Planning
    3. Detailed Design and Visualization
    4. Material Selection
    5. Budgeting
    6. Procurement & Vendor Coordination
    7. Construction & Installation
    8. Styling & Finishing Touches
    9. Client Walkthrough & Handover
    10. Post-completion Support (Optional)
- **Types of Projects**:
    - By Space: Residential, Commercial, Hospitality, Healthcare, Educational
    - By Theme: Modern, Traditional, Transitional, Industrial, Rustic, Bohemian
    - By Style: Minimalist, Art Deco, Scandinavian, Mediterranean, Coastal
- **Materials & Accessories**: Discuss materials like wood, glass, stone, fabric, metal, and concrete. Also, introduce advanced architectural hardware used in doors, windows, furniture, and lighting fixtures.

Notes for Facilitation

- Use visuals and real material samples wherever possible.
- Encourage team presentations to build communication skills.
- Reinforce the linkage between technical plans and aesthetic choices.
- Provide simplified checklists or templates for each activity to ensure clarity in participation.

UNIT 2.2: Furniture Trends and Interior Projects

Unit Objectives

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

1. List the different types of furniture and their area of applications.
2. Outline the latest trends and advancements related to the interior designing process.
   Define the role of effective communication skills required for Interior Designer

Resources to be Used

Participant Handbook, Furniture Catalogues, Mood Board Samples, Digital Devices for Presentation, Projector, Markers and Charts

Say

Furniture plays a vital role in shaping the aesthetics and functionality of interior spaces. As an Assistant Project Manager, it is important for you to be familiar with different furniture types, their applications, and emerging design trends. Additionally, your communication skills will be crucial in coordinating with clients, teams, and vendors to deliver effective interior projects.

Ask

- Can you name a few types of furniture used in living rooms or offices?
- How do` you think new lifestyle preferences are changing furniture trends today?
- Why are communication skills important for managing interior design projects?

Explain

1. Types of Furniture and Their Applications

- Furniture is categorized based on function and placement:
- **Seating Furniture**: Sofas, armchairs, recliners – used in living rooms, lounges, and offices.

- **Storage Furniture**: Cabinets, shelves, sideboards – found in bedrooms, living areas, and workspaces.
- **Bedroom Furniture**: Beds, nightstands, vanities – serve both utility and design in personal spaces.
- **Dining Furniture**: Tables, chairs, bar carts – central to dining and entertaining.
- **Office Furniture**: Desks, office chairs, filing cabinets – essential for productivity.
- **Outdoor Furniture**: Patio and garden furniture – built for durability and aesthetic in open areas.
- Each type serves a purpose while reflecting cultural, spatial, and functional needs of the setting.

2. Emerging Furniture and Design Trends

- Use of modular, flexible furniture to adapt to changing space needs.
- Smart furniture with integrated technology for convenience.
- Growing focus on sustainable materials like bamboo, reclaimed wood, and metal.
- Minimalist and multi-functional furniture designs for smaller urban homes.
- Shift toward locally inspired designs with modern touches.

3. Role of Effective Communication in Interior Projects

- Strong communication is critical across all stages of an interior project:
- **Client Interaction**: Helps understand needs, manage expectations, and build trust.
- **Design Presentation**: Use of mood boards, 3D renderings, and clear language to explain ideas.
- **Coordination with Contractors and Suppliers**: Ensures clear execution of plans, timelines, and quality control.
- **Team Collaboration**: Aligns various stakeholders—designers, architects, engineers—for seamless integration.
- **Negotiation Skills**: Helps manage costs, timelines, and procurement challenges.
- **Managing Criticism and Expectations**: Involves empathetic responses and managing change requests effectively.
- **Written Communication**: Essential for proposals, documentation, contracts, and reporting.
- Each of these communication aspects directly impacts the project’s success.
- **Debrief**
  To conclude, you need to be familiar with diverse furniture types and trends to support the interior design team effectively. Equally important are your communication skills that enable smooth coordination and client satisfaction. Mastering these competencies ensures a seamless and impactful design process.

Notes for Facilitation

- Share real catalogues or digital portfolios for reference.
- Encourage the use of visual vocabulary (textures, materials, styles) during presentations.
- Provide scenarios in writing for communication roleplay to help participants stay focused and creative.
- Ask the participants if they have any questions.
- Answer all the doubts in case any to the participants.
- Ask them to answer the questions given in the participant manual.
- Ensure that all the participants answer every question.

Solution to Exercise

A. Multiple Choice Questions

1. You are designing a luxury apartment's living room for a client who prefers traditional Indian aesthetics. Which of the following would be the most appropriate material and accessory combination?
   a. Marble flooring with velvet drapes and Tanjore wall art

2. A client wants to renovate their boutique hotel lobby using a Mediterranean style. What materials and finishes would best suit the theme?
   b. Terracotta flooring, wrought iron railings, and sea-inspired colours

3. You are working on a modular kitchen for a high-end apartment. The client emphasizes durability and a modern look. What combination should you choose?
   d. Granite counters, HPL shutters, and stainless-steel pull-out systems.

4. During a project review, a client is confused about the difference between interior drafting and designing. What explanation should you give?
   b. Drafting focuses on construction drawings, designing involves creative planning and aesthetics

5. While designing a commercial office, your client wants an open and collaborative workspace. Which style and furniture would best meet their needs?
   b. Minimalist style with open workstations, ergonomic desks, and glass partitions

Sample Solutions for Hands-On Exercise

Title: Prepare a Business Development Plan **Based** on Specified Marketing and Development Strategies

Expected Outcome:
The Business Development Plan should include:

1. **Target Market Identification:**
   - E.g., High-end residential clients in urban areas; boutique hotels in tourist hubs.
2. **Market Trends Insight:**
   - Emphasis on modular furniture, sustainable materials, and smart interiors.
3. **Marketing Strategies:**
   - Use of digital platforms (Instagram, Pinterest, Houzz)
   - Collaboration with real estate firms, architects, and vendors
   - Portfolio development showcasing trending styles (e.g., Scandinavian, Minimalist)
4. **Development Strategy:**
   - Networking in design expos and trade fairs
   - Training junior designers in tools like AutoCAD and 3D modelling
   - Vendor tie-ups for exclusive materials or discounts
5. **Presentation Format:**
   - Executive Summary
   - SWOT Analysis
   - Short- and Long-term Goals
   - Implementation Timeline
   - Evaluation Metrics

Sample Solutions for Practical Activity 1

Title: Discuss the Latest Trends and Advancements Related to the Interior Designing Process

Expected Points in Discussion:

1. **Modular and Flexible Furniture:**
   - Custom-built to fit small urban homes
   - Easily reconfigurable based on use
2. **Smart Technology Integration:**
   - Home automation (lighting, HVAC, blinds)
   - App-controlled interiors
3. **Sustainable Design Choices:**
   - Use of recycled wood, bamboo, jute, and low-VOC paints

4. **Minimalism and Clean Lines:**
    - Focus on space-saving and decluttered aesthetics
5. **Inclusive Design Principles:**
    - Barrier-free access
    - Universally accessible layouts
6. **Cultural Blends:**
    - Fusion of Indian traditional furniture with contemporary design elements
7. **Virtual Reality (VR) and 3D Rendering Tools:**
    - Used for pre-visualization of projects

Sample Solutions for Practical Activity 2

Title: Categorize Interior Projects by Theme and Space

Objective: To analyse and categorize interior design projects based on theme and space type

Sample Solutions (based on hypothetical case studies):

Case Study	Project Type	Theme	Style
Case 1: Boutique Hotel Lobby with Terracotta tiles, Blue mosaics, and Iron Chandeliers	Hospitality	Mediterranean	Rustic-Coastal
Case 2: Luxury Apartment with Marble flooring, Gold accents, Velvet drapes, and Tanjore art	Residential	Indian Traditional	Opulent
Case 3: Tech Office with Glass walls, Ergonomic Desks, and Open Workstations	Commercial	Minimalist	Contemporary
Case 4: Beach House with Wicker furniture, White-washed wood, and Pastel tones	Residential	Coastal	Light & Airy

Learners' Task: Identify and justify each classification based on visual and descriptive cues.

3. Perform Business Development Activity

FFS/N0225

Key Learning Outcomes

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

1. List various interior decor elements like ventilation, colour, lighting, Vaastu shastra, Explain various factors contributing to the development of business and marketing plan.
2. Develop a business development plan based on specified marketing and development strategies.
3. Explain the importance of a product/service catalogue in the business development process.
4. Identify the process of preparing and maintaining a product/service catalogue
5. Explain the process of identification event goals and objectives.
6. Describe various marketing and promotional tactics.
7. Plan and execute promotional events and activities using appropriate tactics.
8. Explain various documentation formats and techniques for maintaining customer database.
9. Explain and employ the use of suitable template and format for customer relationship management.
10. Explain the steps involved in sales follow up for potential client prospects.
11. Identify the client follow-up process using the appropriate strategy.

UNIT 3.1: Business Development and Marketing Planning

Unit Objectives

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

1. Explain various factors contributing to the development of business and marketing plan.
2. Develop a business development plan based on specified marketing and development strategies.
3. Explain the importance of a product/service catalogue in the business development process.
4. Identify the process of preparing and maintaining a product/service catalogue.

Resources to be Used

Participant Handbook, pen, small writing pad, whiteboard, markers, business development plan template, CRM formats and documentation templates, projector, sample marketing materials, event plan and execution template.

Say

Let us learn how to strategically plan for business growth and effectively market your services in the interior design industry. You should be aware of the key components of a business development plan, how to prepare a marketing strategy, and the importance of a professional product or service catalogue.

Ask

- Why do you think a business plan is essential before starting any interior design project or studio?
- Have you seen or used a product/service catalogue before? What was its purpose?
- What marketing strategies have you seen used by interior designers or similar creative professionals?

Explain

Business Plan and Its Key Components

A business plan is a strategic document outlining company goals, target market, revenue model, and action plans.

Key factors in developing a business plan include:

- Market research
- Business goals
- Financial planning
- SWOT analysis

- Organizational structure
- Legal and regulatory compliance

For Example: An interior design studio plans to launch a service for eco-friendly homes. Their business plan would outline costs, demand trends, supplier details, and a marketing plan focused on green design.

Marketing Plan Essentials

A marketing plan is a roadmap to attract and retain clients by promoting the firm's services or products.

Includes:

- Target market identification
- Marketing goals and KPIs
- Budget and channels (digital, offline)
- Branding and positioning
- Customer acquisition strategies

For Example: A luxury interior firm might position itself as a premium brand, using social media influencers and high-quality visual content to attract elite clients.

Importance of a Product/Service Catalogue

A product/service catalogue is a professional document listing all offerings with images, specifications, and prices.

It:

- Communicates services clearly to clients
- Enhances brand trust and consistency
- Aids the sales team in pitching and closing deals
- Supports upselling and cross-selling
- Helps with inventory and pricing management

For Example: A modular furniture company creates a digital catalogue showcasing their products by category with customization options, prices, and delivery times.

Preparing and Maintaining a Catalogue

Steps include:

- Defining audience and purpose
- Collecting product/service data (descriptions, pricing, images)
- Organizing layout logically (categories, filters, index)
- Designing clean, brand-aligned visuals
- Reviewing, publishing (print or digital), and updating regularly

Debrief

A well-planned business and marketing strategy sets the foundation for growth in the interior design sector. By learning how to develop a business plan, align it with marketing efforts, and maintain a high-quality catalogue, you are better prepared to support the business development efforts of your future design firm or studio.

Notes for Facilitation

- Use visuals and real material samples wherever possible.
- Encourage team presentations to build communication skills.
- Reinforce the linkage between technical plans and aesthetic choices.
- Provide simplified checklists or templates for each activity to ensure clarity in participation

UNIT 3.2: Marketing, Customer Relationship Management, and Sales Follow-Up

Unit Objectives

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

1. Explain the process of identification event goals and objectives.
2. Describe various marketing and promotional tactics.
3. Plan and execute promotional events and activities using appropriate tactics.
4. Explain various documentation formats and techniques for maintaining customer database.
5. Explain and employ the use of suitable template and format for customer relationship management.
6. Explain the steps involved in sales follow up for potential client prospects.
7. Identify the client follow-up process using the appropriate strategy.

Say

In this unit, we will explore how to effectively market interior design services, manage customer relationships through CRM systems, and follow up with potential clients to drive business success. You will understand event planning, marketing tactics (digital and traditional), CRM templates, and structured sales follow-up.

Ask

- Why do you think marketing strategies are different for each interior design firm?
- Can you recall a time when a business followed up with you after showing interest in a product/service? What worked well or didn't?
- What kind of promotional activity would best suit a firm launching eco-friendly furniture?

Explain

1. Identifying Event Goals and Objectives

Event goals are broad intentions (e.g., brand recognition), while objectives are specific, measurable outcomes.

Use the SMART framework (Specific, Measurable, Achievable, Relevant, Time-bound) to define objectives.

Goals must align with available resources and should be prioritized.

For Example: "Increase event footfall by 15% in 3 months" is a measurable objective derived from the broader goal of increasing brand reach.

2. Marketing and Promotional Tactics

Digital marketing tools include:

- Social Media Marketing – Facebook, Instagram for brand interaction.
- SEO & Content Marketing – Boosting visibility on Google.
- Email Campaigns – Personalized follow-ups or offers.

Traditional marketing involves:

- Print ads, TV/radio, event promotions for mass outreach.
- Promotional tactics such as referral discounts, flash sales, giveaways, and loyalty programs boost short-term engagement and lead generation.

Note: Combining digital and traditional marketing reaches both urban and rural markets effectively.

3. CRM – Maintaining Customer Database

CRM helps manage client data, interactions, and preferences.

Use formats such as:

- Customer profiles
- Sales pipelines
- Project tracking
- Interaction history
- Feedback and contracts

These templates ensure that data is organized, updated, and accessible for better communication and service delivery.

Note: Automate follow-ups and segment customers based on their project stage or budget range.

4. Techniques for CRM Data Management

- Regularly update the database post every client interaction.
- Segment data by project type or stage.
- Automate follow-up alerts using CRM tools.
- Ensure data security and regular backups.

Note: Use analytics dashboards in CRM to generate monthly lead reports and feedback summaries.

5. Sales Follow-Up Process

Steps include:

1. Initial contact and introduction
2. Entering client info into CRM
3. Personalized follow-up email
4. Clarification via calls
5. Customized proposal
6. Addressing concerns
7. Scheduling the next contact
8. Final proposal and closing
9. Thank-you note
10. Post-sale engagement

For Example: After a presentation, sending a customized design proposal with pricing, then scheduling a follow-up call for feedback increases conversion chances.

Debrief

A well-executed client follow-up strategy strengthens trust and drives project conversions in the interior design sector. By learning how to apply professional follow-up techniques, use CRM insights effectively, and respond empathetically to client concerns, you are better prepared to support the business growth and client relationship goals of your future design firm or studio.

Notes for Facilitation

- Use visuals and real material samples wherever possible.
- Encourage team presentations to build communication skills.
- Reinforce the linkage between technical plans and aesthetic choices.
- Provide simplified checklists or templates for each activity to ensure clarity in participation.

Solution to Hands-On Exercise: Plan and Execute Promotional Events and Activities Using Appropriate Tactics

Event Plan

Event Name: *"Design Horizons: A Showcase of Modern Interiors"*
Objective: To promote the firm's latest design trends and service offerings, increase visibility, and attract potential clients.

Target Audience:

- Homeowners, property developers, architects
- Corporate office planners and commercial property owners

Key Promotional Tactics:

1. **Social Media Campaigns** – Instagram reels showing design transformations; Facebook event promotion.
2. **Influencer Collaborations** – Invite local interior influencers to the event and let them promote it beforehand.
3. **Email Invitations** – Targeted emails to existing CRM contacts and real estate developer networks.

4. **Print Materials** – Flyers in local home improvement stores and apartment complexes.
5. **Interactive Zone** – A VR demo zone where visitors can walk through a 3D model of a recent project.
6. **Service Catalogue Distribution** – Handout printed and digital copies to visitors during registration.

Execution Strategy

Step	Activity	Responsibility
1	Finalize event theme and goals	Marketing Head + APM
2	Book venue and vendors	Admin Coordinator
3	Design promotional materials	Graphic Designer
4	Launch online campaigns (10 days prior)	Social Media Executive
5	Email invites and RSVP tracking	CRM Executive
6	Set up the event space (1 day prior)	APM + Vendor Team
7	Manage registration desk and welcome guests	Reception Team
8	Coordinate live demos and catalogue walkthrough	APM
9	Collect feedback post-event	Trainee Team
10	Share event highlights on social media	Digital Team

Budget Allocation (Sample)

Expense Item	Estimated Cost (INR)
Venue booking (half day)	₹15,000
Printed materials (flyers, catalogues)	₹5,000
Social media ads and boosting	₹7,000
Light refreshments and décor	₹8,000
Influencer invites and honorarium	₹10,000
VR Demo setup (rented)	₹5,000
Contingency	₹2,000
Total	**₹52,000**

Guidelines to Conduct Role-Play: Client Follow-Up Process

Title: Client Follow-Up Process

Objective

To help learners practice and demonstrate professional client follow-up communication skills using a real-world scenario where the Assistant Project Manager interacts with a potential client post-consultation.

Roles & Setup

- **Role 1 – Assistant Project Manager (APM):** Initiates and manages the follow-up conversation.
- **Role 2 – Client (Priya Sharma):** Responds with interest, hesitation, or concerns.

Suggested Setup:

- Two chairs and a table to simulate an office or video call setting.
- Provide each role-player with their script brief 5 minutes before starting.
- Give the rest of the class an observation checklist.

Materials Needed

- Printed client profile/CRM brief
- Observation checklist for peer feedback
- Timer or stopwatch
- Whiteboard or flipchart (for group reflection later)

Sample Client Profile (for both learners and trainer)

- **Client Name:** Priya Sharma
- **Project Type:** Office Space Redesign
- **Initial Consultation Notes:**
    - Wants a modern, functional layout with collaborative spaces
    - Prefers neutral tones and natural light
    - Concerned about budget and timelines
    - Asked for time to review options
- **Communication Style:** Professional, friendly, but cautious in decision-making

Step-by-Step Facilitation

Step 1: Brief the Learners (5 minutes)

- Explain the purpose of the activity.
- Emphasize the importance of **tone, empathy, timing**, and **strategic communication** during client follow-up.

Step 2: Distribute Roles and CRM Sheet (5 minutes)

- Assign roles: APM and Client.
- Let each pair study the background and prepare briefly.

Step 3: Conduct the Role-Play (5–7 minutes per pair)

- One pair performs the role-play.
- Encourage natural dialogue.
- Prompt the APM to:
    - Start with a warm follow-up
    - Address Priya's concerns
    - Offer a revised or value-added suggestion
    - Gently move the conversation toward the next step

Step 4: Peer Observation & Feedback (5 minutes)

- Other learners use a checklist to give feedback on:
    - Clarity of follow-up
    - Listening and empathy
    - Persuasiveness and professionalism
    - Closing strategy

Step 5: Trainer Debrief (5 minutes)

- Highlight good practices.
- Ask: What worked well? What could be improved?
- Reinforce use of CRM data, timing, and tone.

Trainer Tips

- Rotate roles so each learner gets to play the APM at least once.
- If learners struggle, model a role-play example first.
- Use this activity as a performance assessment if needed.
- Emphasize the importance of follow-up for lead conversion in the real world.

Notes for Facilitation

- Use visuals and real material samples wherever possible.
- Encourage team presentations to build communication skills.
- Reinforce the linkage between technical plans and aesthetic choices.
- Provide simplified checklists or templates for each activity to ensure clarity in participation.

Solution to Exercise

A. Multiple Choice Questions

1. What is the purpose of a business plan?
   b. To outline a company's goals and strategies
2. What does a SWOT analysis evaluate?
   b. Internal strengths and weaknesses, external opportunities and threats
3. What is the key benefit of market research for a business?
   d. It helps identify customer needs, market size, and competitor landscape
4. What should a marketing strategy include?
   b. Methods to attract and retain customers
5. Which of the following is an example of a marketing tactic?
   c. Offering seasonal discounts
6. What is one key purpose of a product/service catalogue in business development?
   c. To clearly communicate offerings to potential clients
7. Which component of a business plan helps in identifying market opportunities and customer behavior?
   c. Market research and analysis
8. In marketing, which tactic is most suitable for directly engaging customers through events and displays?
   c. Event marketing
9. What is a key benefit of maintaining a customer relationship management (CRM) database?
   b. Ensuring consistent communication and tracking client interactions
10. Which of the following is a measurable objective aligned with SMART criteria?
    c. Raise ₹5,00,000 for charity

Sample Business Development Plan

Firm Name: ***ABC Interiors***

1. Target Market Identification

The firm will focus on two major segments:

- **Residential Clients:**
  - Urban middle to upper-middle-class homeowners
  - New apartment buyers and villa owners
  - Renovators looking for modular and smart solutions
- **Commercial Clients:**
  - Small and mid-sized office spaces
  - Boutique retail stores
  - Co-working spaces and consulting offices

Geographical Focus: Pune, Mumbai, and nearby urban centers in Maharashtra
Client Profile Traits: Style-conscious, digitally active, value quality and timely delivery

2. Business Goals and Objectives

Short-Term Goals (0–1 Year)	Long-Term Goals (1–3 Years)
Complete 10 residential projects	Expand to 3 major cities
Build a referral-based client base	Partner with 10 real estate developers
Develop an online design catalogue	Launch a design showroom

SMART Objectives:

- Achieve ₹20 lakh in project revenue within the first 12 months
- Acquire 100 leads per month through digital campaigns
- Convert 25% of first consultations into paid projects

3. Marketing and Development Strategy

Marketing Tactics

- **Digital Channels:**
  - Instagram and Pinterest for showcasing portfolios
  - Google Ads targeting “interior designers near me”

- Website with blog and live chat features

- **Offline Channels:**
    - Participating in local home expos and real estate events
    - Partnership with real estate agents and brokers
    - Flyers and catalogues in new residential societies

Brand Development:

- Clean, modern visual identity
- Testimonials and before-after case studies
- Eco-friendly project certification (where applicable)

4. Strategic Partnerships

- Vendor tie-ups for furniture, modular kitchens, and lighting
- Collaboration with architects for turnkey projects
- Joint marketing with real estate developers

5. Implementation Timeline

Month	Activity
Month 1	Branding, catalogue creation, website launch
Month 2–3	Social media campaign + brochure circulation
Month 4–6	Participate in real estate exhibitions, begin lead generation
Month 6–12	Project execution, feedback collection, CRM setup

4. Client Servicing and Deliberations

Unit 4.1: Planning and Organising Meetings

Unit 4.2: Analysing Client Requirements and Preparing Presentations

Unit 4.3: Documentation Practices and Communication Skills

FFS/N0225

Key Learning Outcomes

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

1. Explain the importance of advanced planning and attention to detail while arranging a meeting.
2. Identify how to arrange a client meeting with proper planning and management.
3. Explain the role of various parameters like nature of the meeting, agenda of the meeting, client requirement, etc. while arranging a meeting.
4. Discuss the critical parameters for analysing first-hand info from clients.
5. Analyse and interpret client requirements based on layouts, blueprints, product types, etc.
6. Explain how to prepare a client presentation highlighting key project execution parameters for deliberations.
7. Explain the importance of identifying the purpose and objectives of the presentation.
8. Identify all the documentation formalities for record-keeping client inputs and requirements.
9. Identify the importance of managing notes in an efficient manner.
10. Explain effective notes keeping technique.
11. Describe the various communication channels for effective communication with others.
12. Identify suitable skills to communicate efficiently with external agencies.

UNIT 4.1: Planning and Organizing Meetings

Unit Objectives

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

1. Explain the importance of advanced planning and attention to detail while arranging a meeting.
2. Identify how to arrange a client meeting with proper planning and management.
3. Explain the role of various parameters like nature of the meeting, agenda of the meeting, client requirement

Resources to be Used

Participant Handbook, pen, small writing pad, whiteboard, markers, laptop, overhead projectors, laser pointers, etc.

Sample Meeting Agenda Template, Sample Follow-Up Email Format, CRM Profile Sheet for fictional client, Visual samples of design proposals, material boards, and timeline chart

Say

In interior design projects, meetings with clients are critical moments to align expectations, build trust, and move projects forward. Today's session will help you learn how to plan and arrange these meetings professionally—ensuring clarity, efficiency, and client satisfaction.

Ask

- Have you ever attended a client meeting that felt disorganized? What went wrong?
- Why do you think it is important to send a meeting agenda in advance?
- What would you include in a follow-up email after meeting with a client?

Explain

1. Importance of Advanced Planning and Attention to Detail

Advanced planning is essential to conduct meaningful and professional meetings. **Benefits include:**

- Clarity and structure: Define the purpose and expected outcomes
- Time management: Allocate time efficiently across topics

- Preparation of materials: Ensure all documents are ready in advance
- Setting the tone: Choose an appropriate location and setup
- Minimizing disruptions: Address technical or scheduling issues ahead of time

For *Example:* For a design proposal meeting, the APM should test the projector and internet connectivity a day prior.

2. Steps to Arrange a Client Meeting

Step	Action
1	Define the purpose and goals of the meeting
2	Select a convenient time and suitable venue (in-person or online)
3	Prepare and share a detailed agenda in advance
4	Gather relevant materials such as design proposals and budget estimates
5	Confirm the meeting with all participants at least one day before
6	Conduct the meeting professionally, following the agenda
7	Follow up with a summary, action items, and next steps

Note*:* A good follow-up email should thank the client, restate key decisions, and list deliverables.

3. Parameters for Effective Meeting Planning

- **Nature of the Meeting:** Consultation, progress review, or negotiation?
- **Agenda:** Provides structure and sets expectations
- **Client Requirements:** Customize the meeting to address specific client needs
- **Time and Location:** Should be accessible, well-equipped, and conducive
- **Preparation and Materials:** Ensure relevant visuals, designs, and estimates are available

For *Example:* If the client is concerned about costs, have comparative material samples ready to discuss value engineering options.

Debrief

A well-planned client meeting reflects professionalism, saves time, and strengthens relationships. By learning how to structure a meeting, define objectives, prepare materials, and follow up effectively, you are better equipped to lead discussions that build client trust and move the project toward success.

Notes for Facilitation

- Use visuals and real material samples wherever possible.
- Encourage team presentations to build communication skills.
- Reinforce the linkage between technical plans and aesthetic choices.
- Provide simplified checklists or templates for each activity to ensure clarity in participation.

Guidelines and Template to Conduct Role Play

Demonstrating How to Arrange a Client Meeting with Proper Planning and Management

Total Duration: 45–60 minutes

(Can be extended depending on class size)

Step-by-Step Instructions

1. Set the Context (5 minutes)

Say:
Today, we are going to simulate a professional client meeting. As future Assistant Project Managers, your ability to plan and conduct meetings will determine how well you manage client relationships, timelines, and budgets.

Then, briefly explain:

- Who the client is (Priya Sharma)
- What the client wants (modern, sustainable design but has concerns about cost and schedule)
- What the goal of the meeting is (to clarify expectations, address concerns, and move the project forward)

2. Group Formation and Role Assignment (5 minutes)

- Divide learners into **pairs or small triads** (2 learners + 1 observer if needed).
- Assign roles:
    - One as the **Assistant Project Manager (APM)**
    - One as the **Client – Priya Sharma**
    - One as an **Observer** (optional)
- Distribute a **Role Brief Handout** to each role (or project it).

3. Preparation Phase (10–15 minutes)

Each APM must:

- Write down the **purpose and goal** of the meeting.
- Draft a **simple meeting agenda**.
- Select a **time and venue** (realistic or fictional).
- Prepare **mock materials** (sketches, sample images, timelines, or budget formats).

You should provide feedback, suggest refinements to agendas and goals, and ensure learners understand client concerns.

4. Conducting the Role Play (20–25 minutes)

Each pair performs their role play (simultaneously across the class if time-bound).

The APM must:

- Greet the client professionally
- Present the agenda
- Address budget and timeline concerns
- Use materials and visual aids where possible
- End the meeting with clear next steps

5. Class Debrief & Feedback (10–15 minutes)

Ask these reflection questions:

- What did the APM do well in planning and communication?
- Was the client's concern handled respectfully and effectively?
- How well was the meeting structured?
- What could be improved?

Use board or chart to list effective practices.

If observers were assigned, ask them to share quick observations using a checklist like:

- Was the agenda clear?
- Were client concerns acknowledged?
- Did the APM provide visual support?
- Was the meeting summarized effectively?

Role Play Templates – Client Meeting Simulation

1. Client Brief – Role Card (Priya Sharma)

Client Name: Priya Sharma
Project Type: Office Space Redesign

Client Expectations:
- Prefers modern aesthetics with sustainable materials
- Wants a minimalist, clutter-free layout
- Expects use of natural lighting, eco-friendly furniture, and neutral colour palettes

Client Concerns:
- Budget limitations: Wants affordability without compromising quality
- Project timelines: Has a deadline due to a planned reopening

Tone of Communication: Professional but open to ideas. Will ask questions about timelines, costs, and options.

2. Assistant Project Manager – Role Brief

You are the Assistant Project Manager from a reputed interior design firm. You've had a preliminary call with Priya Sharma. Now, you are planning and executing a detailed client meeting.

Your Goals:
- Understand her design needs in more detail
- Present options and recommendations
- Address concerns regarding budget and timeline
- Demonstrate professional planning and follow-up practices

Your Tasks (Before the Meeting):
- Write a short purpose & goal statement
- Create a 3–5 point agenda
- Choose a meeting time and location
- Prepare sample materials (can be hand-drawn/mock formats)

3. Meeting Agenda Template

Meeting with: Priya Sharma
Project: Office Space Redesign
Date & Time: ____________________
Location/Platform: ____________________

Agenda Item	Description
1. Welcome & Introductions	Greet the client and explain the meeting structure
2. Understanding Design Vision	Ask client preferences and expectations
3. Budget & Timeline Discussion	Present budget estimates and timelines
4. Design Options Presentation	Show visuals or examples
5. Q&A + Next Steps	Clarify doubts and summarize agreed points

4. Follow-Up Email Template (Post-Meeting)

Subject: Follow-up from our Meeting – Office Space Redesign

Dear Ms. Priya Sharma,

Thank you for your time during today's meeting. It was a pleasure discussing your vision for your office space.

Here is a quick summary of key points:
- Preferred design style: ____________________________________
- Budget range discussed: ___________________________________
- Expected timeline: _______________________________________

Action items:
1. _______________________________________
2. _______________________________________

Please feel free to share any further questions or clarifications. I look forward to moving forward with your exciting project.

Warm regards,
[Your Name]
Assistant Project Manager
[Design Firm Name]
[Contact Info]

5. Peer/Trainer Observation Checklist

Criteria	Yes/No	Comments
Meeting purpose was clearly stated	☐ / ☐	
Agenda was shared and followed	☐ / ☐	
Client concerns were addressed respectfully	☐ / ☐	
Budget and timeline were explained	☐ / ☐	
Visuals or supporting materials were used	☐ / ☐	
Meeting ended with summary/next steps	☐ / ☐	
Communication was professional	☐ / ☐	

UNIT 4.2: Analysing Client Requirements and Preparing Presentations

Unit Objectives

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

1. Discuss the critical parameters for analysing first-hand info from clients.
2. Analyse and interpret client requirements based on layouts, blueprints, product types, etc.
3. Explain how to prepare a client presentation highlighting key project execution parameters

Say

Understanding a client's requirements and transforming them into well-structured presentations is a vital skill for an Assistant Project Manager in interior design. Now, let us focus on how to gather, analyse, and interpret client inputs and then communicate these insights through effective, objective-driven presentations. This sets the foundation for successful project execution and client satisfaction.

Ask

- Why do you think identifying the client's vision is the first step in the design process?
- Can you think of any personal or cultural preferences that might influence design decisions?
- How do presentations help clarify project expectations with the client?
- What makes a presentation impactful and professional?

Explain

When analysing first-hand client information, we look at several critical parameters: client vision and expectations, functional needs, design preferences, cultural influences, budget, timeline, concerns, and decision-making processes. These helps ensure that the design aligns with the client's needs.

Use tools like structured questionnaires to collect data. These help you stay organised and ensure no important details are missed. Once you have this data, interpreting it using blueprints or layouts helps develop viable solutions.

Then comes the client presentation phase. Every presentation must have a clear purpose: is it to get approval, seek feedback, or showcase progress? A focused objective ensures clarity. The presentation should be concise, visual, and aligned with what the client values most.

By doing this, you show professionalism, improve decision-making, and increase chances of client buy-in.

Debrief

A successful interior design project begins with understanding client needs and communicating solutions effectively. When you analyse client information thoroughly and present it clearly, you demonstrate both competence and professionalism. These skills help build trust, ensure alignment, and reduce costly redesigns later in the project.

Notes for Facilitation

- Use visuals and real material samples wherever possible.
- Encourage team presentations to build communication skills.
- Reinforce the linkage between technical plans and aesthetic choices.
- Provide simplified checklists or templates for each activity to ensure clarity in participation.

Sample Solution to Activity

Preparing a Client Presentation Highlighting Key Project Execution Parameters

Client Presentation: Redesign of XYZ Office Space

1. Design Concept

Theme: Modern Industrial with Collaborative Spaces
Design Elements:

- Open floor layout with exposed ceilings and ductwork
- Natural light optimization through glass partitions
- Warm wooden textures combined with black matte metal frames
- Accent colours: teal, warm grey, and mustard

Material Highlights:

- Flooring: Laminate wood finish in common areas, acoustic carpet tiles in workstations
- Walls: Exposed brick with partial paneling
- Furniture: Modular ergonomic desks, writable glass walls in meeting rooms

- Lighting: Pendant and track lights for workstations, ambient lighting in common zones

2. Project Timeline

Phase	Duration	Milestone
Design Finalisation	Week 1 – 2	Concept Approval by Client
Procurement	Week 3 – 4	Vendor Contracts Signed
Civil & Structural Work	Week 5 – 7	Partitioning & Electrical Setup
Finishing & Installations	Week 8 – 10	Furniture, Fixtures, and Finishes
Handover & Review	Week 11	Final Walkthrough & Handover

Estimated Total Duration: 11 weeks

3. Budget Overview

Item	Estimated Cost (INR)
Design Consultancy	₹ 1,50,000
Materials & Finishes	₹ 5,00,000
Furniture & Fixtures	₹ 4,00,000
Electrical & Civil Work	₹ 3,00,000
Contingency (10%)	₹ 1,35,000
Total Estimated Budget	₹ 14,85,000

4. Resource Allocation

Resource Type	Assigned Team/Agency	Role
Interior Design	In-house Team – APM + ID	Concept, Material Selection
Furniture	FabSpace Pvt. Ltd.	Custom Modular Units
Electrical Work	BrightWatt Contractors	Wiring, Lighting Installation
Civil & Partition	Alpha InfraWorks	Wall setup, HVAC support
Project Oversight	Assistant Project Manager	Coordination, Reporting, QA/QC

5. Risk Management

Risk	Mitigation Strategy
Delays in material supply	Pre-approved vendor contracts & buffer time in procurement schedule
Budget overrun	10% contingency provision in budget
Design change during execution	Finalise scope through written approval
Manpower unavailability	Partnering with resource-backed vendors
Site access/scheduling conflicts	Weekly review with facility manager

Closing Statement

This design proposal brings together functionality, aesthetics, and modern work culture requirements. The timeline and budget are designed with contingencies and vendor efficiencies in mind, ensuring smooth execution and on-time delivery.

We welcome your feedback and are happy to modify details based on your preferences.

UNIT 4.3: Documentation Practices and Communication Skills

Unit Objectives

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

1. Identify all the documentation formalities for record-keeping client inputs and requirements.
2. Identify the importance of managing notes in an efficient manner.
3. Explain effective notes keeping technique.
4. Describe the various communication channels for effective communication with others.
5. Identify suitable skills to communicate efficiently with external agencies.

Guidelines and Sample Solution to Hands-On Exercise

Demonstrating Effective Notes-Keeping Technique

Objective of the Activity:

To help learners practice structured and organized note-taking during client meetings, which is essential for project tracking, communication, and documentation in interior design project management.

Step-by-Step Facilitation:

1. **Preparation (10 minutes)**
    - Explain the importance of structured notes-keeping in client meetings.
    - Share or display a sample meeting notes template with key sections (date, time, agenda, discussion points, etc.).
    - Demonstrate how notes can be sorted, categorized, and highlighted using examples.
2. **Group Role Play (15–20 minutes)**
    - Divide participants into pairs or small groups.
    - One participant plays the Assistant Project Manager (note-taker), the other plays the client (Priya Sharma).
    - Provide the "client" with a brief describing project details (e.g., 2BHK renovation, prefers earthy tones, mid-range budget).
    - During the mock meeting, the APM takes notes using the structured template.
3. **Debrief and Discussion (15 minutes)**
    - Ask APMs to categorize their notes and identify action items.

- Have a few participants share their formatted notes.
- Discuss use of digital tools and backup strategies.
- Encourage learners to reflect on clarity, organization, and accuracy of their notes.

Materials Needed:

- Printed or digital Meeting Notes Template
- Sample client brief
- Markers/highlighters for color-coding
- Access to digital tools (Google Docs, OneNote, etc.)

Sample Solution: Meeting Notes – Priya Sharma Residential Project

Meeting Notes Template
Date & Time: 5 July 2025, 11:00 AM
Participants:

- Assistant Project Manager: Ravi Mehta
- Client: Priya Sharma

Agenda Items:

1. Understanding client preferences
2. Budget and timeline discussion
3. Functional requirements
4. Initial concept direction

Discussion Points:

- Project: 2BHK Flat in South Delhi
- Preferred Style: Modern with earthy tones
- Flooring: Wooden finish in bedrooms, vitrified tiles in living room
- Colours: Beige, olive green, terracotta
- Storage: Ample hidden storage options requested
- Natural lighting and ventilation emphasized
- Client showed inspiration images from Pinterest

Client Feedback / Decisions:

- Loves minimal, clutter-free spaces
- Open to sustainable materials
- Dislikes bright colours
- Wants eco-friendly paint options

Action Items and Deadlines:

Action Item	Owner	Deadline
Send 3 design mood boards	APM	8 July 2025
Share estimated budget and layout plan	APM	10 July 2025
Confirm final design meeting date	Client	9 July 2025

Color-coded:

- **Green**: Completed
- **Yellow**: In Progress
- **Red**: Pending

Follow-Up Tasks:

- Schedule next design discussion
- Upload notes to Google Drive
- Email notes summary and mood board samples to client

Digital Tool Used: Google Docs (shared with client via email)
Backup Location: Google Drive folder → Client_PriyaSharma → Meeting_Notes
Notes Categorized Under: Design, Budget, Timeline, Client Preferences

Guidelines to conduct Role Play Exercise

Communicating Efficiently with External Agencies

Preparation Before the Role Play

1. **Explain the Scenario**

   - Briefly describe the context: A project delay due to materials not arriving on time, and the client has raised concerns.
   - Emphasize the dual goal of:
     a) Conveying urgency and responsibility toward the client
     b) Maintaining a collaborative tone with the contractor

Assign Roles

- Participant 1: **Assistant Project Manager (APM)**
- Participant 2: **Contractor/External Agency Representative**
- Rotate roles in the next round to give both participants the chance to practice both perspectives.

Distribute Role Sheets (optional)

- Give each participant a one-page cue card with their role summary and goals (you can create or print these ahead of time).

Time Management

- Allocate **10 minutes for role-play** and **5–7 minutes for feedback/discussion** per pair.

During the Activity

1. **Set up pairs or small groups** and create a classroom layout to simulate real conversation (seated across or over phone, if possible).
2. **Encourage use of professional language** – phrases like "I understand," "Let's explore solutions," "Could you please clarify…" etc.
3. **Monitor tone and confidence** – remind APMs to stay firm but polite, and contractors to remain cooperative and solution-oriented.

Post-Role Play Debrief

Ask reflective questions to each group:

- What was the most challenging part of the conversation?
- How did you balance the urgency of the situation with professionalism?

- Was a win-win solution achieved?
- How could communication have been improved?

Encourage constructive peer feedback.

Resources/Materials Needed

- Role cue cards with the situation summary
- Blank notepads or printed feedback forms
- Timer or stopwatch
- Optional: whiteboard to list “good communication practices” observed

Tips

- Use real-life examples from the design industry to make it relatable.
- Reinforce the importance of collaborative problem-solving and clear documentation after such calls (summaries, revised timelines).
- Highlight the impact of poor communication on project delays and client relationships.
- Encourage learners to practice follow-up communication, such as drafting a sample confirmation email post-call.

Solution to Exercises

A. Multiple Choice Questions

1. What is the primary benefit of advanced planning for meetings?
   c. Ensures the meeting stays focused, organized, and productive
2. What is the first step in arranging a client meeting?
   b. Define the purpose and goals of the meeting
3. Which communication channel is most appropriate for quick updates and informal conversations?
   c. Instant messaging (chat apps)
4. What should be included in a client project brief?
   b. The client's design goals, style preferences, and functional requirements
5. Why is it essential to identify the purpose and objectives of a presentation?
   b. To ensure the presentation is relevant, structured, and addresses key points

Client Project Overview

- **Location:** Bangalore
- **Project Type:** Residential Home Renovation
- **Client Priorities:**
    - Open, airy living spaces
    - Modern minimalist design
    - Ample natural light
    - Eco-friendly materials
    - Optimized storage solutions
    - Neutral tones with occasional wood accents

Step 1: Review the Client's Brief and Layout/Blueprint

- **Client's Vision:** A spacious, clutter-free home with contemporary styling, energy-efficient lighting, and natural textures.
- **Layout Summary:**
    - 3 BHK flat, 1250 sq. ft.
    - Living room opens to a balcony

- Kitchen adjacent to dining space
- Separate utility area
- Small study/home office space desired

Step 2: Interpret Layout and Blueprint

- **Findings from the Blueprint:**
  - Walls between kitchen and dining can be partially opened to enhance flow
  - Balcony can be integrated with the living room for more natural light
  - Potential to convert one bedroom corner into a compact work-from-home nook
- **Recommendations:**
  - Introduce open shelves and glass partitions for visual openness
  - Install sliding doors for the balcony
  - Convert one corner of the guest room into a multipurpose workspace

Step 3: Analyze Product Types and Materials

- **Flooring:**
  - Bamboo flooring for living/dining (eco-friendly)
  - Anti-skid tiles for bathrooms and kitchen
- **Furniture:**
  - Modular sofa with concealed storage
  - Foldable dining table for space optimization
- **Lighting:**
  - LED recessed lighting
  - Skylight-style ceiling panels in living and study zones
- **Color Palette:**
  - Whites, greys, and beiges with oak and teak wood finishes

Step 4: Assess Functional Requirements

- **Storage:**
  - Built-in wardrobes in all bedrooms
  - Overhead cabinets in the utility area
- **Comfort:**
  - Noise-insulated windows for bedrooms
  - Ergonomic furniture in the study area
- **Flow:**
  - Clear, barrier-free movement between kitchen, dining, and living zones

Step 5: Create a Draft Proposal

Design Recommendations Summary

Area	Layout Changes	Product/Material Choices	Special Notes
Living Room	Open up to balcony, add storage	Bamboo flooring, modular furniture	Use soft textures to maintain warmth
Kitchen	Half-open wall to dining	Quartz countertop, anti-skid tiles	Add under-cabinet lighting
Bedrooms	Ergonomic beds, built-in storage	Teak wardrobe panels, neutral walls	Add reading lights and window seating
Study Nook	Convert guest room corner	Compact desk, floating shelves	Maximize daylight, calming colors

Estimated Budget: ₹14–18 lakhs
Timeline: 8–10 weeks

Step 6: Present the Proposal

- Walked the client through mood boards, layout alterations, and product samples.
- Explained how the proposed design supports both **aesthetics** and **functionality**.
- Addressed budget flexibility and presented 2 layout options for client choice.

Step 7: Revise Based on Feedback

- **Client Feedback:**
    - Wants more wooden elements in bedrooms
    - Prefers matte finishes over glossy in the kitchen
- **Revisions Made:**
    - Switched wardrobe finish to matte-finish teak
    - Included reclaimed wood paneling behind the bed headboard
    - Replaced glossy tiles with matte-finish porcelain ones in the kitchen

5. Analyze Client Requirements for Project Feasibility

Unit 5.1: Client Requirements and Worksite Analysis

Unit 5.2: Site Surveys and Recce Activities

Unit 5.3: Defining and Finalizing Scope of Work

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Key Learning Outcomes

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

1. Explain the correlation between client requirement and worksite conditions for project execution.
2. Analyse and identify client requirements regarding design, material, style, furniture, utilities, services quality standards, etc.
3. Identify different types of project themes and styles along with their design considerations.
4. Identify the parameters of a worksite for identifying the scope of work in the form of a checklist based on client requirement.
5. Explain the importance of effective recce and conducting a regular site survey for ensuring built-out quality standards with client POCs and internal Interior Design/Installation teams.
6. Explain the different steps involved in preparing and timely submission of the recce report to the supervisors.
7. Examine the recce report based on measurements and survey data collected
8. Define the Final Scope of Work (FSOW) and its role in project execution.
9. Identify the difference between Tentative Scope of Work (TSOW) and Final Scope of Work (FSOW) and prepare FSOW based on suggestions and modifications on Tentative Scope of Work (TSOW).

UNIT 5.1: Client Requirements and Worksite Analysis

Unit Objectives

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

1. Explain the correlation between client requirement and worksite conditions for project execution.
2. Analyse and identify client requirements regarding design, material, style, furniture, utilities, services quality standards, etc.
3. Identify different types of project themes and styles along with their design considerations.
4. Identify the parameters of a worksite for identifying the scope of work in the form of a checklist based on client requirement.

Resources to be Used

Participant Handbook, pen, small writing pad, whiteboard, markers, laptop, overhead projectors, laser pointers, etc.

Say

Understanding a client's requirements is only half the job in an interior design project. The real challenge is balancing those expectations with actual site conditions. Let us explore how to correlate what the client wants with what the site allows, and how to use this understanding to plan effectively and avoid costly surprises.

Ask

- Why is it important to study both the client's brief and the site before starting the design process?
- Can you think of a situation where client expectations might conflict with site limitations?
- How does knowledge of design styles influence your ability to meet client needs?

Explain

Correlating client requirements with worksite conditions involves understanding both visions and limitations. Clients may want premium finishes or open spaces, but practical constraints like ceiling height, load-bearing capacity, or fire safety norms can influence what's actually feasible.

Key aspects include:

- Client Requirements – Style, furniture, utilities, services, budget, and brand identity.
- Worksite Conditions – Layout, accessibility, safety, legal constraints, existing installations.
- Design Themes – Whether the client wants a Modern, Minimalist, Traditional, or Industrial theme, each has implications for layout, lighting, material, and furniture.
- Worksite Checklist – Before execution, a comprehensive survey helps in identifying restrictions or additional work, such as rewiring, HVAC rerouting, or load-bearing checks.

In case study of the Corporate Office Interior Project, the trainer should explain the following key learning points to help participants understand how to correlate client requirements with worksite conditions:

1. Contextual Overview

Start by explaining the project scope:

- 4,000 sq. ft. office for a growing IT start-up.
- Timeline: 3 months.
- Key spaces: reception, conference room, workstations, breakout zones.
- Design goal: Modern, collaborative, brand-aligned interior.

Purpose: To set up a dynamic and functional workspace before a critical business milestone (funding round).

2. Client Requirements: Clarity of Vision

Explain that the client had clear, premium expectations, such as:

- Ergonomic furniture and glass partitions.
- Energy-efficient lighting and centralized AC.
- Creative and collaborative design features.
- Aesthetic branding (wall graphics, colour themes).
- Strict delivery deadline.

Tip: Emphasize that these are ideal conditions, not always feasible as-is.

3. Worksite Conditions: Reality Check

Discuss the limitations encountered:

- 7th-floor site with restricted material access (lift usage).
- Limited delivery hours and parking/loading space.
- Outdated electrical and network setup.
- Fire safety compliance requiring ceiling redesign.
- Weekend inaccessibility due to building maintenance.

Highlight how on-ground logistics and legal/safety norms can challenge even a well-planned brief.

4. Correlation and Conflict Identification

Trainer should guide participants to compare client demands with site realities:

- Glass partitions vs. lift access delay.
- Central AC vs. ceiling redesign for fire safety.
- Timeline vs. restricted work hours and weekend shutdowns.

Stress the importance of early site visits and stakeholder coordination.

5. Project Manager's Strategic Actions

Walk through the PM's responses, showcasing good practice:

- Used 3D layouts for approvals.
- Took early permissions for structural changes.
- Phased execution to maintain pace.
- Worked closely with vendors and building management.
- Used off-site fabrication to optimize time.

Explain how adaptability and planning are crucial traits of an Assistant Project Manager.

6. Conclusion & Learning Takeaway

Reinforce this key message:

"In real-life projects, design cannot exist in isolation. The Assistant Project Manager must be the bridge between client vision and site conditions—ensuring feasibility, safety, and on-time delivery."

Ask learners:

"If you were managing this project, how else could you have handled the lift constraint or fire safety ceiling issue?"

Debrief

You have seen how important it is to bridge the gap between imagination and execution. Aligning client dreams with site realities requires technical understanding, adaptability, and communication. As future project managers, your ability to spot issues early and find creative alternatives will define project success.

Notes for Facilitation

- Use a real-life or visual site layout and sample client brief to enhance understanding.
- Encourage peer feedback during the activity presentation.
- Reinforce that understanding design styles also helps suggest viable alternatives when conflicts arise.
- Provide templates for client requirement mapping and worksite checklists as takeaway handouts.

UNIT 5.2: Site Surveys and Recce Activities

Unit Objectives

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

1. Explain the importance of effective recce and conducting a regular site survey for ensuring built-out quality standards with client POCs and internal Interior Design/Installation teams.
2. Explain the different steps involved in preparing and timely submission of the recce report to the supervisors.
3. Examine the recce report based on measurements and survey data collected

Say

Site surveys are the foundation for informed decision-making, budget control, and timeline adherence. In this unit, we will explore how effective recce activities help us align project plans with on-site realities, minimize rework, and ensure quality execution.

Ask

- Why do you think it is important to visit the site before finalizing the design?
- What kinds of challenges can be identified during a recce?
- How can a recce report influence budget planning?

Explain

A site recce is the initial visit to gather essential physical data—dimensions, layout, service points, obstructions—before starting design and execution. Conducting regular site surveys helps monitor progress, ensure alignment with design standards, detect errors early, and maintain safety and compliance.

Key responsibilities of the Assistant Project Manager include:

- Aligning client expectations with ground realities
- Coordinating with stakeholders (client POC, contractors, internal team)
- Identifying risks such as low ceiling height, insufficient drainage, limited access
- Documenting findings through recce reports that include observations, photos, measurements, and technical recommendations

The recce report is not only a technical document but also a decision-making tool that enables precise planning of BOQs, layouts, and work sequencing.

Debrief

Site surveys convert assumptions into actionable insights. Whether it's spotting a slab height issue or rerouting an AC duct, your job as a project manager begins with understanding the site. The quality of your recce report often determines the clarity of your execution plan. Remember, a good recce today can save weeks of rework tomorrow.

Notes for Facilitation

- Use real or simulated floor plans and sample recce templates for practice.
- Encourage participants to use measurement tools (laser tape or printed scales) and note observations in zones.
- Display photos of actual site issues (e.g., damp patches, blocked access) to discuss impact and resolution.
- Reinforce the importance of professional formatting, timely submission, and stakeholder coordination.

UNIT 5.3: Defining and Finalizing Scope of Work

Unit Objectives

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

1. Define the Final Scope of Work (FSOW) and its role in project execution.
2. Identify the difference between Tentative Scope of Work (TSOW) and Final Scope of Work (FSOW) and prepare FSOW based on suggestions and modifications on Tentative Scope of Work.

Say

Before design turns into construction, a well-executed site recce ensures that the project begins on the right foot. A site survey isn't just about taking measurements—it's about understanding the limitations and possibilities of the space. In this session, we will uncover how recce activities form the basis of detailed planning, smooth execution, and accurate scope finalization.

Ask

- What are the most common errors that can be prevented through a good site recce?
- Who should ideally be present during a site survey?
- How does a recce influence the finalization of design and materials?

Explain

A site recce is a critical pre-execution activity that gathers real-world information about a project site—layout, dimensions, utilities, structural conditions, and safety issues. Regular site surveys help track progress, verify quality, coordinate contractors, and flag risks early.

One of the most important outcomes of a site recce is the Final Scope of Work (FSOW). This is often derived by modifying the Tentative Scope of Work (TSOW).

Explain the following differences between TSOW and FSOW:

Aspect	Tentative Scope of Work (TSOW)	Final Scope of Work (FSOW)
Definition	Preliminary scope based on early client inputs and assumptions	Finalized list of tasks, materials, and deliverables after recce and design approval
Timing	Created during proposal/planning stage	Prepared after site survey, design freeze, and client sign-off
Detail Level	Broad and flexible; open to revision	Specific and detailed; ready for execution
Purpose	Helps in estimating cost and resources	Acts as the official project execution plan
Changeability	Subject to change based on findings	Can only be altered via formal change requests

During a recce, discrepancies between the TSOW and real site conditions are identified. These observations feed into refining the FSOW—ensuring that the final document accurately reflects the actual work required.

Debrief

Site surveys are the backbone of practical planning. They turn assumptions into data and help refine project scope from tentative to final. As an Assistant Project Manager, your ability to translate recce observations into actionable updates in FSOW ensures clarity, reduces rework, and builds client confidence.

Notes for Facilitation

- Use side-by-side samples of TSOW and FSOW to help participants understand scope evolution.
- Provide checklists and standard recce formats to simulate a professional site visit.
- Reinforce how each observation (e.g., slab height, duct routing) impacts execution planning.
- Display before-and-after examples of scope adjustments made after recce analysis.

Sample Solution to Hands-on Exercise: Finalising the Scope of Work

Final Scope of Work (FSOW)

Project Title and Details

Project: Interior Design of Startup Office
Client: ABC Analytics Pvt. Ltd.
Location: 2nd Floor, Galaxy Tech Park, Bengaluru
Office Area: 2,000 sq. ft.
Design Theme: Minimalist + Collaborative
Date: [Insert Date]

Objective of the Project

To design and execute a functional, collaborative, and brand-aligned workspace for 24 team members, ensuring adherence to minimalist aesthetics, client specifications, and site constraints, within a 5-week timeline.

Scope of Work

1. Space Planning & Layout

- Design seating layout for 24 workstations, including 2 hot desks.
- One Manager's Cabin with modular glass partition.
- One Meeting Room (6-seater) with dry erase wall panel.
- Pantry Counter with base and overhead soft-close cabinets.
- Reception area with branding wall design.

2. Ceiling and Lighting

- Exposed ceiling concept in open-plan work area.
- Gypsum false ceiling in Reception, Manager Cabin, and Meeting Room.
- Suspended LED lights and concealed cove lighting where applicable.

3. Flooring

- Vinyl plank flooring throughout the office for low maintenance and easy cleaning.

4. Walls and Finishing

- Dry erase paint on one wall in the Meeting Room.

- Emulsion paint on other internal walls with minimalistic tone.
- Branded wall graphics on reception feature wall.

Key Materials and Finishes

- **Flooring**: Commercial-grade vinyl planks
- **Ceiling**: Gypsum board and exposed ceiling (industrial black finish)
- **Lighting**: LED panels, suspended linear lights
- **Walls**: Emulsion paint + dry erase paint (Meeting Room)
- **Pantry**: Laminated boards with soft-close hinges
- **Furniture**: Modular workstations and ergonomic chairs (client-supplied or procured separately)

Timeline and Work Schedule

Phase	Duration	Tentative Dates
Site Preparation & Layout	3 days	Week 1
Electrical & Ceiling Works	6 days	Week 1–2
Flooring & Carpentry Works	7 days	Week 2–3
Painting & Branding Wall	5 days	Week 4
Furniture Installation & Final Setup	5 days	Week 4–5
Final Inspection & Handover	2 days	End of Week 5

Constraints and Considerations

- **Low slab height (9 ft)**: Full false ceiling is not feasible; exposed ceiling used in work areas.
- **3-ft Entry Width**: Delivery and movement of large furniture to be planned with knock-down/modular components.
- **Column in Meeting Room Zone**: Layout adjusted accordingly with flexible seating placement.

Exclusions

- Supply and installation of AC units
- Server room design and IT equipment setup

Approvals and Sign-Off (Optional)

Name	Designation	Signature	Date
[Client Representative]	Admin Manager, ABC Analytics		
[Your Name]	Assistant Project Manager		
[Design Lead]	Interior Design Consultant		

Solution to Exercises

A. Multiple Choice Questions

1. What is the primary purpose of a site recce?
   c. To assess physical site conditions and constraints
2. Which of the following is true about Tentative Scope of Work (TSOW)?
   c. It is flexible and subject to change
3. Which style includes natural wood, handcrafted items, and earthy colours?
   b. Rustic
4. Which of the following is NOT typically included in a Final Scope of Work?
   b. Client's family details
5. Why is a regular site survey important during execution?
   c. To detect errors and ensure quality work

Guidelines for Field Visit – Worksite Evaluation and Coordination

Pre-Visit Preparation Guidelines

Before the visit, ensure:

- Participants are briefed about the **client's design brief** and **layout drawings**
- Teams are equipped with:
  - Measuring tape/laser distance measurer
  - Observation checklist, notebook
  - PPE (helmet, shoes if required)
  - Smartphone or camera for documentation

- A clear division of roles is communicated to ensure accountability on-site

Part 1: On-Site Execution

Task 1: Examine the Worksite to Determine Scope of Work

Steps to Follow:

- Begin with a **briefing on client expectations**
- Walk through the full site systematically (zone by zone)
- Observe and note:
  - Structural limitations (e.g., beams, low ceilings)
  - Service provisions (electrical, plumbing, HVAC)
  - Material access points
  - Surface and finishing conditions

Encourage learners to sketch field layouts and annotate photos for clarity.

Deliverables:

- Field notes on client requirement vs. feasibility
- Preliminary scope-of-work outline
- Annotated site sketch/floor plan

Task 2: Organize and Monitor the Site Survey

Steps to Follow:

- Identify key stakeholders: client POC, technical teams, design team
- Coordinate tasks as per expertise:
  - Electrical & civil: inspect utilities, DB, etc.
  - Design team: validate layout fit
  - Client POC: confirm permissions and timing

Checklist for Monitoring:

- Were all teams present and aligned?
- Were site limitations or design challenges discussed and recorded?

Deliverables:

- Daily log of activities
- Participation sheet

- Summary of observations and stakeholder inputs

Task 3: Monitor Recce Activity for Execution

Steps to Follow:

- Observe if teams:
    - Are taking measurements diligently
    - Are documenting observations zone-wise
    - Are responding to client clarifications professionally

What to Monitor:

- Accuracy of measurements
- Documentation (notes, photos, sketches)
- Identification of risks or access limitations

Deliverables:

- Recce Monitoring Checklist
- Visual evidence (photos during survey)
- Written notes on critical findings

Part 2: Post-Visit Analysis

Task 4: Examine the Recce Report Based on Survey Data

Steps to Follow:

- Review the report shared by technical/design teams
- Validate:
    - Floor plan vs. actual measurements
    - Availability and mapping of utilities
    - Site compatibility with client requirements

Use a Comparative Analysis Table Like:

Area	Client Requirement	Site Condition	Action/Comment
Workstation Area	20 desks in open plan	Only 16 fit comfortably	Redesign layout / use compact desks
Reception Ceiling	False ceiling with spotlights	Beam interference present	Expose beams / modify ceiling design

Deliverables:

- Signed-off recce report
- Scope adjustments summary
- Risk & Opportunity Report

Tips for Effective Facilitation

- Use visual references (e.g., old project reports, sample annotated plans)
- Encourage team-based observations to simulate real project coordination
- Reinforce how field data influences final design, BOQs, and FSOW
- Promote safety-first behavior during site visit

Sample Solution to Hands-on Exercise

Client Requirement Analysis – XYZ Pvt. Ltd. Office Fit-Out

Category	Identified Client Requirement	Suggested Design/Execution Strategy
Design	Office should look modern with a serious and professional feel	Use a modern design language with clean lines, muted colors (e.g., greys, navy, beige), and minimalistic decor; highlight premium finishes in reception and meeting zones
Material	Durable and easy-to-maintain materials	Use high-pressure laminates, vitrified tiles, quartz or acrylic solid surfaces for pantry/reception; stain-resistant, fire-rated, and acoustic-rated materials where needed
Style	Modern with an impressionable, professional tone for clients	Contemporary-modern style with accent lighting, branded elements, glass partitions with frosted patterns for privacy and elegance
Furniture	Ergonomic furniture for all; high-quality chairs in partner cabins	Modular workstations with adjustable chairs; executive leather or mesh high-back chairs in senior cabins; foldable/stackable furniture in informal areas
Utilities	Server room, pantry, restrooms, and space for informal interaction	Allocate zoned areas for utilities; ensure HVAC routing and electrical load support for server room; add informal zone near pantry or breakout zone with soft seating and writable walls

6. Prepare Project Estimates and Evaluate Quotations

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Key Learning Outcomes

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

1. Explain the importance of coordination between internal teams for the procurement process.
2. Identify effective communication and domain skills to perform negotiations, approvals, and project closure formalities.
3. Explain the role of various internal teams in preparing different procurement documentations.
4. Identify the process of preparing a project estimate and related documents in consultation with internal teams.
5. Appraise various elements involved in preparing a project proposal and how to interpret them.
6. Appraise the process of preparing a project proposal based on project execution details.
7. Identify the technical formalities related to project closure and handover.
8. Explain the process of preparing project agreement, sign-off, project report, etc.
9. Identify the major impacts of differences between approved project specification and on-site project execution.
10. Describe the process of examining the worksite during the project execution for completion against schedule, staffing against assigned roles, and approved design integrity.
11. Identify the documentation formalities associated with revising the approved scope of work and perform client deliberations for the additional need of services.
12. Explain the importance of digital literacy.
13. Explain how financial literacy tools and methods.
14. Explain the role of various payment gateways in the project management process and their usage.

UNIT 6.1: Procurement and Project Coordination

Unit Objectives

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

1. Explain the importance of coordination between internal teams for the procurement process.
2. Identify effective communication and domain skills to perform negotiations, approvals, and project closure formalities.
3. Explain the role of various internal teams in preparing different procurement documentations.
4. Identify the process of preparing a project estimate and related documents in consultation with internal teams.

Say

Procurement is not just about buying materials; it is about ensuring the right item reaches the right place at the right time. In interior projects, poor coordination between internal teams often leads to incorrect purchases, delays, or budget overruns. Let us understand how effective coordination and proper documentation across design, estimation, procurement, project management, and execution teams ensure successful project delivery.

Ask

- Why do you think coordination is critical in the procurement process?
- What can go wrong if material specifications are not clearly shared with the procurement team?
- Which teams are typically involved in preparing a BOQ and procurement schedule?

Explain

In interior fit-out projects, the procurement process depends heavily on coordination across five internal teams:

- Design Team: Specifies materials, finishes, dimensions; prepares material sheets and finish schedules.
- Estimation Team: Prepares BOQ and cost estimates based on design inputs.
- Project Management Team: Plans procurement timelines and coordinates deliveries.
- Procurement Team: Manages vendor selection, POs, and delivery tracking.
- Site Execution Team: Verifies material feasibility and checks quality on arrival.

Each team prepares different documents—like Material Specification Sheets, BOQs, RFQs, POs, and Delivery Schedules—that must align with each other. Any misalignment can lead to cost escalations, delays, or quality issues.

For example, if the Design Team specifies "Ivory Kajaria tiles – 600x600", but the Procurement Team places an order for a different brand or size, it leads to rejection and rework.

Debrief

Procurement success is driven by teamwork and shared information. Each document in the chain such as Material Sheet, BOQ, or Purchase Order etc. depends on correct and timely input from multiple teams. Your role as an Assistant Project Manager is to ensure these connections are strong. When coordination flows well, projects are delivered on time, within budget, and up to quality expectations.

Notes for Facilitation

- Use printed or projected formats of Material Specification Sheets, BOQs, and POs to show real-world examples.
- Emphasize how errors in one document can impact multiple teams.
- Encourage groups to highlight coordination risks they discovered during the simulation.
- If possible, display a Responsibility Matrix (like Table 6.1.6) to explain team roles clearly.

Instructions to Conduct Role Play Title: Communication Skills for Negotiations, Approvals, and Project Closure

Setup Requirements

- Arrange 3 chairs around a table to simulate a **client meeting room**.
- Provide **printed scenario handouts** to all 3 participants.
- Keep **sample closure documents**, invoice formats, or handover checklists (optional) for realism.
- If available, use nameplates or tags for each participant role:
    - APM
    - Client Representative (CR)
    - Vendor Lead (VL)

Role Assignment and Briefing (5 minutes)

Assign the following roles:

- Participant 1: Assistant Project Manager
- Participant 2: Client Representative

- Participant 3: Vendor Lead

Distribute and explain their individual role briefs. Emphasize that they should stick to their roles, react naturally, and focus on their communication tone, clarity, and resolution skills.

Role Play Execution (10–12 minutes)

Let the participants begin the meeting with the Assistant Project Manager opening the discussion.

Trainer should:

- Observe quietly without interrupting.
- Note instances of:
    - Active listening
    - Empathy
    - Negotiation language
    - Clarity in closure discussion
    - Resolution skills

Debrief and Feedback (10 minutes)

Lead a group discussion after the role play:

Ask the group:

- What was handled well during the discussion?
- How was the tone of negotiation between APM and Vendor?
- Was the client concern resolved diplomatically?
- What could be improved in future real meetings?

Give targeted feedback:

- Highlight strengths (e.g., use of solution-oriented language, ability to keep calm).
- Offer suggestions (e.g., summarizing agreements, documenting action points, handling cost disputes more transparently).

Trainer Tips

- Rotate roles in a second round if time allows.
- Encourage use of professional phrases like:
    - "Let me summarise our discussion…"
    - "To address your concern, I suggest…"
    - "Can we explore a middle ground here?"
- Reinforce that successful closure is a mix of technical accuracy and people skills.

UNIT 6.2: Project Execution, Closure and Documentation

Unit Objectives

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

1. Discuss various elements involved in preparing a project proposal and how to interpret
2. Appraise various elements involved in preparing a project proposal and how to interpret them.
3. Appraise the process of preparing a project proposal based on project execution details.
4. Identify the technical formalities related to project closure and handover.
5. Explain the process of preparing project agreement, sign-off, project report, etc.
6. Identify the major impacts of differences between approved project specification and on-site project execution.
7. Describe the process of examining the worksite during the project execution for completion against schedule, staffing against assigned roles, and approved design integrity.
8. Identify the documentation formalities associated with revising the approved scope of work and perform client deliberations for the additional need of services.

Say

Project execution and closure are the final phases that translate design into reality. However, even well-planned projects face on-site challenges—delays, last-minute client requests, or vendor disagreements. As an Assistant Project Manager, your role is to coordinate site activities, document changes, and ensure smooth project closure through clear communication and proper documentation.

Ask

- What kinds of documentation are required before handing over a completed site to the client?
- How would you respond if a client requests a change just before handover?
- Why is vendor negotiation critical during the closure phase?

Explain

The project closure phase includes several important activities:

- Review of project completion status against the scope
- Addressing client feedback (e.g., minor design changes)
- Resolving billing and vendor issues
- Final documentation: site handover notes, sign-off forms, and release certificates

Often, final handover meetings involve:

- Client queries or concerns that need professional handling
- Vendor claims or changes to invoices that need negotiation
- Closure documents that must be explained and signed

A project that ends well leaves a lasting impression. Therefore, communication, professionalism, and accurate paperwork are essential.

Debrief

Closure defines how a project is remembered. Your ability to listen actively, negotiate respectfully, and summarise decisions clearly ensures professional delivery. As a future project lead, use your communication skills to balance client satisfaction, vendor fairness, and company goals.

Notes for Facilitation

- Use visuals like Fig. 6.2.1–6.2.8 to illustrate documentation and execution processes.
- Provide sample formats for project proposal, handover document, sign-off sheet, and scope change register.
- Encourage team presentations of how they would handle closure in different project scenarios.
- Reinforce the connection between technical execution and communication.
- Use observer checklists to assess performance in the role play (e.g., tone, clarity, conflict resolution).

Instructions to Conduct Role Play Activity

Client deliberations for the additional need of services in defined scope of work

Preparation (5 minutes)

Materials to Provide:

- Role Briefs for Participant A and B (printed or displayed)
- Sample Change Request Form template (optional)
- Blank paper or notebook for post-role play task

Set-Up:
Create a professional setting simulating a **client meeting room** during a routine project review.

Assign Roles:

- **Participant A** – Assistant Project Manager (APM)
- **Participant B** – Client Representative

Explain that the APM must manage the conversation around an out-of-scope request raised by the client during an ongoing project.

Instructions for Participants

Participant A – Assistant Project Manager:

- Stay calm and professional
- Acknowledge the client's request and assess feasibility
- Explain the standard process for scope changes: filling a Change Request Form, revising the BOQ, adjusting timelines
- Be transparent about budget and schedule impact
- Seek verbal agreement from the client to proceed to documentation

Participant B – Client Representative:

- Express interest in adding a glass showcase wall with integrated lighting
- Push for fast implementation, ideally without affecting cost or timeline
- Raise concerns over formality and ask if the process can be streamlined

Execution (10–12 minutes)

Let the role play proceed without interruption.

Trainer Observes:

- Tone of communication
- Clarity in explaining the process
- Use of negotiation language (e.g., compromise, reassurance)
- Closing the conversation with documented next steps

Post-Role Play Task (5–7 minutes)

Ask participants to collaboratively submit:

- A short Change Request Note (bulleted format)
- A summary of the discussion and what actions were agreed upon
- A revised task entry in the BOQ or project timeline (1–2 lines)

Example:

- Change Request Note:
    - Addition of a 6 ft x 8 ft glass showcase wall in reception
    - Includes integrated LED lighting
    - Material: toughened glass and brushed steel frame
    - Required timeline extension: 3 working days
- **Summary**:
  Client agreed to process the request through a formal CRF. BOQ and schedule to be updated accordingly. Budget increase approved up to ₹38,000.
- **Timeline Entry**:
  Add Showcase Wall: Week 4, Task 3 – Glass installation & lighting (3 days)

Debrief (5–7 minutes)

Lead a discussion with the class:

- What strategies worked well for handling the client's request?
- Was the process explained clearly?
- Could the APM have handled anything differently?

Provide constructive feedback on:

- Professionalism
- Documentation accuracy
- Ability to balance client satisfaction and process adherence

UNIT 6.3: Digital and Financial Literacy in Project Management

Unit Objectives

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

1. Explain the importance of digital literacy.
2. Explain how financial literacy tools and methods.
3. Explain the role of various payment gateways in the project management process and their usage.

Say

Digital and financial literacy are essential tools for modern project managers. From using cloud platforms for coordination to handling payments through UPI and online gateways, your ability to operate in a digital environment improves speed, accuracy, and professionalism. In this unit, we will explore how digital tools and financial platforms contribute to smooth project execution, vendor payments, and client interactions.

Ask

- Why is digital literacy no longer optional for project professionals?
- Can you share examples of digital tools used for coordination or documentation in your work/study?
- What are the advantages of using online payment gateways for vendor or client transactions?

Explain

Digital Literacy in Project Management means the ability to:

- Use platforms like Google Drive, MS Teams, and task trackers for real-time coordination.
- Maintain digital records such as BOQs, drawings, and client approvals securely.
- Communicate updates (photos, dashboards, charts) effectively with clients and stakeholders.
- Adapt to remote or hybrid work settings, increasing productivity from anywhere.

Financial Literacy in Project Management includes:

- Understanding and operating digital payment modes like UPI, NEFT, debit/credit cards, and wallets.
- Using platforms like Cashfree, Paytm for Business, or Amazon Pay for vendor disbursements or client collection.
- Documenting payments using receipts, invoices, and reports—reducing manual effort and audit risks.

Key Benefits of Digital Payment Gateways:

- Faster vendor payments
- Easier client advance collection
- Reduced manual error
- Real-time reporting and documentation

Debrief

Digital and financial tools are now as important as design and planning skills in project management. Your efficiency in using these tools helps reduce errors, improves communication, and builds trust with vendors and clients. As the industry moves toward digital business practices, staying updated and confident in using digital platforms will give you a strong professional edge.

- Use real screenshots or videos of payment apps (Google Pay, Paytm, Net Banking dashboards) for demonstration.
- Explain differences between IMPS, NEFT, RTGS, UPI, and when each is suitable.
- Encourage learners to share personal experience using digital tools for payments or coordination.
- If possible, invite a finance team member to give a live demo of a payment gateway or dashboard.
- Provide a summary handout showing key steps for each digital payment method.

Solution to Exercises

A. Multiple Choice Questions

1. What is the purpose of a Change Request Form (CRF)?

c. To formally record scope changes

2. Which team is responsible for preparing the Material Specification Sheet?

b. Design Team

3. In project closure, the handover certificate includes:

c. Project summary and client sign-off

4. Which of the following is an example of a digital wallet?

b. Paytm

5. Which document helps align vendor quotes with the design intent?

c. Material Specification Sheet

Sample Solution to Hands-on-Exercise

Preparing Project Estimates and Documentation

1. Sample BOQ (Bill of Quantities)

Item Description	Quantity	Unit Cost (INR)	Total Cost (INR)
Modular Workstations (4’ x 2’)	18	₹9,500	₹171,000
Manager Cabin Desks + Chairs	2 sets	₹22,000	₹44,000
Meeting Room Table (8-seater)	1	₹35,000	₹35,000
Pantry Counter & Overhead Units	1 set	₹40,000	₹40,000
Vinyl Flooring (muted grey)	1,500 sq. ft.	₹80	₹120,000
Total Estimated Cost			**₹410,000**

2. Material Specification Sheet

Category	Item	Material/Finish	Brand/Type	Remarks
Workstations	Modular Desks	Pre-laminated particle board	Godrej Interio	With cable manager
Chairs	Ergonomic Mesh Chairs	Nylon base, breathable mesh	Featherlite	Medium back
Cabin Furniture	Executive Desk + Side Unit	Engineered wood, matte finish	Urban Ladder	Muted grey/white theme

Flooring	Vinyl Sheets	Anti-skid, easy-clean	LG Hausys	1.5 mm thickness
Pantry	Modular Storage	BWR Plywood, laminate finish	Custom-made	Matte white

3. Procurement Plan Table

Item	Suggested Vendor	Lead Time (Days)	Client Approval Status
Modular Workstations	Godrej Interio	12	Approved
Manager Cabin Furniture	Urban Ladder	10	Awaiting
Meeting Table	Featherlite	8	Approved
Pantry Unit	Local Carpenter	7	Approved

7. Finalizing Scope of Work and Resource Planning

Key Learning Outcomes

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

1. Explain various specifications involved in estimating the material quantity.
2. Identify the associated vendors based on the requirement of different categories of materials.
3. Explain how to employ suitable estimation tools and techniques for calculating material quantity in the interior designing process.
4. Explain the process and technicalities involved in raising tenders, inviting quotations and delivery timelines, terms and conditions from various vendors.
5. Describe the effective management skills for multiple vendors.
6. Explain the steps involved in vendor partners analysis and selection process.
7. Identify possible vendors based on material specification requirements and market research.
8. Explain the role of Request for Proposal (RFP) in the vendor selection process.
9. Analyse the business requirements to shortlist suitable vendor partners based on Request for Proposal (RFP).
10. Analyse and plan the resources based on in-house material library and projects requirements.

UNIT 7.1: Material Estimation and Specifications

Unit Objectives

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

1. Explain various specifications involved in estimating the material quantity.
2. Identify the associated vendors based on the requirement of different categories of materials.
3. Explain how to employ suitable estimation tools and techniques for calculating material quantity in the interior designing process.

Say

Accurate material specifications are the foundation of reliable estimations in interior projects. A small mismatch in type, size, or finish can lead to wastage, delays, or costly rework. Let us learn about key material specifications and how they influence the estimation process.

Ask

- Why is it important to specify material grade and size before procurement?
- Can a wrong finish or dimension affect project execution?
- How does understanding application methods improve material planning?

Explain

Material estimation depends on factors like:

- Type of material (e.g., marine plywood for wet areas)
- Dimensions & measurements (standard sizes to avoid over-buying)
- Grade or quality (standard vs. premium)
- Finish type (matte/glossy may change coverage and application)
- Application area (flooring, ceiling, partitions)
- Wastage factor (5–15% depending on material)
- Installation method (adhesives, overlaps, cutting losses)
- Structural strength (for load-bearing units)
- Colour consistency & aesthetic continuity
- Environmental standards (fire-retardant boards, VOC-free paints)

These specifications directly impact quantity, procurement planning, and execution smoothness.

Debrief

Well-defined specifications lead to accurate estimates, better budgeting, and fewer on-site surprises. Learning to read, interpret, and use these specs ensures professionalism and quality.

Notes for Facilitation

- Bring material samples to class (e.g., laminate vs. veneer, glossy vs. matte paint cards).
- Use case photos to highlight estimation errors from vague specs.
- Use a live Excel sheet or chart to show how small changes in size or quality affect total quantity.

Say

For a successful interior project, knowing the right vendors is just as important as knowing the materials. Let us explore common vendor categories and brands for different materials used in the Indian interior design industry..

Ask

- Why should we consult multiple vendors before procurement?
- How do brand choices affect pricing and delivery?
- What factors affect your decision to choose a local vs. national vendor?

Explain

Associated vendors are grouped by material type:

- Wood & Plywood: Greenply, Century; local markets like Kirti Nagar (Delhi)
- Hardware & Fittings: Hettich, Hafele – for handles, hinges, channels
- Paint & Finishes: Asian Paints, Berger – available locally and online
- Flooring: Kajaria, Nitco, Pergo – found in tile/flooring showrooms
- Glass & Mirrors: Saint-Gobain, AIS – for partitions and décor
- Lighting: Philips, Syska, Wipro – for general and decorative lighting
- Modular Furniture: Livspace, IKEA, Urban Ladder
- Sanitaryware: Jaquar, Hindware – for plumbing & fittings
- Soft Furnishings: D'Decor, Sleepwell – for upholstery and curtains
- Stone & Marble: Kishangarh (Rajasthan), Bengaluru markets

Debrief

Strong vendor networks save time, reduce risk, and ensure quality. As future interior professionals, build your vendor list early and update it based on market trends.

Notes for Facilitation

- Share physical brochures or QR codes of vendor catalogues.
- Encourage students to visit one vendor in their city as homework.
- Share a sample vendor comparison chart for quality, cost, delivery.

Accurate estimation avoids costly surprises. Let us explore both manual and digital tools that help you calculate material quantities for various interior works like flooring, paint, or false ceilings.

You may ask:

- What tools do you currently use for measurements or calculations?
- Can estimation errors lead to design or budget problems?
- How can digital tools enhance your accuracy?

Estimation Methods Include:

- Manual Tools: Tape, laser meter, measuring wheel
- QTO (Quantity Take-Off): Calculating quantity from floor plans
- Digital Tools:
    - AutoCAD: For scaled drawings
    - Excel: For QTO, cost, and wastage tabs
    - SketchUp: For area estimation via 3D models
    - Vendor Tools: Asian Paints calculator, Kajaria tile estimator
- Rate Analysis: Material + labour + overhead
- Empirical Estimation: Thumb rules (e.g., 1L paint = 100 sq. ft.)

Estimation is the foundation of budget control. Using the right method and tool ensures confidence, professionalism, and better client trust.

- Show real-time estimation using a projector and live Excel or SketchUp plugin.
- Give printed estimation templates to learners.
- Compare manual vs. digital estimations for speed and accuracy.

UNIT 7.2: Vendor Management and Resource Planning

Unit Objectives

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

1. Explain the process and technicalities involved in raising tenders, inviting quotations and delivery timelines, terms and conditions from various vendors.
2. Describe the effective management skills for multiple vendors.
3. Explain the steps involved in vendor partners analysis and selection process.
4. Identify possible vendors based on material specification requirements and market research.
5. Explain the role of Request for Proposal (RFP) in the vendor selection process.
6. Analyze the business requirements to shortlist suitable vendor partners based on Request for Proposal (RFP).
7. Analyze and plan the resources based on in-house material library and projects requirements.

Say

In interior projects, the timely delivery of quality materials depends on a well-structured vendor selection process. Let us explore the differences between tenders and quotations, understand delivery commitments, and learn the role of vendor agreements in execution planning.

Ask

- Why might a large project prefer a tender over simple quotations?
- How can poor delivery planning affect a project timeline?
- What are the key elements that should be mentioned in a vendor agreement?

Explain

There are two main procurement pathways:

- Tenders are used for large-scale, government or corporate projects. These are more formal and include structured documents, public announcements, and eligibility criteria.
- Quotations (RFQs) are common in private interior projects. Selected vendors are contacted based on market reputation or previous experience.

Steps Involved:

1. Tender or RFQ Preparation: Includes scope, quantities, specs.
2. Vendor Identification: Shortlist through market research.
3. Quote Collection and Comparison: Price, delivery time, quality.
4. Delivery Planning: Based on project stages (e.g., flooring before furniture).
5. Vendor Agreement: Clearly defines terms, payment conditions, penalties, and warranties.

Following a structured vendor procurement and delivery process ensures reliability, transparency, and efficiency. As future project managers, your ability to manage vendors professionally will directly influence project success.

- Share real examples of tenders or RFQs from platforms like GEM or company sites.
- Emphasize difference in formal documentation between tenders and informal quotations.
- Discuss common disputes and how vendor agreements can help resolve them.
- Provide editable templates for tender forms and vendor comparison sheets.

A Request for Proposal (RFP) is a strategic document that allows vendors to understand your project needs and submit structured offers. Let us explore how RFPs help in choosing the right vendor and how to evaluate and shortlist based on business needs.

You may ask:

- Have you come across the term RFP before? What do you think it includes?
- Why is it important to define evaluation criteria before inviting proposals?
- What risks can be avoided using a structured RFP process?

An RFP (Request for Proposal) includes:

- Scope of work
- Material/technical specs
- Timeline, quantity, delivery expectations
- Budget range and evaluation method

Vendor Shortlisting Process:

1. Review Project Needs: Identify what is required (material, quality, timelines).
2. Set Evaluation Criteria: Price, brand offered, warranty, after-sales service, experience.
3. Compare Proposals: Use a scoring sheet or checklist.
4. Interact with Vendors: Ask for samples or clarifications if required.
5. Shortlist: Select top vendors for final negotiation.

This process ensures transparency, quality alignment, and better negotiation footing.

The RFP process promotes professionalism and reduces procurement risk. Your ability to craft and assess RFPs shows strategic thinking and business awareness—key skills for an Assistant Project Manager.

- Use the MDI Gurgaon RFP as a sample (link already in unit)
- Encourage learners to build a vendor rating template
- Share case scenarios where poor RFPs led to execution issues
- Guide participants in drafting their own mini-RFP based on a mock interior scenario

Solution to Exercises

A. Multiple Choice Questions

1. Which of the following is considered a standard wastage percentage while estimating floor tiles?
   c. 5–10%
2. Which software is commonly used for digital estimation by extracting dimensions from interior drawings?
   b. AutoCAD
3. Which of the following is NOT typically found in a Request for Proposal (RFP)?
   b. Floor Layout
4. What is the primary objective of using a Vendor Evaluation Matrix?
   c. To compare vendors objectively
5. Which brand is commonly associated with adhesives and sealants?
   b. Fevicol

Sample Solution for Hands-on-Activities

Demonstrate Effective Management Skills for Multiple Vendors

Vendor Contact Sheet

Vendor Type	Contact Person	Phone Number	Email	Scope of Work
Flooring Vendor	Mr. Arjun Mehta	98765XXXXX	arjun.floor@tiles.com	Supply and install vitrified tiles

Paint Vendor	Ms. Renu Gupta	9988XXXXX	renu@colordreams.com	Supply and apply wall paints
Furniture Vendor	Mr. Ajay Sinha	91234XXXXX	ajay@kitchenstyle.in	Modular kitchen, wardrobes
Electrical Vendor	Mr. Rahul Bhatia	90123XXXXX	rahul@lightpro.in	Lights, switches, basic wiring

Delivery & Installation Schedule (Sample)

Vendor Type	Start Date	End Date	Duration	Dependency/Note
Flooring	1st Aug	7th Aug	7 days	Must finish before furniture delivery
Paint	8th Aug	12th Aug	5 days	After flooring, before furniture
Furniture	13th Aug	25th Aug	13 days	After paint
Electrical	20th Aug	27th Aug	8 days	May overlap with furniture (coordinate)

Communication Plan

Purpose	Method	Frequency
Progress tracking	Phone call	Daily
Weekly status update	Email	Weekly (Monday)
Quality checks & review	Site visit	Every 3 days
Escalation/resolution	Phone + Email	As needed

Conflict/Delay Management Plan

Situation	Resolution Approach
Furniture delivery delayed	Inform client, reschedule electrical work, send revised timeline
Paint quality issue reported	Vendor visit, photo documentation, replace material within 48 hours
Overlap: electrical and furniture	Hold coordination meeting, create a zone-wise working schedule
Site access denied due to power cut	Contact society maintenance, reschedule next day, inform all vendors

Conduct Market Research to Identify Possible Vendors

Material Chosen: Plywood for Modular Furniture

Vendor Comparison Sheet

Parameter	**Vendor 1**	**Vendor 2**	**Vendor 3**
Name & Location	Ramdev Plywoods, Gurugram	Sai Traders, Kirti Nagar	PlyPoint, IndiaMART Seller
Brand Offered	Greenply, CenturyPly	Archidply	Kitply, Action TESA
Material Specification	BWR 19 mm	MR and BWR 19 mm	BWP 19 mm
Rate per Unit	₹85/sq.ft	₹75/sq.ft	₹90/sq.ft
Delivery Time	2 days	1 day	3–4 days
Contact Details	98765XXXXX	90123 XXXXX	98989 XXXXX
Special Notes	Free local delivery	5% discount above 20 sheets	GST extra, full payment adv.

Vendor Evaluation Matrix

Evaluation Criteria	**Weight**	**Vendor A**	**Score A**	**Vendor B**	**Score B**	**Vendor C**	**Score C**
Compliance with Specifications	20%	✅	5	✅	4	✅	5
Pricing Competitiveness	15%		4		5		3
Delivery Timeline	15%		4		5		3
Quality of Material/Brand	15%		5		4		4
Past Experience/References	10%		4		4		3
After-Sales Support/Warranty	10%		4		3		2
Legal & Financial Compliance	5%		5		4		3
Communication & Responsiveness	5%		4		4		3
Scope for Long-Term Engagement	5%		4		3		3
Total Weighted Score	**100%**		**4.45**		**4.4**		**3.65**

Recommended Vendor: **Vendor A** (Ramdev Plywoods)

Sample Solution to Hands-on Exercise: Resource Planning Using In-House Material Library

Resource Gap Analysis

Material	Required	Available	Shortage	Reuse Possible?
Plywood sheets (19 mm)	12	8	4	No
Emulsion Paint (litres)	15	10	5	Yes (walls only)
Drawer Channels (soft-close)	6	4	2	No
Handles	8	12	0	Yes
Laminate Sheet (1 mm – sq. ft)	20	10	10	No
LED Ceiling Lights	4	2	2	No

Procurement Plan

Material	Qty to be Ordered	Priority	Suggested Vendor	Order Timeline
Plywood sheets (19 mm)	4	High	Ramdev Plywoods	Within 1 day
Emulsion Paint (litres)	5	Medium	Asian Paints Dealer, Sector 14	Within 2 days
Drawer Channels	2	High	Hafele Dealer, MG Road	Within 1 day
Laminate Sheet (1 mm)	10 sq. ft	Medium	Merino Dealer, IndiaMART	Within 3 days
LED Ceiling Lights	2	Medium	Luminous Outlet, City Mall	Within 2 days

Sample Solution to Hands- On Exercise: Material Estimation for a Living Room Makeover

Part A: Manual Estimation

Room Dimensions

- **Length** = 16 ft
- **Width** = 12 ft
- **Height** = 10 ft

1. Flooring – Vitrified Tiles (2 ft × 2 ft)

- **Total floor area** = 16 × 12 = **192 sq. ft**
- **Area per tile** = 2 × 2 = **4 sq. ft**
- **Number of tiles required (without wastage)** = 192 ÷ 4 = **48 tiles**
- **Add 10% wastage** = 48 × 1.10 = **52.8 ≈ 53 tiles**

Total Tiles Required: **53**

2. Wall Painting – Emulsion Paint

- **Wall Surface Area** =
  2 × (16 × 10) + 2 × (12 × 10) =
  2 × 160 + 2 × 120 = **320 + 240 = 560 sq. ft**
- **Minus Door/Window Area** = 560 – 50 = **510 sq. ft**
- **Total area for 2 coats** = 510 × 2 = **1020 sq. ft**
- **Paint required (1 litre covers 100 sq. ft)** = 1020 ÷ 100 = **10.2 litres**
- **Add 10% extra for wastage** = 10.2 × 1.10 = **11.22 litres ≈ 11.5 litres**

Total Paint Required: **11.5 litres**

3. Ceiling – Gypsum Board (6 ft × 4 ft)

- **Ceiling area** = 16 × 12 = **192 sq. ft**
- **Board area** = 6 × 4 = **24 sq. ft**
- **Boards required (without wastage)** = 192 ÷ 24 = **8 boards**
- **Add 10% wastage** = 8 × 1.10 = **8.8 ≈ 9 boards**

Total Gypsum Boards Required: **9**

Part B: Excel-Based Digital Estimation

Recommended Excel Layout

Item	Formula/Logic	Result
Floor Area (sq. ft)	=16*12	192
Area per Tile	=2*2	4
No. of Tiles	=CEILING(192/4*1.1,1)	53
Wall Area	=(2*16*10 + 2*12*10) - 50	510
Total Area (2 coats)	=510*2	1020
Paint (litres)	=CEILING(1020/100*1.1,1)	12
Ceiling Area	=16*12	192
Area per Board	=6*4	24
No. of Boards	=CEILING(192/24*1.1,1)	9

Note: Use CEILING() function to round up values where partial units are not allowed.

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8. Supervision of Assigned Tasks, Responsibilities and Monitoring of Project

FFS/N0227/
N0229

Key Learning Outcomes

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

1. Explain the importance of identifying suitable teams for effective project execution.
2. Identify suitable methods to maintain periodic updates of the project.
3. Identify a set of general questions for task management or delegating tasks effectively.
4. Analyze and interpret the Final Scope of Work (FSOW) to determine team and task delegations.
5. Explain the steps involved in task delegation to share the workload and increase productivity at work and perform delegation of tasks to team members using appropriate software tools and techniques.
6. Explain the steps involved in taking input from internal and external agencies.
7. Explain how to perform job work demarcation based on team skillsets capability and project timeline.
8. Explain the importance of timely planning and delivery of materials at the worksite.
9. Examine the procurement process of timely approval and delivery of materials at the worksite.
10. Discuss various methods and techniques associated with monitoring a project.
11. Explain the critical stages in project execution to ensure quality as per approved design specifications.
12. Identify the guidelines for performing client visits and inspection.
13. Identify the factors affecting the team and task delegation.
14. Explain the role of different internal and external agencies based on project execution requirements and demonstrate effective coordination and communication skills.
15. Identify the documentation formalities associated with the record-keeping of project work.
16. Explain the role of KRAs in the performance management system of an employee.
17. List all the pre-requisites involved in the design and implementation of a performance management system.
18. Identify the factors affecting the effectiveness of a performance management system.
19. Explain the process of designing and executing an effective performance management system.

UNIT 8.1 Team Management

Unit Objectives

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

1. Explain the importance of identifying suitable teams for effective project execution.
2. Identify suitable methods to maintain periodic updates of the project.
3. Identify a set of general questions for task management or delegating tasks effectively.
4. Analyze and interpret the Final Scope of Work (FSOW) to determine team and task delegations.
5. Explain the steps involved in task delegation to share the workload and increase productivity at work and perform delegation of tasks to team members using appropriate software tools and techniques.
6. Explain the steps involved in taking input from internal and external agencies.
7. Explain how to perform job work demarcation based on team skillsets capability and project timeline.
8. Explain the importance of timely planning and delivery of materials at the worksite.
9. Examine the procurement process of timely approval and delivery of materials at the worksite.

Say

In any interior project, the successful completion of tasks depends on how well we identify, assign, and track team responsibilities. Let us learn how to delegate tasks based on skillsets, workload, and timelines to ensure quality execution.

Ask

- Why is it important to match team members to the right tasks?
- What factors should be considered before delegating work?
- Have you faced challenges with team coordination in past group activities?

Explain

Explain how delegation helps in optimizing productivity, reducing errors, and maintaining workflow. Emphasize the importance of analyzing Final Scope of Work (FSOW), breaking it into tasks, and aligning those with the right people based on skills, availability, and task complexity. Clarify the difference between FSOW and TSOW:

- FSOW (Final Scope of Work): A signed-off, confirmed set of deliverables and services.
- TSOW (Tentative Scope of Work): A flexible draft often shared during early discussions; subject to revision.

Notes for Facilitation

- Encourage students to use color-coding or digital tools.
- Highlight dependency management and team communication.
- Ask for real-life examples from work or internships.

Hands-on Activity: Scope-to-Task Delegation Using Project

Scenario: FSOW includes:

- 3D Design Finalisation
- Electrical Layout Planning
- Flooring Installation
- Modular Kitchen Fabrication

Team Members:

- A (Designer): 3D tools expert, available full-time
- B (Engineer): Electrical planning, 4 hrs/day
- C (Site Supervisor): On-site 8 hrs/day
- D (Vendor Coordinator): Procurement, full-time

Task Delegation Sample (Trello or Excel format):

Task	Assigned To	Duration	Notes
3D Design Finalisation	A	5 days	Start immediately
Electrical Layout Planning	B	3 days	After design is frozen
Flooring Installation	C	7 days	Depends on tile delivery
Modular Kitchen Fabrication	D + Vendor	10 days	Prefab off-site, on-site setup

Say

Keeping everyone informed is critical for smooth execution. Let us explore different ways to maintain periodic updates and keep projects on track.

Ask

- How do you usually share updates in group work?
- What tools have you used to track progress?
- Why is transparency important in project execution?

Explain

Talk about structured communication like daily stand-ups, weekly dashboards, and visual trackers. Highlight tools like Asana, Trello, or Gantt charts that can automate status updates and build visibility across teams.

Debrief
Communication is not just about updates; it's about accountability. A well-informed team stays productive, and issues get resolved quickly.

- Encourage digital or visual dashboards.
- Role-play a project meeting to demonstrate status sharing.
- Highlight RAG (Red-Amber-Green) indicators.

Even with perfect design, if materials don't arrive on time, the entire schedule is disrupted. Let's see how to plan procurement so site work flows without delay.

You may ask

- Have you ever waited for something that delayed your task?
- What happens if materials arrive before the team is ready?
- How can delays in one task affect others?

Stress the importance of understanding lead times, approvals, vendor coordination, and storage availability. Use a sample Gantt chart to show how delays ripple across tasks.

Debrief
Planning for delivery is just as important as planning for design. Good procurement tracking avoids panic and cost overruns.

- Use real material samples or vendor brochures.
- Compare actual vs. planned delivery on charts.
- Discuss importance of quality checks on arrival.

Hands-on Activity: Examine the Procurement Process for Timely Approval and Delivery of Material

Step 1: Review the Material Specification

Sample Material List from Specification Sheet

Material	Specification	Quantity	Remarks
Laminates	1 mm matte finish, Merino (Walnut shade)	10 sheets	Long-lead (custom finish)
Lighting Fixtures	LED recessed ceiling lights	12 pieces	Available locally
Floor Tiles	24"x24" vitrified, Kajaria	500 sq. ft.	Bulk item
Door Handles	SS matte finish	10 units	Readily available

Highlight: **Laminates** are identified as **long-lead** items.

Step 2: Map Procurement Steps

Procurement Workflow:

1. **Material Finalization** – Confirmed via design approval
2. **Client Approval** – Required for laminate color & tile pattern
3. **Vendor Selection & Quotation** – Local supplier, online catalog used
4. **Purchase Order Release** – Sent after quotation approval
5. **Delivery Scheduling** – Agreed with vendor (7-day lead)
6. **Quality Check on Site** – Upon arrival by Site Supervisor

Step 3: Simulate Delay

Assumption: **Laminate delivery delayed by 4 days**

Affected Task:

- **Carpenter Work**: Postponed
- **Polishing/Finishing**: Rescheduled
- **Overall impact**: Timeline shift of 3–4 days in handover

Revised Gantt Chart (Summary):

Task	Original Start	Revised Start	Remarks
Laminate Delivery	Day 5	Day 9	4-day delay
Carpenter Work	Day 6	Day 10	Dependent on laminate
Final Finishing	Day 9	Day 13	Post carpentry
Handover Prep	Day 12	Day 15	Adjusted accordingly

Step 4: Procurement Tracker (Sample)

Material	Vendor	Approval Date	Lead Time	Expected Delivery	Status	Action Required
Laminates	Merino Ltd.	2nd July	7 days	9th July	Delayed	Contact vendor, expedite
Lighting	LightMax	2nd July	3 days	5th July	Delivered	-
Floor Tiles	Kajaria Depot	1st July	4 days	5th July	Delivered	-
Door Handles	SS World	3rd July	2 days	5th July	Delivered	-

Step 5: Present Solutions

Suggestions to Manage Risk:

1. Introduce Buffer Time of 3–5 days in critical item planning.
2. Keep Alternate Vendor Ready for laminates in similar design.
3. Pre-approve Critical Finishes with mood boards or sample approvals.
4. Start Parallel Tasks like electrical fitting, wall prep, etc.
5. Negotiate Early Partial Delivery (5 sheets first, 5 later).

UNIT 8.2: Work Monitoring and Project Execution

Unit Objectives

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

1. Discuss various methods and techniques associated with monitoring a project.
2. Explain the critical stages in project execution to ensure quality as per approved design specifications.
3. Identify the guidelines for performing client visits and inspection.
4. Identify the factors affecting the team and task delegation.
5. Explain the role of different internal and external agencies based on project execution requirements and demonstrate effective coordination and communication skills.
6. Identify the documentation formalities associated with the record-keeping of project work.

Sample Solution for Hands-on-Activities

Prepare a Work Monitoring Plan for a Project

Sample Work Monitoring Plan

Activity / Task	Timeline	Assigned Person/Team	KPI to Track	Review Schedule	Reporting Method	Status Update
Site Measurement & Recce	01–02 Aug	Site Supervisor	Accurate measurement documentation	Daily	WhatsApp + Email	Completed
Layout Finalization with Client	03–04 Aug	Design Lead	Client Approval on Draft Layout	Daily	Email + Client Call	Approved
Procurement of Materials	05–09 Aug	Procurement Manager	All key materials ordered	Alternate Days	Excel Tracker	In Progress
Electrical Wiring Installation	10–14 Aug	Electrical Contractor	100% wiring as per plan	Milestone-Based	Site Logbook + Photos	Scheduled
Furniture Assembly	15–20 Aug	Furniture Vendor	Delivery + Installation on time	Weekly	Site Photos + Email	Not Started
Branding + Signage Execution	21–22 Aug	Visual Communication Team	All elements aligned with brand style	Daily	Review Checklist	Pending

Final Cleaning & Handover	23 Aug	Project Coordinator	Site ready for client inspection	One-Time	Email with Images	Pending

Justification:

- **Control**: Regular checkpoints (daily/weekly) with task-specific KPIs ensure early identification of delays.
- **Accountability**: Assigned persons are clearly listed for each task.
- **Timely Execution**: Timeline buffers are included for vendor dependencies (e.g., furniture).
- **Documentation**: Multiple reporting tools—photos, trackers, emails—cover evidence of progress.

Examine the Worksite for Project Execution Based on Approved Design Specifications

Scenario Overview
Project: Interior Renovation of Retail Showroom
Drawing: A-101-GF | Scale 1:100
Approved SOW Includes:

- Glass partitions for trial rooms
- Vitrified tile flooring
- Backlit signage at entrance
- 4 trial rooms, 1 cash counter, 2 washrooms, 1 office room
- Electrical and lighting points as per plan
- Fire exit signage and clear movement area

Step 1: Comparison and Analysis Table

Aspect	Approved Specification	Actual Observation	Deviation Noted	Suggested Action
Flooring	Vitrified tiles (2x2 ft)	Matt finish tiles used, correct size	None	No action needed
Trial Room Layout	4 rooms with 4 ft width	3 completed, spacing limited due to display wall	Yes – 1 trial room missing	Discuss alternate space layout
Glass Partitions	10 mm toughened glass with frosted finish	Plain glass used, no frosting	Yes	Vendor to replace panels with frosted

Lighting Fixtures	LED panel lights + ambient strip lights	Strip lights not installed in trial rooms	Yes	Expedite installation
Signage	Backlit acrylic signage	Installed, branding accurate	No	-
Fire Exit Markings	Visible and accessible	Blocked by clothing rack	Yes	Shift racks and repaint markings
Electrical Layout	3 sockets per counter, 2 lights per display bay	Aligned with drawing	No	-

Step 2: Observation Report Sample
Project Title: Retail Showroom Interior
Date of Visit: 3 July 2025
Observation Summary:

- Trial room quantity deviates from plan; requires re-layout.
- Glass panels installed do not meet branding expectations.
- Fire exit partially blocked – critical safety issue.
- Lighting partially pending – action needed before handover.

Recommended Corrective Measures:

- Replace glass with frosted panels.
- Add missing trial room if feasible or share alternate plan.
- Clear fire exit pathway immediately.
- Confirm lighting completion timeline with vendor.

Step 3: Presentation Summary Points (for team)

- Key deviation areas highlighted with photos and plan markups.
- Proposed corrections categorized by priority (safety, design, functionality).
- Timeline for correction proposed (3–5 working days).
- Shared insights on importance of site validation against drawings before handover.

Sample Solution to Hands-on Exercise: Prepare Guidelines for Performing Client Visits and Inspections

Client Visit & Inspection Guidelines

Step	Description
1. Inform the Client	Send a formal email invite with date, time, agenda, and site location. Confirm availability.
2. Pre-Visit Preparation	Ensure site is clean and organized. Check that major milestones are met. Highlight progress zones.
3. Documentation Ready	Keep the following documents at hand: layout drawings, milestone checklist, QA report, updated BOQ.
4. Safety Arrangements	Install visible safety signs. Provide helmets, masks, shoe covers, and safety briefing for the client.
5. Team Coordination	Inform all on-site teams of the visit. Assign spokesperson (usually Site Supervisor or APM).
6. Opening Briefing	Welcome the client, explain visit flow, introduce project team, share key work completed so far.
7. Guided Walkthrough	Take client around key sections—highlight completed, in-progress, and pending work.
8. Address Queries	Answer client questions clearly, honestly. Refer to plans where needed. Avoid defensive responses.
9. Capture Feedback	Take notes on concerns, suggestions, approvals. Use a feedback form or digital notepad.
10. Close and Thank	Recap key points, thank client for inputs. Mention timelines for addressing any action items.
11. Post-Visit Action	Share Minutes of Meeting (MOM), assign follow-up tasks, and update project schedule accordingly.

Presentation Summary (for Team Sharing)

- Purpose: Build trust and transparency with clients.
- Success Factor: Well-prepared site + respectful, clear communication.
- Mistake to Avoid: Taking feedback lightly or being unprepared with documents or safety protocols.
- Bonus Tip: Keep a printed feedback capture sheet ready with the supervisor, even if digital notes are used.

Sample Solution to Hands-on Exercise: Prepare and Maintain Required Documentation for Project Record-Keeping

Step 1: Project Case Overview
Project Name: Modular Kitchen Installation – Mr. Mehta's Residence
Timeline: 15 July – 30 July
Recent Updates:

- Cabinets are 80% installed.
- Tiles for backsplash delivered and installed.
- Electrician installed sockets; client requested LED strip lighting under cabinets.
- Vendor sent invoice for additional 10 sq. ft. of tiles used.

Step 2: Sample Documentation
1. Daily Site Report (15 July)

Date	Work Done	Team Present	Issues Noted	Next Day Plan
15 July 2025	Cabinet carcasses installed (lower)	Carpenter, Electrician	Delay in backsplash tile delivery	Begin tile installation

2. Purchase Order (PO) Sample

PO No.	145/PO-KITCHEN/2025
To: ABC Hardware Supplies	
Item: Soft-close hinges, Plywood sheets	
Qty: 20 hinges, 10 sheets	
Amount: ₹12,800	
Date: 14 July 2025	
Delivery Address: Mr. Mehta's Residence	

3. Material Receipt Log

Date	Item	Qty Received	Checked By	Remarks
15 July	Vitrified wall tiles	20 boxes	Site Supervisor	2 boxes chipped, replaced

4. Change Request Form

CRF No.	**CRF-06/MODKIT/2025**
Description: Client requested under-cabinet LED strip lights	
Impact: Electrical layout updated, budget increase by ₹2,500	
Timeline Change: +1 day	
Approved By: Client Signature on 16 July	

5. Client Approval Form

Date	Area of Work	Client Comments	Approval Status
16 July	Tile Installation	Satisfied with alignment & finish	✓ Approved

Step 3: Folder Organization
Digital/Physical Folder Structure:

- 📁 Design
  - Layout plans
  - Client approvals
- 📁 Procurement
  - POs
  - Vendor quotes
  - Material receipts
- 📁 Execution
  - Daily reports
  - Change requests
  - Completion photos
  - Client feedback

Step 4: Presentation Reflection
What the Group Shared:

- Proper documentation helps avoid disputes and justifies changes in scope.
- Keeps team accountable and improves coordination with clients and vendors.
- Essential during audits and for future renovations/extensions.

UNIT 8.3: Performance Management

Unit Objectives

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

1. Explain the role of KRAs in the performance management system of an employee.
2. List all the pre-requisites involved in the design and implementation of a performance management system.
3. Identify the factors affecting the effectiveness of a performance management system.
4. Explain the process of designing and executing an effective performance management system.

Say

Let us explore how a structured Performance Management System (PMS) helps align employee efforts with organizational goals. A well-designed PMS ensures employees know what's expected of them and allows for timely feedback, support, and professional development.

Ask

- Why is performance management important for organizations?
- What do you think is the difference between appraising performance and managing performance?
- Can you share any experience where regular feedback improved your performance?

Explain

A PMS includes goal-setting, regular reviews, feedback, and appraisals. It ensures that employees' actions contribute directly to organizational goals. At the heart of the PMS are KRAs (Key Result Areas), which outline what each employee is responsible for. These KRAs help assess whether someone is performing well and in line with expectations.

Pre-requisites for Designing and Implementing a PMS – Before putting a performance management system into place, organizations must lay the right foundation. Let's discuss what elements are essential for this.

You may ask:

- What kind of preparation do you think is needed before starting a PMS?
- Have you seen any performance system in your workplace or internship?

The key pre-requisites include:

- Clear organizational goals
- Defined roles and KRAs
- Measurable KPIs
- Leadership support
- Clear communication
- Well-documented HR policies
- Training for evaluators
- A reliable tracking tool

These components ensure the PMS is fair, transparent, and effective in driving performance.

Even the best system can fail if not implemented properly. Let's look at the factors that influence whether a PMS actually works.

Factors include:

- Clarity and relevance of KRAs
- Managerial objectivity
- Employee participation in goal setting
- Feedback frequency
- Consistency and fairness in applying standards
- Organizational culture
- Alignment with rewards

An effective PMS depends not just on structure, but also on fairness, consistency, and engagement at all levels.

Let's now look at the step-by-step process for designing and implementing an effective performance management system.

Steps include:

1. Define objectives and strategy
2. Establish roles and KRAs
3. Set KPIs
4. Choose the review cycle (e.g., quarterly)
5. Develop review mechanisms
6. Implement the system
7. Monitor and improve it continuously

Each step ensures the system stays aligned with organizational needs and evolves based on employee feedback and performance data.

Notes for Facilitation

- Use organizational examples to illustrate how PMS is implemented.
- Encourage participants to reflect on KRAs from previous roles/internships.
- Provide a mock KRA form or appraisal form to make it interactive.
- Ask participants to draft KRAs for a given job description.
- Use role play for manager-employee feedback sessions to practice constructive communication.

Solution to Exercise

A. Multiple Choice Questions

1. What is the primary benefit of identifying suitable teams for project tasks?
   b. Ensures timely execution and quality output

2. Which of the following is NOT a method of collecting input from stakeholders?
   d. Ignoring feedback

3. Which tool is commonly used for project progress tracking?
   b. Kanban Board

4. What does a Work Monitoring Plan NOT typically include?
   c. Employee salaries

5. What is the first step in preparing for a client visit to the site?
   c. Inform the client

Perform Job Work Demarcation Based on Team Skillsets, Capability, and Project Timeline

Step 1: Project Brief

Project: Designing and Executing a Small Office Setup (1,000 sq. ft.)
Timeline: 3 Weeks
Key Deliverables:

1. Design Layout Finalization – Week 1
2. Vendor Coordination and Procurement – Week 1–2
3. Electrical and Carpentry Work – Week 2
4. Painting and Finishing – Week 3
5. Final Handover & Documentation – End of Week 3

Step 2: Team Member Profiles

Name	Skills	Experience	Availability
Ankit	CAD design, space planning	3 yrs	Full-time
Neha	Vendor negotiation, documentation	5 yrs	Remote
Kunal	Site supervision, electrical handling	4 yrs	Full-time
Priya	Carpentry coordination, quality check	6 yrs	Part-time
Rohit	Painting supervision, procurement	2 yrs	Full-time

Step 3: Job Work Demarcation

Task	Assigned To	Reasoning
Design Layout Finalization	Ankit	Skilled in CAD and planning; available full-time
Vendor Coordination	Neha	Strong negotiation/documentation skills, ideal for remote handling
Electrical Work Supervision	Kunal	On-site full-time; experienced in electrical work
Carpentry Coordination	Priya	Specialist in carpentry quality; can manage oversight even part-time
Painting Supervision	Rohit	Experienced in paint and material handling
Final Documentation & Handover	Neha	Remote role fits documentation and coordination duties

Workflow Optimization & Dependencies

- **Design layout** must be finalized before vendor engagement and procurement.
- **Procurement** should begin in parallel by Neha once layout is finalized.
- **Electrical and carpentry** can run in parallel, post procurement.
- **Painting** to begin after electrical and carpentry.
- **Final handover** requires coordination from all team members.

Step 4: Group Presentation Summary

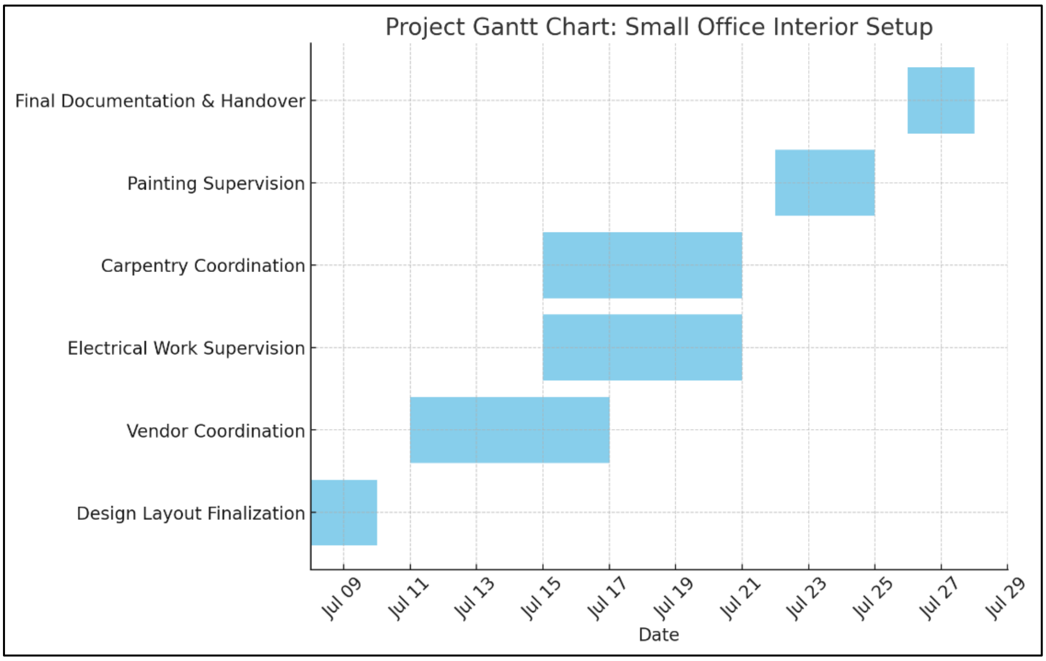
Work Allocation Justification:

- Balanced workload across full-time, part-time, and remote members.
- Prioritized task-to-skill matching to improve quality and speed.
- Maintained sequencing of activities to avoid idle time.

Timeline Alignment:

- Gantt chart prepared to monitor progress.
- Buffer time included for handover and quality rework if needed.

For example, following is a Gantt chart for the job work demarcation activity in a small interior project. It visualizes task assignments, start and end dates, and helps teams monitor timelines effectively.



9. Validate Final Design Drafts and Concepts

Unit 9.1 - Design Docket

Unit 9.2 - Approval Process

FFS/N0228

Key Learning Outcomes

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

1. Identify the role of a design docket in the interior designing process.
2. Explain the process of preparing a design docket and the various elements involved in it.
3. Identify the role of project execution parameters like scope, budget, delivery timeline, etc. in approval of design specifications.
4. Identify the design parameters associated with a design docket approval.
5. Explain the significance of client and supervisor feedback in the project design and execution.
6. Identify the design modification process based on suggested changes and feedback.
7. Explain the approval mechanism of the specifications like design, drawings, materials, finishes, etc.
8. Analyze and approve the design, drawings, materials, finishes, etc. for project execution.

UNIT 9.1 Design Docket

Unit Objectives

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

1. Identify the role of a design docket in the interior designing process.
2. Explain the process of preparing a design docket and the various elements involved in it.
3. Identify the role of project execution parameters like scope, budget, delivery timeline, etc. in approval of design specifications.

Say

Design documentation is critical for aligning the vision of the designer with the expectations of the client and contractors. In this session, we will explore what a design docket is, its key components, and its importance in the overall interior design process.

Ask

- What do you understand by the term 'design docket'?
- Why is it important to include technical drawings and 3D views in a design docket?
- How does a design docket help in controlling scope creep?

Explain

A design docket is a complete, organized document that consolidates all visual, technical, and budgetary aspects of an interior design project. It includes mood boards, floor plans, material specifications, BOQs, 3D renders, and timeline charts.

It plays five key roles:

- Communication Tool between designer and stakeholders
- Project Reference for detailed specifications
- Execution Guide for contractors
- Change Control for maintaining design integrity
- Client Approval document for final sign-off

This structured document ensures everyone involved is on the same page and helps avoid confusion during execution.

Debrief

This activity helped you understand how different components of a design docket are connected to client expectations. A strong design docket not only improves communication but also ensures smoother project execution and client satisfaction.

Notes for Facilitation

- Use a printed or digital sample of a real design docket
- Encourage participants to think critically about what's missing or unclear
- Use peer feedback during the group presentations

Sample Solution to Hands-on Exercise: Examine the Design Docket Development Process

Step 1: Review the Design Brief

Project Type: Residential – Modular Kitchen

Client Requirements Identified:

- Preferred style: Minimalist with natural wood tones
- Functional requirements: Ample storage, concealed chimney, soft-close drawers
- Appliances: Built-in oven, hob, microwave
- Budget range: ₹3–4 lakhs
- Completion timeline: 5 weeks

Step 2: Examine the Sample Design Docket

Sections Provided:

- Concept Note
- Floor Plan with dimensions
- Material Board (laminates, shutters, countertop, tiles)
- 3D Render
- BOQ (Bill of Quantities) – Summary level
- Timeline Chart – Missing

Step 3: Match Sections with Instructions

Client Expectation	Docket Section	Match Found	Comments
Minimalist style with wood tones	Material Board, 3D Render	Yes	Laminate swatches align with natural wood finish
Concealed chimney & built-in appliances	Floor Plan, 3D Render	Yes	Accurately placed in elevation and plan

Ample storage and soft-close drawers Concept Note, Floor Plan Partial Concept notes mention it; plan lacks detail

Budget ₹3–4 lakhs BOQ Yes Total cost ₹3.2 lakhs – aligned with expectation

Timeline – 5 weeks Timeline Chart No Not included in docket – needs to be added

Step 4: Evaluate the Completeness

- Functionality: Layout is logical, work triangle is well maintained
- BOQ Accuracy: Total matches budget, but item-wise costing lacks finish details
- Concept Note Quality: Captures client's style and workflow preferences well
- Technical Drawings: Floor plan is detailed, elevations are missing

Step 5: Summary Presentation

What worked well:

- Accurate representation of client's aesthetic and functionality in concept and visuals
- Budget and layout well-aligned with brief

What needs improvement:

- Missing timeline chart
- Lack of technical elevations (cabinet details, appliance cutouts)
- BOQ could benefit from more itemization

Recommendations:

- Include a timeline chart with activity-wise milestones
- Add elevation drawings with technical specs
- Revise BOQ to include product brands and finish details

Say

Even the most creative designs must be practical to implement. Let us understand how factors like scope, budget, timeline, and compliance influence which design specifications get approved.

Ask

- Why might a client reject a design element even if it looks good?
- Can you give an example where manpower availability may impact execution?
- What role does compliance play in design approvals?

Explain

Design approval is not only a matter of aesthetics. It depends on several execution parameters:

- Scope: Ensures the design falls within what was originally agreed upon.
- Budget: Helps select feasible materials and solutions.
- Timeline: Affects the choice of materials and procurement.
- Manpower: Must match the technical capability required for execution.
- Compliance: Ensures adherence to safety, legal, and quality norms.

Ignoring these parameters can result in delays, cost overruns, or safety violations.

Debrief

This exercise shows that good design is not just about creativity—it must be realistic, cost-effective, and executable. Every approved design is a result of balancing vision with practicality.

Notes for Facilitation

- Provide a matrix/grid for decision-making based on execution parameters
- Invite learners to simulate a client presentation for approval
- Reinforce how changes should be documented using logs

UNIT 9.2: Approval Process

Unit Objectives

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

1. Identify the design parameters associated with a design docket approval.
2. Explain the significance of client and supervisor feedback in the project design and execution.
3. Identify the design modification process based on suggested changes and feedback.
4. Explain the approval mechanism of the specifications like design, drawings, materials, finishes, etc.
5. Analyze and approve the design, drawings, materials, finishes, etc. for project execution.

Say

Before a design gets approved for execution, it must go through a detailed evaluation of several design parameters. Let us understand what these parameters are and why they are essential in ensuring alignment with the client's needs and technical feasibility.

Ask

- What key elements should be included in a design docket for approval?
- Why is space planning considered an important parameter during approval?

Explain

Design parameters ensure that the proposal is functional, aesthetic, compliant, and executable. These include the design concept, space planning, lighting and color scheme, material selection, technical drawings, budget fit, timeline alignment, safety compliance, ergonomics, and sustainability.

Each of these parameters contributes to minimizing risk and optimizing outcomes in the final interior execution.

Debrief

Design approval is not just a tick-box process, it ensures project success through careful consideration of each aspect of the design. Always verify technical, aesthetic, and financial feasibility before moving forward.

- Use a physical or digital sample design docket.
- Encourage team discussions on overlooked parameters.
- Reinforce how early validation prevents costly rework.

In a project's lifecycle, client and supervisor feedback play a critical role in refining design and ensuring smooth execution. Let us explore how this feedback loop helps manage quality and expectations.

Client feedback ensures the design reflects their personal or brand requirements, functionality, and budget.

Supervisor feedback validates that the design is feasible for execution, considers site realities, and meets safety standards.

Together, they ensure the design is both desirable and doable—reducing delays, improving customization, and ensuring quality.

Debrief

Client and supervisor collaboration strengthens the bridge between concept and construction. Listening to both ensures a balanced, informed, and successful execution.

- Use real or simulated feedback examples.
- Encourage participants to role-play both positive and critical feedback.
- Reinforce importance of documentation of all feedback.

The approval process is the backbone of project validation. It ensures that what is designed is reviewed, refined, and authorized before execution. Let us understand this process and its formal structure.

The approval mechanism includes submission of proposals, internal and client review, revisions, technical validation, final client approval, and vendor coordination.

This formal process ensures stakeholder alignment and helps control changes.

Any deviations during execution must follow a documented change control process.

Debrief

Structured approvals prevent miscommunication and execution errors. Every change, big or small, should be tracked and signed off to avoid project delays or client dissatisfaction.

Notes for Facilitation

- Use printed approval templates from the document.
- Simulate at least one revision cycle to show how feedback is handled.
- Emphasize sign-off protocols and accountability.

Guidelines to Perform the Activity: Analyze and Approve Design Specifications for Project Execution

Instructions for the Trainer

Step 1: Setup & Team Allocation (5 min)

- Divide the class into teams of 4–5 members.
- Provide each team with:
    - A sample **Design Brief**
    - **Floor plan and layout drawings**
    - Sample **Material Finish Board** (swatches or printed images)
    - BOQ and project budget sheet
    - A simplified **Evaluation Checklist**
    - Blank sheets or a digital worksheet for notes

Step 2: Task Execution by Teams (25 min)

Ask each team to:

1. **Review the design brief** to extract key client expectations.
2. **Study submitted drawings** – layout accuracy, furniture placement, and space planning.
3. **Evaluate material samples** – do they match the described finishes and quality?
4. **Check alignment with project budget** – highlight any overspending on materials.
5. **Validate feasibility** – identify challenges in electrical points, MEP coordination, or fire safety.
6. **Note any inconsistencies or changes** and document them clearly.
7. **Prepare a final recommendation** – Approve, with changes, or Reject.

Step 3: Team Presentation (5 min per team)

- Each team presents:
    - Summary of key findings
    - Justification of approval or revision
    - Any technical red flags or stakeholder concerns

Design Specification Review Checklist

Review Parameter	Comments/Findings	Approval Status (✓ / ✗ / Change)
Client Brief Alignment (style, layout, functionality)		
Accuracy of Floor Plan/Layout		
Material Samples Match (Finish, Texture, Color)		
Compliance with Approved Budget		
MEP Integration (Electrical, HVAC, Plumbing)		
Safety Compliance (Fire exits, Lighting)		
Stakeholder Feedback Incorporated		
BOQ Consistency with Design Elements		
Any Deviations Noted and Documented		

Final Recommendation: (Approve / Approve with Changes / Reject)

Reviewed By: _________________________ Date: ______________

Sample Design Brief – Office Reception Area

Client: ABC Tech Pvt. Ltd.
Project: Interior Design of Reception Area
Space: Approx. 300 sq. ft.

Client Expectations:
- A sleek and modern design that reflects brand identity (corporate blue and white color palette).
- Seating for 4–5 visitors with a reception desk and branding wall.
- Use of low-maintenance materials and LED lighting.
- Visual impact to impress corporate clients.

Must-Haves:
- Branding wall with logo and concealed LED strip lighting.
- White glossy reception desk with storage.
- Visitor seating (preferably blue fabric or faux leather).
- Anti-skid flooring and acoustic ceiling.

Solution to Exercises

A. Multiple Choice Questions

1. What is the primary purpose of a design docket?

b. Execution reference and approval tool

2. Which of the following is NOT a design parameter for approval?

b. Furniture Warranty

3. Why is supervisor feedback important in project execution?

c. To validate on-site feasibility

4. What comes immediately after client and team review in the approval mechanism?

a. Technical validation

5. Which of the following supports project tracking and performance evaluation?

c. Work Monitoring Plan

Examine the Design Modification Process Based on Suggested Changes and Feedback

Step 1: Review Original Design

Design Type: Modular Kitchen for a 2BHK apartment
Original Key Features:

- Cabinets in dark walnut finish
- Limited overhead storage
- L-shaped layout
- Premium quartz countertop
- Spotlights above counters
- Total Budget: ₹2.5 Lakhs

Step 2: Analyze Feedback

Client Feedback:

- Prefers lighter tones for a brighter feel
- Requests additional overhead storage cabinets

Supervisor Feedback:

- Exceeds budget by ₹25,000
- Corner between sink and hob is tight and non-compliant

Step 3: Identify Areas for Modification

Area	Feedback Source	Type of Change
Cabinet finish	Client	Aesthetic
Overhead storage	Client	Functional
Layout (sink-hob gap)	Supervisor	Compliance/Technical
Countertop material	Supervisor	Budget-related

Step 4: Propose Modifications

- Change cabinet finish to light maple laminate
- Add two overhead cabinets above refrigerator wall
- Adjust sink-hob layout for minimum 600mm clearance
- Replace quartz countertop with cost-effective granite
- Optimize lighting to LED under-cabinet strips instead of spotlights

Step 5: Fill the Design Modification Log

Original Specification	Suggested Change	Source	Revised Specification	Impact on Timeline/Budget	Date of Approval
Dark walnut laminate	Light maple finish	Client	Changed to light maple	No timeline impact	03/07/2025
No overhead cabinets	Add overhead storage	Client	2 cabinets above fridge	+₹12,000, 1-day extra	03/07/2025
400mm sink-hob gap	Non-compliant spacing	Supervisor	Re-planned with 650mm gap	Minor plumbing shift	03/07/2025
Quartz countertop (₹55k)	Over budget	Supervisor	Replaced with granite (₹35k)	Saved ₹20,000	03/07/2025
Spotlights	Replace lighting	Supervisor	LED strips under cabinets	Cost-neutral	03/07/2025

Step 6: Present & Discuss

Summary of Changes & Justifications:

- Aesthetic improvement and brightness with lighter laminate
- Added functionality with new overhead storage
- Layout adjusted to comply with minimum spacing safety norms
- Budget optimized through alternative materials without compromising durability
- Client preferences balanced with site feasibility

10. Supervision of Procurement and Vendor Management Project

FFS/N0228

Key Learning Outcomes

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

1. Explain the importance of payment terms and project timelines in approval and issuing of purchase orders.
2. Define payment terms and project timelines for purchase order approval.
3. Identify the quality parameters associated with performing Quality Check.
4. Explain how to perform final Quality Checks (QC) during project execution and handover at regular intervals.
5. Identify various quality parameters for ensuring high-quality standards of the finished products.
6. Explain the process of conducting quality checks during critical stages of project execution.
7. Identify the SOP involved in a procurement grievance redressal system.
8. Explain suitable techniques and methods to effectively address and resolve the queries, concerns, and requests related to procurement.
9. Explain a step-by-step guide in analysing and approval of invoices of vendor partners.
10. Analyse the invoices and payment terms based on project execution requirements.

UNIT 10.1 Purchase Orders and Payment Terms

Unit Objectives

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

1. Explain the importance of payment terms and project timelines in approval and issuing of purchase orders.
2. Define payment terms and project timelines for purchase order approval.

Say

Have you ever faced a delay in receiving goods because the payment was not released? In project procurement, payment terms and timelines are not just financial decisions they are strategic tools that affect delivery, trust, and workflow.

Ask

- Why are payment terms important in a purchase order?
- How can poorly defined timelines affect site execution?

Explain

Payment terms define how and when a vendor will be paid. These terms influence vendor trust, cash flow, risk, and even negotiation leverage. Common examples: 40% advance, 40% on delivery, 20% post-installation.

Timelines define when materials or services must be delivered or executed. This ensures the project runs as per schedule, avoids site delays, storage issues, or cost overruns.

Key Benefits:

- For Payment Terms: Financial clarity, vendor trust, cash flow planning, risk reduction, audit compliance.
- For Timelines: Timely delivery, supports site readiness, controls cost overruns, enables vendor coordination, allows enforcement via penalty clauses.

Debrief

Every PO must include clear payment terms and timelines to maintain accountability, manage risk, and ensure project continuity. Missing or vague details lead to misunderstandings and financial setbacks.

Notes for Facilitation

- Show real POs and highlight the payment/timeline section.
- Discuss what happens when timelines are delayed or payments are not honored.
- Use case examples of disputes due to unclear payment clauses.

Say

Now let us go a step further. How do you define strong, actionable payment terms and timelines in a PO? Let us break it into clear steps you can apply in real projects.

Ask

- What steps would you take before writing payment terms in a PO?
- How do you align timelines in a PO with the execution team's schedule?

Explain

This topic walks through a step-by-step approach:

- Step 1: Refer to Gantt chart/project schedule
- Step 2: Assess material type (local/custom) and lead time
- Step 3: Define payment milestones (e.g., 30% on PO, 40% on delivery, 30% post-installation)
- Step 4: Mention delivery/installation dates and penalty clauses
- Step 5: Align terms with Finance and Site Teams
- Step 6: Document terms clearly in the PO

Avoid vague terms like "as discussed"; always document actual figures, dates, and clauses.

Debrief

When POs reflect realistic payment and delivery terms, you reduce misunderstandings, delays, and budget mismatches. Good documentation is good execution.

Notes for Facilitation

- Encourage use of real or simulated project schedules during activity.
- Let teams present their filled templates to compare approaches.
- Clarify how this documentation supports legal, financial, and project performance needs.

UNIT 10.2 Quality Control and Grievance Management

Unit Objectives

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

1. Identify the quality parameters associated with performing Quality Check.
2. Explain how to perform final Quality Checks (QC) during project execution and handover at regular intervals.
3. Identify various quality parameters for ensuring high-quality standards of the finished products.
4. Explain the process of conducting quality checks during critical stages of project execution.
5. Identify the SOP involved in a procurement grievance redressal system.
6. Explain suitable techniques and methods to effectively address and resolve the queries, concerns, and requests related to procurement.

Say

Let us understand the critical quality parameters that ensure the successful execution and finishing of interior design projects. These parameters act as benchmarks to achieve client satisfaction, safety, and design consistency.

Ask

- Why is accuracy important in site documentation and BOQs?
- What could happen if quality parameters like finish or safety are ignored?
- Can you share an experience where consistency in design played a key role?

Explain

Quality parameters in interior design are not limited to aesthetics; they include functional and safety elements too. Parameters such as accuracy, consistency, conformance, and safety directly influence the outcome. For instance, using 12mm plywood instead of the specified 18mm compromises both design integrity and strength.

Additionally, parameters like traceability and documentation help during disputes or audits. Maintaining a defect-free and durable finish enhances user experience. Understanding these ensures that site teams and managers can execute the project per the approved plan.

Debrief

Each of these quality parameters ties into the end user's satisfaction and the professional standard of your work. As future Assistant Project Managers, these are your responsibility from start to finish.

Notes for Facilitation

- Use real site images with highlighted defects (e.g., paint streaks, misaligned tiles).
- Share IS codes relevant to each quality area for reinforcement.
- Provide a sample site checklist and get learners to spot what is missing.

Say

Quality in interior design is governed by Indian Standards that help ensure consistency, safety, and sustainability. Let us explore how these standards support our work as interior project professionals

Ask

- Are you aware of any BIS or NBC codes used in your last project?
- How can following standards help prevent rework and client dissatisfaction?
- Which areas of interior design need the most compliance checks?

Explain

India follows a combination of NBC (National Building Code), BIS IS Codes, and IGBC Guidelines. These standards touch upon:

- Safety (fire, electrical – IS 732, IS 1646)
- Material quality (IS 303 for plywood, IS 14443 for laminates)
- Environmental practices (via IGBC)

The Assistant Project Manager must ensure:

- All materials are IS-marked.
- Drawings conform to NBC guidelines.
- Work is documented for traceability and future audits.

For example, checking if a laminate sheet meet IS 14443 ensures it's pressure-tested and durable. Failing to comply may lead to poor safety or costly replacements.

Debrief

You must be aware of all the related standard, but you must know where to find them and apply them during design validation, procurement, and execution.

- Distribute printouts of select BIS codes and sample checklists.
- Use color-coded tags (red: non-compliant, green: compliant) for visual understanding.
- Link one activity with procurement approval sheets to highlight standard checks.

In any interior project, delays or issues in material procurement can disrupt timelines and create dissatisfaction. Let us understand how a structured grievance redressal system ensures that such issues are resolved promptly, fairly, and transparently—protecting both vendor and project interests.

You may ask:

- Have you ever faced a delay or issue with material delivery on a project?
- What do you think should be the first step when a vendor raises a complaint?
- Why is it important to document grievances formally?

A Procurement Grievance Redressal System provides a formal mechanism to log, investigate, resolve, and document procurement-related issues.

Key steps include:

- Grievance Logging via email, site logs, or forms, ensuring traceability with a unique ID.
- Acknowledgement within 24 hours to confirm the issue is being addressed.
- Verification using documents like purchase orders, delivery challans, or GRNs.
- Classification helps prioritise based on issue type (e.g., quality, delay).
- Root Cause Analysis ensures long-term solutions, not just temporary fixes.
- Resolution may involve actions like payments, material replacement, or vendor penalties.
- Closure is documented and used for reviews to improve future procurement.

For example, if a vendor complains about non-payment, the APM may discover that the invoice was held due to a missing Goods Receipt Note. Once verified, corrective action and payment can proceed.

Debrief

Having a structured process protects project timelines, improves vendor relationships, and creates accountability. Learning how to manage grievances formally is a core part of your role as Assistant Project Managers.

- Share sample grievance log and closure report.
- Highlight examples of recurring issues from real projects.
- Reinforce that documentation supports audit readiness and reduces future disputes.
- Encourage peer feedback during role plays to build communication and analytical skills.

Guidelines to Field Visit

Task 1: Perform Final Quality Checks (QC) During Project Execution and Handover

Objective for Participants:

To simulate a real-world scenario where learners inspect a finished space for quality parameters and report snags before final client handover.

Trainer Preparation:

- Arrange a **mock site setup** or a designated classroom/lab area resembling an interior project room.
- Place **fixtures, furniture, and finishes** (actual or simulated) matching the provided BOQ/specification sheets.
- Print sufficient copies of the **Final QC Checklist**, floor plan, and BOQ for the area.

Instructions to Trainer:

1. **Brief the Participants:**
    - Explain the importance of final quality checks in client satisfaction and project closure.
    - Share the scope of the visit and the expected format of the snag report.
2. **Assign Roles:**
    - Form teams of 2–4.
    - Assign them individual or multiple areas to assess (walls, flooring, storage units, lighting fixtures, etc.).
3. **Supervise the Inspection:**
    - Distribute measuring tapes, torches, and spirit levels.
    - Instruct learners to match site implementation against drawings/specs for:
        - Surface finishes (e.g., paint, laminate)
        - Functional elements (doors, handles, switches)
        - Measurements
        - Labelling (if relevant)
        - Cleanliness
4. **Snag Reporting:**
    - Ask participants to document findings clearly using the snag report format.
    - Guide them in recommending corrective actions (e.g., re-alignment, sealing gaps, polish retouch).

5. **Group Presentations:**
    - Each team should present their QC summary and key snags with photos (if possible).
    - Use this to initiate discussions around quality standards, checklists, and industry practices.

Task 2: Demonstrate Quality Checks at Critical Stages of Execution

Objective for Participants:

To build hands-on **capability** to identify quality deviations and safety lapses during ongoing interior activities.

Trainer Preparation:

- Create mock stages for:
    - Tile laying (sample wall/floor section partially done)
    - Electrical switchboard installation
    - Partition framing or furniture assembly
- Display material specs and related IS codes (if applicable).
- Place **safety equipment** for learner use (gloves, shoes, helmets).

Instructions to Trainer:

1. **Contextual Briefing:**
    - Introduce the concept of **stage-wise quality control**—how catching defects early prevents rework.
    - Share the purpose and usage of stage-specific checklists.
2. **Group Allocation:**
    - Assign each group a mock stage to inspect.
    - Provide them with:
        - Stage-specific checklist
        - Specs and visual references (e.g., correct joint spacing, wiring thickness)
3. **Support the Activity:**
    - Encourage learners to observe:
        - Levels and alignment using spirit levels
        - Correct materials and workmanship
        - Safe working practices

- Intervene to prompt discussions if groups miss key checkpoints.

4. **Documentation & Reflection:**
    - Instruct groups to submit:
        - A short inspection summary
        - List of preventive recommendations
    - Use a flipchart or board to consolidate and compare feedback across groups.

Role Play: Resolve a Procurement Grievance

Pre-Session Preparation:

Materials Setup:

- Print and distribute:
    - Role cards (Vendor, APM, Procurement Officer)
    - Sample grievance scenario sheet
    - Grievance Log Template
    - SOP on Procurement Grievance Redressal
    - Evaluation/Observation sheet

Arrange the Room:

- Create breakout zones or tables for small group interactions.
- Ensure space for teams to discuss and present.

Step-by-Step Facilitation:

Step 1: Introduction (5–7 minutes)

- Brief learners on:
    - Importance of grievance redressal in procurement.
    - Key steps in the SOP (logging → verification → classification → resolution → closure).
    - The role play structure and expected outcomes.

Step 2: Team Formation and Role Assignment (5 minutes)

- Form groups of 3–4 participants.
- Assign roles within each group:
    - Vendor – raises the grievance
    - Assistant Project Manager (APM) – investigates and resolves

- Procurement Officer – provides data and procurement records
- *(Optional: 1 observer per group if team has 4 people)*

Step 3: Scenario Simulation (15–20 minutes)

- Distribute **sample grievance** (e.g., "Vendor complains payment is pending for delivered tiles.").
- Allow teams to:
  - Simulate grievance registration and verification (Vendor to APM).
  - Conduct internal discussion (APM with Procurement Officer).
  - Negotiate and finalize solution.
  - Communicate resolution to Vendor.

Encourage participants to follow the SOP flow and maintain professionalism and documentation.

Step 4: Grievance Log Completion (5–7 minutes)

- Ask each team to complete the grievance log:
  - Grievance details
  - Classification
  - Root cause
  - Resolution proposed
  - Approval (imagined)
  - Final communication

Step 5: Team Presentations & Reflection (15 minutes)

- Invite each team to present:
  - What was the grievance?
  - How was it resolved?
  - How was the SOP applied?
  - What communication strategies worked?

Encourage peer feedback and facilitator comments using the evaluation form (rate professionalism, accuracy, clarity, and problem-solving approach).

Say

Today's evolving design practices, incorporating sustainability, greenery, and accessibility is not just a value-add it is a necessity. As Assistant Project Managers, your decisions directly impact how eco-friendly, inclusive, and user-centric a space becomes. Let's explore how to integrate these principles during project execution.

Ask

- Why do you think sustainability is important in interior design projects?
- Can you name some eco-friendly materials used in interiors?
- What challenges can arise when making a space accessible to persons with disabilities?
- Have you seen green or biophilic design elements used in real interior projects?

Explain

Sustainability – Focused on reducing environmental impact and promoting responsible material and energy use. Use low-VOC paints, energy-efficient lighting, and maintain documentation of green vendors.

- **Greenery / Biophilic Design** – Improves occupant well-being by introducing natural elements like indoor plants, natural materials, and living walls. Encourage natural lighting and create green zones.
- **PwD Accessibility** – Ensures barrier-free spaces by providing ramps, accessible circulation zones, tactile signage, and height-appropriate furniture and fixtures.
  Each guideline includes practical specifications and examples to help learners visualize the application of concepts.

Debrief

A sustainable and inclusive space is not only future-ready but also more efficient, healthier, and welcoming for all users.

Notes for Facilitation

- Use real samples/images of low-VOC materials, plant-based designs, or PwD-compliant furniture.
- Link the activity to project cost implications—what's cost-neutral and what's an investment.
- Highlight mandatory accessibility laws/codes (e.g., National Building Code of India, CPWD guidelines).
- Reinforce with a mini case study of a green-certified interior project.
- Emphasize documentation and vendor compliance for audit readiness.

UNIT 10.3 Invoices and Payments

Unit Objectives

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

1. Explain a step-by-step guide in analysing and approval of invoices of vendor partners.
2. Analyse the invoices and payment terms based on project execution requirements.

Say

As part of your role as an Assistant Project Manager – Interior Design, it is crucial to ensure that vendor invoices are accurate, justified, and aligned with the project's budget and contractual terms. Let us learn how to analyse vendor invoices, cross-check with project documents, and carry out approvals professionally and ethically.

Ask

- Why do you think it is important to verify an invoice before payment?
- What kind of documents should be checked when approving an invoice?
- Can incorrect invoice approvals impact the project timeline or cost? How?

Explain

The process of invoice verification ensures both financial accuracy and project compliance. You will follow a 10-step structured process:

1. Receive Invoice – via official channels like email or ERP.
2. Cross-Check with PO – Ensure consistency in quantity, rates, scope.
3. Verify Delivery/Work Completion – Check GRN, site reports, delivery challans.
4. Conduct Quality Check – Materials/services must meet project specifications.
5. Check Supporting Docs – Look for inspection reports, tax invoices, photographs.
6. Validate Taxes and Calculations – Confirm correct GST, TDS, totals.
7. Flag Discrepancies – Report mismatches or missing information.
8. Internal Approval – Route to Project Manager/Accounts per company protocol.
9. Record & Track – Log approved invoices for audit and reference.
10. Coordinate Payment – Inform finance and confirm with vendor.

This process prevents overbilling, improves vendor trust, and ensures project budgeting is not compromised.

Debrief

Effective invoice management is not just about checking numbers. It is about ensuring accountability, maintaining documentation trail, and supporting project cash flow. Your ability to manage this process accurately can directly impact project execution and vendor satisfaction.

Notes for Facilitation

- Use a realistic sample invoice and PO for better understanding.
- Encourage role play: assign roles (Vendor, APM, Finance).
- Highlight the importance of flagging issues professionally, not just rejecting invoices.
- Provide a simple invoice approval checklist template.
- Emphasize common red flags: wrong rates, missing tax components, unverified deliveries.

Solution to Exercises

A. Multiple Choice Questions

1. What is the primary purpose of defining payment milestones in a Purchase Order?

c. To ensure clarity in vendor payments and cash flow

2. Which of the following is NOT a basic quality parameter for interior projects?

c. Decoration

3. In grievance redressal, what is the first step in the SOP?

c. Grievance logging

4. What is the ideal width for a circulation path to ensure wheelchair accessibility?

b. 1200 mm

5. What is used to verify if a vendor invoice is legitimate and matches what was ordered?

1. c. Purchase Order

2. making
d) It allows avoiding the use of technical specifications altogether

Sample Solution for Hands-On Activity: Analyze Vendor Invoices and Payment Terms Based on Project Execution

Project Purchase Order (PO)

- Vendor: XYZ Electricals
- Description: Supply and installation of electrical panels and lighting
- Quantity: 10 electrical panels, 50 LED fixtures
- Total PO Amount: ₹3,00,000
- Payment Terms: 50% advance, 50% upon delivery and installation

Vendor Invoice (Invoice No: INV/2345)

- Amount: ₹1,80,000
- Billed: 10 electrical panels supplied + 20 LED fixtures installed
- Taxes: 18% GST included
- Payment Requested: 50% balance

Site Progress Report (Week 4)

- Work Done: 10 electrical panels delivered and installed
- Only 20 out of 50 LED fixtures installed

Step-by-Step Analysis

1. PO vs. Invoice Comparison

Element	**PO**	**Invoice**	**Status**
Electrical Panels	10 panels (Install & Supply)	10 panels – Billed	Match
LED Fixtures	50 fixtures	20 fixtures – Installed	Mismatch
Invoice Amount	₹1,80,000	Requesting 50% final payment	Overbilled

2. Site Progress Alignment

- Work on electrical panels is complete – eligible for invoicing - Yes
- LED work is only 40% complete – full invoicing not justified - No

3. Payment Terms Validation

- 50% advance already paid - yes
- Final 50% is payable after full delivery and installation
- Since LED fixtures are incomplete, payment should be pro-rated

4. Invoice Checklist Template (Sample Entries)

Item	Verified?	Remarks
PO Reference Matches	Yes	PO number matches correctly
Quantity Billed as per PO	No	Only 40% of LED fixtures completed
Taxes Applied Correctly	Yes	GST at 18% verified
Retention Clause Applied	Yes	5% retained for final handover
Work Done vs. Billed	No	Partial work done; full amount billed

5. Recommendation

Status: *Hold/Revise Invoice*
Reason:

- Electrical panel installation complete – can be billed
- LED fixture works incomplete – invoice must be split or revised to reflect 20 installed items
- Request vendor to raise a part-invoice and reserve balance for final stage

Conclusion Summary for Class Discussion

- Learning Point: Always match work progress with invoice claims.
- Red Flag Detected: Overbilling for incomplete work.
- Action Required: Approve only partial payment as per execution.

11. Health, Safety and Hygiene Protocols while Designing

Unit 11.1 - Health and Safety Protocols

Unit 11.2 - Hygiene, PPE and Worksite Practices

Unit 11.3 - Emergency Preparedness and Response

Unit 11.4 - Safety Signs

FFS/N8207

Key Learning Outcomes

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

1. Identify all the health and safety protocols associated with working at the worksite.
2. Appraise suitable health and hygiene protocols while working at the worksite.
3. Explain various health and safety hazards associated with the project execution during construction and subsequent maintenance.
4. Analyse and identify worksite site hazards during construction and subsequent maintenance.
5. Explain the importance of an effective health and safety plan during project execution.
6. Explain how to design and implement a health and safety plan for the worksite
7. Identify the poor organizational practices concerning hygiene, food handling, cleaning.
8. Explain the importance of using Personal Protective Equipment (PPE) based on the manufacturer's instructions and how to use it at the worksite.
9. Identify the health and safety measures associated with the project designs.
10. Examine the project design for proper implementation of health and safety measures.
11. Explain the significance of maintaining work ethics, dress code, and personal hygiene.
12. Explain the importance of workplace sanitization and demonstrate the correct way of sanitizing and washing hands.
13. Explain the operational guidelines for the usage of emergency tools and equipment.
14. Explain the steps involved in responding to an emergency (fire, short circuit, accidents, earthquake, etc.) process in line with organizational protocols.
15. Explain the first aid procedures in case of emergency and demonstrate CPR.
16. Identify all the concerned control measures while working at the worksite.
17. Identify suitable methods to communicate necessary control measures to concerned team members.
18. Explain the types of hand signals and signage and their application.
19. Identity and interpret the given pictorial representations of safety signs and hand signals.

UNIT 11.1: Health and Safety Protocols

Unit Objectives

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

1. Identify all the health and safety protocols associated with working at the worksite.
2. Appraise suitable health and hygiene protocols while working at the worksite.
3. Explain various health and safety hazards associated with the project execution during construction and subsequent maintenance.
4. Analyse and identify worksite site hazards during construction and subsequent maintenance.
5. Explain the importance of an effective health and safety plan during project execution.
6. Explain how to design and implement a health and safety plan for the worksite

Say

Let us understand the essential safety protocols that must be followed at any interior design or construction worksite. These ensure safety for workers, visitors, and the environment.

Ask

- What safety procedures do you think are mandatory at a typical construction site?
- Have you seen any warning signs or safety barriers at work areas?

Explain

Key protocols include wearing PPE (helmets, boots, gloves), maintaining safety signage, emergency evacuation plans, securing tools and materials, and proper waste disposal. These protocols are critical to avoid accidents, fines, and project delays.

1. Common Workplace Hazards

Workplace hazards can range from physical risks to chemical exposures. Identifying these hazards is the first step in ensuring a safe working environment. Common workplace hazards include:

- **Physical Hazards:** These include slip, trip, and fall hazards, moving machinery, or heavy equipment. Other physical hazards involve noise, extreme temperatures, and vibration, which can cause long-term health issues like hearing loss or musculoskeletal disorders.
- **Chemical Hazards:** Exposure to hazardous chemicals, fumes, gases, or vapours can lead to respiratory issues, skin irritation, or more severe health conditions like poisoning or

organ damage. These are commonly found in industries such as manufacturing, laboratories, and cleaning.

- **Biological Hazards:** These include exposure to bacteria, viruses, fungi, or other biological agents that could lead to infections, diseases, or allergic reactions. Healthcare, agriculture, and laboratory settings are more prone to biological hazards.
- **Ergonomic Hazards:** Poor workstation design, repetitive motion, and awkward postures can lead to musculoskeletal disorders such as back pain, carpal tunnel syndrome, or joint problems.
- **Electrical Hazards:** Exposure to electrical sources, such as faulty wiring or unprotected power lines, can result in burns, electric shocks, or electrocution.
- **Psychosocial Hazards:** Workplace stress, bullying, harassment, and mental health challenges are also considered hazards. These affect workers' well-being, productivity, and safety.
- **Fire Hazards:** The presence of flammable materials, chemicals, or faulty electrical equipment can increase the risk of fires or explosions, particularly in factories, kitchens, and warehouses.

Understanding these hazards helps in identifying which Personal Protective Equipment (PPE) is required to safeguard workers.

UNIT 11.2: Hygiene, PPE and Worksite Practices

Unit Objectives

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

1. Identify the poor organizational practices concerning hygiene, food handling, cleaning.
2. Explain the importance of using Personal Protective Equipment (PPE) based on the manufacturer's instructions and how to use it at the worksite.
3. Identify the health and safety measures associated with the project designs.
4. Examine the project design for proper implementation of health and safety measures.
5. Explain the significance of maintaining work ethics, dress code, and personal hygiene.
6. Explain the importance of workplace sanitization and demonstrate the correct way of sanitizing and washing hands.

Ask

Why is it important to use the correct Personal Protective Equipment (PPE) in the workplace?

Select Appropriate PPE for Different Tasks

Once workplace hazards are identified, selecting the correct PPE for each task is critical in ensuring worker safety. Appropriate PPE varies depending on the specific risk involved. Key categories of PPE include:

- **Head Protection (Helmets and Hard Hats):** These are necessary when working in environments where there is a risk of falling objects, bumps to the head, or electrical hazards. Construction sites, factories, and warehouses typically require hard hats.
- **Eye and Face Protection (Goggles, Face Shields):** Workers exposed to chemical splashes, flying debris, or intense light (e.g., welding) need eye protection. Safety goggles, face shields, and safety glasses are essential to protect against eye injuries.
- **Hearing Protection (Ear Plugs, Ear Muffs):** Exposure to loud noise in workplaces such as factories, construction sites, and airports can damage hearing. Earplugs or earmuffs protect workers from hearing loss due to prolonged noise exposure.
- **Respiratory Protection (Masks, Respirators):** In environments where workers may be exposed to harmful dust, fumes, gases, or airborne pathogens, respirators or masks are necessary to prevent inhalation of hazardous substances.
- **Hand and Arm Protection (Gloves):** Gloves are critical in environments where workers handle sharp objects, chemicals, heat, or electrical equipment. Different materials (latex, rubber, leather, etc.) are used based on the type of hazard.

- **Foot Protection (Safety Boots):** Workers exposed to falling objects, slippery surfaces, or electrical hazards need sturdy, protective footwear. Steel-toe boots, rubber boots, and slip-resistant shoes are examples of foot protection.
- **Body Protection (Aprons, Vests, Coveralls):** Depending on the task, protective clothing such as aprons, coveralls, or high-visibility vests may be necessary. For example, flame-resistant clothing is required in welding or firefighting jobs, while high-visibility vests are used in road construction.
- **Fall Protection (Harnesses, Lanyards):** Workers working at heights, such as construction workers, need fall protection equipment like harnesses, lanyards, and safety ropes to prevent falls from elevated surfaces.
- **High-Visibility Clothing:** Workers in environments where visibility is poor (e.g., roadwork or in large factories) need high-visibility clothing to prevent accidents and collisions.

It is important to assess each task, the level of risk, and environmental conditions before selecting the appropriate PPE to protect workers from harm effectively.

By identifying the hazards present in the workplace and selecting the correct PPE, employers can ensure the safety of their workforce, reduce injury rates, and maintain a compliant, health-conscious work environment.

Activity

Group Activity: Workplace Hazard Identification and PPE Selection
Group Size: 4–6 participants

Materials:
Workplace hazard scenario cards (each with a description of a different workplace task or scenario)
PPE selection chart
Markers and paper for group presentations

Activity Duration: 45 minutes

Instructions:

1. **Introduction (5 minutes):** Briefly review common workplace hazards and the different types of PPE used for protection.
2. **Scenario Distribution (5 minutes):** Divide the participants into groups. Provide each group with a workplace hazard scenario card (e.g., working with chemicals, lifting heavy objects, operating machinery).
3. **Task (20 minutes):** Each group will:
   o Identify the hazards in the given scenario.
   o Discuss and select the appropriate PPE to mitigate the risks.

o Create a short presentation to explain their findings, justifying the selected PPE for each hazard in their scenario.

4. **Group Presentations (10 minutes):** Each group will present their scenario and PPE selection to the rest of the class.

Demonstrate

- Ensure that each group discusses not only the types of hazards but also why the selected PPE is suitable for each specific task.
- Encourage participants to consider PPE beyond basic equipment, such as respirators, gloves, or hearing protection.
- Offer examples from various industries to broaden the understanding of hazard types (construction, manufacturing, laboratories, etc.).
- Answer all the queries/doubts raised by the trainees in the class.
- Encourage other trainees to answer problems and boost peer learning in the class.
- Guide the trainees throughout the activity.
- Ensure that all trainees participate in the activity.

Debrief (5 minutes): Discuss the different approaches taken by the groups, clarify any misconceptions, and reinforce key safety concepts.

Notes for Facilitation

- Ensure that each group discusses not only the types of hazards but also why the selected PPE is suitable for each specific task.
- Encourage participants to consider PPE beyond basic equipment, such as respirators, gloves, or hearing protection.
- Offer examples from various industries to broaden the understanding of hazard types (construction, manufacturing, laboratories, etc.).
- Answer all the queries/doubts raised by the trainees in the class.
- Encourage other trainees to answer problems and boost peer learning in the class.

UNIT 11.3: Emergency Preparedness and Response

Unit Objectives

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

1. Explain the operational guidelines for the usage of emergency tools and equipment.
2. Explain the steps involved in responding to an emergency (fire, short circuit, accidents, earthquake, etc.) process in line with organizational protocols.
3. Explain the first aid procedures in case of emergency and demonstrate CPR.
4. Identify all the concerned control measures while working at the worksite.
5. Identify suitable methods to communicate necessary control measures to concerned team members.

Resources to be Used

Participant Handbook, pen, notebook, whiteboard, flipchart, markers, laptop, projector, emergency signage samples, evacuation plan chart, sample PPE kits.

Say

Emergencies can happen at any time on a construction or interior design site—be it fire, electrical hazards, or accidents. In this unit, we will learn how to prepare for such situations, understand emergency protocols, and explore how to respond effectively to protect lives and property.

Ask

- Have you ever witnessed an emergency at a workplace? What was the response like?
- Why do you think it's important to have a proper emergency plan on-site?

Allow 2–3 participants to respond and note key points on a flipchart. Use their responses to build engagement before moving to the next section.

Explain

Emergency preparedness and response are essential elements of worksite safety. In this unit, we will cover:

1. **Types of Emergencies on a Worksite**
   – Fire, electrical short-circuit, chemical spills, equipment failure, natural disasters, etc.

2. **Emergency Response Protocols**
   – Evacuation procedures
   – Fire drill procedures
   – Using fire extinguishers and emergency exits
   – Roles of safety marshals and first responders

3. **First Aid and CPR Awareness**
   – Basic knowledge of how to respond until medical help arrives
   – Introduction to emergency contact lists and on-site medical kits

4. **Safety Signage and Communication**
   – Importance of safety signage (exit signs, fire extinguisher locations, etc.)
   – Use of alarms, megaphones, and PA systems for alerts

5. **Creating a Response Plan**
   – Importance of mock drills and continuous awareness training
   – Assigning roles and responsibilities during emergencies
   – Displaying emergency contact numbers and escape routes at key locations

Debrief

In an emergency, quick thinking and preparation can save lives. By following the protocols, being aware of the surroundings, and participating in drills, each person at the site can contribute to minimizing damage and injury. Your safety—and that of your team—begins with preparedness.

Notes for Facilitation

- Use visuals like emergency exit layouts and signage examples.
- Share a short video (if available) showing emergency drill simulations.
- Reinforce the importance of communication and teamwork during emergencies.
- Clarify local statutory requirements related to fire safety and health emergencies.
- Encourage learners to suggest improvements based on past work experiences.

UNIT 11.4: Safety Signs

Unit Objectives

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

1. Explain the types of hand signals and signage and their application.
2. Identity and interpret the given pictorial representations of safety signs and hand signals.

Resources to be Used

Participant Handbook, projector, printed pictorial safety signs and hand signal cards, whiteboard, markers, flipchart, video clips of real-life construction scenarios (optional).

Say

Today, we will learn how hand signals and safety signs help maintain safety and communication at worksites, especially in noisy or hazardous conditions. You, as future Assistant Project Managers, will be expected to understand, interpret, and communicate using these signals effectively to avoid mishaps.

Ask

- Have you ever seen hand signals being used on construction or busy worksites? Can you describe any?
- Why do you think visual communication is important in a noisy environment?

Note down responses on a flipchart/whiteboard and relate them to real site scenarios.

Explain

Provide a detailed explanation using the Participant Handbook:

- Describe the **types of hand signals**, such as Stop, Move Forward, Move Backwards, Lift, Lower, Warning, All Clear, and Emergency Stop. Emphasize body gestures and the exact motion.
- Show visuals or mimic each gesture to enhance recall.
- Explain **types of pictorial safety signs**—Prohibition, Mandatory, Warning, and Emergency signs—with examples.

- Discuss why these are important for both illiterate and multilingual workers on site.

Practical Example:
At a renovation site where loud drilling is ongoing, the supervisor uses the “Stop” signal to avoid an incoming forklift. This prevents a collision and ensures the safety of everyone around.

Do

Demonstration + Role Play

- Distribute printed cards of different hand signals and pictorial signs.
- Ask participants to form pairs—one acts as a site worker, the other as a spotter giving signals.
- Each pair performs a simple scenario using hand signals, while the class identifies the signal and its meaning.
- Display common pictorial signs and ask participants to interpret them.

Debrief

Reinforce that safety signs and hand signals are standardized tools to protect lives on-site. As future supervisors, they must lead by example in using and promoting correct signalling methods. Summarize the key signs and their purpose.

Notes for Facilitation

- Use actual props like helmets or gloves to simulate scenarios.
- Play videos or animations to show live worksite signalling.
- Encourage peer feedback during signal demonstration.
- Provide a printed reference sheet with signs for participant kits.
- Reinforce safety compliance standards as per site regulations.

Solution to Exercise

A. Multiple Choice Questions

1. What is a primary purpose of health and safety protocols at the worksite?
   b. To prevent accidents, injuries, and health issues

2. Which of the following is a key responsibility when using Personal Protective Equipment (PPE)?
   b. Use it as per the manufacturer's guidelines

3. What is essential for mitigating health and safety hazards on the worksite?
   a. Regular cleaning of the worksite

4. Which emergency procedure should workers be trained in?
   b. Using emergency equipment and performing CPR

5. What is the function of safety signage and hand signals at a worksite?
   b. To communicate safety instructions and prevent accidents

Activity: Demonstration

Activity 1: Execute a Fire Drill and How to Use a Fire Extinguisher

Materials Required:

- Fire extinguisher (preferably a demo or empty training model – ABC type recommended)
- Safety cones or boundary markers to define safe areas
- Fire alarm or simulation buzzer
- Smoke machine or poster indicating "fire zone" (optional for demonstration)
- Printed fire evacuation map or layout
- Emergency exit signage
- Stopwatch or timer
- Attendance sheet (for headcount during evacuation)
- Whistle (for drill coordination)
- First aid kit (for demo context)
- Fire safety signage (for awareness)
- PPE (e.g., helmets, safety gloves – optional for realism)

Activity 2: Demonstrate How to Give CPR

Materials Required:

- CPR mannequin (adult-sized torso preferred)
- Disposable gloves
- CPR face shield or mask (for hygiene during mouth-to-mouth demo)
- Floor mat or clean surface for CPR demo
- First aid kit
- Timer (to simulate real-time emergency response)
- Chart/poster of CPR steps and emergency numbers
- Projector or screen (optional, to show CPR video before live demo)

12. Material Conservation and Resources Optimization

Unit 12.1 - Resource Optimization

Unit 12.2 - Sources of Energy and Consumption

FFS/N8207

Key Learning Outcomes

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

1. Explain the importance of efficient utilization and conservation of material.
2. Identify various techniques of effective utilization of resources.
3. Explain the various elements involved in electricity and fuel consumption data for analysing the process.
4. Explain the difference between renewable and non-renewable sources of energy.
5. Explain the process of collecting and analysing the energy utilization data.

UNIT 12.1: Resource Optimization

Unit Objectives

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

1. Explain the importance of efficient utilization and conservation of material.
2. Identify various techniques of effective utilization of resources.

Say

Resources are the backbone of any interior design project—whether it's materials, manpower, or time. Effective use and conservation of these resources are critical to ensuring timely delivery, cost control, and sustainable impact. Let us explore how resource optimization plays a central role in interior project execution.

Ask

- Why is resource optimization necessary in interior design?
- What are the risks of poor material management?
- How can we ensure minimal wastage during procurement and execution?

Explain

Resource optimization means managing and utilizing resources—such as materials, labour, equipment, and finances—efficiently to achieve project goals with minimal waste. This includes:

- **Material Optimization:** Accurate estimation, use of standard sizes to reduce cuts, reuse of leftover stock, and choosing durable and recyclable materials.
- **Storage and Handling:** Proper storage to prevent damage, labelling, and secure stacking.
- **Vendor Coordination:** Ensuring timely deliveries, avoiding over-ordering, and checking quality at entry.
- **Sustainability:** Selecting low-VOC paints, recycled wood, and energy-efficient fixtures.
- **Workforce Utilization:** Matching manpower availability with work schedules to reduce idle time.
- **Monitoring Tools:** Use of checklists, progress charts, and digital tools like MS Project or Excel to track resource consumption.

These efforts contribute not only to cost savings and efficient workflows but also align with broader environmental goals.

Say

To sum up, resource optimization is about adding value, avoiding waste, and ensuring your interior projects meet deadlines and standards. As future project managers, your ability to plan and conserve resources will determine the success and sustainability of your projects."

Notes for Facilitation

- Share before-and-after examples of projects with and without resource planning.
- Discuss common resource wastage issues in local construction/interior sites.
- Emphasize linkages to sustainability and long-term maintenance.
- Use visuals to explain concepts such as circular use of materials, lean workflows, and optimized procurement cycles.

UNIT 12.2: Sources of Energy and Consumption

Unit Objectives

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

1. Explain the various elements involved in electricity and fuel consumption data for analysing the process.
2. Explain the difference between renewable and non-renewable sources of energy.
3. Explain the process of collecting and analysing the energy utilization data.

Say

Let us understand how electricity and fuel consumption is measured, analysed, and interpreted in the context of interior design or construction projects. Accurate energy data helps in controlling operational costs and promoting sustainability.

Ask

- Why is it important to monitor energy and fuel consumption in project execution?
- Can you name some common energy-consuming areas in a site setup?

Explain

Electricity and fuel consumption analysis includes identifying the energy type, source, and quantity used. It involves parameters such as operating hours, load factor, cost, and equipment efficiency.
Key data points:

- Type of Energy (electricity, diesel, petrol, LPG, etc.)
- Source of Consumption (HVAC, lighting, generators, machinery)
- Quantity Consumed (tracked daily, monthly)
- Operating Hours & Load Factor (more hours = more usage)
- Cost & Carbon Impact (linked to sustainability reporting)

Do (Classroom Activity Suggestion):
Use a printed/digital format showing energy usage for a sample office site. Ask participants to identify inefficiencies or areas of high energy consumption.

Debrief
Understanding these elements supports cost control, helps meet green compliance norms, and improves equipment usage strategies.

- Use real utility bills, fuel logs, or digital dashboards as demonstration material.
- Discuss energy-saving measures relevant to student or office projects.

Renewable and Non-Renewable Energy

Let us now differentiate between renewable and non-renewable energy sources and understand their relevance in sustainable design.

You may ask:

- What energy source powers your home or workspace?
- Can you name examples of renewable energy?
- What happens when non-renewable energy is exhausted?

Inform them that:

- **Renewable Energy** is replenishable: includes solar, wind, hydro, biomass, and geothermal.
- **Non-Renewable Energy** is finite and includes coal, oil, gas, and nuclear (uranium-based). Renewables are eco-friendly and reduce carbon footprint, while non-renewables cause pollution and are not sustainable.

Do (Classroom Activity Suggestion):
Show visuals of both energy types. Ask learners to categorize them and discuss where each could be used in an interior design project.

Debrief
Sustainable project management must favour renewable energy wherever possible to align with long-term environmental goals.

- Use image-based comparisons to show real-world applications (e.g., solar panels on site sheds or offices).
- Encourage learners to suggest energy transition ideas for existing interior setups.

Sample Solution for Practical Activity: Energy Audit of a Project Site

Energy Audit Sample Data

Equipment	Power Rating (kW)	Daily Usage (hours)	Fuel Type	Fuel Consumption (litres/day)	Daily Energy Use (kWh)
Lighting	1.2	8	Electric	0	9.6
Drilling Machine	2.5	4	Electric	0	10
Sanding Machine	3	3	Electric	0	9
HVAC	5	6	Electric	0	30
Generator	10	2	Diesel	5	20

This is the sample solution for the *Practical Activity: Energy Audit of a Project Site*. The audit identified a total daily energy consumption of 78.6 kWh and 5 litres of diesel used.

You can use this data to:

Recommended Improvements:

1. Switch to LED Lighting – Reduces energy usage by up to 50–60%.
2. Schedule Heavy Equipment Use During Daylight – Reduces reliance on artificial lighting and generators.
3. Implement Equipment Shut-off Protocols – Prevent idle running of machines and HVAC when not in use.

Solution to Exercise

A. Multiple Choice Questions

1. What is the main goal of resource optimization in material management?
   b. To reduce environmental impact and conserve resources

2. Which of the following is NOT a renewable energy source?
   c. Coal

3. What is a key technique for optimizing resource usage in interior design projects?
   b. Budget monitoring and tracking

4. Which of the following is an example of non-renewable energy?
   c. Oil

5. What does an energy audit help with?
   b. Tracking energy consumption and identifying savings

B. Short Answer Questions – Sample Answers

1. What is material conservation, and why is it important?
   Material conservation refers to the practice of using resources efficiently and avoiding unnecessary waste. It is important to reduce environmental impact, save costs, and ensure the availability of resources for future use.

2. Explain the difference between renewable and non-renewable energy.
   Renewable energy comes from sources that are naturally replenished, such as solar, wind, and hydropower. Non-renewable energy is derived from finite resources like coal, oil, and natural gas, which can deplete over time and cause environmental harm.

3. List two techniques for effective utilization of resources in interior design projects.
   - Accurate measurement and planning to avoid material wastage.
   - Reusing and recycling materials where possible (e.g., using reclaimed wood).

4. What are the benefits of using energy-efficient appliances?
   - They reduce energy consumption, resulting in lower electricity bills.
   - They help minimize the environmental footprint and reduce carbon emissions.

5. Describe the process of conducting an energy audit on a project site.
   The energy audit process includes:
   - Identifying all energy-consuming equipment
   - Recording power ratings and usage patterns
   - Calculating total energy usage
   - Analysing data to find inefficiencies
   - Recommending energy-saving measures like LED lights or equipment maintenance.

13. Technicalities in a Residence and Kitchen Project

Unit 13.1 - Business Development and Client Requirement Analysis for Residence and Kitchen Project

Unit 13.2 - Project Execution, Estimation, and Task Demarcation for Residence and Kitchen Project

FFS/N0230

Key Learning Outcomes

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

1. Analyse and prepare a business development plan based on specified marketing and development strategies for residence and kitchen project.
2. Explain the critical parameters for analysing first-hand info from clients for residence and kitchen project.
3. Analyse and interpret client requirements in terms of layouts, blueprints, product types, etc. for residence and kitchen project.
4. Identify the scope of work for the project by analysing the client requirement and specifications.
5. Identify the process of preparing a project estimate and related documents in consultation with internal teams.
6. Explain the guidelines for performing client visits, inspection, and reporting of assigned residence and kitchen project.
7. Identify and demark tasks and responsibilities based on technicalities of the assigned residence and kitchen project.
8. Identify design docket and specifications based on client requirements and project execution parameters for residence and kitchen project.

UNIT 13.1: Business Development and Client Requirement Analysis for Residence and Kitchen Project

Unit Objectives

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

1. Analyse and prepare a business development plan based on specified marketing and development strategies for residence and kitchen project.
2. Explain the critical parameters for analysing first-hand info from clients for residence and kitchen project.
3. Analyse and interpret client requirements in terms of layouts, blueprints, product types, etc. for residence and kitchen project.
4. Identify the scope of work for the project by analysing the client requirement and specifications.
5. Identify the process of preparing a project estimate and related documents in consultation with internal teams.

Case Study: Residence and Kitchen Interior Design Project

This case study illustrates a realistic interior renovation project handled by a mid-size design firm. The clients—a couple—wish to:

- Convert their closed kitchen into a functional open kitchen.
- Enhance the living area with compact storage.
- Use sustainable materials.
- Stay within a fixed budget and timeline.

Step-by-Step Breakdown

1. Business Development Plan

- Objective: Offer sustainable, modular kitchen/living solutions.
- Research: Young professionals favour eco-friendly open kitchens.
- Strategy:
    - Highlight quartz countertops, modular storage, IoT lighting.
    - Run digital marketing campaigns.
    - Offer AMC (Annual Maintenance Contracts).
- Budgeting & Risk: Includes tools, ads, supplier delays, approvals.

2. Client Requirement Analysis

- Initial Meeting: Gather pain points (e.g., poor light, bad ventilation).
- Site Visit: Measure, observe layout and infrastructure.
- Preferences Captured:
    - L-shaped open kitchen
    - Matte finishes
    - Bright, natural tones

3. Interpreting Requirements

- Designs Created: 2D & 3D layouts
- Style: Minimalist Scandinavian
- Products: VOC-free paints, LEDs, mid-range appliances
- Documented Brief: Covers layout, furniture, compliance

Sample Design Brief Summary

- **Kitchen Zones:**
    - Cooking, Prep, Storage (Dry & Cold), Cleaning, Appliance Station
- **Material Specs:**
    - Matte laminate, quartz, marble-look tile, vitrified flooring
- **Safety/Technical:**
    - Electricals (concealed wiring), plumbing, ventilation
- **Client Needs:**
    - Storage focus, warm neutral tones, sustainable elements

Scope of Work (SOW)

Includes:

- Demolition
- Plumbing and sink shifting
- Cabinet fabrication
- Lighting and false ceiling
- Painting, flooring

Project Estimation

- Detailed BOQ format used: Qty × Unit Price
- Total Estimate: ₹6,92,562 (including GST & contingency)
- Components include kitchen units, tiles, appliances, labour, etc.

Client Visit and Inspection

- **Visit Purpose:** Check progress and gather feedback.
- **Issues Found:**
    - Cabinet misalignment
    - Tile delivery delay
    - Sink position change request
- **Recommendations:**
    - Fix alignment, confirm changes, expedite tiles

Task Allocation

Each task is assigned based on skill:

- Interior Designer: Layout and 3D renders
- Vendor: Modular units
- MEP: Lighting and wiring
- Contractor: Backsplash and counters
- Site Engineer: QA and safety

Tracking and Reporting

Live tracker maintained with:

- Task status (scheduled, in progress, not started)
- Responsible persons
- Deadlines and remarks

Design Docket & Approval

Contains:

- Final floor plan, renders, specs, measurement sketches
- Reviewed and signed off by the client
- Email confirmation used for approval record

Key Learning Takeaways

1. Client-Centric Design: Addressing both aesthetics and functionality.
2. Documentation: Clear design briefs, BOQs, and approval logs.
3. Execution Management: Defined SOW, real-time tracking, inspections.
4. Feedback Loop: Client feedback incorporated dynamically.
5. Sustainability Integration: Eco-friendly materials and energy-efficient choices.

Say

Now, let us explore the essential pre-execution activities involved in interior design projects, especially for residences and kitchens. This includes how to develop a business development plan, analyse client requirements accurately, and prepare project estimates that align with client expectations and practical feasibility.

Ask

- Why do you think understanding the client's lifestyle is important in kitchen or residence projects?
- How can SWOT analysis help in shaping a business development plan?
- What could go wrong if client requirements are not interpreted correctly?
- What are the key challenges in estimating costs for residential interiors?

Explain

- A Business Development Plan defines the project scope, market research, development and sales strategies, financial projections, and timelines. It is critical for targeting the right market and allocating resources effectively.
- Client Requirement Analysis involves collecting detailed information on client preferences, product types, layouts, and technical needs. Using structured templates ensures no requirement is missed and helps create a client-centric design brief.
- Project Estimation involves consolidating inputs from different internal teams, vendors, and site surveys. A clear BOQ (Bill of Quantities), project timeline, and cost estimate help avoid surprises later and ensure transparency with the client.

Debrief

Accurate and comprehensive planning in the early phases of an interior design project; from business development to estimation plays a pivotal role in ensuring successful project delivery. These steps help align client vision with execution reality and establish a foundation of trust and clarity.

Notes for Facilitation

- Use real case studies to explain client requirement analysis.
- Display sample business development and estimation documents.
- Use role-play, if possible, for client-designer conversations.
- Encourage participants to share personal experiences or examples from fieldwork, if any.
- Emphasize the use of templates and documentation for professional execution.

UNIT 13.2: Project Execution, Estimation, and Task Demarcation for Residence and Kitchen Project

Unit Objectives

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

1. Explain the guidelines for performing client visits, inspection, and reporting of assigned residence and kitchen project.
2. Identify and demark tasks and responsibilities based on technicalities of the assigned residence and kitchen project.
3. Identify design docket and specifications based on client requirements and project execution parameters for residence and kitchen project.

Say

Before any project can be successfully completed, it must be monitored regularly, and clients must be kept updated through scheduled visits. Let us understand how to manage client visits, allocate project tasks efficiently, and finalize design dockets with proper approvals for smooth execution and client satisfaction.

Ask

- What preparations should be done before a client visit?
- How can we ensure quality and safety during inspections?
- What roles do different team members play in executing a kitchen or home project?
- Why is approval of the design docket important before execution?

Explain

Client Visits and Inspections:
Before the visit, review all documents like layouts, timelines, BOQ, and coordinate with technical teams. During the visit, walk the client through the site progress, clarify doubts, and record observations using a visual inspection checklist (e.g., checking cabinet alignment in kitchens, tile finishes in bathrooms, paint quality, etc.).

Task Delegation:
Assign work based on specialization. For example:

- Interior Designer handles space planning and design specs.
- Modular Technician handles wardrobe and kitchen cabinets.
- MEP expert handles all electrical and plumbing.

Use trackers (Excel/Google Sheets) to assign tasks with deadlines and monitor progress.

Design Docket Review and Approval:
A good practice includes a documented approval process — starting from requirement collection, preparing the docket, conducting internal reviews, presenting to the client, and final sign-off. Each phase must be documented for traceability and accountability.

Debrief

Well-managed client visits, timely delegation, and documented approvals ensure professionalism, reduce rework, and enhance customer trust. Your role as future interior project coordinators is to implement these systems consistently for quality delivery.

Notes for Facilitation

- Use sample BOQs, floor plans, and visual inspection forms for demonstration.
- Assign a timekeeper during role plays and delegation simulations.
- Ensure learners understand the interdependency between site readiness and timely client approvals.
- Reinforce using project trackers for communication and accountability.

Guidelines to Perform Activity – Role Play

Materials Needed:

- Sample client brief templates (blank or semi-filled)
- Notepad or printed design requirement sheet
- Pens or tablets for recording observations
- Visual references for styles and materials (optional)

Step-by-Step Instructions:

Step 1: Role Assignment (2 minutes)

- Divide participants into pairs.
- Assign roles: one as **Client**, the other as **Interior Designer**.

Step 2: Client Brief Collection (8–10 minutes)

- The **Interior Designer** initiates the conversation.

- They must ask questions to collect:
    - **Functional needs** (e.g., number of family members, activities in the space)
    - **Style preferences** (modern, traditional, industrial, minimalistic, etc.)
    - **Material choices** (wood, marble, tiles, etc.)
    - **Colour preferences**, **budget range**, and **special requirements** (e.g., kids, elderly, pets, storage needs)

Step 3: Designer's Analysis & Response (5–7 minutes)

- Based on the discussion, the designer:
    - Summarizes the client's core expectations.
    - Suggests 2–3 key **layout options**, **style inspirations**, and **material choices**.
    - Highlights any critical constraints or dependencies (e.g., space limitations, budget implications).

Step 4: Presentation & Feedback (5 minutes)

- Each designer briefly presents their design recommendations to the class or facilitator.
- The client provides feedback on whether the recommendations meet their expectations.

Tips for the Trainer:

- Provide prompt cards with client profiles if participants are unsure how to role-play.
- Encourage open-ended questions and active listening by the designer.
- Emphasize respectful and professional communication.
- Debrief the activity by asking:
    - What was easy/difficult about the interaction?
    - How can clarity in the first client meeting prevent future issues?
    - How did the designer prioritize information?

Solution to Exercise

A. Multiple Choice Questions

1. What is the first step in creating a business development plan for a residence and kitchen project?
   b. Defining the project scope and objectives

2. Which factor is most important when analysing client requirements for a residence and kitchen project?
   a. Understanding the client's budget and preferred product types

3. What is the primary purpose of a Bill of Quantities (BOQ) in project estimation?
   b. To break down the estimate into work packages for clarity and transparency

4. Which of the following roles is responsible for ensuring that the work is performed on-site according to the plan during a kitchen and residence project?
   c. Site Engineer

5. In the review and approval of a design docket, what is the first step?
   c. Collecting client requirements and specifications

6. Which of the following tools is most useful for documenting client preferences during the initial consultation?
   c. Client requirement capture template

7. Why is it important to perform a site visit before finalizing the layout?
   c. To assess space constraints and natural light

8. What does the contingency percentage in a project estimate typically account for?
   b. Delays or unexpected changes in cost

9. During a client inspection visit, what should the Assistant Project Manager carry for documentation and quality checks?
   b. Camera, PPE kit, checklist forms, notepad

10. What is the purpose of maintaining a live tracker during project execution?
    c. To monitor task progress, deadlines, and responsibilities

14. Technicalities in a Commercial and Hospital Project

FFS/N0231

Key Learning Outcomes

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

1. Analyse and prepare a business development plan based on specified marketing and development strategies for commercial and hospital project.
2. Identify client requirements in terms of layouts, blueprints, product types, etc. for commercial and hospital project.
3. Identify the scope of work for the project by analysing the client requirement and specifications.
4. Identify the process of preparing a project estimate and related documents in consultation with internal teams.
5. Explain the guidelines for performing client visits, inspection, and reporting of assigned commercial and hospital project.
6. Identify and demark tasks and responsibilities based on technicalities of the assigned commercial and hospital project.
7. Identify design docket and specifications based on client requirements and project execution parameters for commercial and hospital project.

UNIT 14.1: Business Development and Client Requirement Analysis for Academic Institution Project

Unit Objectives

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

1. Analyse and prepare a business development plan based on specified marketing and development strategies for commercial and hospital project.
2. Identify client requirements in terms of layouts, blueprints, product types, etc. for commercial and hospital project.
3. Identify the scope of work for the project by analysing the client requirement and specifications.

Case Study: Commercial and Hospital Interior Design Project

Background

A multidisciplinary interior design firm was contracted to design a new multi-specialty hospital. The scope included:

- Reception, waiting, and outpatient areas
- Diagnostic zones, ICU, admin offices, and staff training areas
- Mandatory compliance with healthcare safety standards and ergonomic workspaces

An Assistant Project Manager (Interior Design) led the planning and execution.

Business Development Plan

The firm targeted the healthcare sector with:

- Objective: Create dual-purpose spaces—comfortable for patients and functional for administration.
- Research: Benchmarked clinics, flooring options, and corporate office designs.
- USPs: Antimicrobial materials, ergonomic setups, digital patient zones, and modular furniture.
- Marketing: Focused on social media, SEO, doctor-networking, and technical partnerships.
- Financials: ROI model based on cost/sqft and future healthcare contracts.

Client Requirement Analysis

Key deliverables identified in meetings:

- Materials: Antibacterial flooring, antifungal ceilings, washable paints, ergonomic furniture.

- Drawings Required:
    - 2D zoning plans
    - 3D renders
    - MEP, RCP, fire safety layouts
- Clear demarcation of hospital and commercial zones for better workflow and compliance.

Scope of Work (SOW)

Covered:

- Materials & Design: Vinyl + carpet tiles, digital branding, modular furniture.
- Services: Lighting (with sensors), HVAC zoning.
- Milestones: Set timelines for design, procurement, and execution (6 weeks execution, with a mid-review at 3 weeks).

Project Estimation & BOQ

Coordination among:

- Design, MEP, Procurement, Execution, and Finance
- Sample BOQ includes vinyl flooring, modular furniture, false ceiling, HVAC, and lighting. Each has clear quantity, rate, and total value.

Client Visit, Inspection & Reporting

Steps followed:

- Walkthrough: Visual checklist used for alignment, fitments, lighting.
- Documentation: Photos, feedback, zone-wise completion percentage.
- Next Steps: Timelines for action on feedback.

Task Demarcation

Team roles were clearly defined:

- Project & Assistant Project Manager: Coordination, costing, client communication.
- Designer: Layouts, 3D visuals, materials.
- Site Engineer, MEP Coordinator, QC Officer, Procurement Lead: Monitored daily progress, vendor handling, and compliance.
- Tracking Tools: Google Sheets (RACI Matrix + Gantt Chart)

Sample Tasks:

- HVAC installation, furniture delivery, flooring—each with assigned Responsible, Accountable, Consulted, Informed (RACI) roles.

Review and Approval of Design Docket

Final docket included:

- 2D/3D layouts, material samples, and technical plans
- Signed approval from stakeholders
- Distribution to site teams, vendors, and contractors
- Kick-off meeting ensured alignment and readiness for execution

Conclusion

This case study illustrates a highly structured, multidisciplinary approach to managing a healthcare + commercial interior project, balancing patient comfort, regulatory compliance, and business functionality. The project emphasized:

- Technical detailing
- Cross-functional coordination
- Formal approvals
- Risk mitigation via inspections and real-time tracking

Say

Now, we will learn how to develop a comprehensive business development plan tailored to commercial and hospital interior design projects. These projects require technical precision and compliance with industry-specific norms. From zoning layouts to MEP coordination, each component plays a critical role in successful execution.

Ask

- What differentiates a commercial/hospital interior design project from a residential one?
- Why is compliance a key factor in hospital interior design?
- Can you think of an example where improper HVAC design could affect a healthcare facility?

Explain

Developing a business plan for commercial and hospital interior projects involves much more than aesthetics. It includes planning for:

- Space Planning & Zoning: Ensuring circulation paths are clear for staff, patients, or visitors, especially in healthcare setups.
- Building Codes & Compliance: Adherence to fire safety, accessibility (like PwD norms), and local municipal laws.
- HVAC Systems: Must support infection control in hospitals via proper filtration and ventilation.
- Electrical & Lighting Systems: Hospitals need emergency lighting, sensor-based lighting, and backup power routing.
- Data, Security & Technology: Structured cabling, server room provisions, and CCTV points must be planned early.
- Material & Finish Durability: Choices must support hygiene, easy maintenance, and withstand heavy footfall.
- Furniture Design: Often requires modular or customized ergonomic solutions, especially in clinical environments.
- MEP Coordination: Mechanical, Electrical, and Plumbing elements must be integrated from the design stage to avoid costly on-site revisions.

A structured scope of work outlines the services offered, timelines, product categories, and key milestones.

Debrief

Commercial and hospital interiors must balance aesthetics with safety, hygiene, and operational efficiency. A well-developed plan not only saves cost and time but ensures a smoother execution process that aligns with client expectations.

Notes for Facilitation

- Use sample hospital/commercial layout drawings to explain space planning and compliance.
- Highlight practical differences in material choices between commercial and hospital spaces.
- Reinforce learning with a visual checklist of MEP and HVAC components.
- Encourage learners to relate topics to real-life settings (e.g., clinics, banks, offices).
- Offer sample BOQ or milestone charts for discussion.

UNIT 14.2: Project Execution, Estimation and Task Demarcation for Commercial and Hospital Project

Unit Objectives

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

1. Identify the process of preparing a project estimate and related documents in consultation with internal teams.
2. Explain the guidelines for performing client visits, inspection, and reporting of assigned commercial and hospital project.
3. Identify and demark tasks and responsibilities based on technicalities of the assigned commercial and hospital project.
4. Identify design docket and specifications based on client requirements and project execution parameters for commercial and hospital project.

Say

Now, let us focus on how to coordinate, estimate, delegate, and ensure approval processes for commercial and hospital interior projects. These projects are more complex than residential works and require higher coordination, accuracy, and regulatory compliance. Let us explore how these elements come together to ensure successful execution.

Ask

- What are some key differences between commercial and hospital interior projects?
- Why is internal coordination critical before estimation?
- What are some risks if client walkthroughs are not conducted properly?
- How does a RACI matrix help in task delegation?

Explain

Project Estimates:

- Project estimation starts with gathering inputs from various teams—design, MEP, procurement, execution, and finance.
- BOQs must be created for each category (flooring, furniture, HVAC, etc.) with quantity, unit, rate, and total.

Client Visits & Inspections:

- Client walkthroughs must be structured by zones (ICU, pantry, reception).
- The APM ensures inspection readiness: cleanliness, safety, proper installation, etc.

- Inspection should focus on key elements like furniture alignment, MEP installation, and safety protocols.

Delegating Tasks:

- Break down work by zones (OPD, ICU, reception) and technical scope (HVAC, electrical).
- Assign roles like Project Manager, Site Engineer, MEP Coordinator, etc.
- Use RACI matrix for role clarity: Responsible, Accountable, Consulted, Informed.

Design Docket Review:

- Compile a full docket with layouts, materials, and renders.
- Include signatures from Client, Project Manager, and Design Head.
- Ensure hospital spaces meet zoning and infection control norms.

Do (Activity/Demonstration)

- Show a sample BOQ and ask learners to identify potential cost escalations.
- Display a RACI matrix and conduct a mock delegation discussion.
- Present a sample Design Docket and simulate an approval round with learner participation.

Debrief

By understanding the unique needs of commercial and hospital interiors, you now know how to build effective estimates, manage client interactions, and drive smooth coordination. Always remember: detailed documentation, strong delegation, and proactive client communication are the backbones of successful large-scale projects.

Notes for Facilitation

- Bring sample hospital/commercial project plans or visuals.
- Use BOQ and task tracker templates to engage learners.
- Ask learners to pair up and build mini-RACI charts.
- Stress safety compliance and accessibility, especially in hospital projects.

Solution to Exercise

A. Multiple Choice Questions

1. Which technical aspect is crucial when developing a business development plan for commercial and hospital projects?
   a. Space planning and zoning requirements

2. What is included in the scope of work for a hospital project?
   b. Modular furniture, anti-bacterial materials, and medical-grade finishes

3. What is the primary focus during client visits for commercial and hospital projects?
   b. Inspecting furniture, finishes, and MEP installations

4. Which role is responsible for ensuring that the design adheres to functional and hygiene requirements in hospital areas like the ICU?
   c. Safety Officer (Hospital)

5. What is the purpose of the RACI matrix in task delegation for commercial and hospital projects?
   b. To clarify roles and responsibilities among team members

Sample Solution for Hands-on Activity: Simulated Hospital Project Brief – Client Requirement to Execution

Step 1: Project Brief Allocation

- **Project**: 50-bed Multi-specialty Hospital
- **Zones Required**:
  - Reception
  - Outpatient Department (OPD)
  - Intensive Care Unit (ICU)
  - Diagnostic Zone
  - Staff Room
  - Administration Office
- **Budget**: ₹2.5 Crore
- **Timeline**: 6 Months

Step 2: Business Development Plan

- **Target Stakeholders**:
  - Hospital Board
  - Medical Director
  - Procurement Head
  - Facility Manager

- **Marketing Strategy**:
  - Highlight previous healthcare projects
  - Share hygiene certifications of materials
  - Offer post-completion support services
- **Technical Differentiators**:
  - Use of anti-bacterial surfaces (laminates, paints)
  - Coordinated MEP drawings to avoid clashes
  - Touchless automation in ICU and Diagnostics

Step 3: Client Requirement Analysis

- **Functional Zoning Sketch** (2D Layout):
  - Entrance → Reception → OPD on one wing
  - ICU and Diagnostics in sterile zone at rear
  - Admin and Staff on separate verticals
- **Space Allocation**:
  - Reception: 500 sq.ft
  - OPD: 4000 sq.ft
  - ICU: 3000 sq.ft
  - Diagnostics: 2500 sq.ft
  - Admin & Staff: 1500 sq.ft
- **Required Drawings**:
  - Floor Layouts
  - 3D Visualizations
  - MEP Drawings
  - Reflected Ceiling Plan (RCP)
  - Fire Safety Layout
  - Material Mapping Sheet

Step 4: Scope of Work

- **Zones Defined**:
  - HVAC for ICU and Diagnostics
  - Modular Furniture for OPD/Admin
  - Vinyl Flooring (anti-slip)
  - Acoustic ceiling tiles in OPD & ICU
- **Product Categories**:
  - Anti-bacterial wall panels
  - Fire-retardant doors
  - Lead-lined walls for X-ray
  - Medical gas panels
  - Low-VOC paints

Step 5: Project Estimation

Item	Area/Qty	Unit Rate (₹)	Total Cost (₹)
Flooring (Vinyl)	10,000 sq.ft	200/sq.ft	20,00,000
Furniture	Lump Sum	—	40,00,000
HVAC System	6 Zones	5,00,000/zone	30,00,000
Ceiling	8000 sq.ft	180/sq.ft	14,40,000
Electrical	Lump Sum	—	25,00,000
Total Estimate	—	—	₹1,29,40,000

(Rest of the budget for MEP, medical equipment fit-outs, contingency, and PMC fees)

Step 6: RACI Matrix

Task	Project Manager	Designer	Engineer	MEP Lead	Client
Layout Finalization	A	R	C	C	I
Material Approval	C	A	I	R	R
HVAC Planning	C	I	C	A	R
Site Walkthroughs	R	R	A	C	I
Furniture Fit-Out	C	A	I	C	R

R = Responsible, A = Accountable, C = Consulted, I = Informed

15. Technicalities in Academic Institution Project

Unit 15.1 - Business Development and Client Requirement Analysis for Academic Institution Project

Unit 15.2 - Project Execution, Estimation and Task Demarcation for Academic Institution Project

FFS/N0232

Key Learning Outcomes

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

1. Analyse and prepare a business development plan based on specified marketing and development strategies for academic institution project.
2. Identify client requirements in terms of layouts, blueprints, product types, etc. for academic institution project.
3. Identify the scope of work for the project by analysing the client requirement and specifications.
4. Explain the process of preparing a project estimate and related documents in consultation with internal teams.
5. Explain the guidelines for performing client visits, inspection, and reporting of assigned academic institution project.
6. Identify and demark tasks and responsibilities based on technicalities of the assigned academic institution project.
7. Identify design docket and specifications based on client requirements and project execution parameters for academic institution project.

UNIT 15.1: Business Development and Client Requirement Analysis for Academic Institution Project

Unit Objectives

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

1. Analyse and prepare a business development plan based on specified marketing and development strategies for academic institution project.
2. Identify client requirements in terms of layouts, blueprints, product types, etc. for academic institution project.
3. Identify the scope of work for the project by analysing the client requirement and specifications.

Case Study: Academic Institution Interior Design Project

A well-known academic trust hired an interior design firm to create modern, ergonomic, and tech-enabled interiors for a newly built college. The key challenge was to ensure:

- Smart classrooms
- Tech-enabled library and AV room
- Accessible faculty/admin areas and washrooms
- Execution during the academic term — without disturbing operations.

1. Business Development Plan

Targeted CBSE/IB/State Board schools with:

- Efficient space planning (LRC, admin, AV room, etc.)
- Compliance with fire safety and accessibility standards
- Ergonomic furniture for age groups
- Tech integration: Smart boards, Wi-Fi, PA systems

Marketing Strategy:

- SEO content, education fairs, EdTech tie-ups
- Risk planning included vendor delays and syncing with academic calendar.

2. Client Requirement Analysis

Key points gathered during consultations:

- Classrooms for **25–30 students** with traditional + digital learning
- **Flexible library** space usable for seminars
- Furniture should allow **quick reconfiguration**

Zoning decisions:

- Admin → Entry
- Classrooms → Along central corridor
- LRC & AV → Quiet rear zone
- Washrooms → Corridor ends

3. Scope of Work (SOW)

Defined across different zones:

- Classrooms: Smart boards, marker walls, soft floors
- Admin: Reception, Principal cabin
- Library: Acoustic ceiling, wall shelving
- AV Room: Tiered seating, blackout panels
- Washrooms: Sensor taps, signage
- Circulation: Safe lighting, wayfinding

Material Brands:
Vinyl (LG Hausys), Modular desks (Featherlite), Ceilings (Armstrong), Fittings (Jaquar)

4. Estimation & BOQ

Cost estimation for major heads:

- Furniture: ₹7,00,000
- AV Systems: ₹2,50,000
- Flooring: ₹6,00,000
- Ceilings: ₹2,00,000
- Washrooms: ₹1,75,000
- Electrical: ₹2,00,000
  Total: ₹21,25,000+

5. Client Visits & Inspections

Mid-project inspections focused on:

- Classroom furniture & smart board alignment
- Library shelving comfort
- AV room wiring
  Issues Noted: Loose panels, pending tables
  Client Request: Add soft boards to classrooms
  Action: Adjust BOQ and follow-up with vendors

6. Task Delegation + RACI Matrix

Clear team responsibility for each zone:

- Classrooms: Designer A + Vendor
- Library: Designer B + AV tech
- AV Room: Vendor + MEP
- Washrooms: Site engineer + QC Lead

Sample Tasks Tracked with start/end dates and RACI (Responsible, Accountable, Consulted, Informed) matrix.

7. Design Docket

Final design documents included:

- Zoning plans
- 3D renders (LRC, Classrooms)
- Product sheets
- Client sign-off
  Status: Approved for execution

This case study demonstrates how to plan, design, estimate, and implement an academic interior project that is both functional and compliant. The process covers:

- Strategic planning
- Client engagement
- Technical execution
- Quality control
- Documentation (BOQ, Gantt, RACI, Docket)

It is a model for how multi-zone educational projects should be executed with clear communication, timelines, and accountability.

UNIT 15.2: Project Execution, Estimation and Task Demarcation for Academic Institution Project

Unit Objectives

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

1. Explain the process of preparing a project estimate and related documents in consultation with internal teams.
2. Explain the guidelines for performing client visits, inspection, and reporting of assigned academic institution project.
3. Identify and demark tasks and responsibilities based on technicalities of the assigned academic institution project.
4. Identify design docket and specifications based on client requirements and project execution parameters for academic institution project.

Say

Let us explore how to effectively plan, execute, and manage an interior design project specifically for an academic institution. These projects require special attention to compliance, user needs, and educational functionality. We'll look into estimating, client inspections, task delegation, and design docket approvals.

Ask

- What unique challenges might come up in interior projects for schools or colleges?
- Why is client inspection more structured for academic institutions?
- How do we ensure that all stakeholders are aligned before execution begins?

Explain

Project Estimates

Academic projects require:

- A detailed BOQ with brand names, warranties, and specifications.
- A project proposal outlining room-wise scope, tax totals, payment terms, and offer validity.
- A Gantt chart helps visualize the entire project timeline from design finalization to handover.

Client Inspections
Key areas inspected include:

- Classrooms: Furniture, lighting, layout
- Labs: Safety fixtures, plumbing, bench layout
- Library: Acoustics, seating, shelving
- AV Zones: Cabling, server rooms, tech boards

Inspectors use visuals, walkthroughs, and take photos for documentation.

Task Delegation
Tasks are assigned either:

- By Zone (e.g., Designer A for classrooms)
- By Phase (e.g., PM + QC for final snagging)

Use of RACI matrix ensures each task has a Responsible, Accountable, Consulted, and Informed person/team.

Design Docket Review
Before approval, the docket undergoes:

- Internal design team check
- Client review with adjustments
- Final validation for compliance
  This ensures the design aligns with academic needs and timelines.

Debrief

Academic institution projects require careful documentation, precise execution, and clear coordination among teams. By planning through estimation tools, managing through RACI, and reviewing dockets methodically, we can ensure successful project outcomes.

Notes for Facilitation

- Use actual academic space visuals and materials for contextual learning.
- Ask learners to create a simple Gantt chart or RACI based on the case.
- Encourage collaborative planning as if forming a real project team.
- Highlight real examples like smart classroom installations or lab safety compliance.

Solution to Exercise

A. Multiple Choice Questions

1. Which of the following is a key component of the business development plan for an academic institution project?
   b. Building code and regulatory compliance

2. What is a key consideration when analysing client requirements for an academic institution project?
   b. Understanding the institutional vision, academic levels, and user demographics

3. What is included in the scope of work for an academic institution project?
   b. Furniture, flooring, ceiling, AV systems, and safety features for all functional zones

4. Why is a phased execution plan important for an academic institution project?
   b. To ensure minimal disruption to the academic calendar and optimize work during holidays/weekends

5. What is the purpose of the RACI matrix in delegating tasks for an academic institution project?
   b. To clarify roles and responsibilities, ensuring clear accountability and communication

Sample Solution for Hands-On Exercise: Design & Execution Plan for a Vocational Training Centre

Step 1: Business Development Plan (Summary)

- **Space Planning Zones**:
  - 2 Practical Labs (Tailoring & Electrical)
  - 1 Computer Lab
  - 2 Classrooms (Theory)
  - Admin Office & Reception
  - Male/Female Washrooms
  - Breakout & Storage Areas
- **Regulatory Compliance**:
  - Safety standards per NSQF guidelines
  - Fire safety provisions
  - Universal accessibility (PwD ramps, signage)
- **Technology Integration**:
  - LAN/Wi-Fi-enabled Computer Lab
  - AV support in classrooms
  - Smart lighting/energy-efficient appliances

- **Cost-Efficiency & Modularity**:
  - Pre-fabricated partitions
  - Stackable/modular furniture
  - LED lighting, durable flooring

Marketing/Outreach Strategy:

  - Partnership with local employers
  - Alumni engagement programs
  - Government sponsorship banners & branding

Step 2: Client Requirement Sheet

Parameter	**Requirement**
No. of students per trade	Tailoring – 20, Electrical – 15, Computers – 15
Usage Hours	8:00 AM – 6:00 PM (Mon-Sat)
Layout Preferences	Practical Labs require open circulation; Theory classrooms require linear bench layout
Washroom Location	One near classrooms, one near labs
Special Instructions	Lockable tool storage, AV setup in each room, silent reading room corner

Step 3: Functional Zoning Layout

(A verbal example if sketch not possible)

- Main Entrance → Reception
- Right Wing → Admin Office
- Left Wing → Classrooms and Reading Zone
- Rear Block →
  - Tailoring Lab (Left)
  - Electrical Lab (Right)
  - Computer Lab (Center)
- Washrooms near Lab and Classroom blocks
- Storage and Breakout zone adjacent to Computer Lab

Step 4: Scope of Work and Estimation Sheet

Zone	**Item**	**Qty**	**Est. Cost (₹)**
Electrical Lab	Workbenches	10	₹1,00,000
Computer Lab	Desks + Chairs	15	₹1,05,000
Classrooms	Whiteboards, Fans	2 sets	₹50,000
Washrooms	Fixtures + Cubicles	2 units	₹70,000

- **Subtotal**: ₹3,25,000
- **+ 5% Contingency**: ₹16,250
- **Total Estimate**: ₹3,41,250
- **Suggested Payment Terms**: 40% advance, 40% mid-stage, 20% after completion

Gantt Chart Phases:

1. Design – Week 1–2
2. Procurement – Week 3–4
3. Execution – Week 5–8
4. Handover – Week 9

Step 5: Site Inspection Checklist

- ✓ Non-slip flooring
- ✓ Adequate signage and fire extinguishers
- ✓ AV projectors installed and tested
- ✓ Furniture and equipment properly placed
- ✓ Proper lighting and cross ventilation

Step 6: Task Demarcation Table (RACI)

Zone	Responsible	Accountable	Consulted	Informed
Tailoring Lab	Furniture Vendor	PM	Designer	Client
AV Setup	AV Technician	PM	IT Consultant	Client
Admin Block	Civil Contractor	PM	Architect	Admin Head

Step 7: Design Docket Checklist

- Final Approved Layout Plan
- Material Specification Sheet
- Electrical & Lighting Plan
- AV Equipment Installation Details
- Furniture Style & Finish Samples

16. Conduct Client Deliberation and Defining Scope of Work for Hospitality Project

FFS/N0233

Key Learning Outcomes

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

1. Analyse and prepare a business development plan based on specified marketing and development strategies for hospitality project.
2. Identify client requirements in terms of layouts, blueprints, product types, etc. for hospitality project.
3. Identify the scope of work for the project by analysing the client requirement and specifications.
4. Explain the process of preparing a project estimate and related documents in consultation with internal teams.
5. Explain the guidelines for performing client visits, inspection, and reporting of assigned hospitality project.
6. Identify and demark tasks and responsibilities based on technicalities of the assigned hospitality project.
7. Identify design docket and specifications based on client requirements and project execution parameters for hospitality project.

UNIT 16.1: Business Development and Client Requirement Analysis for Hospitality Project

Unit Objectives

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

1. Analyse and prepare a business development plan based on specified marketing and development strategies for hospitality project.
2. Identify client requirements in terms of layouts, blueprints, product types, etc. for hospitality project.
3. Identify the scope of work for the project by analysing the client requirement and specifications.

Case Study: Hospitality Interior Design Project – Boutique Hotel

This case study details the interior design planning and execution for a 30-room boutique hotel located in a heritage urban district. The objective was to merge modern functionality with local cultural aesthetics while meeting the needs of both leisure and business travellers.

1. Business Development Plan

- Target Segment: Boutique urban hotels appealing to both business and leisure guests.
- Strategy:
  - Infuse cultural storytelling into the design.
  - Use sustainable materials to reduce maintenance.
  - Add revenue-generating zones (rooftop bar, meeting rooms).
  - Highlight local craftsmanship as a unique selling proposition.
- Marketing: Mood boards, brand story, and return on investment (ROI) calculations were used to convince the client.

2. Client Requirement Analysis

- The brief demanded a luxurious yet culturally rooted theme.
- Specific requirements included:
  - Soundproof, well-lit rooms.
  - Flexible restaurant seating.
  - Preference for Indian craftsmanship.

- The design team conducted site visits, studied sunlight and guest flow, and coordinated with the chef and operations consultant for accurate planning.

3. Space Planning & Layout

Key zones and their design considerations:

- Lobby: Double-height ceiling, art walls, seating clusters.
- Rooms: Platform beds, work desks, warm lighting.
- Restaurant: Semi-open kitchen, flexible seating, local motifs.
- Rooftop Bar: Pergola, ambient lighting, low seating.
- Meeting Rooms: Modular setup, acoustic treatments.

4. Scope of Work

Included:

- Demolition and civil works.
- MEP alignment, flooring, ceiling, and panelling.
- Furniture procurement and installation.
- Lighting and automation.
- Signage and FF&E coordination.

The execution followed a phased plan: from design finalization to final snag check and handover.

5. Estimation & BOQ Summary

Budget Breakdown:

- Total Estimated Cost: ₹62.5 lakhs (including GST + contingency).
- Major spends:
  - Guest Rooms: ₹27 lakh
  - Rooftop Bar: ₹7.5 lakh
  - Lobby + Restaurant + Meeting Rooms: ₹16 lakh combined

6. Task Demarcation

Used **RACI Matrix**:

- Clearly assigned *Responsible*, *Accountable*, *Consulted*, and *Informed* roles for each task.

- Examples:
    - Guest room furniture → Furniture vendor (Responsible), PM (Accountable)
    - Rooftop construction → Civil contractor (Responsible), PM (Accountable)

A project tracker with timelines and statuses was maintained.

7. Client Visit & Inspection Guidelines

At each project milestone:

- Finishes, layouts, and lighting samples were showcased.
- Site walkthroughs and reports ensured client transparency.
- Specific focus areas: acoustics, ventilation, bar counter height, and meeting room lighting.

8. Review & Approval of Design Docket

The docket included:

- 2D layouts, 3D renders, furniture specs, signage, and finish boards.
- It was approved by both the client and the operations consultant.

Project Outcome

- Successfully completed in 90 days.
- Launched in time for peak tourist season.
- Received high client satisfaction and was featured in a design magazine.

This case study illustrates a structured, client-focused approach to hospitality design, highlighting the importance of functional planning, cultural alignment, quality execution, and stakeholder engagement.

UNIT 16.2: Project Execution, Estimation and Task Demarcation for Hospitality Project

Unit Objectives

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

1. Explain the process of preparing a project estimate and related documents in consultation with internal teams.
2. Explain the guidelines for performing client visits, inspection, and reporting of assigned hospitality project.
3. Identify and demark tasks and responsibilities based on technicalities of the assigned hospitality project.
4. Identify design docket and specifications based on client requirements and project execution parameters for hospitality project.

Say

Hospitality interior projects require precise coordination between design intent and client expectations, especially due to tight timelines, aesthetic demands, and operational needs. Let us explore how to estimate project costs, coordinate client inspections, assign roles, and review design dockets, specifically for hospitality settings.

Ask

- What components make hospitality project estimation unique compared to other sectors?
- Why is internal coordination important before sharing estimates with the client?
- How can a mock-up room help in finalizing costs and specifications?
- What is the importance of formal delegation using checklists or RACI charts?
- How does a Design Docket support final approvals?

Explain

Project Estimates for Hospitality Projects

Estimating costs in hospitality design projects includes all core documents such as the BOQ and cost proposals. A few distinct additions are:

- Room Mock-Up Costing (RMC): This provides real-world cost validation before full-scale execution.
- Vendor and Rate Mapping Sheet: Helps in aligning design choices with available budgets.

- Execution Timeline (Gantt or Table): Ensures timely delivery in a sequential and coordinated manner.

Client Visits and Inspections

Hospitality clients often conduct walkthroughs at multiple stages. The same structured approach from academic or commercial projects is followed:

- Schedule based on milestones.
- Prepare inspection-ready samples and finishes.
- Use checklists and documentation forms to capture and respond to client inputs.

Delegating Tasks

As with previous modules, task delegation is done using internal task tracking systems or RACI charts. It ensures:

- Role clarity for each stage (Design, MEP, Procurement).
- Better inter-departmental communication.
- Avoidance of overlap or task gaps.

Design Docket—Review and Approval

The hospitality design docket includes all standard elements such as:

- Finalized layouts, material boards, 3D renders.
- Vendor specification sheets.
- BOQ and timeline tracking.
  The review mechanism includes approval by client, operations head, and internal design reviewers.

Debrief

By adopting systematic approaches—like accurate cost estimates, structured client reviews, clear delegation, and comprehensive dockets—hospitality interior projects can be executed efficiently and professionally. These tools not only guide execution but build client trust and accountability.

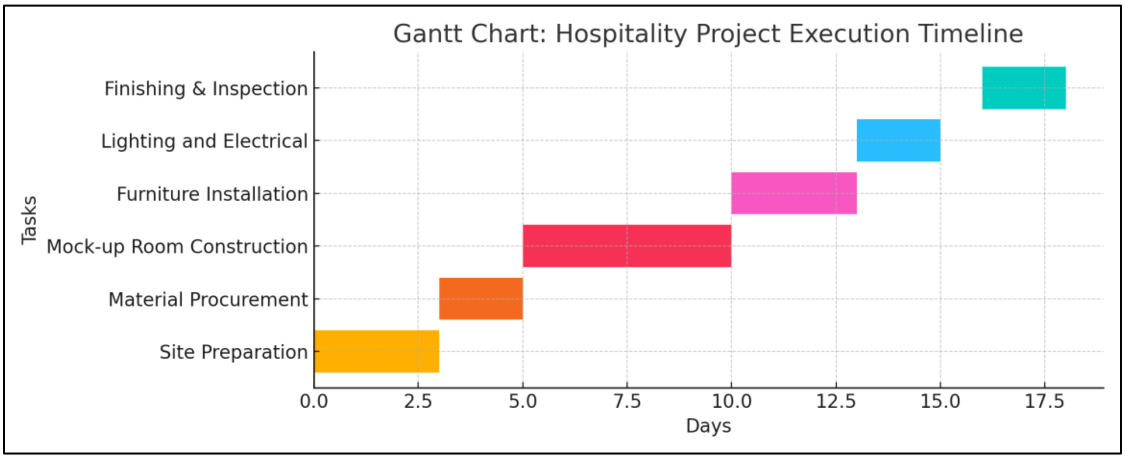
Notes for Facilitation

- Use actual or sample BOQs, RMC formats, and Gantt charts in class to demonstrate.
- Reinforce the value of a Room Mock-Up in preventing costly mistakes.
- Simulate a mini client visit to show reporting and checklist use.
- Provide a filled RACI matrix template and ask learners to analyse it.
- Showcase an approved Design Docket for hospitality to demonstrate document flow and approval sequence.

Sample Room Mock-Up Costing Table

Item	Quantity	Rate (INR)	Total Cost (INR)
Bed with Headboard	1	25000	25000
Mattress	1	12000	12000
Side Tables	2	4500	9000
Wardrobe	1	18000	18000
Study Desk & Chair	1	10000	10000
Lighting Fixtures	5	3000	15000
Curtains	2	3500	7000
Flooring	200	250	50000
Paint & Wall Finish	200	45	9000
Electrical & Switches	10	500	5000
HVAC	1	45000	45000
Bathroom Fixtures	1	25000	25000
Mirror & Accessories	1	5000	5000
Artwork & Decor	4	2000	8000
Contingency (10%)	1	15000	15000

- **Sample Gantt Chart for Project Timeline**



Solution to Exercise

A. Multiple Choice Questions

1. What is a key focus of the business development plan for hospitality interior design projects?
   b. Maximizing revenue per square foot and integrating smart technology

2. Which of the following is a critical element in analysing client requirements for a hospitality project?
   b. Analysing functional flow, guest room sizes, and amenities in public areas

3. What should the scope of work for a hospitality project include?
   b. Details for all functional areas like guest rooms, public areas, and back-of-house spaces

4. What is the role of the smart technology integration in hospitality interior design projects?
   a. It enhances guest experience through automation, AV systems, and guest Wi-Fi

5. What is the purpose of reviewing and approving a design docket in hospitality projects?
   b. To ensure that all client requirements and technical specifications are met before execution

Sample Solution to Hands-On Activity: Interior Planning for a Bed & Breakfast (B&B)

Step 1: Business Development Planning

Target Audience:
• Urban travellers, business tourists, and weekend staycationers
Differentiators:
• Smart room integration (touchless entry, automation)
• Eco-friendly furniture and lighting
• Boutique theme with local cultural elements

Client Outreach Plan:
• Tie-ups with travel agencies
• Digital campaigns targeting metro cities
• Brochures with 3D visuals of proposed rooms

Step 2: Client Requirement Capture

Hotel Type:
Boutique Bed & Breakfast with 10 rooms
Functional Requirements:
• Reception + Lounge
• 10 Guest Rooms
• Pantry & Dining Area
• Common Restroom

- Staff Service Area
- Mini Conference Room

Style:
Contemporary with heritage influences
Special Needs:
Soundproofing for rooms, energy-efficient lighting, Wi-Fi routers, and accessibility for PwDs

Step 3: Layout Planning & Zoning

2D Sketch Plan Includes:
- Reception at the entrance
- 5 rooms on each floor with private washrooms
- Dining & pantry on ground floor
- Mini conference on 1st floor
- Staircase and lift for access

Step 4: Scope of Work

1. Guest Rooms – Beds, wardrobes, lights, curtains, bathroom fittings
2. Reception & Lounge – Sofa, reception table, LED signage
3. Dining – Tables, chairs, buffet counter
4. Kitchen – Modular storage, counters, sink units
5. Tech – Smart locks, Wi-Fi setup, CCTV
6. Safety – Fire extinguishers, signage, emergency lights

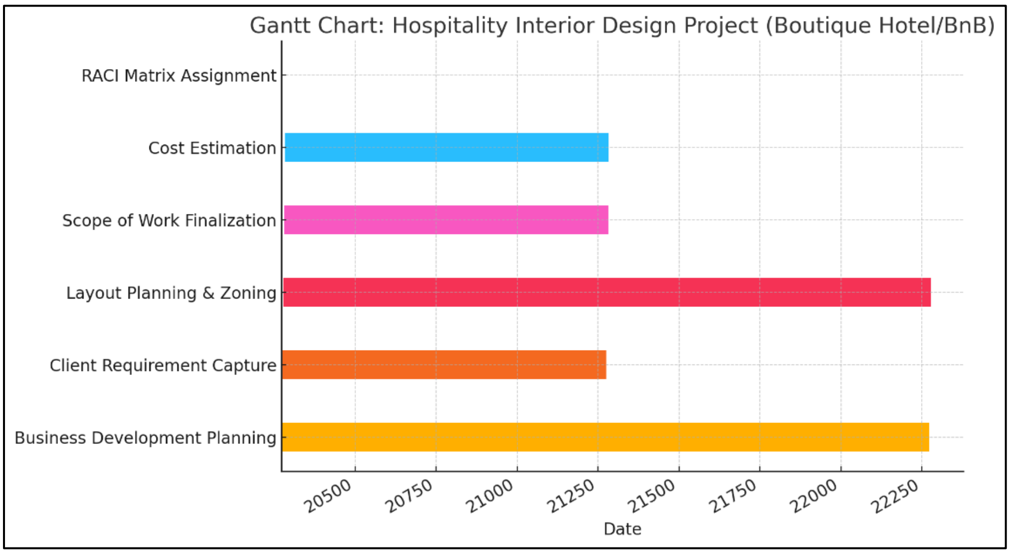
Step 5: Cost Estimation (BOQ Template)

Item	Quantity	Rate (INR)	Amount (INR)
Modular Beds	10 Nos	₹25,000	₹2,50,000
Wardrobes	10 Nos	₹15,000	₹1,50,000
Reception Desk	1 No	₹40,000	₹40,000
Dining Furniture	Set	₹1,00,000	₹1,00,000
Lighting (LEDs)	Lump Sum	₹75,000	₹75,000
Smart Locks (Rooms)	10 Nos	₹8,000	₹80,000
Wi-Fi Routers	3 Nos	₹3,000	₹9,000
Total Estimate			₹7,04,000

Step 6: RACI Matrix (Task Assignment)

Task	Responsible	Accountable	Consulted	Informed
Finalize Layout	Designer	Project Manager	Client	Engineer
Furniture Selection	Designer	Project Manager	Vendor	Client
Smart Tech Installation	Tech Consultant	Project Manager	Designer	Client
BOQ & Estimation	Quantity Surveyor	Project Manager	Designer	Client
Site Execution	Site Engineer	Project Manager	Designer	Client

The following Sample Gantt chart represents the project timeline for the Hospitality Interior Design Project (Boutique Hotel/BnB). It visually maps each major task such as business development planning, layout planning, cost estimation, and RACI assignment across specific dates.



17. Technicalities in a Retail Fit-out and Exhibition Project

Unit 17.1 - Business Development & Client Requirement Analysis for Retail Fit-out and Exhibition Project

Unit 17.2 - Project Execution, Estimation and Task Demarcation for Retail Fit-out and Exhibition Project

FFS/N0234

Key Learning Outcomes

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

1. Analyse and prepare a business development plan based on specified marketing and development strategies for Retail Fit-out and Exhibition project.
2. Identify and interpret client requirements in terms of layouts, blueprints, product types, etc. for Retail Fit-out and Exhibition project.
3. Identify the scope of work for the project by analysing the client requirement and specifications.
4. Explain the process of preparing a project estimate and related documents in consultation with internal teams.
5. Explain the guidelines for performing client visits, inspection, and reporting of assigned Retail Fit-out and Exhibition project.
6. Identify and demark tasks and responsibilities based on technicalities of the assigned Retail Fit-out and Exhibition project.
7. Identify design docket and specifications based on client requirements and project execution parameters for Retail Fit-out and Exhibition project.

UNIT 17.1: Business Development & Client Requirement Analysis for Retail Fit-out and Exhibition Project

Unit Objectives

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

1. Analyse and prepare a business development plan based on specified marketing and development strategies for Retail Fit-out and Exhibition project.
2. Identify and interpret client requirements in terms of layouts, blueprints, product types, etc. for Retail Fit-out and Exhibition project.
3. Identify the scope of work for the project by analysing the client requirement and specifications.

Case Study: Retail Fit-out and Exhibition Project – Luxury Watch Brand

A global luxury watches brand hires a design firm for two key deliverables:

- A 250 sqm high-end retail store in a premium mall.
- A 50 sqm exhibition booth for an international horology expo.

The Assistant Project Manager (Interior Design) coordinates from business development to handover, ensuring brand alignment, technical compliance, and timely execution.

1. Business Development Strategy:

- Services: Turnkey fit-out, custom joinery, booth design, AV.
- Target Audience: Luxury retail brands; international expos.
- Execution Focus:
  - Fast-track using modular joinery.
  - Booth pre-fabrication off-site for easy installation.
- Compliance:
  - Mall/fire safety approvals.
  - AV & electrical readiness.
- Tools:
  - Augmented Reality (AR) mock-ups.
  - Gantt charts, CRM tools.
- Risks Managed: Backup vendors, timeline buffers for international logistics.

2. Client Requirements:

- **Retail Store**:
  - "Museum-like" ambience.
  - Modular counters, acoustic panels, hidden lighting.
- **Exhibition Booth**:
  - Curved wall, rotating display, interactive digital panels.
- **Technical Aspects**:
  - Ceiling checks, MEP verification, fire compliance.
  - Use of acoustic tiles, track lights, minimal signage.
- **Branding**:
  - Strict adherence to CIS (Corporate Identity Standards).

3. Scope of Work:

Area	**Tasks**
Retail Store	Flooring, AV, backlit walls, display counters, MEP
Booth	Structural setup, branding, AV, lighting, collapsible shelves
Shared Tasks	Design coordination, mock-ups, compliance documentation

Exclusions: Civil works, video production, logistics, mall deposits.

4. Project Estimate (Sample BOQ):

Item	**Qty**	**Unit Rate**	**Total**
Display Counters	6	₹65,000	₹3,90,000
Acoustic Panelling	30 sqm	₹2,500	₹75,000
Booth Wall Structure	1	₹1,50,000	₹1,50,000
AV Setup	LS	—	₹2,20,000
Track Lights	40	₹2,000	₹80,000
Branding/Vinyl Wrap	LS	—	₹1,00,000
Total (incl. contingency & GST): ₹10,50,000			

Support Docs: Drawings, Risk Register, Spec Sheets, Gantt Chart.

5. Client Site Visits:

- Frequency: Weekly.
- Focus: Lighting, signage, finishes, access.
- Sample Report Highlights:
    - AV wiring issue found.
    - Light intensity too high in the booth.
    - Branding pending artwork.
    - Positive feedback on wall finishes.

Task Delegation:

RACI Matrix assigns tasks across:

- Carpenters, AV vendors, Branding teams, etc.
- Clear roles: Responsible, Accountable, Consulted, Informed.

7. Tracker:

Task	Start–End	Status
Joinery Installation	1–5 Aug 2025	Completed
Booth Fabrication	3–6 Aug 2025	In Progress
AV Setup	7–9 Aug 2025	Scheduled
Branding	10–11 Aug 2025	Not Started
Client Walkthrough	15–16 Aug 2025	Pending

Design Docket Review:

Final docket included:

- GA drawings, MEP layout, AV/lighting plans, sample boards, timeline.
- Client approved with sign-off and minor feedback.

This case study is an excellent illustration of:

- Real-world project management.
- Coordination of high-end design with technical compliance.
- Effective use of planning tools (Gantt, RACI, AR, CRM).
- Clear communication and client satisfaction management.

UNIT 17.2: Project Execution, Estimation and Task Demarcation for Retail Fit-out and Exhibition Project

Unit Objectives

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

1. Explain the process of preparing a project estimate and related documents in consultation with internal teams.
2. Explain the guidelines for performing client visits, inspection, and reporting of assigned Retail Fit-out and Exhibition project.
3. Identify and demark tasks and responsibilities based on technicalities of the assigned Retail Fit-out and Exhibition project.
4. Identify design docket and specifications based on client requirements and project execution parameters for Retail Fit-out and Exhibition project.

Say

Project estimates are the backbone of financial planning and resource management in retail and exhibition interior projects. Let us explore how detailed documentation, drawing registers, and Gantt charts ensure that design intent is matched by precise execution.

Ask

- Why is a detailed cost plan essential in retail/exhibition fit-out projects?
- What kinds of delays or risks should we account for in such fast-paced projects?
- How does the drawing register assist the design team and vendors?

Explain

The estimate documentation includes:

- Project Estimate Summary (Cost Plan): Lists key cost heads like joinery, AV systems, display units, branding, etc.
- Drawing Register: Tracks all drawings with version control, issue dates, and designer responsibility.
- Time Schedule (Gantt Chart): Maps design development to execution stages with critical path tasks.
- Risk Register: Optional but valuable for pre-empting project bottlenecks such as import delays or venue restrictions.

Practical examples of:

How a Delay in Booth Fabrication Can Affect Installation Time

Example:
A retail brand is participating in a 3-day trade exhibition scheduled from 15th–17th September. Their booth fabrication was outsourced and scheduled to be completed by 10th September, allowing 5 days for transport, on-site installation, lighting, branding, and trial run.

However, due to a delay in receiving laminated panels, the fabrication was completed only on 13th September.

Impact:

- Transportation had to be expedited, increasing cost.
- Installation team got only 1.5 days instead of 5.
- Electrical fittings were rushed, leading to last-minute wiring issues.
- Final touch-ups (e.g., signage alignment, cleaning) were compromised.
- The booth was incomplete during the early hours of the exhibition opening, creating a negative impression.

2. Importance of Having a Drawing 'Issued for Construction' Before Procurement Starts

Example:
In a retail fit-out project for a new fashion store, the procurement team ordered custom display racks and lighting based on a draft layout drawing (not marked "Issued for Construction").

A week later, the design team finalized the store circulation and made minor changes to rack sizes and lighting layout due to fire safety regulations.

Impact:

- Already-ordered racks did not fit the revised layout.
- Lights had to be reordered or reconfigured, causing delay.
- Additional costs were incurred for modifying the racks.
- Vendor-client trust was affected due to conflicting communication.

Both examples highlight why tight coordination, updated documentation, and clear version control are critical in fast-paced, high-visibility projects like retail fit-outs and exhibitions.

Debrief
Retail and exhibition projects demand precision, speed, and coordination. A well-documented estimate plan not only helps control cost but also aligns every team member on timelines and deliverables.

Notes for Facilitation

- Use real or sample project cost plans and drawing trackers for better clarity.
- Reinforce how the Drawing Register ensures accountability and avoids version conflicts.
- Explain the importance of timeline buffers and budget contingencies in exhibition setups.

Client Visits, Task Delegation, Design Docket

These topics follow the same structure and content as provided in Module 15. However, emphasize the need for:

- Fast approvals in exhibitions,
- Tight vendor timelines,
- Modular or pre-fabricated design coordination,
- Rapid client walkthroughs and snag resolution.

Solutions to Exercise

A. Multiple Choice Questions

1. What should a business development plan for a retail fit-out and exhibition project include?
   b. Services offered, market segmentation, compliance with standards, and sustainability goals
2. How should client requirements be analysed for a retail fit-out or exhibition project?
   a. By reviewing layouts and ensuring alignment with branding and visual identity
3. What is typically included in the scope of work (SOW) for retail fit-out and exhibition projects?
   b. Deliverables, client inputs, timelines, and exclusions like civil engineering
4. Which of the following is a key element in the project estimate for retail fit-out and exhibition projects?
   b. Project Estimate Summary, Gantt chart, and Risk Register
5. What does the review and approval process for a design docket ensure?
   a. That the project design aligns with client requirements and is technically feasible

Sample Solution for Practical Activity: Retail Layout Planning and Zoning Optimization

Task 1: Zone Evaluation Matrix

Zone	Placement Score (1–5)	Visibility	Footfall Expected	Is It Optimal? (Y/N)	Why / Why Not?
Women's Clothing	4	High	High	Y	Located near entry; attracts early engagement.
Home Electronics	2	Low	Medium	N	Tucked away at the back; not on main customer path.
Snack Bar	3	Medium	High	Y	Good for impulse purchase but can be better positioned.
Checkout	2	Low	High	N	Near exit but congested area; no waiting zone or space.

Task 2: Customer Journey Issues + Suggestions

- Issue 1: Electronics zone has poor visibility and low footfall.
  Suggestion: Relocate electronics closer to a high-traffic area, like near the snack bar.
- Issue 2: No proper decompression zone at entrance.
  Suggestion: Add promotional or low-engagement items (e.g., seasonal items) at the entrance to ease customer entry.
- Issue 3: Checkout area is cramped, with no queue management.
  Suggestion: Expand space, create visible queue lines, and relocate high-theft items nearby.

Task 3: Re-Zoning Proposal

- Product Placement: Move Women's Clothing to the left entry area (Power Wall) to capture attention.
- Checkout Experience: Widen checkout zone and place near exit with impulse shelves around.
- Restroom/Service Area Positioning: Move restrooms to a corner with good signage and place customer service next to checkout.

Task 4: Justification Write-up

In the proposed layout, the placement of Women's Clothing at the front-left entrance leverages the "Power Wall" principle, drawing customers into high-margin items early. This area serves as a decompression zone, giving customers a visual pause upon entry. Home Electronics is relocated closer to the central path, increasing engagement by proximity to other high-interest zones like the snack bar.

Improving the checkout layout with a clear path and adding impulse products (e.g., snacks, chargers) enhances both flow and average ticket size. The relocation of service areas and restrooms to accessible yet non-dominant positions improves navigation while keeping high-value space focused on product zones.

These changes collectively align with "Destination Zone" planning, right-turn bias, and customer comfort, ultimately optimizing sales conversion and customer experience.

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FFSC
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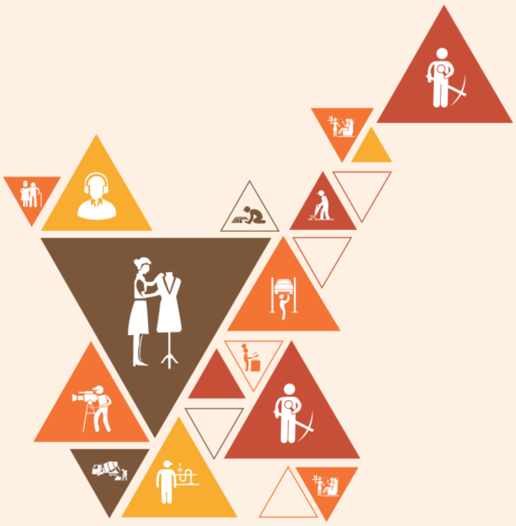
& FITTINGS
SKILL COUNCIL
कुशल • सक्षम • आत्मनिर्भर

18. Employability Skills



FFS/N8DGT/VS

Employability Skills is available at the following location

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

Employability Skills

Annexures

Training Delivery Plan

Training Delivery Plan			
Program Name:	Assistant Project Manager (Interior Design)		
Qualification Pack Name & Ref. ID	Assistant Project Manager (Interior Design) (FFS/Q0205)		
Version No.	V2.0	**Version Update Date**	
Pre-requisites to Training	Completed 3 year UG degree (3-year/ 4-years program) with NA of experience OR Pursuing 3rd year of UG (3-year/ 4-years program and continuing education) with NA of experience OR 12th grade Pass (Completed Grade 12 with 1-year of NTC plus 1-year NAC plus 1-year CITS) with NA of experience OR Completed 2nd year diploma after 12th with 1 Year of experience OR Completed 2nd year of UG (UG Diploma) (3 years program) with 1 Year of experience OR 12th grade pass with 1 year NTC/ NAC with 2 Years of experience OR Completed 3 year diploma after 10th with 2 Years of experience OR 12th grade Pass with 3 Years of experience OR Previous relevant Qualification of NSQF Level (Interior Designer at Level-5) with 1-2 Years of experience OR Previous relevant Qualification of NSQF Level (Assistant Interior Designer at Level-4.5) with 3 Years of experience		
Training Outcomes	By the end of this program, the participants will be able to: • Describe the organizational map of interiors and role of Assistant Project Manager (Interior Design). • List the different types of advanced Interior Projects, Products, Materials and Hardware. • Discuss critical parameters while performing business development activities.		

	• Demonstrate how to effectively perform client deliberations. • Demonstrate how to analyze and interpret client details for project feasibility. • Demonstrate the process of preparing project estimates and its approval process. • Explain the requisites involved in finalizing the scope of work with client. • Discuss the importance of timely monitoring of assigned tasks and responsibilities. • Discuss the process of validating and approval of design drafts and concepts. • Discuss the steps involved in designing and supervision of procurement plan. • Demonstrate how to effectively monitor the on-site work for project execution. • Demonstrate how to maintain quality of the final product before handover. • Discuss various aspects of employability skills and employ such practices towards personal and organizational growth. • Follow and ensure the compliance of the Occupational Health & Safety protocols while designing. • Explain the methods for material conservation and resources optimization during interior designing. • Perform client deliberations and detailed discussions based on assigned residence and kitchen project. • Discuss the steps involved in designing a project plan based on effective resource utilization in assigned residence and kitchen project. • Discuss the process of validating and approval of design drafts and procurement plan in assigned residence and kitchen project. • Demonstrate the process of site supervision and project handover. • Explain the processes involved in Interior Drafting for residence and kitchen Project and execute the same. • Perform client deliberations and detailed discussions based on assigned commercial project. • Discuss the steps involved in designing a project plan based on effective resource utilization in assigned commercial project.

	• Discuss the process of validating and approval of design drafts and procurement plan in assigned commercial project. • Demonstrate the process of site supervision and project handover. • Explain the processes involved in Interior Drafting for commercial project and execute the same. • Perform client deliberations and detailed discussions based on assigned academic institution project. • Discuss the steps involved in designing a project plan based on effective resource utilization in assigned academic institution project. • Discuss the process of validating and approval of design drafts and procurement plan in assigned academic institution project. • Demonstrate the process of site supervision and project handover. • Explain the processes involved in Interior Drafting for academic institution project and execute the same. • Perform client deliberations and detailed discussions based on assigned hospitality project. • Discuss the steps involved in designing a project plan based on effective resource utilization in assigned hospitality project. • Discuss the process of validating and approval of design drafts and procurement plan in assigned hospitality project. • Demonstrate the process of site supervision and project handover. • Explain the processes involved in Interior Drafting for hospitality project and execute the same. • Perform client deliberations and detailed discussions based on assigned retail fitout and exhibition project. • Discuss the steps involved in designing a project plan based on effective resource utilization in assigned retail fitout and exhibition project. • Discuss the process of validating and approval of design drafts and procurement plan in assigned retail fitout and exhibition project. • Demonstrate the process of site supervision and project handover. • Explain the processes involved in Interior Drafting for retail fitout and exhibition project and execute the same.

Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Ads	Duration
Module 1: **Introduction to the Role of Assistant Project Manager (Interior Design)**	Interior Design Industry and Organizational Structure	• Outline on the various organizational structure, processes, code of conduct, reporting matrix, and escalation hierarchy. • Define the scope and significance of the interiors industry.	Bridge Module FFS/N0225 KU1 FFS/N0226 KU1 FFS/N0227 KU1 FFS/N0228 KU1 FFS/N0229 KU1 FFS/N0230 KU1 FFS/N0231 KU1 FFS/N0232 KU1 FFS/N0233 KU1 FFS/N0234 KU1	Classroom lecture/ Power-Point Presentation/ Question & Answer and Group Discussion Hand-on Activity	Whiteboard and markers, Chart paper and sketch pens, LCD Projector and Laptop for presentations, PCs/ Laptops, and Internet with Wi-Fi (Min 2 Mbps Dedicated)	4 Theory (04:00) Practical (00:00)
	Roles & Responsibilities as Assistant Project Manager (Interior Design)	• List the attributes and essential skill sets required for an Assistant Project Manager (Interior Design). • Define the role, responsibilities, and key result areas of an Assistant Project Manager (Interior Design). • List the various operations/activities that take place at the worksite and Assistant Project Manager (Interior	Bridge Module	Classroom lecture/ Power-Point Presentation/ Question & Answer and Group Discussion Hand-on Activity	Whiteboard and markers, Chart paper and sketch pens, LCD Projector and Laptop for presentations, PCs/ Laptops, and Internet with Wi-Fi (Min 2 Mbps Dedicated)	4 Theory (04:00) Practical (00:00)

Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Ads	Duration
		Design) role in the same. • Outline the career progression path for an Assistant Project Manager (Interior Design). • List the regulatory authorities, laws, and regulations related to an individual while working. • Identify the importance of job cards and timely reporting to supervisors in employee performance evaluation.				
Module 2: **Introduction to Various Types of Interior Projects, Products, Materials, and Accessories Chain**	Interior Design Basics and Process Flow	• Define interior drafting, interior designing, and interior project management. • Illustrate the process flow of an Interior Designing project. • Classify different types of Interior Design projects in terms of space, theme, and styles. • List the various types of advanced raw materials and	Bridge Module FFS/N0225 KU8 FFS/N0226 KU8 FFS/N0227 KU8 FFS/N0228 KU8 FFS/N0229 KU8 FFS/N0230 KU8 FFS/N0231 KU8 FFS/N0232 KU8 FFS/N0233 KU8	Classroom lecture/ Power-Point Presentation/ Question & Answer and Group Discussion Hand-on Activity	Whiteboard and markers, Chart paper and sketch pens, LCD Projector and Laptop for presentations, PCs/ Laptops, and Internet with Wi-Fi (Min 2 Mbps Dedicated)	8 Theory (04:00) Practical (04:00) 8 Theory (04:00) Practical (04:00)

Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Ads	Duration
		accessories used in an Interior Design project. • Differentiate between the different types of raw material as per the given checklist. • List the various categories of advanced architectural hardware and fittings used designing and their usage. • Identify the architectural hardware as per the type of application. • Analyze different Interior projects for categorization based on space, style, and themes. • Examine the Interior projects and define the theme and elements. • Explain the steps involved in the interior design project from client deliberations to project handover and signoff.	FFS/N0234 KU8			
	Furniture Trends and Interior Projects	• List the different types of furniture	Bridge Module	Classroom lecture/ Power-Point Presentation/	Whiteboard and markers, Chart paper	6 Theory (02:00) Practical

Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Ads	Duration
		and their area of applications. • Outline the latest trends and advancements related to the interior designing process. • Define the role of effective communication skills required for Interior Designer		Question & Answer and Group Discussion Hand-on Activity	and sketch pens, LCD Projector and Laptop for presentations, PCs/ Laptops, and Internet with Wi-Fi (Min 2 Mbps Dedicated)	(04:00)
Module 3: **Perform Business Development Activity**	Business Development and Marketing Planning	• Explain various factors contributing to the development of business and marketing plan. • Develop a business development plan based on specified marketing and development strategies. • Explain the importance of a product/service catalogue in the business development process. • Identify the process of preparing and maintaining a product/service catalogue	FFS/N0225 PC1, PC2, PC3, PC4,PC5	Classroom lecture/ Power-Point Presentation/ Question & Answer and Group Discussion Hand-on Activity	Whiteboard and markers, Chart paper and sketch pens, LCD Projector and Laptop for presentations, PCs/ Laptops, and Internet with Wi-Fi (Min 2 Mbps Dedicated)	8 Theory (04:00) Practical (04:00) 8 Theory (04:00) Practical (04:00) 8 Theory (04:00) Practical (00:00)

Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Ads	Duration
	Marketing, Customer Relationship Management, and Sales Follow-Up	• Explain the process of identification event goals and objectives. • Describe various marketing and promotional tactics. • Plan and execute promotional events and activities using appropriat	FFS/N0225 PC6,PC7 FFS/N0225 KU9,KU10, KU11,KU12,KU13 FFS/N0226 KU9,KU10, KU11,KU12,KU13 FFS/N0227 KU9,KU10, KU11,KU12,KU13 FFS/N0228 KU9,KU10, KU11,KU12,KU13	Classroom lecture/ Power-Point Presentation/ Question & Answer and Group Discussion Hand-on Activity	Whiteboard and markers, Chart paper and sketch pens, LCD Projector and Laptop for presentations, PCs/ Laptops, and Internet with Wi-Fi (Min 2 Mbps Dedicated)	8 Theory (04:00) Practical (04:00) 8 Theory (04:00) Practical (04:00) 8 Theory (04:00) Practical (04:00) 8 Theory (00:00) Practical (08:00)

Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Ads	Duration
		e tactics. • Explain various document ation formats and techniques for maintainin g customer database. • Explain and employ the use of suitable template and format for customer relationshi p managem ent. • Explain the steps involved in sales follow up for potential client prospects. • Identify the client follow-up process using the appropriat e strategy.	FFS/N0229 KU9,KU10, KU11,KU1 2,KU13 FFS/N0230 KU9,KU10, KU11,KU1 2,KU13 FFS/N0231 KU9,KU10, KU11,KU1 2,KU13 FFS/N0232 KU9,KU10, KU11,KU1 2,KU13 FFS/N0233 KU9,KU10, KU11,KU1 2,KU13 FFS/N0234 KU9,KU10, KU11,KU1 2,KU13			8 Theory (00:00) Practical (08:00)
Module 4: Client Servicing and Deliberati ons	Planning and Organizing Meetings	• Explain the importanc e of advanced planning and attention to detail while	FFS/N0225 FFS/N0225 KU13,KU1 4,KU15,KU	Classroom lecture/ Power-Point Presentation/ Question & Answer and Group Discussion	Whiteboard and markers, Chart paper and sketch pens, LCD Projector and Laptop	8 Theory (04:00) Practical (04:00)

Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Ads	Duration
		arranging a meeting. • Identify how to arrange a client meeting with proper planning and management. • Explain the role of various parameters like nature of the meeting, agenda of the meeting, client requirement, etc. while arranging a meeting.	16 FFS/N0226 KU13,KU14,KU15,KU16 FFS/N0227 KU13,KU14,KU15,KU16 FFS/N0228 KU13,KU14,KU15,KU16 FFS/N0229 KU13,KU14,KU15,KU16 FFS/N0230 KU13,KU14,KU15,KU16 FFS/N0231 KU13,KU14,KU15,KU16 FFS/N0232 KU13,KU14,KU15,KU16 FFS/N0233 KU13,KU14,KU15,KU16 FFS/N0234 KU13,KU14,KU15,KU16	Hand-on Activity	for presentations, PCs/ Laptops, and Internet with Wi-Fi (Min 2 Mbps Dedicated)	8 Theory (04:00) Practical (04:00) 4 Theory (00:00) Practical (04:00)

Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Ads	Duration
	Analysing Client Requirements and Preparing Presentations	• Discuss the critical parameters for analysing first-hand info from clients. • Analyse and interpret client requirements based on layouts, blueprints, product types, etc. • Explain how to prepare a client presentation highlighting key project execution parameters for deliberations. • Explain the importance of identifying the purpose and objectives of the presentation.	FFS/N0225 PC8,PC9,PC10 FFS/N0225 KU17 FFS/N0226 KU17 FFS/N0227 KU17 FFS/N0228 KU17 FFS/N0229 KU17 FFS/N0230 KU17 FFS/N0231 KU17 FFS/N0232 KU17 FFS/N0233 KU17 FFS/N0234 KU17	Classroom lecture/ Power-Point Presentation/ Question & Answer and Group Discussion Hand-on Activity	Whiteboard and markers, Chart paper and sketch pens, LCD Projector and Laptop for presentations, PCs/ Laptops, and Internet with Wi-Fi (Min 2 Mbps Dedicated)	8 Theory (04:00) Practical (04:00) 8 Theory (00:00) Practical (08:00)

Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Ads	Duration
	Documentation Practices and Communication Skills	• Identify all the documentation formalities for record-keeping client inputs and requirements. • Identify the importance of managing notes in an efficient manner. • Explain effective notes keeping technique. • Describe the various communication channels for effective communication with others. • Identify suitable skills to communicate efficiently with external agencies.	FFS/N0225 PC8,PC9,PC10 FFS/N0225 KU18,KU19,KU20 FFS/N0226 KU18,KU19,KU20 FFS/N0227 KU18,KU19,KU20 FFS/N0228 KU18,KU19,KU20 FFS/N0229 KU18,KU19,KU20 FFS/N0230 KU18,KU19,KU20 FFS/N0231 KU18,KU19,KU20 FFS/N0232 KU18,KU19,KU20 FFS/N0233 KU18,KU19,KU20 FFS/N0234 KU18,KU19,KU20	Classroom lecture/ Power-Point Presentation/ Question & Answer and Group Discussion Hand-on Activity	Whiteboard and markers, Chart paper and sketch pens, LCD Projector and Laptop for presentations, PCs/ Laptops, and Internet with Wi-Fi (Min 2 Mbps Dedicated)	8 Theory (04:00) Practical (04:00) 8 Theory (02:00) Practical (06:00)
Module 5: Analyze Client Requirements for Project Feasibility	Client Requirements and Worksite Analysis	• Explain the correlation between client requirement and worksite conditions	FFS/N0226 PC1,PC2,PC3,KU2,KU9,KU10 FFS/N0225 KU2	Classroom lecture/ Power-Point Presentation/ Question & Answer and Group Discussion	Whiteboard and markers, Chart paper and sketch pens, LCD Projector and Laptop	8 Theory (04:00) Practical (04:00)

Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Ads	Duration
		for project execution. • Analyse and identify client requirements regarding design, material, style, furniture, utilities, services quality standards, etc. • Identify different types of project themes and styles along with their design considerations. • Identify the parameters of a worksite for identifying the scope of work in the form of a checklist based on client requirement.	FFS/N0227 KU2 FFS/N0228 KU2 FFS/N0229 KU2 FFS/N0230 KU2 FFS/N0231 KU2 FFS/N0232 KU2 FFS/N0233 KU2 FFS/N0234 KU2	Hand-on Activity	for presentations, PCs/ Laptops, and Internet with Wi-Fi (Min 2 Mbps Dedicated)	

Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Ads	Duration
	Site Surveys and Recce Activities	• Explain the importance of effective recce and conducting a regular site survey for ensuring built-out quality standards with client POCs and internal Interior Design/Installation teams. • Explain the different steps involved in preparing and timely submission of the recce report to the supervisors. • Examine the recce report based on measurements and survey data collected.	FFS/N0226 PC4,PC5,KU11,KU12,KU13,KU14	Classroom lecture/ Power-Point Presentation/ Question & Answer and Group Discussion Hand-on Activity	Whiteboard and markers, Chart paper and sketch pens, LCD Projector and Laptop for presentations, PCs/ Laptops, and Internet with Wi-Fi (Min 2 Mbps Dedicated)	8 Theory (04:00) Practical (04:00) 8 Theory (04:00) Practical (04:00) 8 Theory (00:00) Practical (08:00)
	Defining and Finalizing Scope of Work	• Define the Final Scope of Work (FSOW) and its role in project execution. • Identify the	FFS/N0226 PC6,KU15	Classroom lecture/ Power-Point Presentation/ Question & Answer and Group Discussion Hand-on Activity	Whiteboard and markers, Chart paper and sketch pens, LCD Projector and Laptop for presentations,	8 Theory (04:00) Practical (04:00)

Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Ads	Duration
		difference between Tentative Scope of Work (TSOW) and Final Scope of Work (FSOW) and prepare FSOW based on suggestions and modifications on Tentative Scope of Work (TSOW).			PCs/ Laptops, and Internet with Wi-Fi (Min 2 Mbps Dedicated)	
Module 6: **Prepare Project Estimates and Evaluate Quotations**	Procurement and Project Coordination	• Explain the importance of coordination between internal teams for the procurement process. • Identify effective communication and domain skills to perform negotiations, approvals, and project closure formalities. • Explain the role of various internal teams in	FFS/N0226 PC7,PC8,PC9,KU16	Classroom lecture/ Power-Point Presentation/ Question & Answer and Group Discussion Hand-on Activity	Whiteboard and markers, Chart paper and sketch pens, LCD Projector and Laptop for presentations, PCs/ Laptops, and Internet with Wi-Fi (Min 2 Mbps Dedicated)	8 Theory (04:00) Practical (04:00) 8 Theory (04:00) Practical (04:00)

Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Ads	Duration
		preparing different procurement documentations. • Identify the process of preparing a project estimate and related documents in consultation with internal teams.				
	Project Execution, Closure and Documentation	• Discuss various elements involved in preparing a project proposal and how to interpret • Appraise various elements involved in preparing a project proposal and how to interpret them. • Appraise the process of preparing a project proposal based on project execution details. • Identify the	FFS/N0226 PC10,PC11,PC12,KU16,KU17,KU18,KU19,KU20 FFS/N0227 KU18,KU19 FFS/N0229 PC11,KU19	Classroom lecture/ Power-Point Presentation/ Question & Answer and Group Discussion Hand-on Activity	Whiteboard and markers, Chart paper and sketch pens, LCD Projector and Laptop for presentations, PCs/ Laptops, and Internet with Wi-Fi (Min 2 Mbps Dedicated)	8 Theory (04:00) Practical (04:00) 8 Theory (02:00) Practical (06:00)

Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Ads	Duration
		technical formalities related to project closure and handover. • Explain the process of preparing project agreement, sign-off, project report, etc. • Identify the major impacts of differences between approved project specification and on-site project execution. • Describe the process of examining the worksite during the project execution for completion against schedule, staffing against assigned roles, and approved design integrity. • Identify the documentation formalities				

Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Ads	Duration
		associated with revising the approved scope of work and perform client deliberations for the additional need of services.				
	Digital and Financial Literacy in Project Management	• Explain the importance of digital literacy. • Explain how financial literacy tools and methods. • Explain the role of various payment gateways in the project management process and their usage.	FFS/N0226 KU21	Classroom lecture/ Power-Point Presentation/ Question & Answer and Group Discussion Hand-on Activity	Whiteboard and markers, Chart paper and sketch pens, LCD Projector and Laptop for presentations, PCs/ Laptops, and Internet with Wi-Fi (Min 2 Mbps Dedicated)	8 Theory (04:00) Practical (04:00) 8 Theory (00:00) Practical (08:00)
Module 7: Finalizing Scope of Work and Resource Planning	Material Estimation and Specifications	• Explain various specifications involved in estimating the material quantity. • Identify the associated vendors based on the requireme	FFS/N0227 PC1,PC2, PC3, PC4, PC5, PC6, PC7	Classroom lecture/ Power-Point Presentation/ Question & Answer and Group Discussion Hand-on Activity	Whiteboard and markers, Chart paper and sketch pens, LCD Projector and Laptop for presentations, PCs/ Laptops, and Internet with Wi-Fi (Min 2	8 Theory (04:00) Practical (04:00) 8 Theory (04:00) Practical (04:00)

Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Ads	Duration
		nt of different categories of materials. • Explain how to employ suitable estimation tools and techniques for calculating material quantity in the interior designing process.			Mbps Dedicated)	8 Theory (04:00) Practical (04:00)
	Vendor Management and Resource Planning	• Explain the process and technicalities involved in raising tenders, inviting quotations and delivery timelines, terms and conditions from various vendors. • Describe the effective management skills for multiple vendors. • Explain the steps involved in vendor partners analysis and	FFS/N0227 KU11,KU12,KU13	Classroom lecture/ Power-Point Presentation/ Question & Answer and Group Discussion Hand-on Activity	Whiteboard and markers, Chart paper and sketch pens, LCD Projector and Laptop for presentations, PCs/ Laptops, and Internet with Wi-Fi (Min 2 Mbps Dedicated)	8 Theory (04:00) Practical (04:00) 8 Theory (02:00) Practical (06:00) 8 Theory (00:00) Practical (08:00)

Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Ads	Duration
		selection process. • Identify possible vendors based on material specification requirements and market research. • Explain the role of Request for Proposal (RFP) in the vendor selection process. • Analyze the business requirements to shortlist suitable vendor partners based on Request for Proposal (RFP). • Analyze and plan the resources based on in-house material library and projects requirements.				
Module 8: Supervision of Assigned Tasks,	Team Management	• Explain the importance of identifying suitable teams for	FFS/N0227 KU14,KU15 FFS/N0229	Classroom lecture/ Power-Point Presentation/ Question	Whiteboard and markers, Chart paper and sketch	8 Theory (04:00) Practical (04:00)

Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Ads	Duration
Responsibilities and Monitoring of Project Execution		effective project execution. • Identify suitable methods to maintain periodic updates of the project. • Identify a set of general questions for task management or delegating tasks effectively. • Analyze and interpret the Final Scope of Work (FSOW) to determine team and task delegations. • Explain the steps involved in task delegation to share the workload and increase productivity at work and perform delegation of tasks to team members using	PC1,PC2,PC3,PC4,PC5,PC6	& Answer and Group Discussion Hand-on Activity	pens, LCD Projector and Laptop for presentations, PCs/ Laptops, and Internet with Wi-Fi (Min 2 Mbps Dedicated)	8 Theory (04:00) Practical (04:00)

Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Ads	Duration
		appropriate software tools and techniques. • Explain the steps involved in taking input from internal and external agencies. • Explain how to perform job work demarcation based on team skillsets capability and project timeline. • Explain the importance of timely planning and delivery of materials at the worksite. • Examine the procurement process of timely approval and delivery of materials at the worksite.				
	Work Monitoring and Project Execution	• Discuss various methods and techniques associated with	FFS/N0227 PC8,PC9,PC10 FFS/N0229	Classroom lecture/ Power-Point Presentation/ Question & Answer and	Whiteboard and markers, Chart paper and sketch pens, LCD	8 Theory (04:00) Practical (04:00)

Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Ads	Duration
		monitoring a project. • Explain the critical stages in project execution to ensure quality as per approved design specifications. • Identify the guidelines for performing client visits and inspection. • Identify the factors affecting the team and task delegation. • Explain the role of different internal and external agencies based on project execution requirements and demonstrate effective coordination and communication skills. • Identify the documentation formalities	PC7,PC8,PC9,PC10	Group Discussion Hand-on Activity	Projector and Laptop for presentations, PCs/ Laptops, and Internet with Wi-Fi (Min 2 Mbps Dedicated)	8 Theory (02:00) Practical (06:00)

Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Ads	Duration
		associated with the record-keeping of project work.				
	Performance Management	• Explain the role of KRAs in the performance management system of an employee. • List all the pre-requisites involved in the design and implementation of a performance management system. • Identify the factors affecting the effectiveness of a performance management system. • Explain the process of designing and executing an effective performance management system.	FFS/N0225 KU3 FFS/N0226 KU3 FFS/N0227 KU3 FFS/N0228 KU3 FFS/N0229 KU3,KU14, KU15,KU16,KU17 FFS/N0230 KU3 FFS/N0231 KU3 FFS/N0232 KU3 FFS/N0233 KU3 FFS/N0234 KU3	Classroom lecture/ Power-Point Presentation/ Question & Answer and Group Discussion Hand-on Activity	Whiteboard and markers, Chart paper and sketch pens, LCD Projector and Laptop for presentations, PCs/ Laptops, and Internet with Wi-Fi (Min 2 Mbps Dedicated)	8 Theory (04:00) Practical (04:00) 2 Theory (00:00) Practical (02:00)

Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Ads	Duration
Module 9: Validate Final Design Drafts and Concepts	Design Docket	• Identify the role of a design docket in the interior designing process. • Explain the process of preparing a design docket and the various elements involved in it. • Identify the role of project execution parameters like scope, budget, delivery timeline, etc. in approval of design specifications.	FFS/N0228 PC1, PC2, PC3, PC4, PC5	Classroom lecture/ Power-Point Presentation/ Question & Answer and Group Discussion Hand-on Activity	Whiteboard and markers, Chart paper and sketch pens, LCD Projector and Laptop for presentations, PCs/ Laptops, and Internet with Wi-Fi (Min 2 Mbps Dedicated)	8 Theory (04:00) Practical (04:00) 8 Theory (04:00) Practical (04:00) 8 Theory (04:00) Practical (04:00)
	Approval Process	• Identify the design parameters associated with a design docket approval. • Explain the significance of client and supervisor feedback in the project design and execution.	FFS/N0228 PC6,PC7,PC8,PC9,PC10	Classroom lecture/ Power-Point Presentation/ Question & Answer and Group Discussion Hand-on Activity	Whiteboard and markers, Chart paper and sketch pens, LCD Projector and Laptop for presentations, PCs/ Laptops, and Internet with Wi-Fi (Min 2 Mbps Dedicated)	8 Theory (04:00) Practical (04:00) 8 Theory (02:00) Practical (06:00) 8 Theory (00:00) Practical (08:00)

Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Ads	Duration
		• Identify the design modification process based on suggested changes and feedback. • Explain the approval mechanism of the specifications like design, drawings, materials, finishes, etc. • Analyze and approve the design, drawings, materials, finishes, etc. for project execution.				
Module 10: Supervision of Procurement and Vendor Management	Purchase Orders and Payment Terms	• Explain the importance of payment terms and project timelines in approval and issuing of purchase orders. • Define payment terms and project timelines for purchase order approval.	FFS/N0228 :PC1, PC2,PC3,PC4,PC5	Classroom lecture/ Power-Point Presentation/ Question & Answer and Group Discussion Hand-on Activity	Whiteboard and markers, Chart paper and sketch pens, LCD Projector and Laptop for presentations, PCs/ Laptops, and Internet with Wi-Fi (Min 2 Mbps Dedicated)	8 Theory (04:00) Practical (04:00) 8 Theory (00:00) Practical (08:00)

Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Ads	Duration
	Quality Control and Grievance Management	• Identify the quality parameters associated with performing Quality Check. • Explain how to perform final Quality Checks (QC) during project execution and handover at regular intervals. • Identify various quality parameters for ensuring high-quality standards of the finished products. • Explain the process of conducting quality checks during critical stages of project execution. • Identify the SOP involved in a procurement grievance redressal	FFS/N0228 : KU16, Ku17,KU18 ,KU19,KU20 FFS/N0225 KU6 FFS/N0226 KU6 FFS/N0227 KU6 FFS/N0228 KU6 FFS/N0229 KU6,KU13 FFS/N0230 KU6 FFS/N0231 KU6 FFS/N0232 KU6 FFS/N0233 KU6 FFS/N0234 KU6	Classroom lecture/ Power-Point Presentation/ Question & Answer and Group Discussion Hand-on Activity	Whiteboard and markers, Chart paper and sketch pens, LCD Projector and Laptop for presentations, PCs/ Laptops, and Internet with Wi-Fi (Min 2 Mbps Dedicated)	8 Theory (04:00) Practical (04:00) 8 Theory (00:00) Practical (08:00)

Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Ads	Duration
		system. • Explain suitable techniques and methods to effectively address and resolve the queries, concerns, and requests related to procurement				
	Invoices and Payments	• Explain a step-by-step guide in analysing and approval of invoices of vendor partners. • Analyse the invoices and payment terms based on project execution requirements.	FFS/N0228 KU20,PC10	Classroom lecture/ Power-Point Presentation/ Question & Answer and Group Discussion Hand-on Activity	Whiteboard and markers, Chart paper and sketch pens, LCD Projector and Laptop for presentations, PCs/ Laptops, and Internet with Wi-Fi (Min 2 Mbps Dedicated)	8 Theory (04:00) Practical (04:00) 2 Theory (00:00) Practical (02:00)
Module 11: Health, Safety and Hygiene Protocols while Designing	Health and Safety Protocols	• Identify all the health and safety protocols associated with working at the worksite. • Appraise suitable health and hygiene	FFS/N8207 :PC1, PC2,PC3,PC4 PC5,PC6,PC7 PC8 FFS/N0225 KU5 FFS/N0226 KU5	Classroom lecture/ Power-Point Presentation/ Question & Answer and Group Discussion Hand-on Activity	Whiteboard and markers, Chart paper and sketch pens, LCD Projector and Laptop for presentations, PCs/ Laptops, and Internet	8 Theory (04:00) Practical (04:00)

Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Ads	Duration
		protocols while working at the worksite. • Explain various health and safety hazards associated with the project execution during construction and subsequent maintenance. • Analyze and identify worksite site hazards during construction and subsequent maintenance. • Explain the importance of an effective health and safety plan during project execution. • Explain how to design and implement a health and safety plan for the worksite.	FFS/N0227 KU5 FFS/N0228 KU5 FFS/N0229 KU5 FFS/N0230 KU5 FFS/N0231 KU5 FFS/N0232 KU5 FFS/N0233 KU5 FFS/N0234 KU5		with Wi-Fi (Min 2 Mbps Dedicated)	

Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Ads	Duration
	Hygiene, PPE and Worksite Practices	• Identify the poor organizational practices concerning hygiene, food handling, cleaning. • Explain the importance of using Personal Protective Equipment (PPE) based on the manufacturer's instructions and how to use it at the worksite. • Identify the health and safety measures associated with the project designs. • Examine the project design for proper implementation of health and safety measures. • Explain the significance of maintaining work ethics, dress code, and personal hygiene.	FFS/N8207:PC9, PC10,PC11,PC12, PC13,PC14,KU15 KU16,KU17,KU18 FFS/N0225 KU4 FFS/N0226 KU4 FFS/N0227 KU4 FFS/N0228 KU4 FFS/N0229 KU4 FFS/N0230 KU4 FFS/N0231 KU4 FFS/N0232 KU4 FFS/N0233 KU4 FFS/N0234 KU4	Classroom lecture/ Power-Point Presentation/ Question & Answer and Group Discussion Hand-on Activity	Whiteboard and markers, Chart paper and sketch pens, LCD Projector and Laptop for presentations, PCs/ Laptops, and Internet with Wi-Fi (Min 2 Mbps Dedicated)	8 Theory (04:00) Practical (04:00)

Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Ads	Duration
		• Explain the importance of workplace sanitization and demonstrate the correct way of sanitizing and washing hands.				
	Emergency Preparedness and Response	• Explain the operational guidelines for the usage of emergency tools and equipment. • Explain the steps involved in responding to an emergency (fire, short circuit, accidents, earthquake, etc.) process in line with organizati	FFS/N8207 :PC9, PC10,PC11 ,PC12, PC13,PC14 , KU15 KU16,KU17,KU18	Classroom lecture/ Power-Point Presentation/ Question & Answer and Group Discussion Hand-on Activity	Whiteboard and markers, Chart paper and sketch pens, LCD Projector and Laptop for presentations, PCs/ Laptops, and Internet with Wi-Fi (Min 2 Mbps Dedicated)	8 Theory (04:00) Practical (04:00)

Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Ads	Duration
		onal protocols. • Explain the first aid procedures in case of emergency and demonstrate CPR. • Identify all the concerned control measures while working at the worksite. • Identify suitable methods to communicate necessary control measures to concerned team members.				
	Safety Signs	• Explain the types of hand signals and signage and their application. • Identity and interpret the given pictorial representations of safety signs and hand signals.	FFS/N8207:KU15 KU16,KU17,KU18	Classroom lecture/ Power-Point Presentation/ Question & Answer and Group Discussion Hand-on Activity	Whiteboard and markers, Chart paper and sketch pens, LCD Projector and Laptop for presentations, PCs/ Laptops, and Internet with Wi-Fi (Min 2 Mbps Dedicated)	6 Theory (00:00) Practical (06:00)

Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Ads	Duration
Module 12: **Material Conservation and Resources Optimization**	Resource Optimization	• Explain the importance of efficient utilization and conservation of material. • Identify various techniques of effective utilization of resources.	FFS/N8207:PC15 PC16,PC17,PC18,PC19, KU19,KU20	Classroom lecture/ Power-Point Presentation/ Question & Answer and Group Discussion	Whiteboard and markers, Chart paper and sketch pens, LCD Projector and Laptop for presentations, PCs/ Laptops, and Internet with Wi-Fi (Min 2 Mbps Dedicated)	8 Theory (04:00) Practical (04:00) 8 Theory (04:00) Practical (04:00) 8 Theory (02:00) Practical (06:00)
	Sources of Energy and Consumption	• Explain the various elements involved in electricity and fuel consumption data for analysing the process. • Explain the difference between renewable and non-renewable sources of energy. • Explain the process of collecting and analysing the energy utilization data.	FFS/N8207:PC15 PC16,PC17,PC18,PC19, KU19,KU20	Classroom lecture/ Power-Point Presentation/ Question & Answer and Group Discussion Hand-on Activity	Whiteboard and markers, Chart paper and sketch pens, LCD Projector and Laptop for presentations, PCs/ Laptops, and Internet with Wi-Fi (Min 2 Mbps Dedicated)	8 Theory (04:00) Practical (04:00) 8 Theory (04:00) Practical (04:00) 8 Theory (00:00) Practical (08:00) 2 Theory (00:00) Practical (02:00)
Module 13: **Technicalities in a Residence**	Business Development and Client Requirement	• Analyse and prepare a business developm	FFS/N0230 PC1,PC2,PC3,PC4 PC5,PC6,PC7,PC8	Classroom lecture/ Power-Point Presentation/ Question	Whiteboard and markers, Chart paper and sketch	8 Theory (04:00) Practical (04:00)

Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Ads	Duration
and Kitchen Project	Analysis for Residence and Kitchen Project	ent plan based on specified marketing and development strategies for residence and kitchen project. • Explain the critical parameters for analysing first-hand info from clients for residence and kitchen project. • Analyse and interpret client requirements in terms of layouts, blueprints, product types, etc. for residence and kitchen project. • Identify the scope of work for the project by analysing the client requirement and specifications. • Identify	PC9,PC10, PC11 FFS/N0225 KU8, KU9 FFS/N0226 KU8, KU9 FFS/N0227 KU8, KU9 FFS/N0228 KU8, KU9 FFS/N0229 KU8, KU9 FFS/N0230 KU8, KU9 FFS/N0231 KU8, KU9 FFS/N0232 KU8, KU9 FFS/N0233 KU8, KU9 FFS/N0234 KU8, KU9	& Answer and Group Discussion Hand-on Activity	pens, LCD Projector and Laptop for presentations, PCs/ Laptops, and Internet with Wi-Fi (Min 2 Mbps Dedicated)	8 Theory (04:00) Practical (04:00) 8 Theory (04:00) Practical (04:00) 8 Theory (04:00) Practical (04:00) 8 Theory (00:00) Practical (08:00) 8 Theory (00:00) Practical (08:00)

Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Ads	Duration
		the process of preparing a project estimate and related documents in consultation with internal teams.				
	Project Execution, Estimation, and Task Demarcation for Residence and Kitchen Project	• Explain the guidelines for performing client visits, inspection, and reporting of assigned residence and kitchen project. • Identify and demark tasks and responsibilities based on technicalities of the assigned residence and kitchen project. • Identify design docket and specifications based on client requirements and project execution parameter	FFS/N0230 PC1,PC2,PC3,PC4 PC5,PC6,PC7,PC8 PC9,PC10, PC11 FFS/N0225 KU7 FFS/N0226 KU7 FFS/N0227 KU7 FFS/N0228 KU7 FFS/N0229 KU7 FFS/N0230 KU7 FFS/N0231 KU7 FFS/N0232 KU7 FFS/N0233 KU7 FFS/N0234 KU7	Classroom lecture/ Power-Point Presentation/ Question & Answer and Group Discussion Hand-on Activity	Whiteboard and markers, Chart paper and sketch pens, LCD Projector and Laptop for presentations, PCs/ Laptops, and Internet with Wi-Fi (Min 2 Mbps Dedicated)	8 Theory (04:00) Practical (04:00) 8 Theory (04:00) Practical (04:00) 8 Theory (04:00) Practical (04:00) 8 Theory (02:00) Practical (06:00) 8 Theory (00:00) Practical (08:00) 2 Theory (00:00) Practical (02:00)

Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Ads	Duration
		s for residence and kitchen project.				
Module 14: **Technicalities in a Commercial and Hospital Project**	Business Development and Client Requirement Analysis for Academic Institution Project	• Analyse and prepare a business development plan based on specified marketing and development strategies for commercial and hospital project. • Identify client requirements in terms of layouts, blueprints, product types, etc. for commercial and hospital project. • Identify the scope of work for the project by analysing the client requirement and specifications.	FFS/N0231 PC1,PC2,PC3,PC4 PC5,PC6,PC7,PC8 PC9,PC10, PC11 FFS/N0225 KU8, KU9 FFS/N0226 KU8, KU9 FFS/N0227 KU8, KU9 FFS/N0228 KU8, KU9 FFS/N0229 KU8, KU9 FFS/N0230 KU8, KU9 FFS/N0231 KU8, KU9 FFS/N0232 KU8, KU9 FFS/N0233 KU8, KU9 FFS/N0234 KU8, KU9	Classroom lecture/ Power-Point Presentation/ Question & Answer and Group Discussion Hand-on Activity	Whiteboard and markers, Chart paper and sketch pens, LCD Projector and Laptop for presentations, PCs/ Laptops, and Internet with Wi-Fi (Min 2 Mbps Dedicated)	8 Theory (04:00) Practical (04:00) 8 Theory (04:00) Practical (04:00) 8 Theory (04:00) Practical (04:00) 8 Theory (04:00) Practical (04:00) 8 Theory (00:00) Practical (08:00) 8 Theory (00:00) Practical (08:00)
	Project Execution, Estimation and Task	• Identify the process of preparing a project	FFS/N0231 PC1,PC2,PC3,PC4 PC5,PC6,PC7,PC8	Classroom lecture/ Power-Point Presentation/ Question	Whiteboard and markers, Chart paper and sketch	8 Theory (04:00) Practical (04:00)

Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Ads	Duration
	Demarcation for Commercial and Hospital Project	estimate and related documents in consultation with internal teams. • Explain the guidelines for performing client visits, inspection, and reporting of assigned commercial and hospital project. • Identify and demark tasks and responsibilities based on technicalities of the assigned commercial and hospital project. • Identify design docket and specifications based on client requirements and project execution parameters for commercial and hospital	PC9,PC10, PC11 FFS/N0225 KU7 FFS/N0226 KU7 FFS/N0227 KU7 FFS/N0228 KU7 FFS/N0229 KU7 FFS/N0230 KU7 FFS/N0231 KU7 FFS/N0232 KU7 FFS/N0233 KU7 FFS/N0234 KU7	& Answer and Group Discussion Hand-on Activity	pens, LCD Projector and Laptop for presentations, PCs/ Laptops, and Internet with Wi-Fi (Min 2 Mbps Dedicated)	8 Theory (04:00) Practical (04:00) 8 Theory (04:00) Practical (04:00) 8 Theory (02:00) Practical (06:00) 8 Theory (00:00) Practical (08:00) 2 Theory (00:00) Practical (02:00)

Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Ads	Duration
		project				
Module 15: **Technicalities in Academic Institution Project**	Business Development and Client Requirement Analysis for Academic Institution Project	• Analyse and prepare a business development plan based on specified marketing and development strategies for academic institution project. • Identify client requirements in terms of layouts, blueprints, product types, etc. for academic institution project. • Identify the scope of work for the project by analysing the client requirement and specifications.	FFS/N0232 PC1,PC2,PC3,PC4 PC5,PC6,PC7,PC8 PC9,PC10, PC11 FFS/N0225 KU8, KU9 FFS/N0226 KU8, KU9 FFS/N0227 KU8, KU9 FFS/N0228 KU8, KU9 FFS/N0229 KU8, KU9 FFS/N0230 KU8, KU9 FFS/N0231 KU8, KU9 FFS/N0232 KU8, KU9 FFS/N0233 KU8, KU9 FFS/N0234 KU8, KU9	Classroom lecture/ Power-Point Presentation/ Question & Answer and Group Discussion Hand-on Activity	Whiteboard and markers, Chart paper and sketch pens, LCD Projector and Laptop for presentations, PCs/ Laptops, and Internet with Wi-Fi (Min 2 Mbps Dedicated)	8 Theory (04:00) Practical (04:00) 8 Theory (04:00) Practical (04:00) 8 Theory (04:00) Practical (04:00) 8 Theory (04:00) Practical (04:00) 8 Theory (00:00) Practical (08:00) 8 Theory (00:00) Practical (08:00)
	Project Execution, Estimation and Task Demarcation for Academic Institution Project	• Explain the process of preparing a project estimate and related documents in consultation with	FFS/N0232 PC1,PC2,PC3,PC4 PC5,PC6,PC7,PC8 PC9,PC10, PC11	Classroom lecture/ Power-Point Presentation/ Question & Answer and Group Discussion Hand-on Activity	Whiteboard and markers, Chart paper and sketch pens, LCD Projector and Laptop for presentations,	8 Theory (04:00) Practical (04:00) 8 Theory (04:00) Practical

Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Ads	Duration
		internal teams. • Explain the guidelines for performing client visits, inspection, and reporting of assigned academic institution project. • Identify and demark tasks and responsibilities based on technicalities of the assigned academic institution project. • Identify design docket and specifications based on client requirements and project execution parameters for academic institution project.	FFS/N0225 KU7 FFS/N0226 KU7 FFS/N0227 KU7 FFS/N0228 KU7 FFS/N0229 KU7 FFS/N0230 KU7 FFS/N0231 KU7 FFS/N0232 KU7 FFS/N0233 KU7 FFS/N0234 KU7		PCs/ Laptops, and Internet with Wi-Fi (Min 2 Mbps Dedicated)	(04:00) 8 Theory (04:00) Practical (04:00) 8 Theory (02:00) Practical (06:00) 8 Theory (00:00) Practical (08:00) 2 Theory (00:00) Practical (02:00)
Module 16 **Conduct Client Deliberation and Defining Scope of Work for Hospitality**	Business Development and Client Requirement Analysis for Hospitality Project	• Analyse and prepare a business development plan based on specified marketing	FFS/N0233 PC1,PC2,PC3,PC4 PC5,PC6,PC7,PC8 PC9,PC10, PC11	Classroom lecture/ Power-Point Presentation/ Question & Answer and Group Discussion	Whiteboard and markers, Chart paper and sketch pens, LCD Projector and Laptop	8 Theory (04:00) Practical (04:00) 8 Theory (04:00)

Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Ads	Duration
		and development strategies for hospitality project. • Identify client requirements in terms of layouts, blueprints, product types, etc. for hospitality project. • Identify the scope of work for the project by analysing the client requirement and specifications.	FFS/N0225 KU8, KU9 FFS/N0226 KU8, KU9 FFS/N0227 KU8, KU9 FFS/N0228 KU8, KU9 FFS/N0229 KU8, KU9 FFS/N0230 KU8, KU9 FFS/N0231 KU8, KU9 FFS/N0232 KU8, KU9 FFS/N0233 KU8, KU9 FFS/N0234 KU8, KU9	Hand-on Activity	for presentations, PCs/ Laptops, and Internet with Wi-Fi (Min 2 Mbps Dedicated)	Practical (04:00) 8 Theory (04:00) Practical (04:00) 8 Theory (04:00) Practical (04:00) 8 Theory (00:00) Practical (08:00) 8 Theory (00:00) Practical (08:00)
	Project Execution, Estimation and Task Demarcation for Hospitality Project	• Explain the process of preparing a project estimate and related documents in consultation with internal teams. • Explain the guidelines for performing client visits, inspection, and reporting	FFS/N0233 PC1,PC2,PC3,PC4 PC5,PC6,PC7,PC8 PC9,PC10, PC11 FFS/N0225 KU7 FFS/N0226 KU7 FFS/N0227 KU7 FFS/N0228 KU7 FFS/N0229 KU7 FFS/N0230 KU7	Classroom lecture/ Power-Point Presentation/ Question & Answer and Group Discussion Hand-on Activity	Whiteboard and markers, Chart paper and sketch pens, LCD Projector and Laptop for presentations, PCs/ Laptops, and Internet with Wi-Fi (Min 2 Mbps Dedicated)	8 Theory (04:00) Practical (04:00) 8 Theory (04:00) Practical (04:00) 8 Theory (04:00) Practical (04:00) 8 Theory (02:00)

Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Ads	Duration
		of assigned hospitality project. • Identify and demark tasks and responsibilities based on technicalities of the assigned hospitality project. • Identify design docket and specifications based on client requirements and project execution parameters for hospitality project.	FFS/N0231 KU7 FFS/N0232 KU7 FFS/N0233 KU7 FFS/N0234 KU7			Practical (06:00) 8 Theory (00:00) Practical (08:00) 2 Theory (00:00) Practical (02:00)
Module 17 **Technicalities in a Retail Fit-out and Exhibition Project**	Business Development & Client Requirement Analysis for Retail Fit-out and Exhibition Project	• Analyse and prepare a business development plan based on specified marketing and development strategies for Retail Fit-out and Exhibition project. • Identify and interpret client requirements in	FFS/N0234 PC1,PC2,PC3,PC4 PC5,PC6,PC7,PC8 PC9,PC10, PC11 FFS/N0225 KU8, KU9 FFS/N0226 KU8, KU9 FFS/N0227 KU8, KU9 FFS/N0228 KU8, KU9 FFS/N0229 KU8, KU9 FFS/N0230 KU8, KU9	Classroom lecture/ Power-Point Presentation/ Question & Answer and Group Discussion Hand-on Activity	Whiteboard and markers, Chart paper and sketch pens, LCD Projector and Laptop for presentations, PCs/ Laptops, and Internet with Wi-Fi (Min 2 Mbps Dedicated)	8 Theory (04:00) Practical (04:00) 8 Theory (04:00) Practical (04:00) 8 Theory (04:00) Practical (04:00) 8 Theory (04:00) Practical

Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Ads	Duration
		terms of layouts, blueprints, product types, etc. for Retail Fit-out and Exhibition project. • Identify the scope of work for the project by analysing the client requirement and specifications.	FFS/N0231 KU8, KU9 FFS/N0232 KU8, KU9 FFS/N0233 KU8, KU9 FFS/N0234 KU8, KU9			(04:00) 8 Theory (00:00) Practical (08:00) 8 Theory (00:00) Practical (08:00)
	Project Execution, Estimation and Task Demarcation for Retail Fit-out and Exhibition Project	• Explain the process of preparing a project estimate and related documents in consultation with internal teams. • Explain the guidelines for performing client visits, inspection, and reporting of assigned Retail Fit-out and Exhibition project. • Identify and demark tasks and responsibil	FFS/N0234 PC1,PC2,PC3,PC4 PC5,PC6,PC7,PC8 PC9,PC10, PC11 FFS/N0225 KU7 FFS/N0226 KU7 FFS/N0227 KU7 FFS/N0228 KU7 FFS/N0229 KU7 FFS/N0230 KU7 FFS/N0231 KU7 FFS/N0232 KU7 FFS/N0233 KU7 FFS/N0234 KU7	Classroom lecture/ Power-Point Presentation/ Question & Answer and Group Discussion Hand-on Activity	Whiteboard and markers, Chart paper and sketch pens, LCD Projector and Laptop for presentations, PCs/ Laptops, and Internet with Wi-Fi (Min 2 Mbps Dedicated)	8 Theory (04:00) Practical (04:00) 8 Theory (04:00) Practical (04:00) 8 Theory (04:00) Practical (04:00) 8 Theory (02:00) Practical (06:00) 8 Theory (00:00) Practical (08:00) 2

Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Ads	Duration
		ities based on technicalities of the assigned Retail Fit-out and Exhibition project. • Identify design docket and specifications based on client requirements and project execution parameters for Retail Fit-out and Exhibition project				Theory (00:00) Practical (02:00)
						Theory: 206:00 Practical: 334:00
ES						90:00
Elective 1						Theory: 30:00 Practical: 60:00 OJT: 120
Elective 2						Theory: 30:00 Practical: 60:00 OJT: 120
Elective 3						Theory: 30:00 Practical: 60:00 OJT: 120
Elective 4						Theory: 30:00 Practical: 60:00 OJT: 120
Elective 5						Theory: 30:00 Practical:

Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Ads	Duration
						60:00 OJT: 120

Assessment Criteria

CRITERIA FOR ASSESSMENT OF TRAINEES

Assessment Criteria	
Job Role	Assistant Project Manager (Interior Design)
Qualification Pack	FFS/Q0205, V2.0
Sector Skill Council	Furniture and Fittings Skill Council (FFSC)

Sr. No.	**Guidelines for Assessment**
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 select 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 **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: 50** (**Please note**: A Trainee must score the minimum percentage for each NOS separately as well as on the QP as a whole.)
7	The assessment for the theory part will be based on a knowledge bank of questions created by the SSC.

Assessable Outcome	Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
FFS/N0225: Assist in business development and client servicing for different project categories	*Assist in business development activities*	**10**	**26**	**10**	**2**
	PC1. assist in preparing business development and marketing strategies	3	7	2	1
	PC2. assist in preparation and revision of company profile and product/service catalogues	2	5	2	-
	PC3. assist in planning and execution of promotional activities and events	2	5	2	-
	PC4. assist in preparation and maintenance of records of the pipeline of prospective clients	1	4	2	-
	PC5. follow up with the prospective clients for generation of new business opportunities	2	5	2	1
	Assist in client servicing and related activities	**10**	**29**	**10**	**3**
	PC6. arrange virtual/physical meetings with the prospective clients	2	6	2	-
	PC7. assist in analyzing the first-hand information shared by the client like project details, drawings, layouts, design dockets, preferences, etc.	2	7	2	1
	PC8. assist in preparing for client meetings and making intro presentations	2	7	2	1
	PC9. ensure taking meeting notes about client inputs and project requirements, and proper record-keeping in assigned formats like Minutes of the Meeting, Project File, etc	2	5	2	1

	PC10. build and maintain rapport and healthy professional relationship with the clients, client POCs, other agencies	2	4	2	-
	NOS Total	**20**	**55**	**20**	**5**

Assessable Outcome	Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
FFS/N0226: Assist in defining final scope of work and financial transactions for assigned projects	*Assist in defining scope of work as per first-hand information from the client and site survey/recce*	**11**	**26**	**11**	**3**
	PC1. assist in identifying project type, preferences in design, material, style, furniture, utilities, services quality standards etc.	2	4	2	1
	PC2. analyze the need and scope of site survey/recce based on the first-hand information and client intro meeting	1	2	1	-
	PC3. plan and organize the site survey/recce in coordination with client POCs and internal Interior Design/Installation teams	2	4	2	-
	PC4. assist in performing site survey with the client and concerned teams, and monitoring the recce activities	2	6	2	1
	PC5. supervise the preparation and timely submission of the recce reports including the site pictures and measurements details	2	4	1	-
	PC6. assist in defining final scope of work and resources required for the same	2	6	3	1
	Assist in preparing estimates, quotations and negotiations	**14**	**24**	**9**	**2**

	PC7. coordinate with different teams like design team, accounts team, vendors for preparing estimate and related documents	2	4	2	-
	PC8. assist in preparing the project proposal factoring the client budget, and the timelines for the project execution	4	6	2	-
	PC9. facilitate negotiations, approvals, project closure formalities like agreement preparation, contract sign off, etc.	2	6	2	1
	PC10. assist in gauging impact of proposed changes/deviation during execution on project timelines & budget	1	2	1	-
	PC11. facilitate approval of additional scope of work and respective quotation from the client	2	2	1	-
	PC12. assist in financial transactions, payment coordination, record-keeping and updates	2	4	1	1
	NOS Total	**25**	**50**	**20**	**5**

Assessable Outcome	Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
FFS/N0227: Assist in planning teams and resources for the assigned projects and defining reporting mechanism	*Assist in planning resources as per finalized scope of work for the project*	**10**	**20**	**8**	**2**
	PC1. assist in preparing estimates of raw material and products required for the project/s, like Tiles/ Marbles, Wallpapers, Paints, Glass, Light, POP, Sanitary, Fabric, Rugs, Curtains	3	6	2	-

	PC2. study in-house material library and conduct market research/visits to keep vendor options updated	2	4	2	1
	PC3. assist in raising tenders, inviting quotations and delivery timelines, terms and conditions from various vendors	3	6	2	-
	PC4. participate in the review process and share inputs/suggestions for shortlisting right vendor partners	2	4	2	1
	Assist in organizing teams and define supervision and reporting mechanism for various projects	**7**	**14**	**6**	**1**
	PC5. assist in estimating nature/types of teams required as per finalized scope of work	3	6	2	-
	PC6. define tasks of each team along with timelines, ownership, Gantt charts, estimates, etc.	2	4	2	1
	PC7. define task updates and feedback mechanism for regular periodic updates	2	4	2	-
	Assist in preparing reporting mechanism for various projects	**8**	**16**	**6**	**2**
	PC8. devise a work monitoring system for the project, highlighting key milestones for review	3	6	2	-
	PC9. plan regular on-site inspections in line with key milestones and process to factor changes	2	4	2	1
	PC10. assist in defining client visits/inspection protocols and feedback mechanism	3	6	2	1
	NOS Total	**25**	**50**	**20**	**5**

Assessable Outcome	Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
FFS/N0228: Assist in review/approval of design dockets, procurement, and vendor management of the assigned projects	*Assist in review and approval of design concepts/plans*	**10**	**35**	**15**	**3**
	PC1. assist in allocation of project work to concerned teams as per timelines	2	5	3	-
	PC2. monitor the process of design dockets development for assigned projects	2	5	3	1
	PC3. review and approve the concepts, drawings, mood boards, 3D renders, miniatures, etc. prepared by the teams on parameters of scope, budget and delivery timelines	2	10	3	1
	PC4. ensure supervisor and client feedbacks are shared with the team and incorporated	2	5	3	1
	PC5. ensure necessary approvals on all the design, drawings, materials, finishes etc. for execution purposes	2	10	3	-
	Assist in procurement of the raw material/products and vendor management for assigned projects	**10**	**20**	**5**	**2**
	PC6. assist in comparison of the quotations as per final scope of work and negotiation with the shortlisted vendor partners	2	4	1	1
	PC7. assist in defining the terms of payment and delivery timeline before approval of the purchase orders	2	4	1	-
	PC8. conduct interim and final quality checks before final dispatch or delivery, as per the nature of the	2	4	1	1

	raw material/products ordered				
	PC9. ensure proper record keeping and managing queries/grievances related to procurement process	2	4	1	-
	PC10. assist in approval of invoices and release of payment to the vendor partners	2	4	1	-
	NOS Total	**20**	**55**	**20**	**5**

Assessable Outcome	Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
FFS/N0229: Assist in supervision of onsite installation, quality control and client handover for assigned projects	*Assist in allocation and supervision of assigned tasks for various projects*	**12**	**28**	**10**	**3**
	PC1. assign appropriate team & delegate respective tasks with delivery timelines	2	8	2	1
	PC2. ensure the required raw material and interior products are delivered timely as per plan	2	4	2	-
	PC3. coordinate between various agencies, subcontractors, client POCs, and approval authorities to ensure timely completion of inter-connected or dependent tasks	2	4	2	1
	PC4. develop and maintain documentation formats for record keeping of the projects	2	4	2	-
	PC5. assist in handling team's feedback, queries, grievances and resolving any issues/conflicts which may hinder the work	2	4	1	1

Assessable Outcome	Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	PC6. ensure requisite team training on material usage, effective and efficient task management, etc.	2	4	1	-
	Assist in conducting quality check, reporting and final handover of the assigned projects	**10**	**25**	**10**	**2**
	PC7. assist in conducting periodic intrinsic and external quality checks of the projects	2	8	2	1
	PC8. ensure deviations and client feedback is factored and necessary action is taken	2	4	2	-
	PC9. assist in compliance with the statutory and regulatory requirements related to the worksite	2	-	2	1
	PC10. assist in ensuring on timely completion of each stage and work updates	2	5	2	-
	PC11. ensure review and timely submission of the completion report and client handover	2	8	2	-
	NOS Total	**22**	**53**	**20**	**5**

Assessable Outcome	Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
DGT/VSQ/N0103: Employability Skills (90 Hours)	*Introduction to Employability Skills*	**1**	**1**	**-**	**-**
	PC1. understand the significance of employability skills in meeting the current job market requirement and future of work	-	-	-	-
	PC2. identify and explore learning and employability relevant portals	-	-	-	-

Assessable Outcome	Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	PC3. research about the different industries, job market trends, latest skills required and the available opportunities	-	-	-	-
	Constitutional values – Citizenship	1	1	-	-
	PC4. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
	PC5. follow environmentally sustainable practices	-	-	-	-
	Becoming a Professional in the 21st Century	1	3	-	-
	PC6. recognize the significance of 21st Century Skills for employment	-	-	-	-
	PC7. practice the 21st Century Skills such as SelfAwareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
	PC8. adopt a continuous learning mindset for personal and professional development	-	-	-	-
	Basic English Skills	3	4	-	-

Assessable Outcome	Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	PC9. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
	PC10. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
	PC11. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
	Career Development & Goal Setting	**1**	**2**	**-**	**-**
	PC12. identify career goals based on the skills, interests, knowledge, and personal attributes	-	-	-	-
	PC13. prepare a career development plan with short- and long-term goals	-	-	-	-
	Communication Skills	**2**	**2**	**-**	**-**
	PC14. follow verbal and non-verbal communication etiquette while communicating in professional and public settings	-	-	-	-
	PC15. use active listening techniques for effective communication	-	-	-	-
	PC16. communicate in writing using appropriate style and format based on formal or informal requirements	-	-	-	-

Assessable Outcome	Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	PC17. work collaboratively with others in a team	-	-	-	-
	Diversity & Inclusion	1	1	-	-
	PC18. communicate and behave appropriately with all genders and PwD	-	-	-	-
	PC19. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
	Financial and Legal Literacy	2	3	-	-
	PC20. identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.	-	-	-	-
	PC21. carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook	-	-	-	-
	PC22. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
	PC23. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
	Essential Digital Skills	3	5	-	-

Assessable Outcome	Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	PC24. operate digital devices and use their features and applications securely and safely	-	-	-	-
	PC25. carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.	-	-	-	-
	PC26. display responsible online behaviour while using various social media platforms	-	-	-	-
	PC27. create a personal email account, send and process received messages as per requirement	-	-	-	-
	PC28. carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications	-	-	-	-
	PC29. utilize virtual collaboration tools to work effectively	-	-	-	-
	Entrepreneurship	**2**	**3**	**-**	**-**
	PC30. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
	PC31. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-

Assessable Outcome	Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	PC32. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
	Customer Service	**1**	**2**	**-**	**-**
	PC33. identify different types of customers and ways to communicate with them	-	-	-	-
	PC34. identify and respond to customer requests and needs in a professional manner	-	-	-	-
	PC35. use appropriate tools to collect customer feedback	-	-	-	-
	PC36. follow appropriate hygiene and grooming standards	-	-	-	-
	Getting ready for apprenticeship & Jobs	**2**	**3**	**-**	**-**
	PC37. create a professional Curriculum vitae (Résumé)	-	-	-	-
	PC38. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
	PC39. apply to identified job openings using offline /online methods as per requirement	-	-	-	-

Assessable Outcome	Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	PC40. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
	PC41. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
	NOS Total	**20**	**30**	**-**	**-**

Assessable Outcome	Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
FFS/N8207: Supervise health and safety protocols for project designing at the workplace	*Manage health and safety protocols at the workplace*	**5**	**26**	**16**	**-**
	PC1. comply with health and personal hygienerelated protocols	1	3	2	-
	PC2. coordinate with other designers to identify possible hazards within project designing during construction and subsequent maintenance	-	4	2	-
	PC3. analyze the existing health and safety plan or safety line	-	4	2	-
	PC4. identify and report poor organizational practices concerning hygiene, food handling, cleaning	1	3	2	-
	PC5. use appropriate personal protective equipment compatible with the work and compliant with relevant Occupational Health and Safety (OHS) guidelines:	1	3	2	-

Assessable Outcome	Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	masks, safety glasses, safety footwear, etc.				
	PC6. plan, manage and monitor the health and safety in the execution phase concerning designing	1	3	2	-
	PC7. wear clean clothes as per the dress code of the worksite	-	3	2	-
	PC8. wash hands regularly using suggested material such as soap, one-use disposable tissue, warm water, etc.	1	3	2	-
	Precautionary measures to deal with emergencies	**4**	**20**	**6**	**-**
	PC9. use emergency equipment in accordance with manufacturers' specifications as per requirement	-	4	1	-
	PC10. follow emergency and evacuation procedures in case of accidents, fires, natural calamities	1	4	1	-
	PC11. respond promptly and appropriately to an accident situation or medical emergency	-	3	1	-
	PC12. undertake first aid activities in case of an accident, if required and asked to do so	1	3	1	-
	PC13. communicate necessary control measures to concerned team members	1	3	1	-

Assessable Outcome	Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	PC14. ensure that safety instructions applicable to the work place are being followed	1	3	1	-
	Ensure material conservation and optimization of resources	**3**	**15**	**5**	**-**
	PC15. plan out the process in project designing to ensure optimal material utilization	1	3	1	-
	PC16. collect information on the pattern of electricity and fuel consumption	-	3	1	-
	PC17. identify possibilities of using renewable energy and environment-friendly fuels in project designs	1	3	1	-
	PC18. plan the implementation of energy-efficient systems in a phased manner	-	3	1	-
	PC19. plan and utilize the reusable materials and wastage in the designing process	1	3	1	-
	NOS Total	**12**	**61**	**27**	**-**

Assessable Outcome	Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
FFS/N0230: Assist in management of assigned interior design projects for Residence and Kitchen	*Assist in business development and client servicing for Residence and Kitchen projects*	**3**	**5**	**9**	**-**
	PC1. Assist in business development activities	2	3	5	-
	PC2. Assist in client servicing and related activities	1	2	4	-

Assessable Outcome	Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	Assist in defining final scope of work and financial transactions for assigned Residence and Kitchen projects	**3**	**6**	**10**	**-**
	PC3. Assist in defining scope of work as per firsthand information from the client and site survey/recce	2	3	5	-
	PC4. Assist in preparing estimates, quotations and negotiations	1	3	5	-
	Assist in planning teams and resources, and defining reporting mechanisms for the assigned Residence and Kitchen projects	**3**	**8**	**11**	**-**
	PC5. Assist in planning resources as per finalized scope of work for the project	1	4	5	-
	PC6. Assist in organizing teams and define supervision and reporting mechanism for various projects	1	2	3	-
	PC7. Assist in preparing reporting mechanism for various projects	1	2	3	-
	Assist in approval of design dockets, procurement, and vendor management of the assigned Residence and Kitchen projects	**3**	**8**	**10**	**-**
	PC8. Assist in review and approval of design concepts/plans	2	4	5	-
	PC9. Assist in procurement of the raw material/products and vendor management for assigned projects	1	4	5	-

Assessable Outcome	Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	Assist in supervision of onsite installation, quality control and client handover for assigned Residence and Kitchen projects	**3**	**8**	**10**	**-**
	PC10. Assist in allocation and supervision of assigned tasks for various projects	1	4	5	-
	PC11. Assist in conducting quality check, reporting and final handover of the assigned projects	2	4	5	-
	NOS Total	**15**	**35**	**50**	**-**

Assessable Outcome	Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
FFS/N0231: Assist in management of assigned Commercial and Hospital interior design projects	*Assist in business development and client servicing for Commercial projects*	**3**	**5**	**9**	**-**
	PC1. Assist in business development activities	2	3	5	-
	PC2. Assist in client servicing and related activities	1	2	4	-
	Assist in defining final scope of work and financial transactions for assigned Commercial projects	**3**	**6**	**10**	**-**
	PC3. Assist in defining scope of work as per firsthand information from the client and site survey/recce	2	3	5	-
	PC4. Assist in preparing estimates, quotations and negotiations	1	3	5	-
	Assist in planning teams and resources, and defining reporting mechanisms for the	**3**	**8**	**11**	**-**

Assessable Outcome	Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	assigned Commercial projects				
	PC5. Assist in planning resources as per finalized scope of work for the project	1	4	5	-
	PC6. Assist in organizing teams and define supervision and reporting mechanism for various projects	1	2	3	-
	PC7. Assist in preparing reporting mechanism for various projects	1	2	3	-
	Assist in approval of design dockets, procurement, and vendor management of the assigned Commercial projects	**3**	**8**	**10**	**-**
	PC8. Assist in review and approval of design concepts/plans	2	4	5	-
	PC9. Assist in procurement of the raw material/products and vendor management for assigned projects	1	4	5	-
	Assist in supervision of onsite installation, quality control and client handover for assigned Commercial projects	**3**	**8**	**10**	**-**
	PC10. Assist in allocation and supervision of assigned tasks for various projects	1	4	5	-
	PC11. Assist in conducting quality check, reporting and final handover of the assigned projects	2	4	5	-
	NOS Total	**15**	**35**	**50**	**-**

Assessable Outcome	Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
FFS/N0232: Assist in management of assigned interior design projects for Academic Institutions segment	*Assist in business development and client servicing for Academic Institution projects*	**3**	**5**	**9**	**-**
	PC1. Assist in business development activities	2	3	5	-
	PC2. Assist in client servicing and related activities	1	2	4	-
	Assist in defining final scope of work and financial transactions for assigned Academic Institution projects	**3**	**6**	**10**	**-**
	PC3. Assist in defining final scope of work as per first-hand information from the client and site survey/recce	2	3	5	-
	PC4. Assist in preparing estimates, quotations and negotiations	1	3	5	-
	Assist in planning teams and resources, and defining reporting mechanisms for the assigned Academic Institution projects	**3**	**8**	**11**	**-**
	PC5. Assist in planning resources as per finalized scope of work for the project	1	4	5	-
	PC6. Assist in organizing teams and define supervision and reporting mechanism for various projects	1	2	3	-
	PC7. Assist in preparing reporting mechanism for various projects	1	2	3	-
	Assist in approval of design dockets, procurement,	**3**	**8**	**10**	**-**

Assessable Outcome	Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	and vendor management of the assigned Academic Institution projects				
	PC8. Assist in review and approval of design concepts/plans	2	4	5	-
	PC9. Assist in procurement of the raw material/products and vendor management for assigned projects	1	4	5	-
	Assist in supervision of onsite installation, quality control and client handover for assigned Academic Institution projects	**3**	**8**	**10**	**-**
	PC10. Assist in allocation and supervision of assigned tasks for various projects	1	4	5	-
	PC11. Assist in conducting quality check, reporting and final handover of the assigned projects	2	4	5	-
	NOS Total	**15**	**35**	**50**	**-**

Assessable Outcome	Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
FFS/N0233: Assist in management of assigned interior design projects under Hospitality segment	*Assist in business development and client servicing for Hospitality projects*	**3**	**5**	**9**	**-**
	PC1. Assist in business development activities	2	3	5	-
	PC2. Assist in client servicing and related activities	1	2	4	-

Assessable Outcome	Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	Assist in defining final scope of work and financial transactions for assigned Hospitality projects	**3**	**6**	**10**	**-**
	PC3. Assist in defining scope of work as per firsthand information from the client and site survey/recce	2	3	5	-
	PC4. Assist in preparing estimates, quotations and negotiations	1	3	5	-
	Assist in planning teams and resources, and defining reporting mechanisms for the assigned Hospitality projects	**3**	**8**	**11**	**-**
	PC5. Assist in planning resources as per finalized scope of work for the project	1	4	5	-
	PC6. Assist in organizing teams and define supervision and reporting mechanism for various projects	1	2	3	-
	PC7. Assist in preparing reporting mechanism for various projects	1	2	3	-
	Assist in approval of design dockets, procurement, and vendor management of the assigned Hospitality projects	**3**	**8**	**10**	**-**
	PC8. Assist in review and approval of design concepts/plans	2	4	5	-
	PC9. Assist in procurement of the raw material/products and vendor management for assigned projects	1	4	5	-

Assessable Outcome	Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	Assist in supervision of onsite installation, quality control and client handover for assigned Hospitality projects	**3**	**8**	**10**	**-**
	PC10. Assist in allocation and supervision of assigned tasks for various projects	1	4	5	-
	PC11. Assist in conducting quality check, reporting and final handover of the assigned projects	2	4	5	-
	NOS Total	**15**	**35**	**50**	**-**

Assessable Outcome	Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
FFS/N0234: Assist in management of assigned interior design projects under Retail Fitout and Exhibitions segment	*Assist in business development and client servicing for Retail Fit out and Exhibitions projects*	**3**	**5**	**9**	**-**
	PC1. Assist in business development activities	2	3	5	-
	PC2. Assist in client servicing and related activities	1	2	4	-
	Assist in defining final scope of work and financial transactions for assigned Retail Fit out and Exhibitions projects	**3**	**6**	**10**	**-**
	PC3. Assist in defining final scope of work as per first-hand information from the client and site survey/recce	2	3	5	-
	PC4. Assist in preparing estimates, quotations and negotiations	1	3	5	-

Assessable Outcome	Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	Assist in planning teams and resources, and defining reporting mechanisms for the assigned Retail Fit out and Exhibitions projects	**3**	**8**	**11**	**-**
	PC5. Assist in planning resources as per finalized scope of work for the project	1	4	5	-
	PC6. Assist in organizing teams and define supervision and reporting mechanism for various projects	1	2	3	-
	PC7. Assist in preparing reporting mechanism for various projects	1	2	3	-
	Assist in approval of design dockets, procurement, and vendor management of the assigned Retail Fit out and Exhibitions projects	**3**	**8**	**10**	**-**
	PC8. Assist in review and approval of design concepts/plans	2	4	5	-
	PC9. Assist in procurement of the raw material/products and vendor management for assigned projects	1	4	5	-
	Assist in supervision of onsite installation, quality control and client handover for assigned Retail Fit out and Exhibitions projects	**3**	**8**	**10**	**-**
	PC10. Assist in allocation and supervision of assigned tasks for various projects	1	4	5	-
	PC11. Assist in conducting quality check, reporting and final handover of the assigned projects	2	4	5	-

Assessable Outcome	Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	NOS Total	**15**	**35**	**50**	**-**

List of QR Codes Used in PHB

Module No.	Unit No.	Topic Name	Page No.	URL	QR Code(s)
Module 1: Introduction to the Role of Assistant Project Manager (Interior Design)	Unit 1.1 - Interior Design Industry and Organizational Structure	Introduction to FFSSC		https://www.youtube.com/watch?v=QDdZ3P9IYf4	
Module 2: Introduction to Various Types of Interior Projects, Products, Materials, and Accessories Chain	UNIT 2.1: Interior Design Basics and Process Flow	Elements of Interior Design		https://www.youtube.com/watch?v=OuOzTQZMD9s	
	UNIT 2.2: Furniture Trends and Interior Projects	Interior Design Trends		https://www.youtube.com/watch?v=4rFxk8W9yUg	
		Integrating Modern Luxury Furniture with Natural Elements, Wood, and Stone		https://www.youtube.com/watch?v=2qssN68fNXI	
Module 3: Perform Business Development Activity	UNIT 3.1: Business Development and Marketing Planning	How To Get Clients for Your Interior Design Business		https://www.youtube.com/watch?v=Jbuc1P2N9Y8	
	UNIT 3.2: Marketing, Customer Relationship Management, and Sales Follow-Up	Digital Marketing for Interior Designers		https://www.youtube.com/watch?v=z4KWkBURuOI	
Module 4: Client Servicing and Deliberations	UNIT 4.1: Planning and Organizing Meetings	5 Ways to Encourage Attention to Detail		https://www.youtube.com/watch?v=2KoYTFej8AM	

Module No.	Unit No.	Topic Name	Page No.	URL	QR Code(s)
	UNIT 4.2: Analysing Client Requirements and Preparing Presentations	How to Make the Perfect Interior Design Presentation		https://www.youtube.com/watch?v=4rdkWS0bkNA	
	UNIT 4.3: Documentation Practices and Communication Skills	Tips on Improving Communication Skills		https://www.youtube.com/watch?v=X3Fz_Gu5WUE&t=56s	
		How to Take Notes for Work		https://www.youtube.com/watch?v=T0qhJdHLJTc	
Module 5: **Analyze Client Requirements for Project Feasibility**	UNIT 5.1: Client Requirements and Worksite Analysis	INTERIOR DESIGN - SITE ANALYSIS		https://www.youtube.com/watch?v=YX-3O82xEQ0	
	UNIT 5.3: Defining and Finalizing Scope of Work	How to Write Scope of work?		https://www.youtube.com/watch?v=oacSSamqP6s&list=PLY4FBBsBYJZ1_jz_4LCeiGhM9NK17O9lr	
Module 6: **Prepare Project Estimates and Evaluate Quotations**	UNIT 6.1: Procurement and Project Coordination	Project Procurement Basics		https://www.youtube.com/watch?v=AxOeDE8cP8k	
	UNIT 6.3: Digital and Financial Literacy in Project Management	Financial Concepts		https://youtu.be/WN9Mks1s4tM?t=49	
Module 7: **Finalizing Scope of Work and Resource Planning**	UNIT 7.2: Vendor Management and Resource Planning	Vendor Management		https://youtu.be/-MmqZ2CBlUQ?t=115	
Module 8: **Supervision of Assigned Tasks, Responsibilities and Monitoring of Project Execution**	UNIT 8.1: Team Management	Boost Team Productivity		https://www.youtube.com/watch?v=l7Xqv6nzd6U	

Module No.	Unit No.	Topic Name	Page No.	URL	QR Code(s)
	UNIT 8.3: Performance Management	Performance Management		https://www.youtube.com/watch?v=WYMr8NZdG54	
Module 9: **Validate Final Design Drafts and Concepts**	UNIT 9.1: Design Docket	Handover pack for your interior designers		https://www.youtube.com/watch?v=mQUUs7MLDK8&t=5s	
Module 10: **Supervision of Procurement and Vendor Management**	UNIT 10.2: Quality Control and Grievance Management	Complaints Handling the ISO 10002 Way		https://www.youtube.com/watch?v=YLh2Q2MSerI	
Module 11: **Health, Safety and Hygiene Protocols while Designing**	UNIT 11.3: Emergency Preparedness and Response	**Cardiopulmonary Resuscitation (CPR)**		https://www.youtube.com/watch?v=hTS6gtaTHcI	
		How to Use a Fire Extinguisher		https://www.youtube.com/watch?v=w4jHpHoYZhk	
	UNIT 11.4: Safety Signs	**Essential Safety Signs**		https://www.youtube.com/watch?v=SqZ5np_ICr0	
Module 12: **Material Conservation and Resources Optimization**	UNIT 12.2: Sources of Energy and Consumption	**Materials and Resources**		https://www.youtube.com/watch?v=YaZ9tKBCJx8	
Module 13: **Technicalities in a Residence and Kitchen Project**	Unit 13.1 - Business Development and Client Requirement Analysis for Residence and Kitchen Project	**Kitchen Design: Layout, Materials & Dimensions | Lighting, Countertops & Appliances | Color Combo**		https://www.youtube.com/watch?v=yLpNZEwMlWs	
Module 14: **Technicalities in a Commercial and Hospital Project**	Unit 14.1 - Business Development and Client Requirement Analysis for Academic	**Hospital Interior Design**		https://www.youtube.com/watch?v=nfN1p0GzQ5g	

Module No.	Unit No.	Topic Name	Page No.	URL	QR Code(s)
	Institution Project				

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