

QUALIFICATION PACK – OCCUPATIONAL STANDARD FOR FURNITURE AND FITTING 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

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Introduction

Qualification Pack - Lock Technician

SECTOR:	FURNITURE AND FITTINGS
SUB SECTOR:	Fittings and fixtures
OCCUPATION:	Fitting
REFERENCE ID:	FFS/Q5703
ALIGNED TO:	NCO-2004/NIL

Lock Installation helps to provide a sense of safety to people and their belongings.

Brief Job Description: Lock Technician also known as locks technician is responsible for installations of different locks on the doors and repair and service of locks whenever required.

Personal Attributes: Lock Technician should have knowledge of different types of lock installations. He/ she is required to be flexible in terms of adapting their style of work to different types of locks design. He/she should have good mathematical skills and have accuracy in measurement along with having good hand-eye coordination.

Qualification Pack For Lock Technician

Job Details	Qualifications Pack Code	FFS/Q5703		
	Job Role	Lock Technician		
	Credits(NSQF)	TBD	Version number	1.0
	Sector	Furniture and Fittings	Drafted on	23/06/15
	Sub-sector	Fittings and fixtures	Last reviewed on	30/06/15
	Occupation	Fitting	Next review date	30/06/17
	NSQC Clearance on			
	Job Role	Lock Technician		
Role Description	Lock Technician also known as locks technician is responsible for installations of different locks on the doors and repair and service of locks whenever required.			
NSQF level	4			
Minimum Educational Qualifications	Class V			
Maximum Educational Qualifications	N/A			
Training (Suggested but not mandatory)	N/A			
Minimum Job Entry Age	18 Years			
Experience	Minimum of two years of experience as a helper in lock services or a carpenter in furniture making preferred			
Applicable National Occupational Standards (NOS)	<p>Compulsory</p> <ol style="list-style-type: none"> 1. FFS/N5703Carry out lock installation activities 2. FFS/N5704Perform lock repairing and servicing 3. FFS/N8501Maintain the work area, tools and machines 4. FFS/N8601Maintain health, safety and security at workplace 5. FFS/N8701Carry out work effectively at the workplace <p>Optional: N.A.</p>			
Performance Criteria	As described in the relevant OS units			

Qualification Pack For Lock Technician

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.

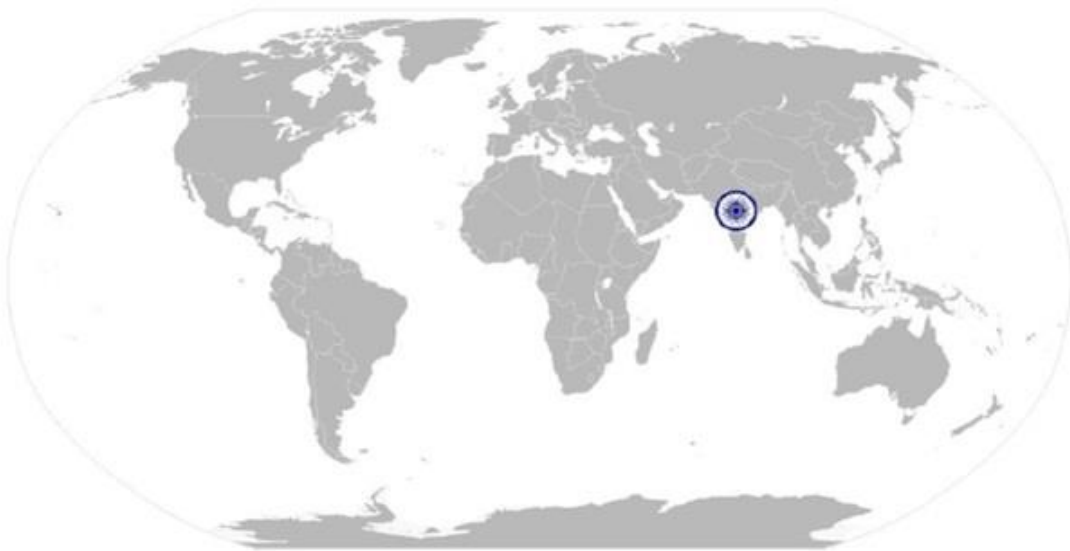
Qualification Pack For Lock Technician

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

FFS/N5703

Carry out lock installation activities

National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required for installing different lock systems on doors.

FFS/N5703
Carry out lock installation activities
National Occupational Standard

Unit Code	FFS/N5703
Unit Title (Task)	Carry out lock installation activities
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required for installing different lock systems on doors.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Lock installation activities
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Lock installation activities	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Identify the type of lock as per the design and functioning of the door/window</p> <p>PC2. Place the lock marker if provided in the lock set on the designated location</p> <p>PC3. Choose appropriate drill blades, depending on the thickness of the door</p> <p>PC4. Drill appropriate holes on the door using the drill machine</p> <p>PC5. Place the front portion of the lock with the logo upward, in the front part of the door.</p> <p>PC6. Place the lock retainer plate on the other side of the door</p> <p>PC7. Secure the lock retainer on the other portion of the door with lock fixing screws with screwdriver</p> <p>PC8. Identify the length of the flat strip and screw to be cut as per the thickness of the door</p> <p>PC9. Place the latch assembly on the door frame as per the alignment of lock on the door</p> <p>PC10. Mark the area latch assembly unit using a marker</p> <p>PC11. Make chippings on the door using a chisel to ensure the latch fits in the door</p> <p>PC12. Secure the latch with screws</p> <p>PC13. Ensure lock body is aligned in accordance with door latch</p> <p>PC14. Make necessary adjustments if the lock and the latch is not aligned</p> <p>PC15. Check functioning of lock by using the key</p> <p>PC16. Clean the work area to prevent mishaps</p> <p>PC17. Use appropriate materials to clean the tools and equipment</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<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. Statutory responsibilities organizational legislation and regulations</p> <p>KA4. Contact person in case of queries on procedure or products</p> <p>KA5. Method to handle tools and equipment safely and the health and safety implications of not doing so</p> <p>KA6. Escalation hierarchy</p>

FFS/N5703

Carry out lock installation activities

<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Main types of locks, units assembled</p> <p>KB2. Different types of locks (left hand and right hand locks) and the type of door to install them in</p> <p>KB3. Different parts of a lock</p> <p>KB4. Different types of door functions (inward opening, outward opening, sliding, rotating)</p> <p>KB5. The type and alignment of lock as per functioning of door</p> <p>KB6. Technique of fixing the lock on the door</p> <p>KB7. Method to handle tools and equipment safely and the health and safety implications of not doing so</p> <p>KB8. Different Lock systems- Rim Lock, Pad Lock, Cylindrical Lock, Mortise Lock, etc.</p> <p>KB9. Process of operating different machines such as drilling machine, chisel</p> <p>KB10. Method to identify the length of the flat strip while fixing the lock on the door</p> <p>KB11. Different tools and equipment- Tool Box, Hammer, Nail Puller, Measuring Tape, Carpenter Pencil, Utility knife, Screw drivers, Various Saws, Nail pouch, Portable Ladder, Hinges, Screws, Connector, Drillers, Drivers, Fastening tools(with power), Spirit/Water leveling, Studs, Jacks, Wood Chisels, Floor guard, Tapes</p> <p>KB12. Knowledge of different lock problems/faults</p> <p>KB13. the possible faults in doors such as warping of doors which cause problems in locks</p> <p>KB14. Cleaning and maintenance procedures</p> <p>KB15. Method to identify process and product problems</p> <p>KB16. Proper disposal system for waste and by-product</p> <p>KB17. Functioning and types of various doors/windows</p>
<p>Skills (S)</p>	
<p>A. Core Skills / Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Write in English/local language as applicable</p> <p>SA2. Make appropriate marking based on the measurement</p> <p>Reading Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA3. Read and speak in English/local language as applicable</p> <p>SA4. Read and understand catalogs, health and safety instructions</p> <p>Oral Communication (Listening and Speaking Skills)</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA5. Communicate effectively with carpenters, supervisors, managers, etc.</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SB1. Take appropriate decisions related to responsibilities</p> <p>SB2. Take appropriate decision regarding the type of lock to install</p> <p>Plan and Organize</p>

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Carry out lock installation activities

	The user/ individual on the job needs to know and understand how to: SB3. Plan and organize cleaning and maintenance activities SB4. Work with carpenters, fitters, supervisors/ team mates to carry out work related tasks SB5. Plan work according to the required schedule
	Customer Centricity
	The user/ individual on the job needs to know and understand how to: SB6. Work with carpenters, fitters, supervisors/ team mates to carry out work related tasks
	Problem Solving
	The user/ individual on the job needs to know and understand how to: SB7. Identify any defects in materials, tools and equipment and ways to resolve them
	Analytical Thinking
	The user/ individual on the job needs to know and understand how to: SB8. Diagnose any defect or mismatch in materials as per specifications and ways for resolving them SB9. Identify the suitability of the lock with door/window
	Critical Thinking
The user/ individual on the job needs to know and understand how to: SB10. Analyze, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently	

FFS/N5703

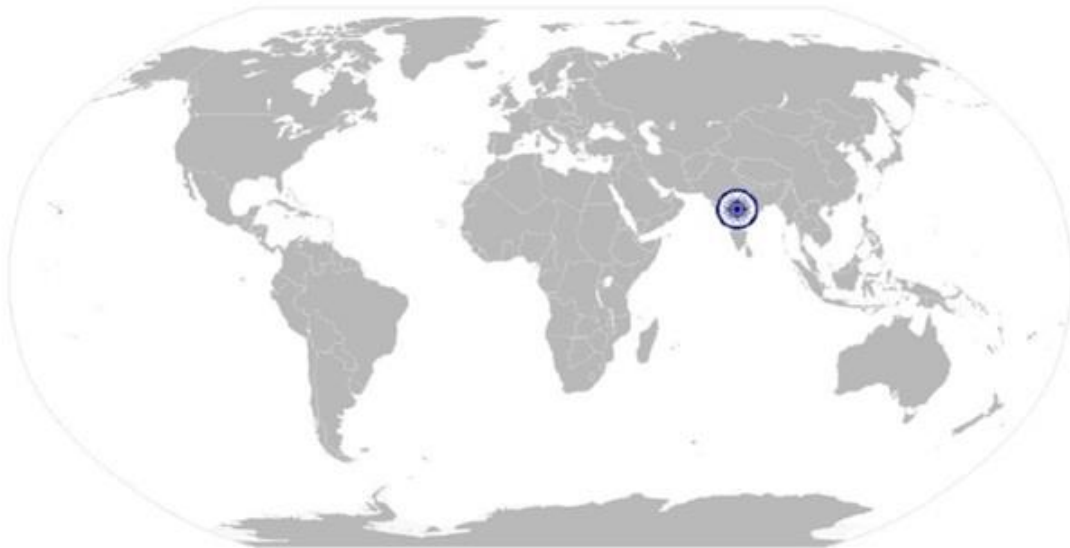
Carry out lock installation activities

NOS Version Control

NOS Code	FFS/N5703		
Credits(NSQF)	TBD	Version number	1.0
Sector	Furniture and Fittings	Drafted on	23/06/15
Industry Sub-sector	Fittings and fixtures	Last reviewed on	30/06/15
Occupation	Fitting	Next review date	30/06/17

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National Occupational Standard



Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required for repairing and servicing different types of locks.

FFS/N5704

Perform lock repairing and servicing

National Occupational Standard

Unit Code	FFS/N5704
Unit Title (Task)	Perform lock repairing and servicing
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required for repairing and servicing different types of locks.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Repair and lock servicing
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Repair and lock servicing	To be competent, the user/individual on the job must be able to: PC1. Check warranty of lock prior to initiating work service PC2. Identify the possible problem/problems in the lock as per the complains of the customer PC3. Visually check the lock for any fault PC4. Dismantle the lock if required to get a better understanding of the faults PC5. Identify the cause of the fault based on the inspection PC6. Use appropriate tools and equipment to be used to repair the lock PC7. Change the defective component of the lock as per the organizational procedures PC8. Assemble the lock system after the repair as per the standard procedure PC9. Ensure proper functioning of the lock using appropriate methods PC10. Report the problem to retailer/company if lock cannot be repaired and the problem persists
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. Expectations and responsibilities of the job role KA2. The organization’s rules, codes, guidelines and standards KA3. Common problems associated with the products KA4. Contact person in case of queries on procedure or products KA5. Method to handle tools and equipment safely and the health and safety implications of not doing so
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. Method to check warranty of lock KB2. Method to handle tools and equipment safely and the health and safety implications of not doing so KB3. Different Lock systems- Rim Lock, Pad Lock, Cylindrical Lock, Mortise Lock, etc. KB4. Process of operating different locks KB5. Different tools and equipment- Tool Box, Hammer, Nail Puller, Measuring Tape, Carpenter Pencil, Utility knife, Screw drivers, Various Saws, Nail pouch, Portable Ladder, Hinges, Screws, Connector, Drillers, Drivers, Fastening tools(with power), Spirit/Water leveling, Studs, Jacks, Wood Chisels, Floor guard, Tapes KB6. Knowledge of different lock problems/faults KB7. Different problems in locks:

FFS/N5704

Perform lock repairing and servicing

	<ul style="list-style-type: none"> • Dead bolt • Key does not enter the lock • Breakage of knob spring • Damaged lock AL drop • Bend in lever <p>KB8. Cleaning and maintenance procedures KB9. Problem identification procedures KB10. Dismantling and assembling procedures KB11. Method to identify process and product problems KB12. Handling and storage of different tools and equipment KB13. Proper disposal system for waste and by-product KB14. Safety procedures to follow while operating powered tools KB15. Method of conducting visual inspection for any errors or damages during the repairing process</p>
Skills (S)	
A. Core Skills / Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Write in English/local language as applicable SA2. Make appropriate marking based on the measurement
	Reading Skills
	The user/ individual on the job needs to know and understand how to: SA3. Read and speak in English/local language as applicable SA4. Read and understand catalogs, manuals, job cards etc.
	Oral Communication (Listening and Speaking Skills)
	The user/ individual on the job needs to know and understand how to: SA5. Communicate effectively with carpenters, supervisors, managers, etc.
B. Professional Skills	Decision Making
	The user/ individual on the job needs to know and understand how to: SB1. Take appropriate decisions related to responsibilities SB2. Identify the problem and apply appropriate methods of rectification
	Plan and Organize
	The user/ individual on the job needs to know and understand how to: SB3. Work with carpenters, fitters, supervisors/ team mates to carry out work related tasks SB4. Plan work according to the required schedule
	Customer Centricity
	The user/ individual on the job needs to know and understand how to: SB5. Respond to customer queries in an appropriate manner
	Problem Solving
	The user/ individual on the job needs to know and understand how to: SB6. Review defects, if any and take appropriate decision
	Analytical Thinking
	The user/ individual on the job needs to know and understand how to: SB7. Diagnose common problems in the machine based on visual inspection
	Critical Thinking
	The user/ individual on the job needs to know and understand how to:

FFS/N5704

Perform lock repairing and servicing

	SB8. Analyze, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently
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NOS Version Control

NOS Code	FFS/N0107		
Credits(NSQF)	TBD	Version number	1.0
Sector	Furniture and Fittings	Drafted on	23/06/15
Industry Sub-sector	Fittings and fixtures	Last reviewed on	30/06/15
Occupation	Fitting	Next review date	30/06/17

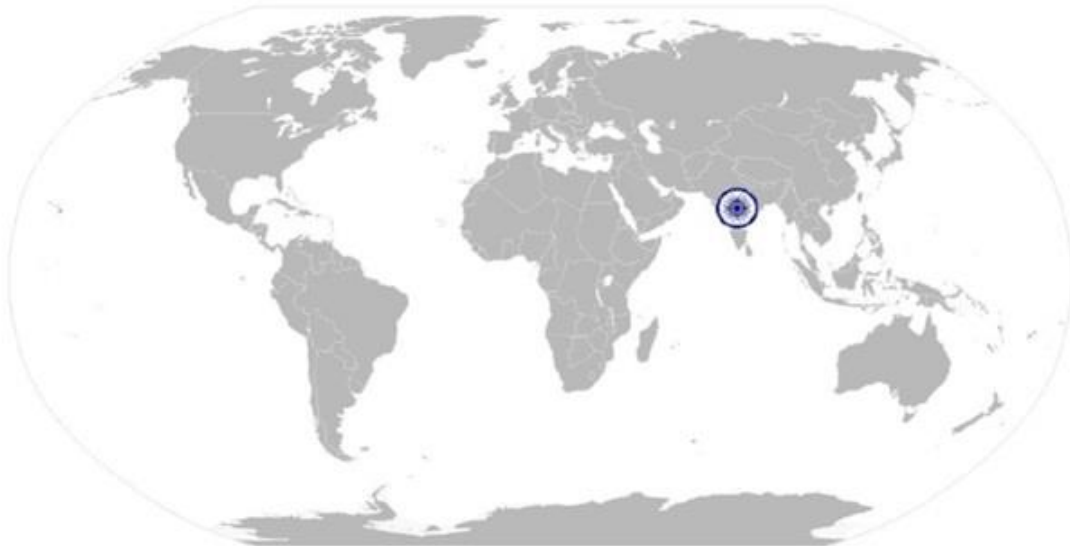
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FFS/N8501

Maintain the work area, tools and machines

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

Unit Code	FFS/N8501
Unit Title (Task)	Maintain the work area, tools and machines
Description	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.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Maintenance of work area, tools and machines
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Maintenance of work area, tools and machines	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Handle materials, machinery, equipment and tools safely and correctly</p> <p>PC2. Use correct handling procedures</p> <p>PC3. Use materials to minimize waste</p> <p>PC4. Prepare and organize work</p> <p>PC5. Maintain a clean and hazard free working area</p> <p>PC6. Deal with work interruptions</p> <p>PC7. Maintain tools equipment and consumables</p> <p>PC8. Work in a comfortable position with the correct posture</p> <p>PC9. Use cleaning equipment and methods appropriate for the work to be carried out</p> <p>PC10. Dispose of waste safely in the designated location</p> <p>PC11. Store cleaning equipment safely after use</p> <p>PC12. Ensure safe and correct handling of materials, equipment and tools</p> <p>PC13. Maintain appropriate environment to protect stock from pilfering, theft, damage and deterioration</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<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. Organizations rules and regulations pertaining to work standards</p> <p>KA4. Method to handle tools and equipment safely and the health and safety implications of not doing so</p> <p>KA5. Proper disposal system for waste and by-product</p> <p>KA6. Escalation hierarchy</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Work instructions and specifications and interpret them accurately</p> <p>KB2. Method to make use of the information detailed in specifications and instructions</p> <p>KB3. Different ways of minimizing waste</p> <p>KB4. Effects of contamination on products i.e. dirt, water and from other work happening on the site</p> <p>KB5. Common faults with equipment and the method to rectify them</p> <p>KB6. Maintenance procedures of tools, equipment and consumables as per manufacturer's instructions</p>

FFS/N8501 Maintain the work area, tools and machines

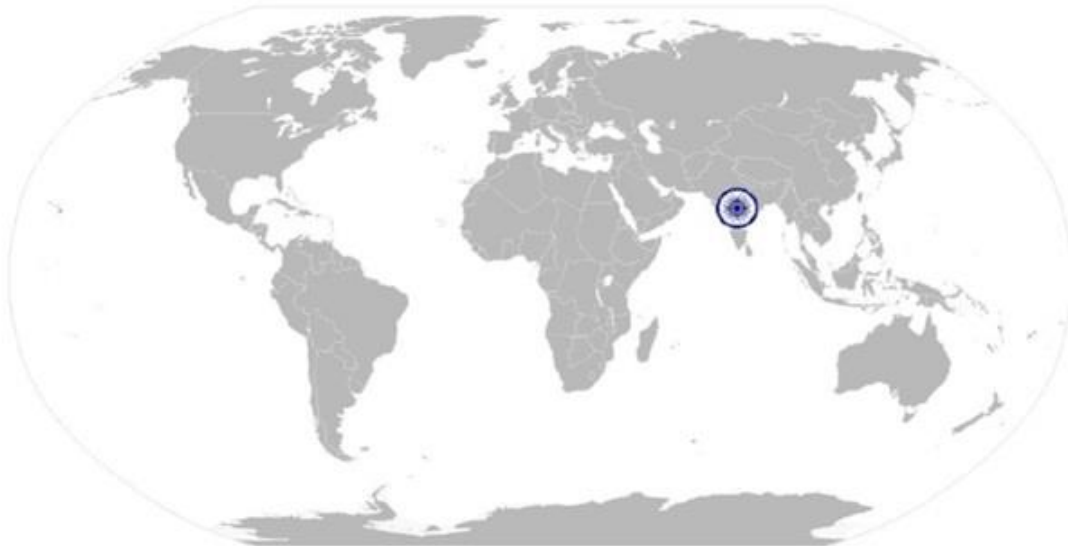
	<p>KB7. Hazards likely to be encountered when conducting routine maintenance</p> <p>KB8. Different types of cleaning equipment and substances and their use</p> <p>KB9. Safe working practices for cleaning and the method of carrying them out</p>
Skills (S)	
A. Core Skills / Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Write in English/local language as applicable
	Reading Skills
	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, health and safety instructions, job cards etc.
B. Professional Skills	Oral Communication (Listening and Speaking Skills)
	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
	Decision Making
	The user/ individual on the job needs to know and understand how to: SB1. Take appropriate decisions regarding to responsibilities SB2. Assess for any damage/faulty component in the equipment/machines and take action accordingly SB3. Evaluate the decision and conduct basic trouble shooting
B. Professional Skills	Plan and Organize
	The user/ individual on the job needs to know and understand how to: SB4. Plan and manage work routine based on company procedure SB5. Work with supervisors/ team mates to carry out work related tasks SB6. Plan for cleaning and lubricating the concerned machinery daily SB7. Plan for cleaning the concerned tools and workplace daily before and after operations
	Customer Centricity
	The user/ individual on the job needs to know and understand how to: SB8. Communicate with the customer in an appropriate manner
	Problem Solving
	The user/ individual on the job needs to know and understand how to: SB9. Diagnose common problems and defects pertaining to the products and ways of dealing with them
	Analytical Thinking
	The user/ individual on the job needs to know and understand how to: SB1. Diagnose common defects in product based on visual inspection
	Critical Thinking
	The user/ individual on the job needs to know and understand how to: SB10. 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

NOS Version Control

NOS Code	FFS/N8501		
Credits(NSQF)	TBD	Version number	1.0
Sector	Furniture and Fittings	Drafted on	23/06/15
Industry Sub-sector	Fittings and fixtures	Last reviewed on	30/06/15
Occupation	Fitting	Next review date	30/06/17

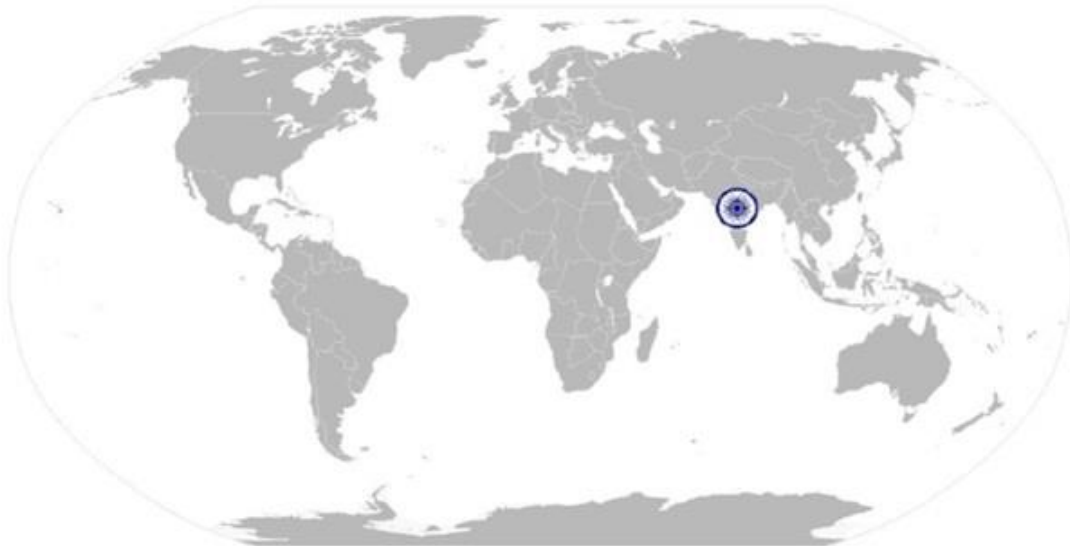
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FFS/N8601

Maintain health, safety and security at workplace

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

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

FFS/N8601

Maintain health, safety and security at workplace

	<p>KB1. Potential hazards and risks which may be present at furniture and fittings related workplace</p> <p>KB2. Identification, handling and storage of hazardous substances</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. Procedure for dealing with injured persons</p> <p>KB8. Different types of personal protective equipment and when they should be used.</p>
Skills (S)	
<p>A. Core Skills / Generic Skills</p>	<p>Writing Skills</p>
	<p>The user/ individual on the job needs to know and understand how to: SA1. Document and fill forms as applicable for health and safety compliance</p>
	<p>Reading Skills</p>
	<p>The user/ individual on the job needs to know and understand how to: SA2. Read all organizational and equipment related health and safety manuals and documents SA3. Read and comprehend safety related documents at the work location</p>
<p>B. Professional Skills</p>	<p>Oral Communication (Listening and Speaking Skills)</p>
	<p>The user/ individual on the job needs to know and understand how to: SA4. Give clear instructions to co-workers, subordinates and other personnel at the work location</p>
	<p>Decision Making</p>
	<p>The user/ individual on the job needs to know and understand how to: SB1. Make an appropriate timely decision in responding to emergencies/accidents</p>
	<p>Plan and Organize</p>
	<p>The user/ individual on the job needs to know and understand how to: SB2. Work with supervisors/ team mates to carry out work related tasks SB3. Plan work schedule, work location, tools, equipment and material to minimize health and safety risk</p>
	<p>Customer Centricity</p>
	<p>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</p>
<p>Problem Solving</p>	
<p>The user/ individual on the job needs to know and understand how to: SB5. Take appropriate actions during emergencies, accidents or fire at the work location</p>	
<p>Analytical Thinking</p>	
<p>The user/ individual on the job needs to know and understand how to: SB6. Identify cause and effect relations in their area of work</p>	
<p>Critical Thinking</p>	
<p>The user/ individual on the job needs to know and understand how to:</p>	

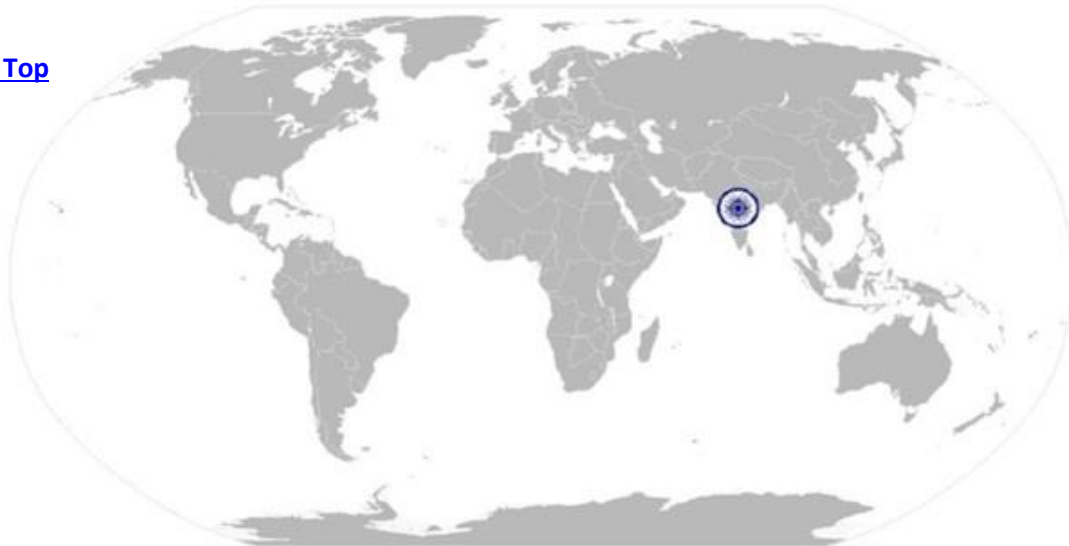
FFS/N8601 Maintain health, safety and security at workplace

	SB7. Apply balanced judgment to different situations
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NOS Version Control

NOS Code	FFS/N8601		
Credits(NSQF)	TBD	Version number	1.0
Sector	Furniture and Fittings	Drafted on	23/06/15
Industry Sub-sector	Fittings and fixtures	Last reviewed on	30/06/15
Occupation	Fitting	Next review date	30/06/17

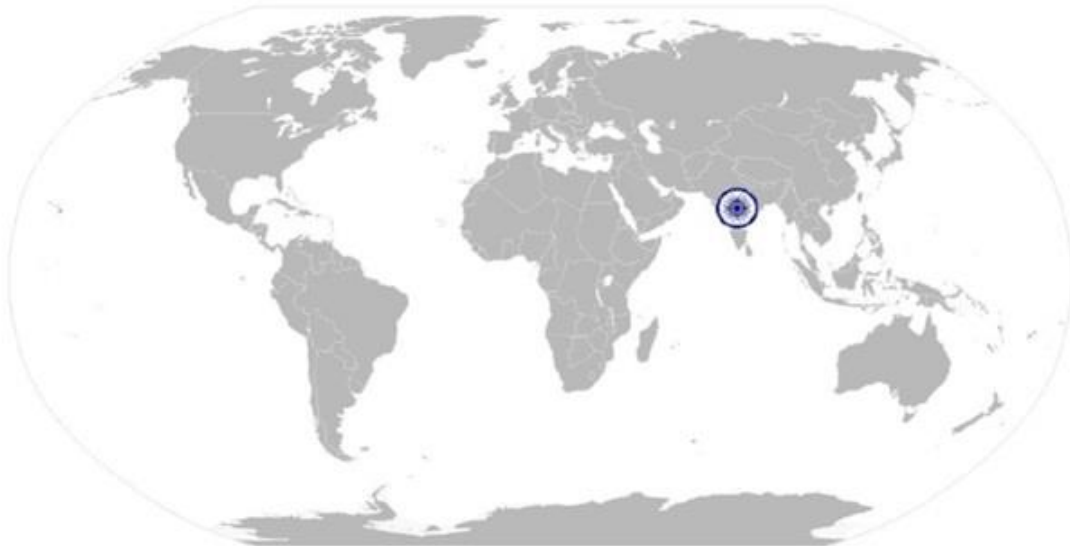
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FFS/N8701

Carry out work effectively at the workplace

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

Unit Code	FFS/N8701
Unit Title (Task)	Carry out work effectively at the workplace
Description	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.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Work effectively • Stakeholder Interaction • Compliance to organizational rules and regulations
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Work Effectively	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
Stakeholder Interaction	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
Compliance to organizational rules and regulations	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
Knowledge and Understanding (K)	
A. Organizational Context (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. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. The principles of furniture and fittings manufacturing and installation KB2. Procedures need to be followed to obtain required resources to Complete work objective KB3. Importance of having correct understanding of work task and objective

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	<p>KB4. When and why it may be necessary to work with others to achieve set work objectives</p> <p>KB5. Importance of keeping the work area tidy and clean</p> <p>KB6. Applicable quality standards for assigned work task and objective</p> <p>KB7. Different methods of communication and its appropriate usage</p> <p>KB8. Benefits of cordial relationships with colleagues and clients</p> <p>KB9. Effective working relationships with all stakeholders: internal and external</p> <p>KB10. Procedures in the organization to deal with conflict and poor working relationships</p> <p>KB11. Reporting procedure in case of deviations</p> <p>KB12. Organizational policies and procedures</p>
Skills (S)	
A. Core Skills / Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Fill in forms accurately based on the requirement and as applicable</p> <p>SA2. Write in English/local language as applicable</p>
	Reading Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA3. Read and interpret workplace documentation</p> <p>SA4. Read and interpret organizational policies and procedures</p>
	Oral Communication (Listening and Speaking Skills)
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA5. Use gestures or simple words to communicate as applicable</p> <p>SA5. Pay attention while instructions are being given</p> <p>SA6. Ask questions to minimize misunderstandings</p> <p>SA7. Positively influence the team members into following procedures</p>
	B. Professional Skills
<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB1. Take appropriate decisions related to responsibilities</p>	
Plan and Organize	
<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB2. Plan and organize work activities with the team members/supervisor</p> <p>SB3. Plan and manage work schedule based on organization procedure and practices</p>	
Customer Centricity	
<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB4. Build relationship with internal and external team members</p> <p>SB5. Work in accordance with organizational and work location norms</p>	
Problem Solving	
<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB6. Evaluate and seek clarification from the superiors</p> <p>SB7. Be proactive in solving issues with the fellow members in the team</p>	
Analytical Thinking	
<p>The user/ individual on the job needs to know and understand how to:</p>	

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	SB8. Analyze the situation and take appropriate actions while dealing with team members
	Critical Thinking
	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

NOS Version Control

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

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CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role Lock Technician

Qualification Pack Code FFS/Q5703

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/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		2	1	1

	marker				
	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 to be used to repair the lock		1	1	0
	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
	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
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 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		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