



**FURNITURE  
& FITTINGS  
SKILL COUNCIL**  
कुशल • सक्षम • आत्मनिर्भर



सत्यमेव जयते  
GOVERNMENT OF INDIA  
MINISTRY OF SKILL DEVELOPMENT  
& ENTREPRENEURSHIP



**Skill India**  
कौशल भारत - कुशल भारत



# Model Curriculum

**QP Name: Multipurpose Assistant- Furniture Business Development: After Sales and Support**

**QP Code: FFS/Q2101 - SI003**

**QP Version: 1.0**

**NSQF Level: 3**

**Model Curriculum Version: 1.0**

Furniture and Fittings Skill Council || Furniture and Fittings Skill Council (FFSC), 407-408, DLF City Court,  
MG Road, Sikanderpur, Gurgaon - 122002

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# Training Parameters

<b>Sector</b>	Interiors, Furniture and Fixtures
<b>Sub-Sector</b>	Furniture Business Development, Installation & After Sales
<b>Occupation</b>	Furniture Business Development & Distribution
<b>Country</b>	India
<b>NSQF Level</b>	3
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/2431.0502
<b>Minimum Educational Qualification and Experience</b>	Grade 10 pass Or Grade 8 pass with 1 year of (NTC/ NAC) after 8th Or Grade 8 pass and pursuing continuous schooling in regular school (in case of 2-year prog) Or Grade 9 pass and pursuing continuous schooling in regular school Or Grade 9 pass with 1 year of relevant experience Or Grade 8 pass with 2 years of relevant experience Or Grade 5 pass with 5 years of relevant experience Or Previous relevant Qualification of NSQF Level 2- General Assistant (Foundation course on Design-Build-Install) with 3 years of relevant experience
<b>Minimum Level of Education for Training in School</b>	NA
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	14 Years
<b>Last Reviewed on</b>	31-08-2023
<b>Next Review Date</b>	31-08-2026
<b>NSQC Approval Date</b>	31-08-2023
<b>Q.P. Version</b>	1.0
<b>Model Curriculum Creation Date</b>	29-06-2023
<b>Model Curriculum Valid Up to Date</b>	31-08-2026

<b>Model Curriculum Version</b>	1.0
<b>Minimum Duration of the Course</b>	390 Hrs.
<b>Maximum Duration of the Course</b>	390 Hrs.

# Program Overview

This section summarizes the end objectives of the program along with its duration.

## Training Outcomes

At the end of the program, the learner should have acquired the listed knowledge and skills:

- Explain the fundamentals of the Interiors, Furniture, and Allied industry, including its key components, trends, and market dynamics.
- List various interior projects, different types of products, materials, and accessories used in the industry.
- Explain the organizational context and workplace policies specific to the Interiors, Furniture, and Allied industry.
- Discuss the responsibilities and tasks involved in the role of a Multipurpose Assistant in Furniture Business Development, including client engagement, sales support, and collaboration with different departments.
- Conduct effective market research and analysis, identifying target markets, customer needs, and market trends.
- Develop the skills to build and maintain professional networks, engage with stakeholders, and foster beneficial relationships.
- Demonstrate proficiency in documenting and maintaining records, including sales transactions, customer interactions, and project details.
- Display effective customer engagement skills, including active listening, effective communication, and building rapport with customers.
- State the importance of cross-departmental collaboration and effectively collaborate with different departments to achieve business objectives.
- Recognize the importance of personal and professional development, actively seeking opportunities to enhance their skills and knowledge within the industry.
- Adhere to health and safety practices, ensuring a safe working environment and minimizing risks in the Interiors, Furniture, and Allied industry.
- Provide excellent customer support, addressing inquiries, resolving issues, and ensuring a positive customer experience throughout the sales process.
- Handle order resolutions, manage warranty claims, and ensure timely and satisfactory resolutions for customers' concerns and issues.
- Collect and record after-sales feedback, track customer satisfaction levels, and maintain records for future reference and improvement purposes.

## Compulsory Modules

The table lists the modules and their duration corresponding to the Compulsory NOS of the QP.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
<b>Bridge Module(s)</b>	<b>20:00</b>	<b>40:00</b>	<b>00:00</b>	<b>00:00</b>	<b>60:00</b>
Module 1: Introduction to the Interiors, Furniture, and Allied Industry	04:00	00:00	00:00	00:00	04:00
Module 2: Introduction to Interior and furniture projects, products, materials, and accessories	08:00	24:00	00:00	00:00	32:00
Module 3: Introduction to the organizational context and workplace policies	04:00	16:00	00:00	00:00	20:00
Module 4: Introduction to the role of a Multipurpose Assistant-Furniture Business Development	04:00	00:00	00:00	00:00	04:00
<b>FFS/N2103: Assist in marketing research, data analysis and reporting for furniture and allied business development NOS Version No. 1 NSQF Level- 3</b>	<b>12:00</b>	<b>48:00</b>	<b>00:00</b>	<b>00:00</b>	<b>60:00</b>
Module 5: Business market research and analysis	06:00	16:00	00:00	00:00	22:00
Module 6: Networking and stakeholder engagement	04:00	24:00	00:00	00:00	28:00
Module 7: Documentation and record-keeping	02:00	08:00	00:00	00:00	10:00
<b>FFS/N2104: Assist in customer engagement, cross functional collaboration, and achieving business development objectives NOS Version No. 1 NSQF Level- 3</b>	<b>12:00</b>	<b>48:00</b>	<b>00:00</b>	<b>00:00</b>	<b>60:00</b>

Module 8: Customer engagement	06:00	20:00	00:00	00:00	26:00
Module 9: Departmental collaboration	04:00	16:00	00:00	00:00	20:00
Module 10: Personal and Professional development	02:00	12:00	00:00	00:00	14:00
<b>FFS/N8205: Follow workplace health, safety, and environmental procedures NOS Version No. 3 NSQF Level- 3</b>	<b>12:00</b>	<b>18:00</b>	<b>00:00</b>	<b>00:00</b>	<b>30:00</b>
Module 11: Health and safety practices at the worksite	08:00	12:00	00:00	00:00	20:00
Module 12: Greening practices at worksite	04:00	06:00	00:00	00:00	10:00
<b>DGT/VSQ/N0101: Employability Skills (30 Hours) NOS Version No. 1 NSQF Level- 2</b>	<b>15:00</b>	<b>15:00</b>	<b>00:00</b>	<b>00:00</b>	<b>30:00</b>
Module 13: Employability Skills	15:00	15:00	00:00	00:00	30:00
<b>Total Duration</b>	<b>71:00</b>	<b>169:00</b>	<b>00:00</b>	<b>00:00</b>	<b>240:00</b>

## Elective Modules

The table lists the modules and their duration corresponding to the Elective NOS of the QP.

### Elective 1: After Sales and Support

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
<b>FFS/N2107: Assist in After Sales Support services for Furniture &amp; Allied sectors NOS Version No.1 NSQF Level- 3</b>	<b>12:00</b>	<b>48:00</b>	<b>90:00</b>	<b>00:00</b>	<b>150:00</b>
Module 14: Customer support	04:00	16:00	00:00	00:00	20:00
Module 15: Order resolution and warranty management	06:00	24:00	00:00	00:00	30:00
Module 16: After sales feedback and record-keeping	02:00	08:00	00:00	00:00	10:00

Module 17: On-the-job training for after sales feedback and support activities	00:00	00:00	90:00	00:00	90:00
<b>Total Duration</b>	<b>12:00</b>	<b>48:00</b>	<b>90:00</b>	<b>00:00</b>	<b>150:00</b>



# Module Details

## Module 1: Introduction to the Interiors, Furniture, and Allied Industry Bridge Module

### Terminal Outcomes:

- Explain the functioning of the furniture industry.
- Describe the segments of the furniture industry.
- Explain the scope and significance of the furniture industry.

Duration: 04:00	Duration: 00:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Describe the scope and significance of the furniture industry.</li> <li>• Discuss the various segments of the furniture industry and how they function.</li> <li>• Explain various types and categories of products of furniture.</li> <li>• Describe the types of allied or enabling industries involved in furniture manufacturing.</li> <li>• Describe the relationship between interiors and the furniture industry.</li> <li>• Classify different types of interior projects.</li> <li>• Describe the occupational map of the furniture industry.</li> </ul>	
<b>Classroom Aids</b>	
White Board, Board Marker, Duster, Projector, Tablet, Chairs, Tables, Smart Board (Optional).	
<b>Tools, Equipment, and Other Requirements</b>	
N.A.	

## Module 2: Introduction to Interior and furniture projects, products, materials, and accessories

### Bridge Module

#### Terminal Outcomes:

- Explain difference between various types of Interior Design projects and themes.
- Explain the various furniture products and its usage.
- Summarize the raw materials and accessories required for interiors and furniture projects.

<b>Duration: 08:00</b>	<b>Duration: 24:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Classify different types of Interior Design projects in terms of space.</li> <li>• Describe various categories of architectural hardware and fittings used in furniture manufacturing.</li> <li>• Discuss the usage of various architectural hardwares in making different types of furniture.</li> <li>• Describe the various types of operations involved in furniture manufacturing.</li> <li>• Describe the various measuring tools and their usage.</li> </ul>	<ul style="list-style-type: none"> <li>• Analyse different Interior projects and list out the Interior products used as per its category.</li> <li>• Classify the different types of raw material and accessories used in a specified interiors project.</li> <li>• Select the architectural hardware as per the type of application.</li> <li>• Demonstrate the process of cleaning various architectural hardware before and after installation.</li> <li>• Segregate the hand tools and power tools as per the usage.</li> <li>• Demonstrate how to measure the dimensions of products using the given set of measuring tools.</li> </ul>
<b>Classroom Aids</b>	
White Board, Board Marker, Duster, Projector, Tablet, Chairs, Tables, Smart Board (Optional).	
<b>Tools, Equipment, and Other Requirements</b>	
Project/Theme based props for simulation as required.	

## Module 3: Introduction to the organizational context and workplace policies

### Bridge Module

#### Terminal Outcomes:

- Discuss the importance of communication skills required for Furniture Business Development Executive.
- Demonstrate the use of various social media platforms effectively.
- Apply appropriate behaviour and work ethics while working at the worksite.

<b>Duration:</b> 04:00	<b>Duration:</b> 16:00
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Describe the organizational structure and highlight the importance of the installation department.</li> <li>• Elaborate about various organizational processes, code of conduct, reporting matrix, and escalation hierarchy.</li> <li>• List all the documents required to carry out the job, such as the job card and checklist for oneself.</li> <li>• Explain the importance of working towards team objectives and goals.</li> <li>• Explain the importance of effective communication and interpersonal skills.</li> <li>• Identify the common reasons for interpersonal conflicts and ways of managing them effectively.</li> <li>• Explain the importance of maintaining good habits related to health and hygiene.</li> <li>• Explain the basic parts of a computer, smartphones, and their functioning.</li> <li>• Describe different types of social media platforms: YouTube, WhatsApp, Facebook, Twitter, etc.</li> <li>• Describe how to operate bank accounts and the terminologies associated with them.</li> <li>• State the significance of payment methods and gateways for financial transactions.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate the use of appropriate behaviour and language while communicating with colleagues.</li> <li>• Demonstrate how to report problems that need escalation.</li> <li>• Demonstrate how to fill a sample job card for submission.</li> <li>• Demonstrate active listening skills while communicating.</li> <li>• Demonstrate how to sign up for an email account.</li> <li>• Demonstrate how to search for a video on the internet.</li> <li>• Demonstrate how to operate various social media platforms: YouTube, WhatsApp, Facebook, Twitter, etc.</li> <li>• Demonstrate the steps involved in a financial transaction using a suitable medium.</li> </ul>
<b>Classroom Aids</b>	
White Board, Board Marker, Duster, Projector, Tablet, Chairs, Tables, Smart Board (Optional).	
<b>Tools, Equipment, and Other Requirements</b>	
Sample of Job Cards, Sample of escalation matrix, organization structure.	

## Module 4: Introduction to the role of a Multipurpose Assistant- Furniture Business Development

### Bridge Module

#### Terminal Outcomes:

- Explain the role and responsibilities of a Business Development Multipurpose Assistant.
- Discuss the scope of work for a Business Development Multipurpose Assistant.

<b>Duration:</b> 04:00	<b>Duration:</b> 00:00
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Describe the Furniture Business Development &amp; Distribution occupation and related job roles.</li> <li>• Describe the attributes and essential skill sets required for a Multipurpose Assistant.</li> <li>• Explain the role, responsibilities, and key result areas of a Multipurpose Assistant.</li> <li>• Describe the career progression path for a Multipurpose Assistant job role.</li> <li>• Discuss the regulatory authorities, laws, and regulations related to an individual while working in the Furniture and Fittings Industry.</li> <li>• Explain the importance of job cards and timely reporting to supervisors in employee performance evaluation.</li> </ul>	
<b>Classroom Aids</b>	
White Board, Board Marker, Duster, Projector, Tablet, Chairs, Tables, Smart Board (Optional).	
<b>Tools, Equipment, and Other Requirements</b>	
Sample Job card, FFSC Occupational Map.	

## Module 5: Business market research and analysis

Mapped to FFS/N2103, v 1.0

### Terminal Outcomes:

- Discuss the day-to-day tasks and responsibilities while assisting supervisor in business development domain.
- Discuss the process of analyzing data related to marketing, sales, distribution, or after-sales support.
- Demonstrate skills in identifying trends, opportunities, and challenges in the respective area to support decision-making and strategy formulation.

<b>Duration: 06:00</b>	<b>Duration: 16:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the role and responsibilities of a business development assistant at the entry-level.</li> <li>• Describe the steps involved in assisting the supervisor in day-to-day tasks for business development.</li> <li>• List different sources and methods for data collection.</li> <li>• Explain the process of data analysis relating to marketing, sales, distribution, or after-sales support.</li> <li>• Explain the usage of relevant data analysis tools and software.</li> <li>• Describe the process of identifying industry-specific trends, market dynamics, and customer preferences.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate the process of prioritizing tasks effectively, managing their time, and maintaining accurate records of their activities.</li> <li>• Select appropriate sources and methods for data collection based on the specific business development requirements.</li> <li>• Apply data analysis techniques to organize, clean, and derive insights from the collected data.</li> <li>• Demonstrate the use data analysis tools and software to analyze and visualize the collected data.</li> <li>• Employ suitable techniques to identify trends, opportunities, and challenges specific to the respective area.</li> </ul>
<b>Classroom Aids</b>	
White Board, Board Marker, Duster, Projector, Tablet, Chairs, Tables, Smart Board (Optional).	
<b>Tools, Equipment, and Other Requirements</b>	
Data Analysis Tools, Data management Software.	

## Module 6: Networking and stakeholder engagement

Mapped to FFS/N2103, v 1.0

### Terminal Outcomes:

- Provide effective assistance in executing marketing campaigns, sales initiatives, and after-sales support programs.
- Actively participate in organizing industry events, conferences, and trade shows to build professional networks.
- Engage with industry stakeholders, clients, and partners to explore collaboration opportunities.

<b>Duration: 04:00</b>	<b>Duration: 24:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the importance of collaboration in executing marketing campaigns, sales initiatives, distribution activities, or after-sales support programs.</li> <li>• Discuss the process of planning and organizing industry events, conferences, and trade shows.</li> <li>• Discuss the techniques for effective networking and building industry relationships.</li> <li>• Discuss the importance of engaging with industry stakeholders and building strategic partnerships to explore collaboration opportunities.</li> </ul>	<ul style="list-style-type: none"> <li>• Collaborate effectively with team members, contribute to the execution of activities, and support marketing, sales, distribution, or after-sales support initiatives.</li> <li>• Actively participate and organize industry events, conferences, and trade shows, establish connections, and build a strong professional network.</li> <li>• Proactively engage with industry stakeholders, potential clients, and strategic partners to explore collaboration opportunities and stay updated on industry trends.</li> </ul>
<b>Classroom Aids</b>	
White Board, Board Marker, Duster, Projector, Tablet, Chairs, Tables, Smart Board (Optional).	
<b>Tools, Equipment, and Other Requirements</b>	
NA	

## Module 7: Documentation and record-keeping

Mapped to FFS/N2103, v 1.0

### Terminal Outcomes:

- Demonstrate the ability to summarize key findings and insights and maintain accurate and up-to-date documentation.
- Efficiently maintain, organize, and update files, ensuring proper record-keeping of design changes, revisions, and version control.
- Responsively address queries and feedback from supervisors, providing timely and satisfactory responses.

<b>Duration: 02:00</b>	<b>Duration: 08:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss various methodologies involved in report writing and preparing presentation.</li> <li>• Explain various file management principles and practices.</li> <li>• Discuss the process of maintaining up-to-date documentation and records.</li> <li>• Discuss the importance of organizational policies and standards regarding documentation.</li> <li>• Discuss the process of effectively responding to queries and feedback from supervisors.</li> </ul>	<ul style="list-style-type: none"> <li>• Prepare clear and concise reports and presentations summarizing research findings and recommendations, using appropriate visual aids and communication techniques.</li> <li>• Organize and categorize files, using appropriate naming conventions, ensuring easy access and retrieval.</li> <li>• Maintain accurate and up-to-date records of design changes, revisions, and version control, ensuring a comprehensive documentation trail.</li> <li>• Ensure consistency in documentation, adhere to organizational policies and branding guidelines, and maintain a professional standard of documentation</li> <li>• Respond promptly to queries and feedback from supervisors, ensuring timely and efficient communication.</li> </ul>
<b>Classroom Aids</b>	
White Board, Board Marker, Duster, Projector, Tablet, Chairs, Tables, Smart Board (Optional).	
<b>Tools, Equipment, and Other Requirements</b>	
Documentation and Reporting Tools.	

## Module 8: Customer engagement

Mapped to FFS/N2104, v 1.0

### Terminal Outcomes:

- Assist in actively engaging with customers to gather feedback, understand their needs, and address their queries or concerns, demonstrating effective communication and customer service skills.
- Support the maintenance of strong customer relationships by promptly responding to customer inquiries, providing clear and concise communication, and fostering positive interactions.
- Contribute to enhancing the customer experience by consistently delivering exceptional service, exceeding customer expectations, and ensuring high levels of customer satisfaction.

<b>Duration: 06:00</b>	<b>Duration: 20:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Differentiate techniques for effective customer interaction, discuss methods for gathering customer feedback and understanding their needs.</li> <li>• Explain strategies for addressing customer queries or concerns in the furniture industry.</li> <li>• Discuss the importance of timely and effective communication techniques for building and maintaining customer relationships</li> <li>• Explain the importance of customer experience in the furniture industry.</li> <li>• Discuss various company's products, services, and policies relating to business development.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate skills in client interaction, gathering feedback, understanding customer needs, and addressing queries or concerns.</li> <li>• Demonstrate skills in maintaining strong customer relationships through effective communication and timely response</li> <li>• Display exceptional service that meets customer expectations, and create a positive customer experience</li> <li>• Provide accurate and relevant information to customers regarding products, services, and policies.</li> </ul>
<b>Classroom Aids</b>	
White Board, Board Marker, Duster, Projector, Tablet, Chairs, Tables, Smart Board (Optional).	
<b>Tools, Equipment, and Other Requirements</b>	
Customer Relationship Management (CRM) System, Customer Feedback Form.	



## Module 9: Departmental collaboration

Mapped to FFS/N2104, v 1.0

### Terminal Outcomes:

- Discuss the importance of collaboration with other departments to achieve shared objectives and enhance cross-functional teamwork.
- Contribute innovative ideas and insights to drive organizational innovation and improve processes.
- Identify departmental goals by actively assisting the supervisor and monitoring progress for successful outcomes.

<b>Duration: 04:00</b>	<b>Duration: 16.00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the key processes and workflows of different departments.</li> <li>• Discuss the role of effective communication techniques, active listening, and collaboration strategies in the efficient work delivery.</li> <li>• Explain the significance of cross-functional collaboration and initiatives for achieving business goals. Discuss the significance of the departmental goals and targets in the furniture industry.</li> <li>• Explain the purpose and importance of monitoring initiatives, projects, or campaigns and their roles</li> <li>• Discuss reporting techniques and tools for presenting progress updates</li> <li>• Discuss about goal-setting, planning, and implementing business development initiatives using appropriate tools and equipment.</li> </ul>	<ul style="list-style-type: none"> <li>• Collaborate effectively with cross-functional teams, contribute to joint objectives, and achieve shared goals</li> <li>• Actively participate in meetings, contribute ideas, and work collaboratively with colleagues from different departments</li> <li>• Apply suitable business principles and knowledge to contribute strategically to projects and initiatives involving multiple departments. Contribute to the achievement of departmental goals, work collaboratively with the team, and meet assigned targets</li> <li>• Assist in tracking project milestones, collecting data, and preparing accurate and timely progress reports</li> <li>• Demonstrate skills in tracking and analysing relevant data, preparing progress reports using appropriate tools</li> <li>• Actively engage in goal-oriented activities, contribute to business development initiatives, and support the team in achieving departmental success.</li> </ul>
<b>Classroom Aids</b>	
White Board, Board Marker, Duster, Projector, Tablet, Chairs, Tables, Smart Board (Optional).	
<b>Tools, Equipment, and Other Requirements</b>	
Data Analysis Tools, Tracking and monitoring tools, Departmental collaboration tools.	

## Module 10: Personal and Professional development

Mapped to FFS/N2104, v 1.0

### Terminal Outcomes:

- Embrace a proactive approach to learning and growth by actively seeking out opportunities, such as attending industry events, training programs, or webinars, to expand knowledge and skills.
- Foster a culture of continuous improvement by seeking feedback from superiors and colleagues, leveraging their insights to identify areas for growth.

<b>Duration: 02:00</b>	<b>Duration: 12:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the importance of continuous learning and growth for professional development through events, training programs, webinars, and other learning opportunities.</li> <li>• Discuss the importance of actively soliciting feedback through different mediums for personal growth and improvement.</li> </ul>	<ul style="list-style-type: none"> <li>• Identify and participate in relevant industry events, training programs, and webinars to enhance their knowledge and skills in business development.</li> <li>• Seek constructive feedback, evaluate performance, identify areas for improvement, and take proactive steps to enhance skills and knowledge.</li> </ul>
<b>Classroom Aids</b>	
White Board, Board Marker, Duster, Projector, Tablet, Chairs, Tables, Smart Board (Optional).	
<b>Tools, Equipment, and Other Requirements</b>	
Sample performance review and feedback form	

## Module 11: Health and safety practices at the worksite

Mapped to FFS/N8205, v 3.0

### Terminal Outcomes:

- Describe how to maintain a healthy, safe, and secure environment at the worksite.
- Implement safety practices and optimize the use of resources.
- Demonstrate health and safety procedures.
- Employ personal hygiene practices at the worksite.
- Develop the ability to follow hygiene practices.

<b>Duration: 08:00</b>	<b>Duration: 12:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss organizational hygiene and sanitation guidelines and ways of reporting breaches/gaps if any.</li> <li>• State the importance of using appropriate colour dustbins for different types of waste.</li> <li>• Discuss the significance of conforming to health and safety legislation, regulations, and other relevant guidelines.</li> <li>• Label appropriate personal protective equipment needed for a job role and their application.</li> <li>• Explain the importance of work ethics, dress code and personal hygiene.</li> <li>• Discuss the various types of cleaning consumable required for maintaining personal hygiene.</li> <li>• Identify the given pictorial representations of safety signs and hand signals.</li> <li>• Explain the operational guidelines for usage of tools and equipment.</li> <li>• Describe the storage and handling procedure for hazardous substances.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate how to analyse the worksite for any organizational and safety breaches.</li> <li>• Demonstrate different disposal techniques depending upon different types of waste.</li> <li>• Employ suitable health and safety legislations while working all times.</li> <li>• Demonstrate the use of personal protective equipment such as goggles, gloves, ear plugs, shoes etc.</li> <li>• Display the correct way of wearing and removing PPE such as face masks, hand gloves, face shields, PPE suits, etc.</li> <li>• Demonstrate the correct way of sanitizing and washing the hands.</li> <li>• Demonstrate the working of warning labels, symbols and other related signages.</li> <li>• Employ different ways to check if equipment/machines are functioning as per requirements and report malfunctioning, if observed.</li> <li>• Demarcate the waste on the basis of recyclable and non-recyclable material.</li> </ul>
<b>Classroom Aids</b>	
White Board, Board Marker, Duster, Projector, Tablet, Chairs, Tables, Smart Board (Optional).	
<b>Tools, Equipment, and Other Requirements</b>	
Personal Protective Equipment, Housekeeping- Materials, Tools and Equipment, Theme-based props.	

## Module 12: Greening practices at worksite

Mapped to FFS/N8205, v 3.0

### Terminal Outcomes:

- Use the resources at the worksite efficiently.
- Apply conservation practices at the worksite.

<b>Duration: 04:00</b>	<b>Duration: 06:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain the various ways of saving energy.</li> <li>• Explain the benefits of periodic cleaning of tools and equipment.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate ways for efficient utilization of material and water.</li> <li>• Employ different ways to check if tools and equipment are functioning correctly and report anomalies if any.</li> </ul>
<b>Classroom Aids</b>	
White Board, Board Marker, Duster, Projector, Tablet, Chairs, Tables, Smart Board (Optional)	
<b>Tools, Equipment, and Other Requirements</b>	
Housekeeping- Materials, Tools and Equipment, Theme-based props.	

## Module 13: Employability Skills

Mapped to DGT/VSQ/N0101, v 1.0

### Terminal Outcomes:

- Discuss the importance of Employability skills and its relevance in personal growth.
- Demonstrate excellent communication and interpersonal skills in various workplace settings.
- Discuss best practices towards gender sensitization and PwD.
- Demonstrate a strong work ethic and the ability to work effectively using effective employability skills.

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Discuss the importance of Employability Skills in meeting the job requirements.</li> <li>• Explain constitutional values, civic rights, duties, citizenship, responsibility towards society, etc. that must be followed to become a responsible citizen.</li> <li>• Discuss 21<sup>st</sup>-century skills.</li> <li>• Discuss the significance of reporting sexual harassment issues in time.</li> <li>• Discuss the significance of using financial products and services safely and securely.</li> <li>• Explain the importance of managing expenses, income, and savings.</li> <li>• Explain the significance of approaching the concerned authorities in time for any exploitation as per legal rights and laws.</li> <li>• Discuss the significance of safely and securely using the internet for browsing and accessing social media platforms.</li> <li>• Discuss the need to identify potential business opportunities, sources for arranging money, and possibly legal and financial challenges.</li> <li>• Explain the significance of identifying customer needs and addressing them.</li> <li>• Discuss the significance of maintaining hygiene and dressing appropriately.</li> <li>• Discuss the significance of dressing up neatly and maintaining hygiene for an interview.</li> <li>• Discuss how to search and register for apprenticeship opportunities.</li> </ul>	<ul style="list-style-type: none"> <li>• Show how to practice different environmentally sustainable practices.</li> <li>• Display a positive attitude, self-motivation, problem-solving, time management skills, and a continuous learning mindset in different situations.</li> <li>• Use appropriate basic English sentences/phrases while speaking.</li> <li>• Demonstrate how to communicate in a well-mannered way with others.</li> <li>• Demonstrate working with others in a team.</li> <li>• Show how to conduct oneself appropriately with all genders and PwD.</li> <li>• Show how to operate digital devices and safely and securely use the associated applications and features.</li> <li>• Differentiate between types of customers.</li> <li>• Create a biodata.</li> <li>• Use various sources to search and apply for jobs.</li> </ul>
<b>Classroom Aids</b>	
White Board, Board Marker, Duster, Projector, Tablet, Chairs, Tables, Smart Board (Optional).	
<b>Tools, Equipment, and Other Requirements</b>	
Sample Biodata, Payment Gateway devices.	

## Module 14: Customer support

Mapped to FFS/N2107, v 1.0

### Terminal Outcomes:

- Demonstrate a comprehensive understanding of the company's furniture products, features, and specifications.
- Stay updated with the latest product offerings, pricing, and promotional information to provide accurate and helpful guidance to customers.
- Assist customers with post-sales queries, product information, and troubleshooting assistance.
- Ensure customer satisfaction by delivering high-quality service and maintaining a professional and helpful attitude.

<b>Duration: 04:00</b>	<b>Duration: 16:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Describe the different furniture products offered by the company, including their features, specifications, and benefits.</li> <li>• Discuss the importance of staying updated with the company's latest product offerings, pricing, and promotional information to provide accurate guidance and address customer inquiries effectively.</li> <li>• Explain the importance of prompt and efficient customer support in building customer loyalty and satisfaction.</li> <li>• Describe different customer communication channels, such as phone, email, and chat, and the tools used for effective communication and issue resolution.</li> <li>• Discuss the significance of post-sales support, including addressing questions, providing product information, and troubleshooting.</li> <li>• Discuss about customer satisfaction and how to deliver high-quality service with a professional and helpful attitude.</li> <li>• Discuss the importance of understanding customer requirements and preferences when assisting them in selecting suitable furniture products.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate a comprehensive understanding of the company's furniture products, including their features, specifications, and unique selling points.</li> <li>• Utilize product knowledge to provide accurate and helpful guidance to customers, ensuring their satisfaction and building trust.</li> <li>• Utilize various customer communication channels and tools to provide prompt and efficient customer support, address inquiries, and resolve issues effectively.</li> <li>• Assist customers with post-sales queries, provide product information, and offer troubleshooting assistance, ensuring customer satisfaction.</li> <li>• Perform interaction with customers in a professional and helpful manner, deliver high-quality customer service, and maintain a positive and customer-centric attitude.</li> <li>• Assist customers in selecting the appropriate products based on their requirements and preferences.</li> </ul>
<b>Classroom Aids</b>	
White Board, Board Marker, Duster, Projector, Tablet, Chairs, Tables, Smart Board (Optional).	
<b>Tools, Equipment, and Other Requirements</b>	
Customer Relationship Management (CRM) System, Customer Feedback Forms.	

## Module 15: Order resolution and warranty management

Mapped to FFS/N2107, v 1.0

### Terminal Outcomes:

- Process customer orders accurately, ensuring efficient handling and timely delivery.
- Resolve order-related issues, coordinate with internal teams for prompt resolution, and provide regular updates to customers.
- Assist customers with warranty claims, repairs, and service coordination to ensure timely resolution of issues.
- Gather customer feedback, actively listen to concerns, and take necessary actions to enhance customer satisfaction and experience.

<b>Duration: 06:00</b>	<b>Duration: 24:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Describe the steps involved in order processing, including order entry, verification, and fulfilment.</li> <li>• Explain the importance of order tracking in ensuring on-time delivery and customer satisfaction.</li> <li>• Discuss how to resolve order-related issues, such as changes, cancellations, or shipping problems.</li> <li>• Describe the company's warranty policies, repair procedures, and the role of the service centre in handling customer issues and repairs.</li> <li>• Explain the steps involved in handling warranty claims and coordinating repairs for customers.</li> <li>• Discuss the importance of maintaining accurate records of warranty claims, repairs, and customer interactions for reference and future support.</li> <li>• Explain the importance of empathetic listening in understanding customer concerns and resolving issues effectively.</li> <li>• Describe the situations that require escalating complex or unresolved issues to higher-level support or management.</li> <li>• Discuss the importance of actively gathering customer feedback to improve products, services, and the overall customer experience.</li> </ul>	<ul style="list-style-type: none"> <li>• Handle customer orders and ensure accurate and efficient order processing</li> <li>• Track orders to ensure on-time delivery and provide regular updates to customers</li> <li>• Identify and address order-related issues, such as changes, cancellations, or shipping problems, by coordinating with relevant internal teams.</li> <li>• Coordinate with the service centre to facilitate timely and accurate resolution of customer issues, ensuring adherence to warranty terms.</li> <li>• Assist customers in handling warranty claims, coordinating repairs, and ensuring timely resolution of issues</li> <li>• Maintain accurate records of warranty claims, repairs, and customer interactions for reference and future support.</li> <li>• Demonstrate empathetic listening skills, effectively understanding and addressing customer concerns.</li> <li>• Identify and appropriately escalate complex or unresolved issues to higher-level support or management, as required</li> <li>• Actively gather customer feedback regarding products, services, and overall customer experience.</li> </ul>
<b>Classroom Aids</b>	
White Board, Board Marker, Duster, Projector, Tablet, Chairs, Tables, Smart Board (Optional).	
<b>Tools, Equipment, and Other Requirements</b>	
Customer Feedback Forms, Warranty and Repair Guidelines.	

## Module 16: After sales feedback and record-keeping

Mapped to FFS/N2107, v 1.0

### Terminal Outcomes:

- Ensure a delightful and interactive experience in all verbal and written interactions.
- Maintain meticulous and comprehensive records of customer interactions, inquiries, and issue resolutions.
- Foster a spirit of collaboration with internal teams, actively sharing valuable customer feedback, insights, and creative suggestions.

<b>Duration: 02:00</b>	<b>Duration: 08:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the role of effective verbal and written communication skills in customer interactions</li> <li>• Explain the importance of accurate and comprehensive documentation of customer interactions, inquiries, and issue resolutions.</li> <li>• Discuss how to collaborate with internal teams and contribute insights and suggestions for process improvements</li> </ul>	<ul style="list-style-type: none"> <li>• Communicate with customers in a clear, concise, and professional manner, both verbally and in writing.</li> <li>• Document customer interactions, inquiries, and issue resolutions accurately and comprehensively</li> <li>• Collaborate effectively with internal teams, sharing customer feedback, insights, and suggestions for process improvements, fostering a customer-centric approach.</li> </ul>
<b>Classroom Aids</b>	
White Board, Board Marker, Duster, Projector, Tablet, Chairs, Tables, Smart Board (Optional).	
<b>Tools, Equipment, and Other Requirements</b>	
Customer Relationship Management (CRM) System, Customer Feedback Forms.	



## Module 17: On-the-Job training for assisting in after sales support activities

Mapped to FFS/N2107, v 1.0

<b>Mandatory Duration:</b> 90:00	<b>Recommended Duration:</b> 00:00
<b>Module Name:</b> On-the-Job Training	
<b>Location:</b> On-Site	
<b>Terminal Outcomes</b>	
<ul style="list-style-type: none"> <li>• Develop a comprehensive understanding of the company's furniture products, features, and specifications, becoming an expert resource for customers.</li> <li>• Stay updated with the latest product offerings, pricing, and promotional information to provide accurate and helpful guidance to customers, ensuring they receive up-to-date and relevant information.</li> <li>• Provide prompt and efficient customer support, addressing inquiries and resolving issues in a timely manner, delivering a positive and satisfying customer experience.</li> <li>• Assist customers with post-sales queries, product information, and troubleshooting assistance, ensuring their ongoing satisfaction and support.</li> <li>• Ensure customer satisfaction by delivering high-quality service and maintaining a professional and helpful attitude, building long-term customer relationships.</li> <li>• Assist customers in selecting the appropriate products based on their requirements and preferences, offering personalized recommendations and solutions.</li> <li>• Handle customer orders and ensure accurate and efficient order processing, maintaining clear and organized records throughout the process.</li> <li>• Track orders to ensure on-time delivery and provide regular updates to customers, keeping them informed about the status of their orders.</li> <li>• Resolve order-related issues, such as order changes, cancellations, or shipping problems, in coordination with internal teams, ensuring swift and satisfactory resolutions.</li> <li>• Familiarize yourself with the company's warranty policies, repair procedures, and coordination of the service center, providing assistance to customers with warranty-related matters.</li> <li>• Assist customers in handling warranty claims, coordinating repairs, and ensuring timely resolution of issues, providing support throughout the process.</li> <li>• Maintain accurate records of warranty claims, repairs, and customer interactions for reference and future support, ensuring a well-documented history of customer interactions.</li> <li>• Actively gather customer feedback regarding products, services, and the overall customer experience, identifying areas for improvement and contributing to continuous enhancement.</li> <li>• Communicate effectively and professionally with customers, both verbally and in writing, ensuring clarity, empathy, and understanding in all interactions.</li> <li>• Document customer interactions, inquiries, and issue resolutions accurately and comprehensively, maintaining a detailed record of customer communication and support provided.</li> <li>• Collaborate with internal teams to share customer feedback, insights, and suggestions for process improvements, contributing to the overall growth and success of the organization.</li> </ul>	

## Annexure

### Trainer Requirements

Trainer Prerequisites – either one of the 3 options						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Graduate	Engineering (Civil, Mechanical), Architecture, Interior Design, Furniture Manufacturing, Wood Work, Product Design or Any other discipline	2	Furniture manufacturing/ Furniture Design/ Furniture Installation/Carpentry/ Interior Design/ Architecture	1	Preferable - Vocational or Academic Training	Preferable - Additional Certification related to specialization in in sales and marketing, architecture or interior design sector (Software like AutoCAD, etc.), Communication Skills.
Certificate-NSQF	NSQF Level 3 Multipurpose Assistant-Furniture Business Development	4	Furniture manufacturing/ Furniture Design/ Furniture Installation/Carpentry/ Interior Design/ Architecture	1	Preferable - Vocational or Academic Training	Required- Work Experience and Recommendation letter from Employer, Certificates of Training from companies.  Preferable - Additional Certification related to specialization in in sales and marketing, architecture or interior design sector (Software like AutoCAD, etc.), Communication Skills
Certificate-NSQF	NSQF Level 4 Assistant Furniture Marketing/ Assistant Sales Representative/ Furniture Customer Support Representative Or Above	3	Furniture manufacturing/ Furniture design/ Furniture Installation/Carpentry/ Interior Design/ Architecture	1	Preferable - Vocational or Academic Training	Required- Work Experience and Recommendation letter from Employer, Certificates of Training from companies.  Preferable - Additional Certification related to specialization in in sales and marketing, architecture or interior design sector (Software like AutoCAD, etc.), Communication Skills

### Trainer Certification

Domain Certification	Platform Certification
<p>Certified for Job Role: “Multipurpose Assistant- Furniture Business Development” mapped to QP: “FFS/Q2101- SI003, v1.0” Level 3.</p> <p>The minimum accepted score will be 80% aggregate.</p>	<p>Recommended that the Trainer is certified for the Job Role: “Trainer (VET and Skills)”, mapped to the Qualification Pack: “MEP/Q2601, v2.0”.</p> <p>The minimum accepted score will be 80% aggregate.</p>

## Assessor Requirements

### Assessor Prerequisites - either one of the 3 options

Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience		Remarks
		Years	Specialization	Years	Specialization	
Graduate	Engineering (Civil, Mechanical), Architecture, Interior Design, Furniture Manufacturing, Wood Work, Product Design or Any other discipline	2	Furniture manufacturing/ Furniture Design/ Furniture Installation/Carpentry/ Interior Design/ Architecture	1	Preferable - Vocational or Academic Training	Preferable - Additional Certification related to specialization in in sales and marketing, architecture or interior design sector (Software like AutoCAD, etc.), Communication Skills.
Certificate-NSQF	NSQF Level 3 Multipurpose Assistant- Furniture Business Development	4	Furniture manufacturing/ Furniture Design/ Furniture Installation/Carpentry/ Interior Design/ Architecture	1	Preferable - Vocational or Academic Training	Required- Work Experience and Recommendation letter from Employer, Certificates of Training from companies.  Preferable - Additional Certification related to specialization in in sales and marketing, architecture or interior design sector (Software like AutoCAD, etc.), Communication Skills.
Certificate-NSQF	NSQF Level 4 Assistant Furniture Marketing/ Assistant Sales Representative/ Furniture Customer Support Representative Or Above	3	Furniture manufacturing/ Furniture design/ Furniture Installation/Carpentry/ Interior Design/ Architecture	1	Preferable - Vocational or Academic Training	Required- Work Experience and Recommendation letter from Employer, Certificates of Training from companies.  Preferable - Additional Certification related to specialization in in sales and marketing, architecture or interior design sector (Software like AutoCAD, etc.), Communication Skills

### Assessor Certification

Domain Certification	Platform Certification
<p>Certified for Job Role: “Multipurpose Assistant- Furniture Business Development” mapped to QP: “FFS/Q2101- SI003, v1.0” Level 3.</p> <p>The minimum accepted score will be 80% aggregate.</p>	<p>Recommended that the Assessor is certified for the Job Role: “Assessor (VET and Skills)”, mapped to the Qualification Pack: “MEP/Q2701, v2.0”.</p> <p>The minimum accepted score will be 80% aggregate.</p>

## Assessment Strategy

This section includes the processes involved in identifying, gathering, and interpreting information to evaluate the learner on the required competencies of the program.

At FFSC, we believe to gauge the performance of a candidate a holistic approach for assessment is essential. As such we have devised a multi-tier process to keep track of candidate overall progress at various stages. While a few techniques are imbibed as part of the training delivery program, others are explicit ways of testing. These are:

1. Internal (Preferred)
  - a. Trainer Led Assessment
  - b. Master Trainer/ Program Mentor Led Assessment
2. External
  - a. Assessment Partners/ Freelance Assessors (Mandatory)
  - b. Industry (Preferred)

### 1. Internal (Preferred)

#### a. Trainer Led Assessment:

As part of the Training Delivery Program, various tests and projects are designed at regular intervals to gauge the progress of the candidate during the training program. These are mix of Theory and practical, individual and group activities.

Trainers will be provided specific training under the ToT programs to conduct these assessments. A report of the same will be submitted to the assigned Master Trainer/ Program Mentor.

#### b. Master Trainer/ Program Mentor Led Assessment:

Every trainer/ batch should be connected with a Master Trainer/ Program Mentor, who will keep a check on the progress of the batch. Trainer can consult the Master Trainer/ Program Mentor with regards to training delivery or conducting periodic assessments.

Master Trainer/ Program Mentor may conduct their own session to assess the progress of the candidates, using the means as deemed suitable and feasible.

### 2. External

#### a. Assessment Partners/ Freelance Assessors:

An external assessment shall mandatorily be conducted by Assessment Partners via ToA certified Assessors or ToA certified Freelance Assessors. There are 3 key stages of any assessment activity – Pre-Assessment, During Assessment and Post Assessment. The defined system for conducting the assessment shall be followed at each stage.

FFSC Training and Assessment Team or any other assigned authority by FFSC, may conduct surprise or planned visits and checks from quality assurance and monitoring perspective.

The requirements and details of each stage are as highlighted below:

### 1. Pre-Assessment:

- a. Assessment Partner/ Assessor/ Freelance Assessor Validation
- b. Training Centre Check for Assessment Setup/ Infra
- c. Question Papers submission by Assessment Partner/ Freelance Assessor to FFSC
- d. FFSC to validate and approve the Question papers in line with NOS and PC.
- e. FFSC Affiliation and Project Assessment Approval
- f. Centre ready for Assessment intimation by Training Partner or by the assigned Neutral Assessment Centre

### 2. During Assessment (on the Assessment Day):

The assessment can be conducted in offline, online or hybrid format depending on the feasibility and approvals from FFSC. Under either process the below guidelines are important to be compiled:

- a. Check the availability of the Lab Equipment for the particular Job Role as per the mode of conducting assessment.
- b. Candidate Validation: Confirm the Aadhar Card details of candidates
- c. Check the duration of the training
- d. Check the Assessment Start and End time to be as specified in documents
- e. Assessor/ Freelance Assessor must follow the assessment guidelines at all times.
- f. Intimation to FFSC Training and Assessment Monitoring Team for Assessment Quality Assurance checks.
- g. Ensure evidence of conducting assessment is gathered as per FFSC protocol:
  - i. Time-stamped and geotagged reporting of the assessor from assessment location
  - ii. Centre photographs with signboards and scheme-specific branding
  - iii. Biometric or manual attendance sheet (stamped by T.P.) of the trainees during the training period
  - iv. Time-stamped and geotagged assessment (Theory + Viva + Practical) photographs and videos
- h. Required documentation for submissions to the FFSC

### 3. Post Assessment:

- a. Timely submission of the assessment documentation and feedback to FFSC
- b. Hard copies of the documents are stored
- c. Soft copies of the documents and photographs of the Assessment are uploaded/accessed from Cloud Storage
- d. Soft copies of the documents and photographs of the Assessment stored in the Hard Drives
- e. Any other compliance requirement as defined by FFSC

### b. Industry Partner:

FFSC may engage the Industry Partners and the Subject Matter Experts to conduct the Assessment of the candidates at various stages during the training program.

## References

## Glossary

Term	Description
<b>Declarative Knowledge</b>	Declarative knowledge refers to facts, concepts, and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.
<b>Key Learning Outcome</b>	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
<b>OJT (M)</b>	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on-site
<b>OJT (R)</b>	On-the-job training (Recommended); trainees are recommended the specified hours of training on-site
<b>Procedural Knowledge</b>	Procedural knowledge addresses how to do something or how to perform a task. It is the ability to work or produce a tangible work output by applying cognitive, affective, or psychomotor skills.
<b>Training Outcome</b>	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training.
<b>Terminal Outcome</b>	The terminal outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module. A set of terminal outcomes help to achieve the training outcome.



## Acronyms and Abbreviations

Term	Description
QP	Qualification Pack
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards
QC	Quality Checking
PwD	Person with Disability
ToT	Training of Trainers
ToA	Training of Assessors
FFSC	Furniture and Fittings Skill Council
TP	Training Partner
PC	Performance Criteria
NA	Not Applicable
MS	Microsoft
PPE	Personal Protective Equipment
2D	2-Dimensional
3D	3-Dimensional
SOP	Standard Operating Procedure
AR	Augmented Reality
VR	Virtual Reality
OJT	On-the-Job Training
FF&E	Furniture Fixtures & Equipment
POC	Point of Contact
POSH	Prevention Of Sexual Harassment
CPR	Cardiopulmonary Resuscitation