

Model Curriculum

Lock Technician

SECTOR: FURNITURE & FITTINGS
SUB-SECTOR: FITTINGS AND FIXTURES
OCCUPATION: FITTING
REF. ID: FFS/ Q5703, VERSION 1.0
NSQF LEVEL: 4



Certificate

CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

FURNITURE & FITTINGS SKILL COUNCIL

for the

MODEL CURRICULUM

Complying to National Occupational Standards of
Job Role/Qualification Pack: **'Lock Technician'** QP No. **'FFS/Q5703 NSQF Level 4'**

Date of Issuance: December 31st, 2015

Valid up to: December 30th, 2016

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



Authorised Signatory
(Construction Skill Development Council)

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Lock Technician

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “Lock Technician”, in the “Furniture” Sector/Industry and aims at building the following key competencies amongst the learner

Program Name	Lock Technician		
Qualification Pack Name & Reference ID.	FFS/ Q5703		
Version No.	1.0	Version Update Date	30-12-2015
Pre-requisites to Training	Preferably equivalent to 5 th (Normal literacy of reading, writing and understanding) Minimum two years of experience as a helper in lock services or a carpenter in furniture making preferred		
Training Outcomes	<p>After completing this Programme, participants will be able to:</p> <ul style="list-style-type: none"> • Gain understanding about the Lock Technician Job Role: General introduction to the job role, importance of the Lock Technician with respect to the furniture and fittings industry, potential and prospects of Lock Technician in the industry. • Identify and use basic tools, equipment & materials: Effectively identify, select & use the specified tools and equipment relevant to lock technician works. • Maintain the work area, tools and equipment: Appropriate method of handling tools, equipment and organizing the work area. • Carry out lock installation activities: Different types of locks, lock systems, choosing right type of lock, installing lock perfectly. • Perform lock repairing and servicing: Identify the defects of locks, do the repairing and servicing. • Gain knowledge on Environment Health & Safety: Well versed with health and safety measures in terms of personal safety and equipment safety relevant to lock technician occupation. • Learn effectively to do the work at work place: Work effectively with stakeholder, adhering to the organizational rules and regulations. 		

This course encompasses 5 out of 5 National Occupational Standards (NOS) of “Lock Technician” Qualification Pack issued by “SSC: Furniture & Fittings Skill Council”.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<p>Introduction</p> <p>Theory Duration (hh:mm) 04:00</p> <p>Practical Duration (hh:mm) 00:00</p> <p>Corresponding NOS Code Bridge Module</p>	<ul style="list-style-type: none"> Gain knowledge General Discipline in the class room Role of a Lock Technician, the job opportunities and importance of the job role in the fittings and fixtures industry Scope of fittings and fixtures industry Basic skills communication Basic reading capabilities to enable reading of signs, notices and/or cautions at site. 	<p>1X Blackboard,2 Packet of Chalk & 1 X duster</p>
2	<p>Understanding the organizational context/ company/ employer</p> <p>Theory Duration (hh:mm) 04:00</p> <p>Practical Duration (hh:mm) 00:00</p> <p>Corresponding NOS Code FFS/N5703</p>	<ul style="list-style-type: none"> Expectations and responsibilities of the job role Knowing and understanding the importance of the rules, codes, guidance and standards, policies, manuals, rules and regulation of the organization Contacting the concerned persons in case of queries on procedures/ products/ problem Knowing the escalation hierarchy 	
3	<p>Tools, equipment and work areas</p> <p>Theory Duration (hh:mm) 04:00</p> <p>Practical Duration (hh:mm) 16:00</p> <p>Corresponding NOS Code FFS/N8501</p>	<ul style="list-style-type: none"> Identify and handling of required tools, equipment and consumable safely and correctly Cleaning and maintenance procedures Maintenance of appropriate environment to protect stock from pilfering, theft, damage and deterioration Disposing waste and by product safely in the designated location Storing cleaning equipment safely after use Completion of storing accurate records, documentation Different ways of minimizing wastes Giving inputs and assistance in completing and maintaining documentation Gain knowledge how to Analyze, evaluate and application of the information gathered from observation, experience, reasoning or communication to act efficiently Identification of any defects in materials, tools and equipment and fixing the problems Using appropriate materials to clean the tools and equipment 	<p>Tool box, hammer, nail puller, measuring tape, hole saw cutter, carpenter pencil, utility knife, screw drivers, various saws, nail punch, screws, connector, drills, drivers, fastening tools (with power), spirit/ water levelling, studs, jacks, wood chisels, tapes</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
4	<p>Environmental Health, Safety and Security at Work Place</p> <p>Theory Duration (hh:mm) 04:00</p> <p>Practical Duration (hh:mm) 00:00</p> <p>Corresponding NOS Code FFS/N8601</p>	<ul style="list-style-type: none"> • He will understand General safety Rules, common hazards in the work area and procedures for dealing • Follow safety procedure to Personal protective equipment like gloves, goggles, earplugs, nose mask, shoes etc. and their application under different working conditions. • Introduction to various safety procedures and methods like barricading of work place, signage, safety drills, evacuation Procedures etc. • Reporting procedure for violation of safety. • Introduction to waste management and pollution control. • Knowledge of various health hazards relevant to workplace and basic first aid training. • Identification and selection of right equipment such as fire extinguisher & based on type of fire. • Following agreed work location procedures in the event of an emergency and of any injury • Cleaning the work area to prevent mishaps 	<p>Sample gloves, ear plugs, goggles, nose mask, Fire Extinguisher Usage, etc.</p>
5	<p>Understanding lock, lock systems and types of various doors/ windows</p> <p>Theory Duration (hh:mm) 16:00</p> <p>Practical Duration (hh:mm) 00:00</p> <p>Corresponding NOS Code FFS/N5703</p>	<ul style="list-style-type: none"> • Understanding types of lock and types of door, door functioning, types and alignments of lock as per functioning of door • Functioning and types of various doors/windows • Understanding basics of lock systems, process of operating machines like drilling machine, chisel etc. • Knowledge on different lock problems/ faults • Understanding faults in doors which causes problems in locks 	
6	<p>Lock installation activities</p> <p>Theory Duration (hh:mm) 12:00</p> <p>Practical Duration (hh:mm) 36:00</p> <p>Corresponding NOS Code FFS/N5703</p>	<ul style="list-style-type: none"> • Gain Knowledge decision on right type of lock on the basis of type of door • Choosing the right type of drill bits and tools depending on the type of door • Arranging the lock marker properly, if provided in the lock set • Drilling holes properly on the door using the drill machine • Placing the front portion of the lock with the logo upward, in the front part of the door • Securing the lock retainer on the other portion of the door with lock fixing screws with screwdriver • Identification of the length of the flat strip for fixing the lock on the door • Placing the latch assembly on the door frame as per the alignment of lock on the door • Marking the area latch assembly unit using a marker 	<p>Tool box, hammer, nail puller, measuring tape, hole saw cutter, carpenter pencil, utility knife, screw drivers, various saws, nail punch, screws, connector, drills, drivers, fastening tools (with power), spirit/ water leveling, studs, jacks, wood chisels, tapes</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> Making chippings on the door using a chisel to ensure the latch fits in the door Securing the latch with screws Ensuring lock body aligned accordance with door latch Making necessary adjustments if the lock and the latch is not aligned Checking functioning of the lock by using the key Identification of process and problems and resolving the problems Knowing the procedures of fixing the lock on the door 	
7	Lock repairing and servicing Theory Duration (hh:mm) 08:00 Practical Duration (hh:mm) 24:00 Corresponding NOS Code FFS/N5704	<ul style="list-style-type: none"> Understanding the Process of checking the warranty of lock Identification of the possible faults in the lock as per the complains of the customer Dismantling of the lock if required Using appropriate tools and equipment for repairing the lock Changing defective component of lock Assembling the lock system after repair as per the standard procedure Ensuring proper functioning of the lock using appropriate method Reporting the problem to company if lock cannot be repaired and other problems persists 	
8	Carrying out work effectively at the workplace Theory Duration (hh:mm) 04:00 Practical Duration (hh:mm) 00:00 Corresponding NOS Code FFS/N8701	<ul style="list-style-type: none"> Understanding Working effectively with others whenever required Keeping work area neat and in organized state Finishing all the allocated tasks within the required time frame and adhering to the standards Behaving in a courteous manner with colleagues, customers Asking for clarification, seeking help from the right authority at the work place Following dress code of the work location Adhering to the norms, policies, procedures of the organization Seeking clarification, identifying and reporting to the right authority as and when required 	
	Total Duration Theory Duration 56:00 Practical Duration 76:00	Unique Equipment Required: 1 X black board, 1 packet of chalk, Duster, safety glasses, Nose Mask, Tool box, hammer, nail puller, measuring tape, hole saw cutter, carpenter pencil, utility knife, screw drivers, various saws, nail punch, screws, connector, drills, drivers, fastening tools (with power), spirit/ water levelling, studs, jacks, wood chisels, tapes	

Grand Total Course Duration: 132:00 Hours

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

Trainer Prerequisites for Job role: “Lock Technician” mapped to Qualification Pack: “FFS/Q5703”

Sr. No.	Area	Details
1	Description	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “FFS/Q5703”.
2	Personal Attributes	Aptitude for conducting training, and pre/ post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well-organized and focused, eager to learn and keep oneself updated with the latest in the mentioned field.
3	Minimum Educational Qualifications	Preferably equivalent to 5th (Normal literacy of reading, writing and understanding)
4a	Domain Certification	Certified for Job Role: “Lock Technician” mapped to QP: “FFS/Q5703”. Minimum accepted score as per FFSC will be 70%
4b	Platform Certification	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “SSC/Q1402”. Minimum accepted score as per FFSC will be 70%
5	Experience	Minimum Three year site experience in Woodworking and Knowledge of Locks.

Annexure: Assessment Criteria

Assessment Criteria for Lock Technician	
Job Role	Lock Technician
Qualification Pack	FFS/ Q5703
Sector Skill Council	Furniture & Fittings

Sr. No.	Guidelines for Assessment
1	Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2	The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3	Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
4	Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5	To pass the Qualification Pack, every trainee should score a minimum of 50% aggregate
6	In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack

NOS	Performance Criteria	Marks Allocation			
		Total Mark	Out Of	Theory	Skills Practical
FFS/N5703 Carry out lock installation activities	PC1. Identify the type of lock as per the design and functioning of the door/window	33	3	1	2
	PC2. Place the lock marker if provided in the lock set on the designated location		1	1	0
	PC3. Choose appropriate drill blades, depending on the thickness of the door		3	1	2
	PC4. Drill appropriate holes on the door using the drill machine		2	0	2
	PC5. Place the front portion of the lock with the logo upward, in the front part of the door.		3	1	2
	PC6. Place the lock retainer plate on the other side of the door		1	0	1
	PC7. Secure the lock retainer on the other portion of the door with lock fixing screws with screwdriver		3	1	2
	PC8. Identify the length of the flat strip and screw to be cut as per the thickness of the door		3	1	2
	PC9. Place the latch assembly on the door frame as per the alignment of lock on the door		3	1	2
	PC10. Mark the area latch assembly unit using a marker		2	1	1
	PC11. Make chippings on the door using a chisel to ensure the latch fits in the door		2	0	2
	PC12. Secure the latch with screws		2	0	2
	PC13. Ensure lock body is aligned in accordance with door latch		1	1	0
	PC14. Make necessary adjustments if the lock and the latch is not aligned		1	0	1
	PC15. Check functioning of lock by using the key		1	0	1
	PC16. Clean the work area to prevent mishaps		1	0	1
	PC17. Use appropriate materials to clean the tools and equipment		1	1	0
	Total	33	10	23	
FFS/N5704 Perform lock repairing and servicing	PC1. Check warranty of lock prior to initiating work service	20	3	1	2
	PC2. Identify the possible problem/problems in the lock as per the complains of the customer		2	1	1
	PC3. Visually check the lock for any fault		2	0	2
	PC4. Dismantle the lock if required to get a better understanding of the faults		2	0	2
	PC5. Identify the cause of the fault based on the inspection		2	1	1
	PC6. Use appropriate tools and equipment's to be used to repair the lock		1	1	0

NOS	Performance Criteria	Marks Allocation			
		Total Mark	Out Of	Theory	Skills Practical
	PC7. Change the defective component of the lock as per the organizational procedures		3	1	2
	PC8. Assemble the lock system after the repair as per the standard procedure		3	1	2
	PC9. Ensure proper functioning of the lock using appropriate methods		1	0	1
	PC10. Report the problem to retailer/company if lock cannot be repaired and the problem persists		1	1	0
		Total	20	7	13
FFS/N8501 Maintain the work area, tools and machines	PC1. Handle materials, machinery, equipment and tools safely and correctly	20	2	0	2
	PC2. Use correct handling procedures		2	0	2
	PC3. Use materials to minimize waste		1	1	0
	PC4. Prepare and organize work		1	0	1
	PC5. Maintain a clean and hazard free working area		1	0	1
	PC6. Deal with work interruptions		2	0	2
	PC7. Maintain tools equipment and consumables		1	0	1
	PC8. Work in a comfortable position with the correct posture		1	0	1
	PC9. Use cleaning equipment and methods appropriate for the work to be carried out		2	0	2
	PC10. Dispose of waste safely in the designated location		2	1	1
	PC11. Store cleaning equipment safely after use		1	0	1
	PC12. Ensure safe and correct handling of materials, equipment and tools		2	0	2
	PC13. Maintain appropriate environment to protect stock from pilfering, theft, damage and deterioration		2	0	2
		Total	20	2	18
FFS/N8601 Maintain health, safety and security at workplace	PC1. Follow health and safety related instructions applicable to the work location at all times	13	1	1	0
	PC2. Carry out own activities in line with approved guidelines and procedures		1	0	1
	PC3. Ensure the worksite is free from health and safety hazards		1	0	1
	PC4. Follow manufacturers' and other relevant instructions relating to safe use of equipment and materials		1	1	0
	PC5. Safely handle and move waste and debris		2	1	1
	PC6. Seek clarifications, from supervisors or other authorized personnel in case of perceived risks		1	1	0
	PC7. Monitor the workplace and work processes for potential risks and threats		1	0	1

NOS	Performance Criteria	Marks Allocation			
		Total Mark	Out Of	Theory	Skills Practical
	PC8. Identify and Report any hazards and potential risks/ threats to supervisors or other authorized personnel		1	1	0
	PC9. Undertake first aid related to fractures, cuts, bleeding, burn and electrocution if asked to do so		1	1	0
	PC10. Take appropriate action in case a of fire emergency		1	0	1
	PC11. Use safety equipment and personal protection equipment egg loves , goggles ,mask and shoes correctly		1	0	1
	PC12. Follow agreed work location procedures in the event of an emergency and of any injury		1	0	1
		Total	13	6	7
FFS/N8701 Carry out work effectively at the workplace	PC1. Ensure all the required resources before beginning work	14	1	0	1
	PC2. Whenever necessary work with others to achieve set work objectives		1	1	0
	PC3. Keep work area in a tidy and organized state		1	0	1
	PC4. Complete allocated tasks within the desired time frame and quality Standards		1	1	0
	PC5. Display courteous behaviour at all times		1	1	0
	PC6. Respond politely to customer queries		1	0	1
	PC7. Seek assistance as and when required from appropriate authority at the workplace in an appropriate manner		1	0	1
	PC8. Ask questions and seek clarifications on work tasks whenever required		1	0	1
	PC9. Follow dress code as applicable at the work location		1	1	0
	PC10. Carry out work functions in accordance with the norms of the organization and work place		1	0	1
	PC11. Follow organizational policies and procedures		2	1	1
	PC12. Seek and obtain clarifications on policies and procedures, from the supervisor or other authorized personnel		1	0	1
	PC13. Identify and report any possible deviations to appropriate authority		1	0	1
		Total	14	5	9



Furniture and Fittings Sector Skill Council

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