

# QUALIFICATION PACK – OCCUPATIONAL STANDARD FOR FURNITURE AND FITTINGS SECTOR

## What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

### Contact Us:

E-mail: [NOS@ffsc.in](mailto:NOS@ffsc.in)

Ph No.: 012-44425251



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## Introduction

### Qualification Pack- Fitter - Modular Furniture

<b>SECTOR:</b>	FURNITURE AND FITTINGS
<b>SUB SECTOR:</b>	Fittings and Fixtures
<b>OCCUPATION:</b>	Fitting
<b>REFERENCE ID:</b>	FFS/Q5702
<b>ALIGNED TO:</b>	NCO- 2004/NIL

The visual quality and finishing of the modular furniture depends on the accurate and error free assembling of parts. Fitting process involves assembling of different independent parts to make the final product as per the client requirement.

**Brief Job Description:** Fitter is required to assemble various products in modular furniture by delivering the product to the customer, fitting the parts together and checking the final installed products for any damages.

**Personal Attributes:** Fitter should have knowledge of different types of furniture installations. They are required to be flexible in terms of adapting their style of work to different types of furniture design and have inclination towards aesthetics. He/she should have good mathematical skills and have accuracy in measurement along with having good hand-eye coordination.

**Qualification Pack For Fitter**

<b>Job Details</b>	<b>Qualifications Pack Code</b>	<b>FFS/Q5702</b>		
	<b>Job Role</b>	<b>Fitter - Modular Furniture</b>		
	<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
	<b>Sector</b>	<b>Furniture and Fittings</b>	<b>Drafted on</b>	<b>23/06/15</b>
	<b>Sub-sector</b>	<b>Fittings and Fixtures</b>	<b>Last reviewed on</b>	<b>30/06/15</b>
	<b>Occupation</b>	<b>Fitting</b>	<b>Next review date</b>	<b>30/06/17</b>
	<b>NSQC Clearance on</b>			
	<b>Job Role</b>	<b>Fitter - Modular Furniture</b>		
<b>Role Description</b>	Furniture Installer is required to assemble various products in modular furniture by delivering the product to the customer, fitting the parts together and checking the final installed products for any damages.			
<b>NSQF level</b>	4			
<b>Minimum Educational Qualifications</b>	Preferably Class V			
<b>Maximum Educational Qualifications</b>	N/A			
<b>Training</b> (Suggested but not mandatory)	N/A			
<b>Minimum Job Entry Age</b>	18 Years			
<b>Experience</b>	Minimum of two years of experience as an assistant in modular furniture making preferred.			
<b>Applicable National Occupational Standards (NOS)</b>	<p><b>Compulsory</b></p> <ol style="list-style-type: none"> <li><a href="#">FFS/N5702Install different parts of the product</a></li> <li><a href="#">FFS/N8501Maintain the work area, tools and machines</a></li> <li><a href="#">FFS/N8601Maintain health, safety and security at workplace</a></li> <li><a href="#">FFS/N8701Carry out work effectively at the workplace</a></li> </ol> <p><b>Optional:</b> N.A.</p>			
<b>Performance Criteria</b>	As described in the relevant OS units			

**Qualification Pack For Fitter**

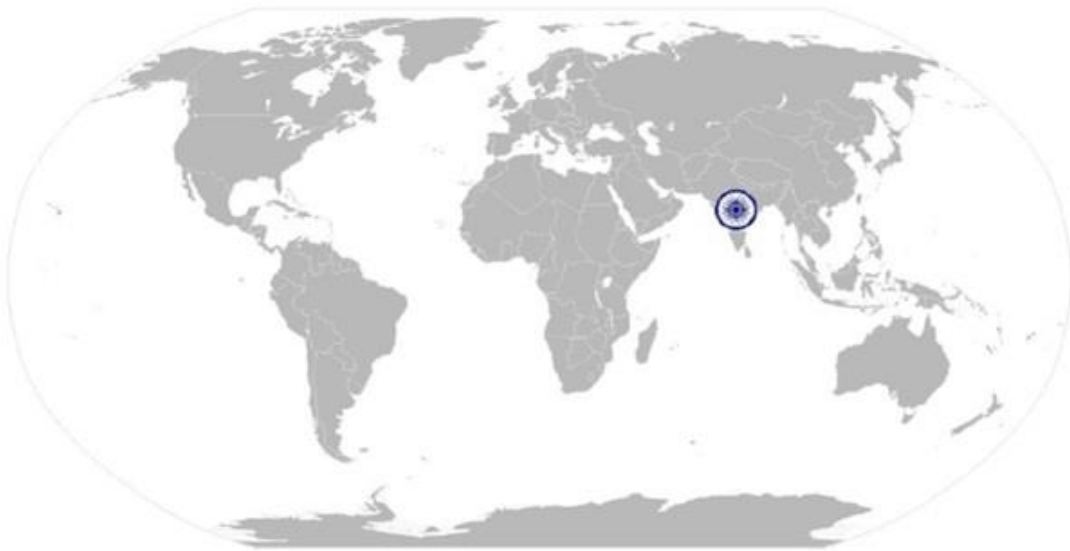
**Definition**

Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Sub-functions	Sub-functions are sub-activities essential to fulfil achieving the objectives of the function.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding; he/she needs to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in the Indian context.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack(QP)	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Unit Code	Unit Code is a unique identifier for an Occupational Standard, which is denoted by an 'N'.
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to find the required one.
Scope	Scope is the set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on the quality of required performance.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform up to the required standard.

*Qualification Pack For Fitter*

Acronyms	Keywords /Terms	Description
	OS	Occupational Standard(s)
	NOS	National Occupational Standard(s)
	QP	Qualifications Pack
	NSQF	National Skill Qualifications Framework
	TBD	To Be Determined

# National Occupational Standard



## Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required for installing different parts to make final product in modular furniture.

**FFS/N5702**

**Install different parts of the product**

National Occupational Standard

<b>Unit Code</b>	<b>FFS/N5702</b>
<b>Unit Title (Task)</b>	<b>Install different parts of the product</b>
<b>Description</b>	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required for installing different parts to make final product in modular furniture.
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Preparatory activities for installing the product</li> <li>• Installation of Modular Furniture</li> <li>• Post Installation activities</li> <li>• Quality Inspection</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Preparatory activities for installing the product</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Undertake site measurement according to design for project level work</p> <p>PC2. Conduct site measurement ahead of sales for product level work</p> <p>PC3. Study the 2D /3D drawings of the modular furniture design to understand the specification</p> <p>PC4. Check the 2D as well as 3D design of the product to get a better clarity , if required</p> <p>PC5. Ensure that all the required materials, tools and equipment have reached on time</p> <p>PC6. Verify the required tools, equipment and fittings are as per the design and client requirement</p> <p>PC7. Verify the fittings to be used are as per the standards and the requirements of the worksite</p> <p>PC8. Report to the supervisor about fittings that do not conform to quality standards</p> <p>PC9. Ensure that the work area is clean and free from hazards</p> <p>PC10. Ensure that the floor guard or any other floor safety material is spread on the floor to prevent damage to the floor</p> <p>PC11. Identify the products to be installed and organize the work as per supervisors' instructions</p> <p>PC12. Identify appropriate parts, wooden planks and laminates to be used for the product/ units appropriate to the design</p> <p>PC13. Organize the tools and equipment used for installation</p> <p>PC14. Identify the appropriate power sockets to be used for different electrical equipment</p> <p>PC15. Check for safety and proper functioning of the power sockets</p> <p>PC16. Conduct a test run of all the electrical equipment before starting the actual work</p> <p>PC17. Report to the supervisor in case of unsafe electrical equipment and power socket</p>
<b>Installation of Modular Furniture</b>	PC18. Identify the slots for placing each part of the product as per the design specification

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**Install different parts of the product**

	<p>PC19. Take measurement of the area and the corresponding fittings to be installed</p> <p>PC20. Report to the supervisor in case of any errors in measurement</p> <p>PC21. Assemble the components as per the drawings / instructions of the supervisor</p> <p>PC22. Fix different parts of the product if required, before installation</p> <p>PC23. Attach glass, mirrors, steel knobs, etc. if required as per the design and instructions of the supervisor</p> <p>PC24. Place the product/ parts and fittings at the specified location as per the design specification</p> <p>PC25. Position the fittings for the right fit within the required tolerances</p> <p>PC26. Use appropriate tools and equipment for positioning of fittings</p> <p>PC27. Use appropriate amount of pressure while hammering depending on the materials used</p> <p>PC28. Use appropriate amount of adhesives as per the instructions of the supervisor</p> <p>PC29. Check and confirm that doors, falls and drawers fit to within the specified tolerances for alignment and movement</p> <p>PC30. Rectify any faults in fittings which need to be dealt with, for the specified quality to be achieved</p>
<p><b>Post Installation activities</b></p>	<p>PC31. Ensure all the tools and equipment are collected and placed accordingly post installation</p> <p>PC32. Ensure place is clean post installation activities</p> <p>PC33. Ensure installed product is free from dirt and scratches or any other damages</p> <p>PC34. Polish the surfaces of the products/unit if required as per the instructions of the supervisor</p> <p>PC35. Segregate materials into reusable and waste</p> <p>PC36. Dispose waste as per the standards set by the organization</p> <p>PC37. Complete documentation, if required, as per organizational protocol</p> <p>PC38. take customer feedback , if required, as per organizational protocol</p>
<p><b>Quality Inspection</b></p>	<p>PC39. Ensure that surfaces where the fittings are to be attached, are in suitable condition</p> <p>PC40. Conduct a visual check on all the doors, falls and drawers against the specifications</p> <p>PC41. Conduct complete quality checks as per the specifications</p> <p>PC42. Rectify any faults in fittings which need to be dealt with, for the specified quality to be achieved</p> <p>PC43. Ensure installed product is free from dirt and scratches or any other damages</p> <p>PC44. Mend / repair very minor damages if any ,caused in transit to the customer location</p> <p>PC45. Ensure proper functioning of the installed furniture</p> <p>PC46. Ensure the product/unit has hassle free opening and closing</p> <p>PC47. Pack product in plastic cover, if required, as per organizational protocol</p> <p>PC48. Clean product post installation</p>

**FFS/N5702**

**Install different parts of the product**

Knowledge and Understanding (K)	
<p><b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Expectations and responsibilities of the job role</p> <p>KA2. The organization’s rules, codes, guidelines and standards</p> <p>KA3. Various types of designs of the products</p> <p>KA4. Statutory responsibilities under organizational legislation and regulations</p> <p>KA5. Common hazards in the work area and workplace procedures for dealing with them</p> <p>KA6. Contact person in case of queries on procedure or products</p> <p>KA7. Method to handle tools and equipment safely and the health and safety implications of not doing so</p> <p>KA8. Proper disposal system for waste and by-product</p> <p>KA9. Escalation hierarchy</p>
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The process of site measurement for project level work</p> <p>KB2. Measurement length, width &amp; depth in MKS &amp; FPS system and its application</p> <p>KB3. Marking out and measuring accurately</p> <p>KB4. Reading and interpreting 2D / 3D drawings</p> <p>KB5. Different types of product- Base Unit, Wall Unit, Loft, Appliances, Accessories, False Ceiling, Cabinets, Crockery unit, Paneling, Shoe rack with seating, Console Table, Drawers, Storage room, Entertainment unit, Partition, Wardrobe, Sliding door, Study table, Dressing table, Shelves</p> <p>KB6. Various types of furniture accessories and embedded hardware</p> <p>KB7. Various consumable required for fitting the furniture Various preparatory material that are required to avoid damage to the environment</p> <p>KB8. Various types of joints – butt joinery, dovetail and lapped dovetail joinery, miters and scribes, mortise and tenon joinery, glues and correct choice of glue</p> <p>KB9. Different process involved in assembling of products</p> <p>KB10. The appropriate slots for fitting the furniture</p> <p>KB11. Process of operating different equipment</p> <p>KB12. Different tools and equipment-</p> <ul style="list-style-type: none"> <li>• Assembly guidelines</li> <li>• Tool Box</li> <li>• Hammer</li> <li>• Measuring Tape</li> <li>• Carpenter Pencil</li> <li>• Utility knife</li> <li>• Screws and Screw drivers</li> <li>• Hardware pouch</li> <li>• Portable Ladder</li> <li>• Hinges</li> </ul>



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**Install different parts of the product**

	<ul style="list-style-type: none"> <li>• Connector</li> <li>• Drill bits and machines</li> <li>• Fastening tools(with power)</li> <li>• Spirit/Water leveling</li> <li>• Studs, Jacks</li> <li>• Floor guard</li> <li>• Tapes and adhesives</li> <li>• Paint touch ups</li> </ul> <p>KB13. Cleaning and maintenance procedures            KB14. The correct amount of pressure and tolerance to be applied            KB15. The importance of checking fit tolerances            KB16. Powered tools' handling procedure            KB17. Technique of operating various tools and equipment            KB18. Technique of joining the materials with nails, screws, staples, or adhesives            KB19. Amount of adhesive to be used            KB20. Procedure for estimation of quantity of material and consumables required            KB21. Technique of polishing furniture for proper finishing            KB22. Proper mechanism of packing installed furniture, if required by company protocol            KB23. Safety procedures to follow while operating powered tools            KB24. Method of conducting visual inspection for any errors or damages to the cut components            KB25. Proper waste disposal method            KB26. The method to identify process and product problems            KB27. Personal protective equipment and method of use            KB28. The handling and storage of different tools and equipment            KB29. Correct lifting and handling procedures</p>
<b>Skills (S)</b>	
<b>A. Core Skills / Generic Skills</b>	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: SA1. Write in English/local language as applicable SA2. Mark appropriately based on the measurements
	<b>Reading Skills</b>
	The user/ individual on the job needs to know and understand how to: SA3. Read Basic English/ local language as applicable SA4. Read and understand manuals, health and safety instructions, memos, reports, job cards etc. SA5. Basic arithmetic skills to measure and understand markings
	<b>Oral Communication (Listening and Speaking Skills)</b>
	The user/ individual on the job needs to know and understand how to: SA6. Communicate effectively with team SA7. Communicate with customer as applicable
<b>B. Professional Skills</b>	<b>Decision Making</b>

## FFS/N5702

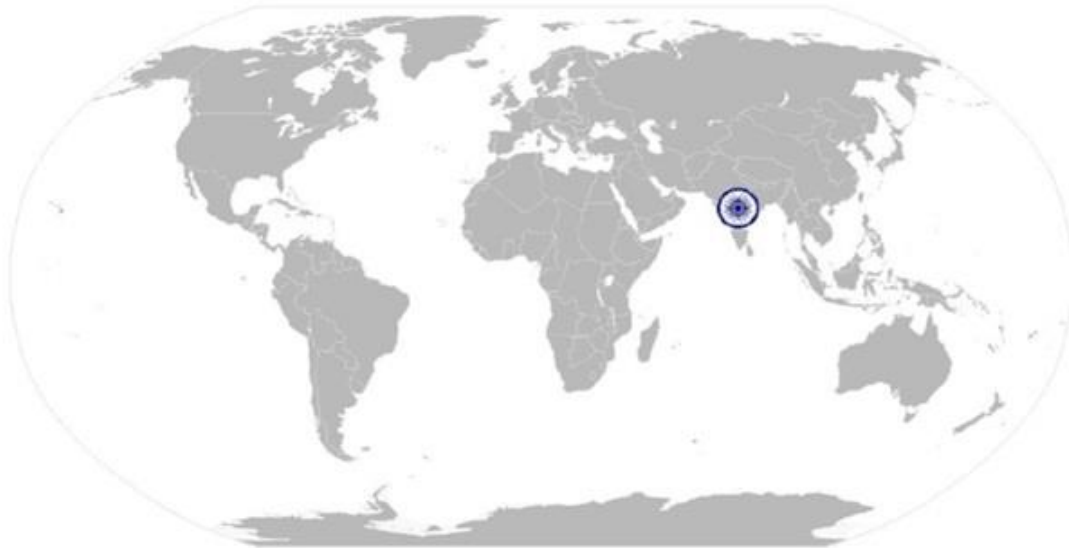
### Install different parts of the product

	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB1. Analyze the defects and the procedure for dealing with it</p> <p>SB2. Use correct safety gear as applicable while at the workplace</p> <p>SB3. Take appropriate decisions related to responsibilities</p> <p>SB4. Install the furniture at the customer location</p>
	<p><b>Plan and Organize</b></p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB5. Plan and organize cleaning and maintenance activities</p> <p>SB6. Work with helpers, supervisors/ team mates to carry out work related tasks</p> <p>SB7. Plan work according to the required schedule</p>
	<p><b>Customer Centricity</b></p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB8. Communicate with the customer in an appropriate manner as applicable</p> <p>SB9. Demonstrate the method of dismantling the product and installing again, if required</p>
	<p><b>Problem Solving</b></p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB10. Review the defects, if any and take appropriate decision along with the supervisor</p>
	<p><b>Analytical Thinking</b></p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB11. Diagnose common defects in product based on visual inspection</p> <p>SB12. Identify and rectify snags in assembled furniture</p>
<p><b>Critical Thinking</b></p>	
<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB13. Analyze, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently</p>	

**FFS/N5702**                      **Install different parts of the product**  
**NOS Version Control**

<b>NOS Code</b>	<b>FFS/N5702</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
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<b>Industry Sub-sector</b>	<b>Fittings and Fixtures</b>	<b>Last reviewed on</b>	<b>30/06/15</b>
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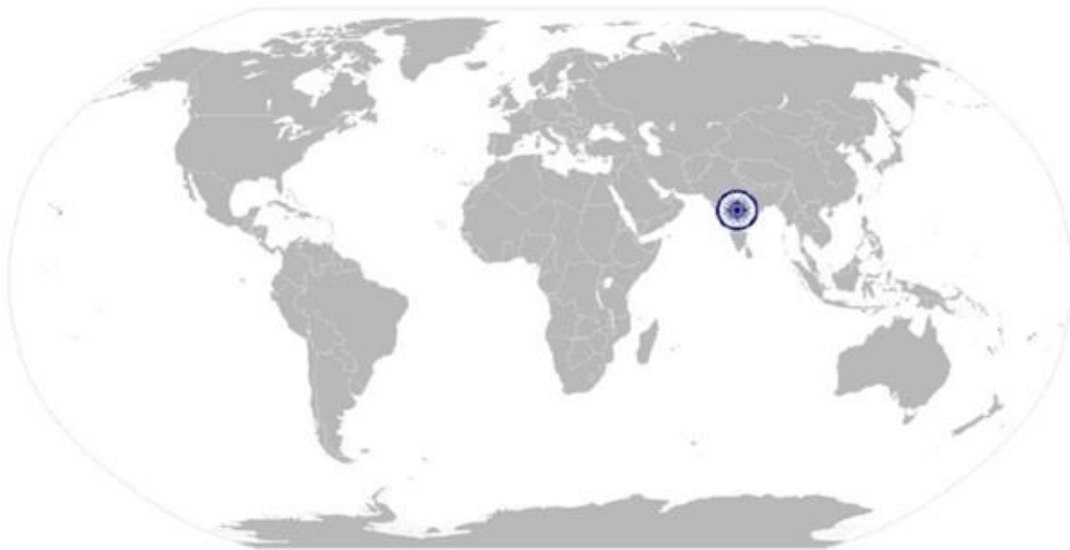


FFS/N8501

Maintain the work area, tools and machines

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# National Occupational Standard



## Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required to organize/ maintain work areas and activities to ensure tools and machines are maintained as per norms.

**FFS/N8501 Maintain the work area, tools and machines**

National Occupational Standard

<b>Unit Code</b>	<b>FFS/N8501</b>
<b>Unit Title (Task)</b>	<b>Maintain the work area, tools and machines</b>
<b>Description</b>	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required to organize/ maintain work areas and activities to ensure tools and machines are maintained as per norms.
<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>Maintenance of work area, tools and machines</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Maintenance of work area, tools and machines</b>	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> <li>PC1. Handle materials, machinery, equipment and tools safely and correctly</li> <li>PC2. Use correct handling procedures</li> <li>PC3. Use materials to minimize waste</li> <li>PC4. Prepare and organize work</li> <li>PC5. Maintain a clean and hazard free working area</li> <li>PC6. Deal with work interruptions</li> <li>PC7. Move around the workplace with care</li> <li>PC8. Maintain tools equipment and consumables</li> <li>PC9. Report unsafe equipment and other dangerous occurrences</li> <li>PC10. Work in a comfortable position with the correct posture</li> <li>PC11. Use cleaning equipment and methods appropriate for the work to be carried out</li> <li>PC12. Dispose of waste safely in the designated location</li> <li>PC13. Store cleaning equipment safely after use</li> <li>PC14. Ensure safe and correct handling of materials, equipment and tools</li> <li>PC15. Maintain appropriate environment to protect stock from pilfering, theft, damage and deterioration</li> </ul>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KA1. Expectations and responsibilities of the job role</li> <li>KA2. The organization's rules, codes, guidelines and standards</li> <li>KA3. Organizations rules and regulations pertaining to work standards</li> <li>KA4. Common hazards in the work area and workplace procedures for dealing with them</li> <li>KA5. Contact person in case of queries on procedure or products</li> <li>KA6. Method to handle tools and equipment safely and the health and safety implications of not doing so</li> <li>KA7. Proper disposal system for waste and by-product</li> <li>KA8. Escalation hierarchy</li> </ul>
<b>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KB1. Work instructions and specifications and interpret them accurately</li> <li>KB2. Method to make use of the information detailed in specifications and instructions</li> <li>KB3. Different ways of minimizing waste</li> </ul>

**FFS/N8501**

**Maintain the work area, tools and machines**

	<p>KB4. Effects of contamination on products i.e. dirt, water and from other work happening at the site</p> <p>KB5. Hazards likely to be encountered when conducting routine maintenance</p> <p>KB6. Different types of cleaning equipment and substances and their use</p>
<b>Skills (S)</b>	
<b>A. Core Skills / Generic Skills</b>	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: SA1. Write in English/local language as applicable
	<b>Reading Skills</b>
	The user/ individual on the job needs to know and understand how to: SA2. Read Basic English/ local language as applicable SA3. Read and understand assembly guidelines, reports, job cards
	<b>Oral Communication (Listening and Speaking Skills)</b>
	The user/ individual on the job needs to know and understand how to: SA4. Communicate effectively with team SA5. Speak in English/ local language as applicable
<b>B. Professional Skills</b>	<b>Decision Making</b>
	The user/ individual on the job needs to know and understand how to: SB1. Take appropriate decisions based on nature of issue
	<b>Plan and Organize</b>
	The user/ individual on the job needs to know and understand how to: SB2. Plan and manage work routine based on company procedure SB3. Work with supervisors/ team mates to carry out work related tasks
	<b>Customer Centricity</b>
	The user/ individual on the job needs to know and understand how to: SB4. Ensure and follow organizational procedures pertaining to health and safety are followed
	<b>Problem Solving</b>
	The user/ individual on the job needs to know and understand how to: SB5. Solve operational role related issues
	<b>Analytical Thinking</b>
	The user/ individual on the job needs to know and understand how to: SB6. Diagnose common problems in the machine based on visual inspection
<b>Critical Thinking</b>	
	The user/ individual on the job needs to know and understand how to: SB7. Analyze, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently

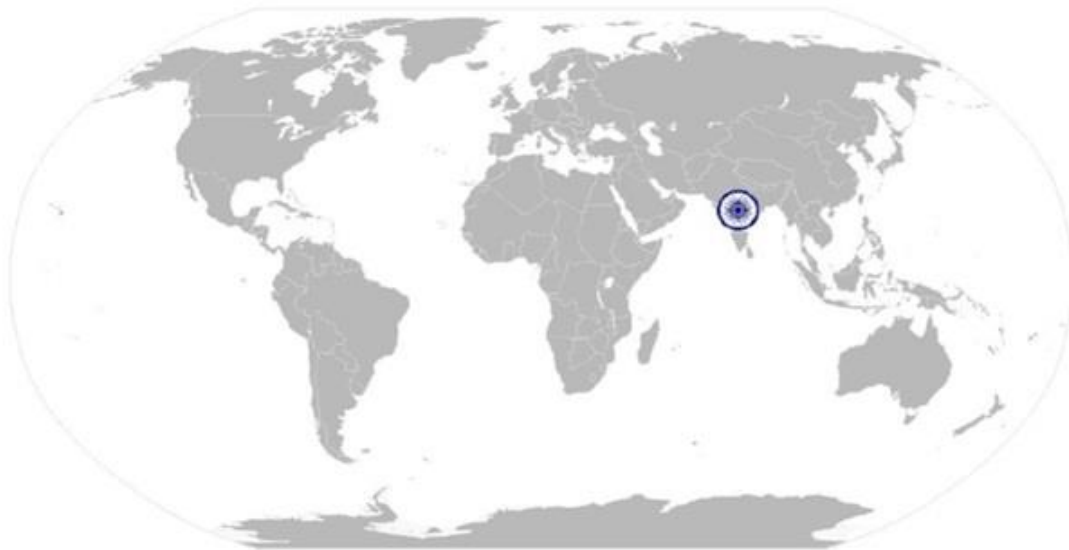
**FFS/N8501**

**Maintain the work area, tools and machines**

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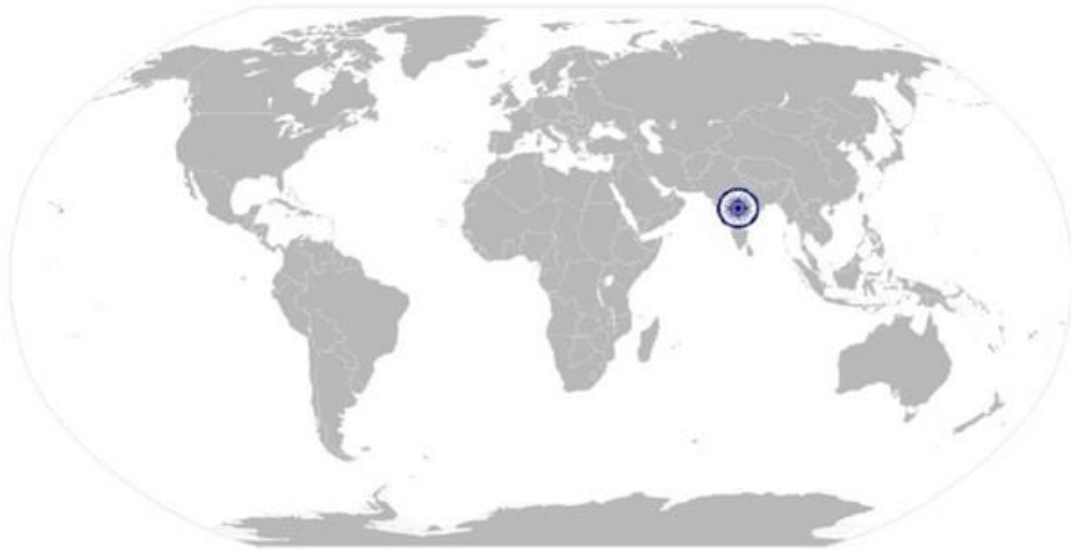


FFS/N8601

Maintain health, safety and security at workplace

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# National Occupational Standard



## Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required to comply with health, safety and security requirements at the workplace and covers procedures to prevent, control and minimize risk to self and others.



**FFS/N8601 Maintain health, safety and security at workplace**

National Occupational Standard

<b>Unit Code</b>	<b>FFS/N8601</b>
<b>Unit Title (Task)</b>	<b>Maintain health, safety and security at workplace</b>
<b>Description</b>	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required to comply with health, safety and security requirements at the workplace and covers procedures to prevent, control and minimize risk to self and others.
<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>Compliance with health, safety and security requirements at work location</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Compliance with health, safety and security requirements at work location</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Follow health and safety related instructions applicable to the work location at all times</p> <p>PC2. Carry out own activities in line with approved guidelines and procedures</p> <p>PC3. Ensure the worksite is free from health and safety hazards</p> <p>Follow manufacturers' and other relevant instructions relating to safe use of equipment and materials</p> <p>PC4. Follow manufacturers' and other relevant instructions relating to safe use of equipment and materials</p> <p>PC5. Safely handle and move waste and debris</p> <p>PC6. Seek clarifications, from supervisors or other authorized personnel in case of perceived risks</p> <p>PC7. Monitor the workplace and work processes for potential risks and threats</p> <p>PC8. Identify and report any hazards and potential risks/ threats to supervisors or other authorized personnel</p> <p>PC9. Undertake first aid like fracture, cuts, bleeding, fire and electrocution, if asked to do so</p> <p>PC10. Take appropriate action in case of a fire emergency</p> <p>PC11. Use safety equipment and personal protection equipment such as gloves , goggles ,mask and shoes correctly</p> <p>PC12. Take action based on instructions in the event of fire, emergencies or accidents</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Health and safety related practices applicable at the workplace</p> <p>KA2. Potential hazards, risks and threats based on nature of operations</p> <p>KA3. Organizational procedures for safe handling of equipment and machine operations</p> <p>KA4. Potential accidents and emergencies and how to respond to these situations</p> <p>KA5. Reporting protocol and documentation required</p> <p>KA6. Actions to take in the event of accident, emergency or fire</p>

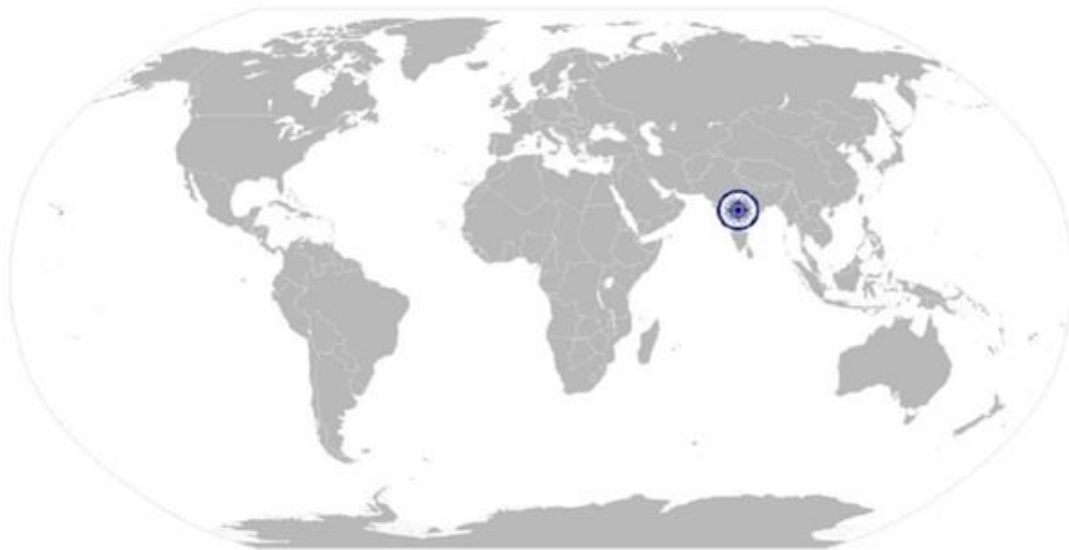
**FFS/N8601 Maintain health, safety and security at workplace**

<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Potential hazards and risks which may be present at furniture and fittings related workplace</p> <p>KB2. Identification, handling and storage of materials, tools and equipment</p> <p>KB3. Importance of keeping the work area risk and hazard free</p> <p>KB4. Proper disposal system for waste and by-products</p> <p>KB5. Potential risks due to own actions and methods to minimize these</p> <p>KB6. Safe working practices in a furniture and fittings related workplace</p> <p>KB7. Procedures for dealing with injured persons</p> <p>KB8. The different types of personal protective equipment and when they should be used</p>
<p><b>Skills (S)</b></p>	
<p><b>A. Core Skills / Generic Skills</b></p>	<p><b>Writing Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Document and fill forms as applicable for health and safety compliance</p> <p><b>Reading Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA2. Read all organizational and equipment related health and safety manuals and documents</p> <p>SA3. Read and comprehend safety related documents at the client location</p> <p><b>Oral Communication (Listening and Speaking Skills)</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA4. Give clear instructions to co-workers, subordinates and other personnel at the work location</p>
<p><b>B. Professional Skills</b></p>	<p><b>Decision Making</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SB1. Make an appropriate timely decision in responding to emergencies/accidents</p> <p><b>Plan and Organize</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SB2. Work with supervisors/ team mates to carry out work related tasks</p> <p>SB3. Plan work schedule, work location, tools, equipment and material to minimize health and safety risk</p> <p><b>Customer Centricity</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SB4. Ensure and follow organizational procedures pertaining to health and safety are followed</p> <p><b>Problem Solving</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SB5. Take appropriate actions during emergencies, accidents or fire at the work location</p> <p><b>Analytical Thinking</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SB6. Identify cause and effect relations in their area of work</p> <p><b>Critical Thinking</b></p>

**FFS/N8601**

**Maintain health, safety and security at workplace**

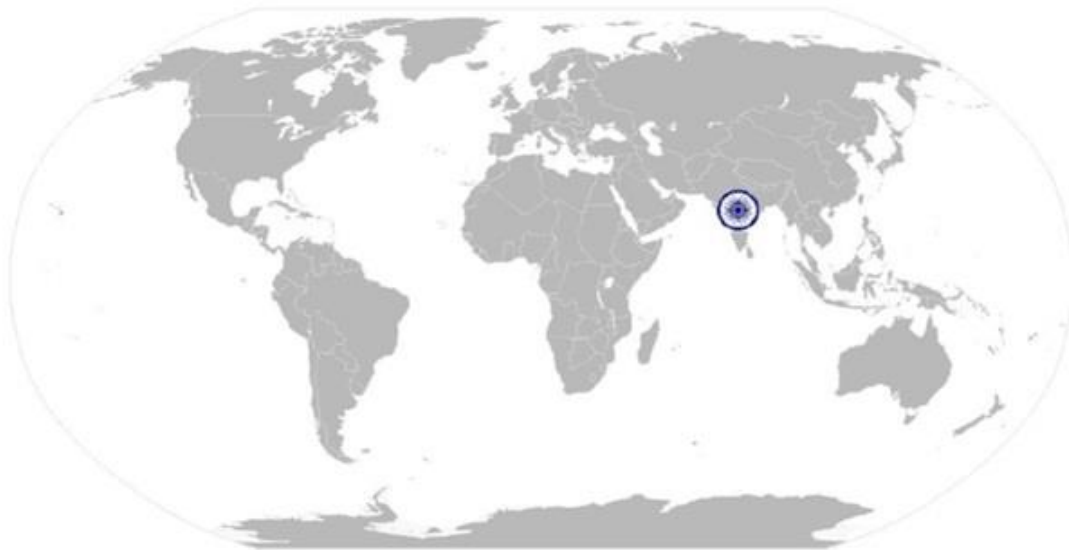
	The user/ individual on the job needs to know and understand how to: SB7. Apply balanced judgment to different situations
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**FFS/N8601 Maintain health, safety and security at workplace**  
**NOS Version Control**

<b>NOS Code</b>	<b>FFS/N8601</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Sector</b>	<b>Furniture and Fittings</b>	<b>Drafted on</b>	<b>23/06/15</b>
<b>Industry Sub-sector</b>	<b>Fittings and Fixtures</b>	<b>Last reviewed on</b>	<b>30/06/15</b>
<b>Occupation</b>	<b>Fitting</b>	<b>Next review date</b>	<b>30/06/157</b>

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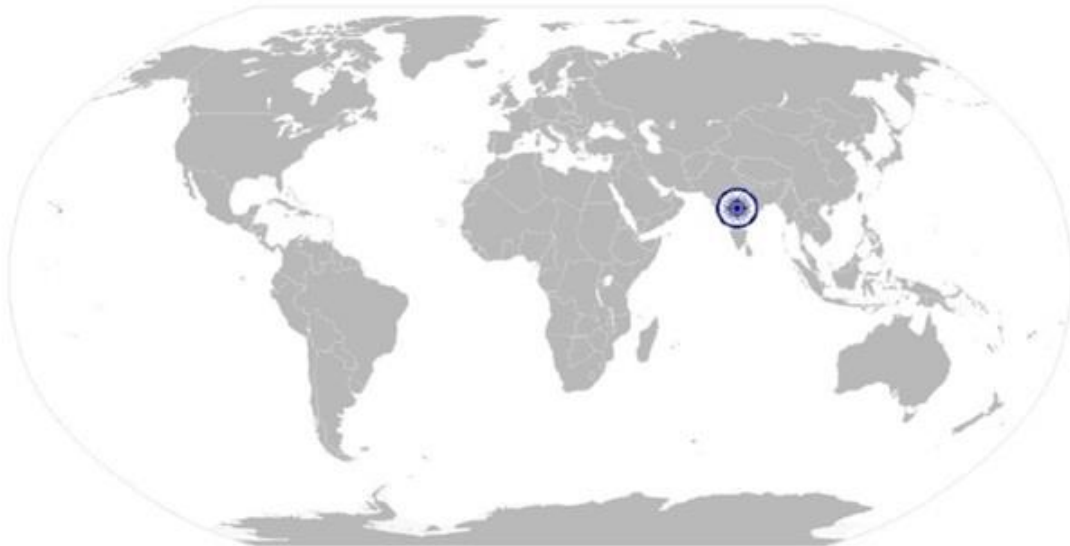


FFS/N8701

Carry out work effectively at the workplace

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# National Occupational Standard



## Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required for an individual to carry out work effectively by interacting with the stakeholder and compliance to organizational rules and regulations.

**FFS/N8701 Carry out work effectively at the workplace**

National Occupational Standard

<b>Unit Code</b>	<b>FFS/N8701</b>
<b>Unit Title (Task)</b>	<b>Carry out work effectively at the workplace</b>
<b>Description</b>	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required for an individual to carry out work effectively by interacting with the stakeholder and compliance to organizational rules and regulations.
<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>• Work effectively</li> <li>• Stakeholder Interaction</li> <li>• Compliance to organizational rules and regulations</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Work Effectively</b>	To be competent, the user/individual on the job must be able to: PC1. Ensure all the required resources before beginning work PC2. Whenever necessary work with others to achieve set work objectives PC3. Keep work area in a tidy and organized state PC4. Complete allocated tasks within the desired time frame and quality Standards
<b>Stakeholder Interaction</b>	PC5. Display courteous behavior at all times PC6. Respond politely to customer queries PC7. Seek assistance as and when required from appropriate authority at the workplace in an appropriate manner PC8. Ask questions and seek clarifications on work tasks whenever required PC9. Follow dress code as applicable at the work location
<b>Compliance to organizational rules and regulations</b>	PC10. Carry out work functions in accordance with the norms of the organization and work place PC11. Follow organizational policies and procedures PC12. Seek and obtain clarifications on policies and procedures, from the supervisor or other authorized personnel PC13. Identify and report any possible deviations to appropriate authority
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. Hierarchy in the organization KA2. The organizational policies and procedures KA3. The importance of team work KA4. The importance of effective communication and establishing good working relationships with stakeholders KA5. Responsibilities and objectives of the role
<b>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand: KB1. Different methods of communication and its appropriate usage KB2. Benefits of cordial relationships with colleagues and clients KB3. Effective working relationships with all stakeholders: internal and external

**FFS/N8701**

**Carry out work effectively at the workplace**

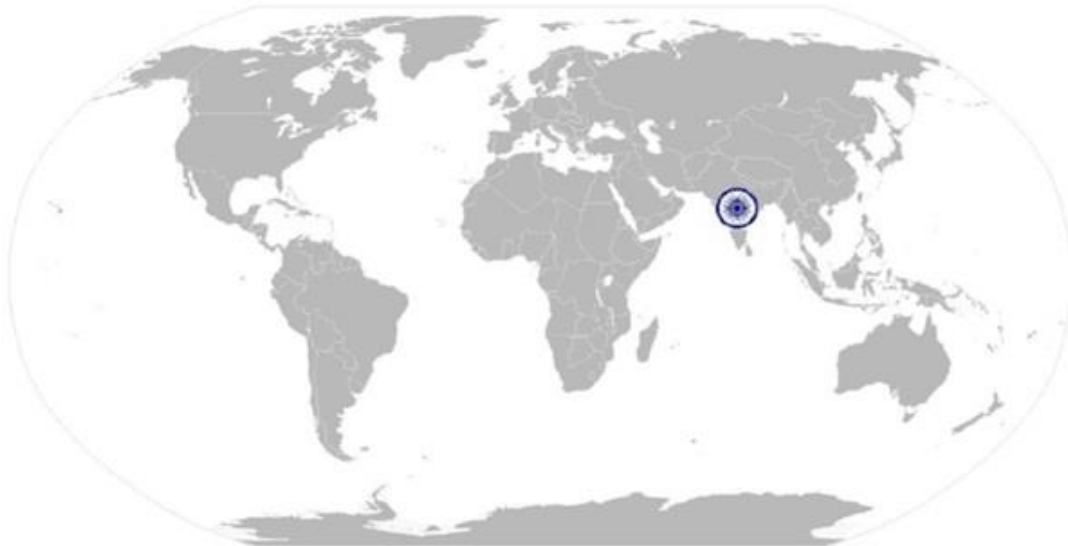
	<p>KB4. Procedures in the organization to deal with conflict and poor working relationships</p> <p>KB5. Reporting procedure in case of deviations</p> <p>KB6. Organizational policies and procedures</p>
<b>Skills (S)</b>	
<b>A. Core Skills / Generic Skills</b>	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to:
	SA1. Fill in forms accurately based on the requirement and as applicable
	SA2. Write in English/local language as applicable
	<b>Reading Skills</b>
	The user/ individual on the job needs to know and understand how to:
	SA3. Read and interpret workplace documentation
	SA4. Read and interpret organizational policies and procedures
<b>B. Professional Skills</b>	<b>Oral Communication (Listening and Speaking Skills)</b>
	The user/ individual on the job needs to know and understand how to:
	SA5. Use gestures or simple words to communicate as applicable
	SA6. Pay attention while instructions are being given
	SA7. Ask questions to minimize misunderstandings
	SA8. Positively influence the team members into following procedures
	<b>Decision Making</b>
	The user/ individual on the job needs to know and understand how to:
SB1. Take appropriate decisions related to responsibilities	
<b>B. Professional Skills</b>	<b>Plan and Organize</b>
	The user/ individual on the job needs to know and understand how to:
	SB2. Plan and organize work activities with the team members/supervisor
	SB3. Plan and manage work schedule based on organization procedure and practices
	<b>Customer Centricity</b>
	The user/ individual on the job needs to know and understand how to:
	SB4. Build relationship with internal and external team members
	SB5. Work in accordance with organizational and work location norms
<b>B. Professional Skills</b>	<b>Problem Solving</b>
	The user/ individual on the job needs to know and understand how to:
	SB6. Evaluate and seek clarification from the superiors
	SB7. Be proactive in solving issues with the fellow members in the team
	<b>Analytical Thinking</b>
	The user/ individual on the job needs to know and understand how to:
	SB8. Analyze the situation and take appropriate actions while dealing with team members
	<b>Critical Thinking</b>
The user/ individual on the job needs to know and understand how to:	
SB9. Analyze, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently	

**FFS/N8701                      Carry out work effectively at the workplace**

**NOS Version Control**

<b>NOS Code</b>	<b>FFS/N8701</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Sector</b>	<b>Furniture and Fittings</b>	<b>Drafted on</b>	<b>23/06/15</b>
<b>Industry Sub-sector</b>	<b>Fittings and Fixtures</b>	<b>Last reviewed on</b>	<b>30/06/15</b>
<b>Occupation</b>	<b>Fitting</b>	<b>Next review date</b>	<b>30/06/17</b>

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## CRITERIA FOR ASSESSMENT OF TRAINEES

**Job Role** Fitter - Modular Furniture

**Qualification Pack Code** FFS/Q5702

**Sector Skill Council** Furniture and Fittings

### 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/N5702 Install different parts of the product	PC1. Undertake site measurement according to design for project level work	<b>59</b>	1	0	1
	PC2. Conduct site measurement ahead of sales for product level work		1	1	0
	PC3. Study the 2D /3D drawings of the modular furniture design to understand the specification		1	1	0
	PC4. Check the 2D as well as 3D design of the product to get a better clarity , if required		2	0	2
	PC5. Ensure that all the required materials, tools and equipment have reached on time		1	1	0
	PC6. Verify the required tools, equipment and fittings are as per the design and client requirement		1	0	1
	PC7. Verify the fittings to be used are as per the standards and the requirements of the worksite		2	0	2
	PC8. Report to the supervisor about fittings that do not conform to quality standards		1	1	0
	PC9. Ensure that the work area is clean and free from hazards		1	1	0

	PC10. Ensure that the floor guard or any other floor safety material is spread on the floor to prevent damage to the floor	2	1	1
	PC11. Identify the products to be installed and organize the work as per supervisors' instructions	2	0	2
	PC12. Identify appropriate parts, wooden planks and laminates to be used for the product/ units appropriate to the design	3	1	2
	PC13. Organize the tools and equipment used for installation	1	0	1
	PC14. Identify the appropriate power sockets to be used for different electrical equipment	2	0	2
	PC15. Check for safety and proper functioning of the power sockets	1	1	0
	PC16. Conduct a test run of all the electrical equipment before starting the actual work	2	0	2
	PC17. Report to the supervisor in case of unsafe electrical equipment and power socket	1	0	1
	PC18. Identify the slots for placing each part of the product as per the design specification	1	0	1
	PC19. Take measurement of the area and the corresponding fittings to be installed	3	1	2
	PC20. Report to the supervisor in case of any errors in measurement	1	0	1
	PC21. Assemble the components as per the drawings / instructions of the supervisor	2	1	1
	PC22. Fix different parts of the product if required, before installation	1	0	1
	PC23. Attach glass, mirrors, steel knobs, etc. if required as per the design and instructions of the supervisor	1	0	1
	PC24. Place the product/ parts and fittings at the specified location as per the design specification	1	1	0
	PC25. Position the fittings for the right fit within the required tolerances	2	1	1
	PC26. Use appropriate tools and equipment for positioning of fittings	1	1	0
	PC27. Use appropriate amount of pressure while hammering depending on the materials used	1	0	1
	PC28. Use appropriate amount of adhesives as per the instructions of the supervisor	1	1	0
	PC29. Check and confirm that doors, falls and drawers fit to within the specified tolerances for alignment and movement	1	0	1
	PC30. Rectify any faults in fittings which need to be dealt with, for the specified quality to be achieved	1	0	1

	PC31. Ensure all the tools and equipment are collected and placed accordingly post installation		2	0	2
	PC32. Ensure place is clean post installation activities		0	0	0
	PC33. Ensure installed product is free from dirt and scratches or any other damages		1	0	1
	PC34. Polish the surfaces of the products/unit if required as per the instructions of the supervisor		1	0	1
	PC35. Segregate materials into reusable and waste		0	0	0
	PC36. Dispose waste as per the standards set by the organization		1	0	1
	PC37. Complete documentation, if required, as per organizational protocol		1	0	1
	PC38. take customer feedback , if required, as per organizational protocol		1	0	1
	PC39. Ensure that surfaces where the fittings are to be attached, are in suitable condition		1	0	1
	PC40. Conduct a visual check on all the doors, falls and drawers against the specifications		1	0	1
	PC41. Conduct complete quality checks as per the specifications		1	0	1
	PC42. Rectify any faults in fittings which need to be dealt with, for the specified quality to be achieved		1	0	1
	PC43. Ensure installed product is free from dirt and scratches or any other damages		1	0	1
	PC44. Mend / repair very minor damages if any ,caused in transit to the customer location		1	0	1
	PC45. Ensure proper functioning of the installed furniture		1	1	0
	PC46. Ensure the product/unit has hassle free opening and closing		1	0	1
	PC47. Pack product in plastic cover, if required, as per organizational protocol		1	0	1
	PC48. Clean product post installation		1	0	1
		<b>Total</b>	<b>59</b>	<b>15</b>	<b>44</b>
FFS/N8501 Maintain the work area, tools and machines	PC1. Handle materials, machinery, equipment and tools safely and correctly	<b>16</b>	2	0	2
	PC2. Use correct handling procedures		1	0	1
	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		1	0	1

	PC7. Move around the workplace with care		1	0	1
	PC8. Maintain tools equipment and consumables		1	0	1
	PC9. Report unsafe equipment and other dangerous occurrences		1	1	0
	PC10. Work in a comfortable position with the correct posture		1	1	0
	PC11. Use cleaning equipment and methods appropriate for the work to be carried out		1	0	1
	PC12. Dispose of waste safely in the designated location		1	1	0
	PC13. Store cleaning equipment safely after use		1	0	1
	PC14. Ensure safe and correct handling of materials, equipment and tools		1	0	1
	PC15. Maintain appropriate environment to protect stock from pilfering, theft, damage and deterioration		1	0	1
		<b>Total</b>	<b>16</b>	<b>4</b>	<b>12</b>
FFS/N8601 Maintain health, safety and security at workplace	PC1. Follow health and safety related instructions applicable to the work location at all times	<b>12</b>	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		1	1	0
	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
	PC8. Identify and report any hazards and potential risks/ threats to supervisors or other authorized personnel		1	1	0
	PC9. Undertake first aid like fracture, cuts, bleeding, fire and electrocution, if asked to do so		1	1	0
	PC10. Take appropriate action in case of a fire emergency		1	0	1
	PC11. Use safety equipment and personal protection equipment such as gloves , goggles ,mask and shoes correctly		1	0	1
	PC12. Take action based on instructions in the event of fire, emergencies or accidents		1	0	1
		<b>Total</b>	<b>12</b>	<b>6</b>	<b>6</b>

FFS/N8701 Carry out work effectively at the workplace	PC1. Ensure all the required resources before beginning work	<b>13</b>	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 behavior 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		1	1	0
	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
		<b>Total</b>	<b>13</b>	<b>5</b>	<b>8</b>