



Sales Executive - Furniture & Fittings

QP Code: FFS/Q8101

NSQF Level: 4

Furniture and Fittings Skill Council || 407-408, DLF City Court, M G Road, Sikanderpur
Gurgaon - 122002

Qualification Pack

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FFS/Q8101: Sales Executive - Furniture & Fittings

Brief Job Description

Sales executives is responsible for interacting with potential customers, understanding their needs and help customers choose and purchase the most optimal furniture products. Individuals in this role would interact with customers and provide specialized demonstrations of furniture hardware to maximize sales of the furniture products if needed.

Personal Attributes

Sales executive should have good communication skills, be customer centric, and have relationship building skills. S/he should be self motivated and analytical thinking skills to learn and adapt to changing environment. S/he should have ability to carry out tasks, multitasking ability, good planning and team skills and be physically fit. Further, s/he should have furniture and fittings products industry knowledge and understanding of current trends/designs and prices of different products , ability to visualize customer needs and provide appropriate solution.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [FFS/N8101: Undertake pre work and help in assessing & choosing suitable furniture/ fitting](#)
2. [FFS/N8501: Maintain work area, tools and machines](#)
3. [FFS/N8601: Ensure health and safety at workplace](#)
4. [FFS/N8801: Work effectively with others](#)
5. [RAS/N0114: To process credit applications for purchases](#)
6. [RAS/N0128: To maximise sales of goods & services](#)
7. [RAS/N0130: To create a positive image of self & organisation in the customer's mind](#)

Qualification Pack (QP) Parameters

Sector	Furniture & Fittings
Sub-Sector	Furniture and Fittings
Occupation	Furniture- Sales and Distribution
Country	India
NSQF Level	4

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Aligned to NCO/ISCO/ISIC Code	NCO-2015/5242.0102 & NCO-2015/5249.0301
Minimum Educational Qualification & Experience	12th Class with 1-2 Years of experience relevant experience
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	Training on furniture & fittings products- their usage/ features suggested but not mandatory
Minimum Job Entry Age	18 Years
Last Reviewed On	12/07/2017
Next Review Date	12/07/2020
NSQC Approval Date	03/08/2018
Version	1.0

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FFS/N8101: Undertake pre work and help in assessing & choosing suitable furniture/ fitting

Description

This OS unit is about the pre work undertaken for furniture fittings sales on behalf of the organization and understanding customer furniture needs and helping them choose the suitable furniture fitting

Scope

This unit/task covers the following:

- Pre work for undertaking furniture fitting sales
- Understand customer needs and help in choosing appropriate furniture / fitting
- Display the furniture to the customer

Elements and Performance Criteria

Pre work for undertaking furniture fitting sales

To be competent, the user/individual on the job must be able to:

- PC1.** interpret the broad sectors and sub sectors of furniture fittings and furniture sold by the organisation
- PC2.** gather all the required information about the functionality, features, pricing of the furniture fittings by reading and comprehending the catalogue.If required, take guidance from peers/supervisors
- PC3.** determine about the various brands of furniture sold by organization, if applicable
- PC4.** gather all the relevant and accurate information about the promotions
- PC5.** understand the organization protocol/standards and follow the same
- PC6.** understand about the kinds of raw materials used for making the furniture/fittings
- PC7.** assess and gain knowledge about payment modes, loan options offered and the procedural compliance that needs to be done for the same
- PC8.** knowledge about the delivery, assembling the furniture/ fittings options offered by the organisation
- PC9.** discuss with seniors when faced with difficulties in order to avoid issues at a later stage

Understand customer needs and help in choosing appropriate furniture/fitting

To be competent, the user/individual on the job must be able to:

- PC10.** gather information on the needs of the customer, the budget frame in mind, any brand or style preference etc.
- PC11.** determine customer need in terms of residential or commercial furniture requirements
- PC12.** describe furniture features stated in the catalogue including details on price, warranty, after sales service etc
- PC13.** highlight to the customer basis the information gathered, on the furniture features which interest the customer
- PC14.** compare the products shortlisted to enable the customer to choose

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- PC15.** respond to all the queries raised by the customers appropriately in a way to promote business and also manage the goodwill/image of organization
- PC16.** identify opportunities for additional furniture sales and inform the customer about the same
- PC17.** acknowledge and respect the customers buying decision
- Display the furniture /fitting to the customer*
- To be competent, the user/individual on the job must be able to:
- PC18.** check if the customer is willing to see a display involving demonstration of the product features in detail post showing interest in the product
- PC19.** ensure to have all the required resources arranged in sequence of usage before initiating the demonstration
- PC20.** set up the display in a safe manner ensuring least disturbance to other customers/team mates and exhibit in an effective manner highlighting the uses and benefits of the furniture/fitting
- PC21.** allow an opportunity to the customer to touch and feel the furniture
- PC22.** respond to customer queries/questions in an appropriate and effective manner
- PC23.** take note of the inputs/ feedback received to incorporate in future

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** about various organizational processes, code of conduct, reporting matrix and escalation hierarchy
- KU2.** knowledge about the organisation procedures and formalities to be complied
- KU3.** knowledge about organisation furniture/fitting products, their usage/features and pricing
- KU4.** information about the organisation clients and their preferences
- KU5.** relevant safety and security procedures to be followed
- KU6.** dress code to be followed
- KU7.** work specifications and interpret them accurately
- KU8.** knowledge about residential/home and commercial furniture/fitting and their various sub sector based furniture fitting
- KU9.** knowldege about raw materials used for making furniture fitting
- KU10.** understanding of various kinds of furniture/fittings and their features /uses/benefits
- KU11.** knowledge of functionality of the furniture
- KU12.** knowledge about delivery and installation process followed by organisation
- KU13.** knowledge of additional associated products and their features
- KU14.** knowledge of pricing of the furniture/fitting and various catalogue information
- KU15.** understanding of the payment options available to the customer and the various customer rights like warranty, after sales service etc.
- KU16.** understanding of latest trends, market trends, seasonal trends and customer preferences etc.
- KU17.** safety standards and precautions to be taken and different types of personal protective gear and their usage

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- KU18.** Standard operating procedures and documentation required
- KU19.** common issues troubleshooting knowledge
- KU20.** ability to communicate with customers , respond to queries and establish goodwill/rapport with customers
- KU21.** knowledge on promotional offers on furniture
- KU22.** waste disposal measures and guidelines

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** document the information communicated /observations if any related to process and procedures
- GS2.** write reports, information documents to internal departments/ internal teams
- GS3.** read and understand the labels / package details as per company procedures
- GS4.** read and be abreast about trends, customer preferences
- GS5.** ability to read and interpret the process required for conducting the assigned work
- GS6.** read internal information documents sent by internal teams
- GS7.** discuss task lists, schedules and activities and follow instructions accurately
- GS8.** effectively communicate with customers and team members. If needed, use gestures where language barriers exist.
- GS9.** attentively listen and comprehend the information given by the speaker
- GS10.** respond and communicate clearly on the issues/queries raised by customers
- GS11.** share best practices with peers
- GS12.** ability to troubleshoot common concerns faced
- GS13.** make appropriate decisions in line with the responsibilities of the job roles
- GS14.** analyze critical points in day to day tasks through experience and observation, and identify control measures to solve the issues faced
- GS15.** plan and organize the jobs received
- GS16.** plan to effectively demonstrate and utilize time and customer attention span effectively
- GS17.** ability to concentrate on task and ability to complete with time limits
- GS18.** undertake record keeping and proper documentation
- GS19.** understand customer requirements, needs and respond as per their needs
- GS20.** being courteous with customers and ability to handle different types of customers
- GS21.** being aware of different customer cultures/faiths and responding appropriately
- GS22.** support lead/manager in solving problems by detailing and discussing the possible solutions
- GS23.** ability to quickly identify common causes of errors and help in resolution
- GS24.** apply domain information/knowledge and assess day to day tasks through experience and observation, to identify measures to solve issues
- GS25.** provide suggestions to further streamline process
- GS26.** use reasoning skills to identify and resolve basic problems

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- GS27.** use acquired knowledge of the process and apply the information gathered from observation, experience, reasoning, or communication to act efficiently

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Pre work for undertaking furniture fitting sales</i>	6	31	-	-
PC1. interpret the broad sectors and sub sectors of furniture fittings and furniture sold by the organisation	1	4	-	-
PC2. gather all the required information about the functionality, features, pricing of the furniture fittings by reading and comprehending the catalogue.If required, take guidance from peers/supervisors	1	5	-	-
PC3. determine about the various brands of furniture sold by organization, if applicable	-	3	-	-
PC4. gather all the relevant and accurate information about the promotions	1	2	-	-
PC5. understand the organization protocol/standards and follow the same	1	4	-	-
PC6. understand about the kinds of raw materials used for making the furniture/fittings	-	3	-	-
PC7. assess and gain knowledge about payment modes, loan options offered and the procedural compliance that needs to be done for the same	-	5	-	-
PC8. knowledge about the delivery, assembling the furniture/ fittings options offered by the organisation	1	3	-	-
PC9. discuss with seniors when faced with difficulties in order to avoid issues at a later stage	1	2	-	-
<i>Understand customer needs and help in choosing appropriate furniture/fitting</i>	8	31	-	-
PC10. gather information on the needs of the customer, the budget frame in mind, any brand or style preference etc.	1	5	-	-
PC11. determine customer need in terms of residential or commercial furniture requirements	1	5	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. describe furniture features stated in the catalogue including details on price, warranty, after sales service etc	1	5	-	-
PC13. highlight to the customer basis the information gathered, on the furniture features which interest the customer	1	4	-	-
PC14. compare the products shortlisted to enable the customer to choose	1	4	-	-
PC15. respond to all the queries raised by the customers appropriately in a way to promote business and also manage the goodwill/image of organization	1	4	-	-
PC16. identify opportunities for additional furniture sales and inform the customer about the same	1	2	-	-
PC17. acknowledge and respect the customers buying decision	1	2	-	-
<i>Display the furniture /fitting to the customer</i>	6	18	-	-
PC18. check if the customer is willing to see a display involving demonstration of the product features in detail post showing interest in the product	1	2	-	-
PC19. ensure to have all the required resources arranged in sequence of usage before initiating the demonstration	1	2	-	-
PC20. set up the display in a safe manner ensuring least disturbance to other customers/team mates and exhibit in an effective manner highlighting the uses and benefits of the furniture/fitting	1	5	-	-
PC21. allow an opportunity to the customer to touch and feel the furniture	1	3	-	-
PC22. respond to customer queries/questions in an appropriate and effective manner	1	4	-	-
PC23. take note of the inputs/ feedback received to incorporate in future	1	2	-	-
NOS Total	20	80	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	FFS/N8101
NOS Name	Undertake pre work and help in assessing & choosing suitable furniture/ fitting
Sector	Furniture & Fittings
Sub-Sector	Furniture and Fittings
Occupation	Furniture- Sales and Distribution
NSQF Level	4
Credits	NA
Version	1.0
Last Reviewed Date	12/07/2017
Next Review Date	12/07/2020
NSQC Clearance Date	03/08/2018

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FFS/N8501: Maintain work area, tools and machines

Description

This OS unit is about organizing / maintaining work area and activities to ensure tools and machines are maintained as per norms

Elements and Performance Criteria

Maintenance of workarea, tools and machines

To be competent, the user/individual on the job must be able to:

- PC1.** handle materials, machinery, equipment and tools safely and correctly
- PC2.** use correct handling procedures
- PC3.** use materials to minimize waste
- PC4.** prepare and organize work
- PC5.** maintain a clean and hazard free working area
- PC6.** deal with work interruptions
- PC7.** maintain tools equipment and consumables
- PC8.** work in a comfortable position with the correct posture
- PC9.** use cleaning equipment and methods appropriate for the work to be carried out
- PC10.** dispose of waste safely in the designated location
- PC11.** store cleaning equipment safely after use
- PC12.** ensure safe and correct handling of materials, equipment and tools
- PC13.** maintain appropriate environment to protect stock from pilfering, theft, damage and deterioration

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant legislation, standards, policies, and procedures followed in the company
- KU2.** expectations and responsibilities of the job role
- KU3.** the organizations rules, codes, guidelines and standards
- KU4.** statutory responsibilities, organizational legislation and regulations
- KU5.** contact person in case of queries on procedure or products
- KU6.** method to handle tools and equipment safely and the health and safety implications of not doing so
- KU7.** escalation matrix
- KU8.** relevant health and safety requirements applicable in the work place
- KU9.** who to approach for support in order to obtain work related instructions, clarifications and support
- KU10.** importance of following health, hygiene, safety and quality standards
- KU11.** work instructions and specifications and interpret them accurately

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- KU12.** method to make use of the information detailed in specifications and instructions
- KU13.** different ways of minimizing waste
- KU14.** effects of contamination on products i.e. dirt, water and from other work happening on the site
- KU15.** Common faults with equipment and the method to rectify them
- KU16.** maintenance procedures of tools, equipment and consumables as per manufacturers instructions
- KU17.** Hazards likely to be encountered when conducting routine maintenance
- KU18.** different types of cleaning equipment and substances and their use
- KU19.** safe working practices for cleaning and the method of carrying them out

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** write in Hindi or local language
- GS2.** fill logs, forms and formats in local language or Hindi for recording quantity and quality of work figures, defects and other related information, etc. whenever needed
- GS3.** fill formats, logs and forms related to work in local language or Hindi/English
- GS4.** document measurement appropriately whenever required
- GS5.** read instructions from supervisor provided in local language or Hindi
- GS6.** read and understand manufacturers instructions and job specifications
- GS7.** interpret pictorial representations and written signs or instructions
- GS8.** read and interpret numbers written in Hindi or local language
- GS9.** understand safety symbols and basic warning signs wherever needed
- GS10.** communicate effectively with team members, supervisors, managers etc.
- GS11.** seek clarification on any unclear instructions in locally understood language
- GS12.** take decisions of once own roles and responsibilities
- GS13.** decide on material requirement for related to once work
- GS14.** decide on to accept or reject a work piece on the basis of quality parameter
- GS15.** plan and organize own work in a way that all activities are completed in time and as per specifications
- GS16.** plan word as per job specification
- GS17.** plan and organize cleaning and maintenance activities
- GS18.** work and deliver output as per client requirement and satisfaction
- GS19.** identify any defects in materials, tools and equipment and ways to resolve them
- GS20.** determine timely correction of errors to minimize rejection of pieces or rework
- GS21.** Analyse the situation and take appropriate actions while dealing with team members
- GS22.** analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintenance of workarea, tools and machines</i>				
PC1. handle materials, machinery, equipment and tools safely and correctly	4	4	-	-
PC2. use correct handling procedures	4	4	-	-
PC3. use materials to minimize waste	4	4	-	-
PC4. prepare and organize work	4	4	-	-
PC5. maintain a clean and hazard free working area	4	4	-	-
PC6. deal with work interruptions	4	4	-	-
PC7. maintain tools equipment and consumables	4	4	-	-
PC8. work in a comfortable position with the correct posture	4	4	-	-
PC9. use cleaning equipment and methods appropriate for the work to be carried out	4	4	-	-
PC10. dispose of waste safely in the designated location	5	3	-	-
PC11. store cleaning equipment safely after use	3	4	-	-
PC12. ensure safe and correct handling of materials, equipment and tools	3	4	-	-
PC13. maintain appropriate environment to protect stock from pilfering, theft, damage and deterioration	3	3	-	-
NOS Total	50	50	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	FFS/N8501
NOS Name	Maintain work area, tools and machines
Sector	Furniture & Fittings
Sub-Sector	Generic
Occupation	Generic
NSQF Level	3
Credits	NA
Version	1.0
Last Reviewed Date	12/07/2017
Next Review Date	12/07/2020
NSQC Clearance Date	03/08/2018

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FFS/N8601: Ensure health and safety at workplace

Description

This OS unit covers health, safety and security at the workplace. This includes procedures and practices that candidate need to follow to help maintain a healthy, safe and secure work environment.

Elements and Performance Criteria

Health and Safety

To be competent, the user/individual on the job must be able to:

- PC1.** work safely at all times, complying with health and safety legislation, regulations and other relevant guidelines
- PC2.** ensure that health and safety instructions applicable to the work place are being followed
- PC3.** check the worksite for any possible health and safety hazards
- PC4.** Follow manufacturers instructions and job specifications relating to safe use of materials specifically chemicals and power equipment
- PC5.** ensure safe handling and disposal of waste and debris
- PC6.** identify and report any hazards and potential risks/ threats to supervisors or other authorized personnel
Hazards: sharp edged tools, hazardous surfaces, physical hazards, electrical hazards, health hazards from chemicals and other such toxic material etc.
- PC7.** undertake first aid activities in case of any accident, if required and asked to do so
- PC8.** select and use appropriate personal protective equipment compatible to the work and compliant to relevant occupational health and safety guidelines
Personal protective equipment: masks, safety glasses, head protection, ear muffs, safety footwear, gloves, aprons etc.
- PC9.** maintain correct body posture while standing and working for long hours and carrying heavy materials
- PC10.** lift, carry or move heavy wooden furniture and accessories from one place to another using approved safe working practices
- PC11.** handle all required tools, machines , materials & equipment safely
- PC12.** adhere to relevant occupational safety policies while handling sharp tools to make and install furniture and fittings
- PC13.** take safety measures while handling glass, heavy wood, materials, chemicals etc.
- PC14.** apply good housekeeping practices at all times
Good housekeeping practices: clean/tidy work areas, removal/disposal of waste products, protect surfaces
- PC15.** report accident/incident report to authorized personal
- PC16.** perform basic safety checks before operation of all machines, tools and electrical equipment
- PC17.** follow recommended material handling procedure to control damage and personal injury
- PC18.** follow safe working practices at all times

Dealing with Emergencies

To be competent, the user/individual on the job must be able to:

- PC19.** follow appropriate procedure in case a of fire emergency

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- PC20.** follow electrical safety measures while working with electrically powered tools & equipment
- PC21.** follow agreed work location procedures in the event of an emergency or an accident
- PC22.** follow emergency and evacuation procedures in case of accidents, fires, natural calamities
- PC23.** Check and ensure general health and safety equipment are available at work site. General health and safety equipment: fire extinguishers; first aid equipment; safety instruments and clothing; safety installations (e.g. fire exits, exhaust fans)
- PC24.** Comply with restrictions imposed on harmful chemicals inside work area during working hours
- PC25.** correctly demonstrate rescue techniques applied during fire hazard
- PC26.** demonstrate good housekeeping in order to prevent fire hazards
- PC27.** demonstrate the correct use of a fire extinguisher
- PC28.** demonstrate how to free a person from electrocution
- PC29.** respond promptly and appropriately to an accident situation or medical emergency
- PC30.** participate in emergency procedures Emergency procedures: raising alarm, safe/efficient, evacuation, correct means of escape, correct assembly point, roll call, correct return to work
- PC31.** use the various appropriate fire extinguishers on different types of fires correctly. Types of fires: Class A: e.g. ordinary solid combustibles, such as wood, paper, cloth, plastic, charcoal, etc.; Class B: flammable liquids and gases, such as gasoline, propane, diesel fuel, tar, cooking oil, and similar substances; Class C: e.g. electrical equipment such as appliances, wiring, breaker panels, etc. These categories of fires become Class A, B, and D fires when the electrical equipment that initiated the fire is no longer receiving electricity); Class D: combustible metals such as magnesium, titanium, and sodium (These fires burn at extremely high temperatures and require special suppression agents)
- PC32.** state methods of accident prevention in the work environment. Methods of accident prevention: training in health and safety procedures; using health and safety procedures; use of equipment and working practices (such as safe carrying procedures); safety notices, advice; instruction from colleagues and supervisors

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational procedures for safe handling of equipment and machine operations
- KU2.** how to respond to emergency situation in line with organisational procedures
- KU3.** reporting protocol and documentation required
- KU4.** whom to contact in case of an emergency
- KU5.** Where to get the list of contact in case of an emergency in the organization
- KU6.** common health and safety hazards in a work environment and related precautions
- KU7.** organizational procedures for safe handling of tools and equipment
- KU8.** how to respond to an emergency situation
- KU9.** potential risks and threats
- KU10.** organizational reporting protocol
- KU11.** health and safety practices at work place
- KU12.** potential hazards and risks which may be present at furniture and fittings related workplace

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- KU13.** storage and handling of hazardous substances
- KU14.** importance of good housekeeping
- KU15.** procedure to be followed for safe disposal of waste
- KU16.** safe working practices in a furniture and fittings related workplace
- KU17.** how to deal with an accident which involve human life
- KU18.** different types of personal protective equipment and their use
- KU19.** how to follow safe working practices while at work
- KU20.** different risks associated with the use of electrical equipment
- KU21.** preventative and remedial actions to be taken in the case of exposure to toxic materials, Exposure: ingested, contact with skin, inhaled Preventative action: ventilation, masks, protective clothing/ equipment); Remedial action: immediate first aid, report to supervisor Toxic materials: solvents, flux, lead
- KU22.** importance of using protective clothing/equipment while working
- KU23.** Various causes of fire
- KU24.** techniques of using the different fire extinguishers
- KU25.** different type of fire extinguishers and their use
- KU26.** various types of safety signs and what they mean
- KU27.** Appropriate basic first aid treatment relevant to the condition eg. shock, electrical shock, bleeding, breaks to bones, minor burns, resuscitation, poisoning, eye injuries, etc.
- KU28.** importance of safe lifting practices and correct body postures
- KU29.** list of names (and job titles if applicable), and the contact details of all the people responsible for health and safety in a workplace

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** write in Hindi or local language
- GS2.** fill logs, forms and formats in local language or Hindi for recording quantity and quality of work figures, defects and other related information, etc. whenever needed
- GS3.** document measurement appropriately whenever required
- GS4.** read all organizational and equipment related health and safety manuals and documents
- GS5.** read and comprehend safety related documents
- GS6.** communicate effectively with team members, supervisors, managers etc
- GS7.** seek clarification on any unclear instructions in locally understood language
- GS8.** take decisions of once own roles and responsibilities
- GS9.** decide on material requirement for related to once work
- GS10.** decide on to accept or reject a work piece on the basis of quality parameter
- GS11.** plan and organize own work in a way that all activities are completed in time and as per specifications
- GS12.** plan word as per job specification
- GS13.** plan and organize cleaning and maintenance activities

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- GS14.** work and deliver output as per client requirement and satisfaction
- GS15.** identify any defects in materials, tools and equipment and ways to resolve them
- GS16.** determine timely correction of errors to minimize rejection of pieces or rework
- GS17.** analyse the situation and take appropriate actions while dealing with team members
- GS18.** analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Health and Safety</i>	17	39	-	-
PC1. work safely at all times, complying with health and safety legislation, regulations and other relevant guidelines	2	1	-	-
PC2. ensure that health and safety instructions applicable to the work place are being followed	1	2	-	-
PC3. check the worksite for any possible health and safety hazards	1	2	-	-
PC4. Follow manufacturers instructions and job specifications relating to safe use of materials specifically chemicals and power equipment	1	2	-	-
PC5. ensure safe handling and disposal of waste and debris	-	3	-	-
PC6. identify and report any hazards and potential risks/ threats to supervisors or other authorized personnel Hazards: sharp edged tools, hazardous surfaces, physical hazards, electrical hazards, health hazards from chemicals and other such toxic material etc.	1	2	-	-
PC7. undertake first aid activities in case of any accident, if required and asked to do so	-	3	-	-
PC8. select and use appropriate personal protective equipment compatible to the work and compliant to relevant occupational health and safety guidelines Personal protective equipment: masks, safety glasses, head protection, ear muffs, safety footwear, gloves, aprons etc.	-	3	-	-
PC9. maintain correct body posture while standing and working for long hours and carrying heavy materials	-	3	-	-
PC10. lift, carry or move heavy wooden furniture and accessories from one place to another using approved safe working practices	2	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. handle all required tools, machines , materials & equipment safely	2	2	-	-
PC12. adhere to relevant occupational safety policies while handling sharp tools to make and install furniture and fittings	-	3	-	-
PC13. take safety measures while handling glass, heavy wood, materials, chemicals etc.	-	3	-	-
PC14. apply good housekeeping practices at all times Good housekeeping practices: clean/tidy work areas, removal/disposal of waste products, protect surfaces	2	1	-	-
PC15. report accident/incident report to authorized personal	1	2	-	-
PC16. perform basic safety checks before operation of all machines, tools and electrical equipment	2	1	-	-
PC17. follow recommended material handling procedure to control damage and personal injury	1	2	-	-
PC18. follow safe working practices at all times	1	2	-	-
<i>Dealing with Emergencies</i>	13	31	-	-
PC19. follow appropriate procedure in case a of fire emergency	1	2	-	-
PC20. follow electrical safety measures while working with electrically powered tools & equipment	2	2	-	-
PC21. follow agreed work location procedures in the event of an emergency or an accident	1	2	-	-
PC22. follow emergency and evacuation procedures in case of accidents, fires, natural calamities	1	2	-	-
PC23. Check and ensure general health and safety equipment are available at work site. General health and safety equipment: fire extinguishers; first aid equipment; safety instruments and clothing; safety installations (e.g. fire exits, exhaust fans)	1	3	-	-
PC24. Comply with restrictions imposed on harmful chemicals inside work area during working hours	-	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC25. correctly demonstrate rescue techniques applied during fire hazard	-	3	-	-
PC26. demonstrate good housekeeping in order to prevent fire hazards	-	3	-	-
PC27. demonstrate the correct use of a fire extinguisher	2	1	-	-
PC28. demonstrate how to free a person from electrocution	1	2	-	-
PC29. respond promptly and appropriately to an accident situation or medical emergency	-	3	-	-
PC30. participate in emergency procedures Emergency procedures: raising alarm, safe/efficient, evacuation, correct means of escape, correct assembly point, roll call, correct return to work	-	3	-	-
PC31. use the various appropriate fire extinguishers on different types of fires correctly. Types of fires: Class A: e.g. ordinary solid combustibles, such as wood, paper, cloth, plastic, charcoal, etc.; Class B: flammable liquids and gases, such as gasoline, propane, diesel fuel, tar, cooking oil, and similar substances; Class C: e.g. electrical equipment such as appliances, wiring, breaker panels, etc. These categories of fires become Class A, B, and D fires when the electrical equipment that initiated the fire is no longer receiving electricity); Class D: combustible metals such as magnesium, titanium, and sodium (These fires burn at extremely high temperatures and require special suppression agents)	1	2	-	-
PC32. state methods of accident prevention in the work environment. Methods of accident prevention: training in health and safety procedures; using health and safety procedures; use of equipment and working practices (such as safe carrying procedures); safety notices, advice; instruction from colleagues and supervisors	3	-	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	FFS/N8601
NOS Name	Ensure health and safety at workplace
Sector	Furniture & Fittings
Sub-Sector	Generic
Occupation	Generic
NSQF Level	3
Credits	NA
Version	1.0
Last Reviewed Date	12/07/2017
Next Review Date	12/07/2020
NSQC Clearance Date	

Qualification Pack

FFS/N8801: Work effectively with others

Description

This OS unit is about communicating and coordinating with team members including subordinates and superiors.

Elements and Performance Criteria

Interaction with Seniors

To be competent, the user/individual on the job must be able to:

- PC1.** seek assistance from supervisor or any such appropriate authority as and when required
- PC2.** ask questions and seek clarifications on work tasks whenever required handling procedures
- PC3.** seek and obtain clarifications on policies and procedures, from the supervisor or other authorized personnel
- PC4.** identify and report any possible deviations to appropriate authority
- PC5.** address the problems effectively and report if required to immediate supervisor appropriately
- PC6.** Receive instructions clearly from superiors and respond effectively on the same
- PC7.** follow escalation matrix in case of any grievance
- PC8.** accurately receive information and instructions from the supervisor related to ones work

Work effectively

To be competent, the user/individual on the job must be able to:

- PC9.** coordinate and cooperate with colleagues to achieve work objectives
- PC10.** display courteous behaviour at all times
- PC11.** respond politely to customer queries and other team members
- PC12.** follow work place dress code
- PC13.** keep work area in a tidy and organized state
- PC14.** adhere to time lines and quality standards
- PC15.** follow organizational policies and procedures
- PC16.** share information with team wherever and whenever required to enhance quality and productivity at work place
- PC17.** work together with co-workers in a synchronized manner
- PC18.** communicate with others clearly, at a pace and in a manner that helps them to understand
- PC19.** show respect to other and their work
- PC20.** display active listening skills while interacting with others at work
- PC21.** Demonstrate responsible and disciplined behaviors at the workplace disciplined behaviors: e.g. punctuality; completing tasks as per given time and standards; not gossiping and idling time; eliminating waste, honesty, etc.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

Qualification Pack

- KU1.** legislation, standards, policies, and procedures followed in the company relevant to own employment and performance conditions
- KU2.** reporting structure, inter-dependent functions, lines and procedures in the work area
- KU3.** relevant people and their responsibilities within the work area
- KU4.** escalation matrix and procedures for reporting work and employment relate issue clarifications and support
- KU5.** importance of working effectively with others to achieve organizations goals
- KU6.** importance of effective communication and establishing good working relationships with other
- KU7.** responsibilities and objectives of the role
- KU8.** own roles and responsibilities
- KU9.** principle of furniture and fittings manufacturing and installation
- KU10.** importance of having correct understanding of work task and objective
- KU11.** how to keep work area clean and tidy and its importance
- KU12.** applicable quality standards for assigned work task and objective
- KU13.** Reporting procedure in case of deviations
- KU14.** importance and need of supporting co-workers facing problems for smooth functioning of work
- KU15.** different type of people that one is required to communicate and coordinate within the organization
- KU16.** various components of communication cycle
- KU17.** importance of active listening
- KU18.** importance of discipline and ethics for professional success
- KU19.** what constitutes disciplined behavior for a working professional
- KU20.** expressing and addressing grievances appropriately and effectively
- KU21.** importance and ways of managing interpersonal conflict effectively

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** write in Hindi or local language
- GS2.** fill formats, logs and forms related to work in local language or Hindi/English
- GS3.** document measurement appropriately whenever required
- GS4.** read instructions from supervisor provided in local language or Hindi
- GS5.** read and understand manufacturers instructions and job specifications
- GS6.** interpret pictorial representations and written signs or instructions
- GS7.** read and interpret numbers written in Hindi or local language
- GS8.** understand safety symbols and basic warning signs wherever needed
- GS9.** communicate effectively with team members, supervisors, managers etc.
- GS10.** seek clarification on any unclear instructions in locally understood language
- GS11.** take decisions of once own roles and responsibilities

Qualification Pack

- GS12.** decide on material requirement for related to once work
- GS13.** decide on to accept or reject a work piece on the basis of quality parameter
- GS14.** Plan and organize own work in a way that all activities are completed in time and as per specifications
- GS15.** plan word as per job specification
- GS16.** plan and organize cleaning and maintenance activities
- GS17.** work and deliver output as per client requirement and satisfaction
- GS18.** identify any defects in materials, tools and equipment and ways to resolve them
- GS19.** determine timely correction of errors to minimize rejection of pieces or rework
- GS20.** analyse the situation and take appropriate actions while dealing with team members
- GS21.** analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Interaction with Seniors</i>	18	15	-	-
PC1. seek assistance from supervisor or any such appropriate authority as and when required	1	2	-	-
PC2. ask questions and seek clarifications on work tasks whenever required and handling procedures	1	2	-	-
PC3. seek and obtain clarifications on policies and procedures, from the supervisor or other authorized personnel	5	-	-	-
PC4. identify and report any possible deviations to appropriate authority	1	2	-	-
PC5. address the problems effectively and report if required to immediate supervisor appropriately	2	3	-	-
PC6. Receive instructions clearly from superiors and respond effectively on the same	1	2	-	-
PC7. follow escalation matrix in case of any grievance	4	2	-	-
PC8. accurately receive information and instructions from the supervisor related to ones work	3	2	-	-
<i>Work effectively</i>	12	55	-	-
PC9. coordinate and cooperate with colleagues to achieve work objectives	-	5	-	-
PC10. display courteous behaviour at all times	-	5	-	-
PC11. respond politely to customer queries and other team members	1	4	-	-
PC12. follow work place dress code	-	5	-	-
PC13. keep work area in a tidy and organized state	-	5	-	-
PC14. adhere to time lines and quality standards	2	3	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. follow organizational policies and procedures	4	-	-	-
PC16. share information with team wherever and whenever required to enhance quality and productivity at work place	2	3	-	-
PC17. work together with co-workers in a synchronized manner	-	6	-	-
PC18. communicate with others clearly, at a pace and in a manner that helps them to understand	3	3	-	-
PC19. show respect to other and their work	-	5	-	-
PC20. display active listening skills while interacting with others at work	-	5	-	-
PC21. Demonstrate responsible and disciplined behaviors at the workplace disciplined behaviors: e.g. punctuality; completing tasks as per given time and standards; not gossiping and idling time; eliminating waste, honesty, etc.	-	6	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	FFS/N8801
NOS Name	Work effectively with others
Sector	Furniture & Fittings
Sub-Sector	Generic
Occupation	Generic
NSQF Level	3
Credits	NA
Version	1.0
Last Reviewed Date	12/07/2017
Next Review Date	12/07/2020
NSQC Clearance Date	03/08/2018

Qualification Pack

RAS/N0114: To process credit applications for purchases

Description

This OS describes the skills and knowledge required to effectively process credit applications for purchases.

Scope

This unit applies to individuals to process credit applications for purchases in retail operations. Process applications from customers for credit facilities The role may be performed in a range of Retail Operations Department Store Supermarket Specialty Store Fresh Food stores Quick Service Food Stores

- Process applications from customers for credit facilities
- Department Store
- Supermarket
- Specialty Store
- Fresh Food stores
- Quick Service Food Stores

Elements and Performance Criteria

Process applications from customers for credit facilities

To be competent, the user/individual on the job must be able to:

- PC1.** identify the customers needs for credit facilities
- PC2.** clearly explain to the customer the features and conditions of credit facilities.
- PC3.** provide enough time and opportunities for the customer to ask for clarification or more information.
- PC4.** accurately fill in the documents needed to allow the customer to get credit.
- PC5.** successfully carry out the necessary credit checks and authorisation procedures.
- PC6.** promptly refer difficulties in processing applications to the right person

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the features and conditions of the credit facilities offered by the company.
- KU2.** legal and company requirements for giving information to customers when offering them credit facilities.
- KU3.** legal and company procedures for carrying out credit checks and getting authorisation for credit facilities.
- KU4.** whom to approach for advice and help in sorting out difficulties in processing applications.
- KU5.** how to determine the credit worthiness of an individual by using appropriate techniques and tools

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** complete documentation accurately
- GS2.** write simple reports when required
- GS3.** read information accurately
- GS4.** read and interpret data sheets
- GS5.** follow instructions accurately
- GS6.** use gestures or simple words to communicate where language barriers exist
- GS7.** use questioning to minimise misunderstandings
- GS8.** display courteous and helpful behaviour at all times
- GS9.** make appropriate decisions regarding the responsibilities of the job role
- GS10.** plan and schedule routines
- GS11.** build relationships with internal and external customers
- GS12.** respond to breakdowns and malfunction of equipment
- GS13.** respond to unsafe and hazardous working conditions
- GS14.** respond to security breaches
- GS15.** identify and evaluate the supporting given for credit applications
- GS16.** determine the impact of doing a thorough credit check for all applications received

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Process applications from customers for credit facilities</i>				
PC1. identify the customers needs for credit facilities	7.5	7.5	-	-
PC2. clearly explain to the customer the features and conditions of credit facilities.	10	10	-	-
PC3. provide enough time and opportunities for the customer to ask for clarification or more information.	7.5	7.5	-	-
PC4. accurately fill in the documents needed to allow the customer to get credit.	10	10	-	-
PC5. successfully carry out the necessary credit checks and authorisation procedures.	7.5	7.5	-	-
PC6. promptly refer difficulties in processing applications to the right person	7.5	7.5	-	-
NOS Total	50	50	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0114
NOS Name	To process credit applications for purchases
Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
NSQF Level	4
Credits	NA
Version	1.0
Last Reviewed Date	26/07/2017
Next Review Date	26/07/2021
NSQC Clearance Date	19/05/2015

Qualification Pack

RAS/N0128: To maximise sales of goods & services

Description

This OS describes the skills and knowledge required to maximise sales of goods & services.

Scope

This unit applies to individuals to maximise sales of goods & services in retail operations. Identify opportunities to increase sales of particular products Promote particular products The role may be performed in a range of Retail Operations Department Store Supermarket Specialty Store Fresh Food stores Quick Service Food Stores

- Identify opportunities to increase sales of particular products
- Promote particular products
- Department Store
- Supermarket
- Specialty Store
- Fresh Food stores
- Quick Service Food Stores

Elements and Performance Criteria

Identify opportunities to increase sales of particular products

To be competent, the user/individual on the job must be able to:

- PC1.** identify promotional opportunities and estimate their potential to increase sales.
- PC2.** identify promotional opportunities which offer the greatest potential to increase sales.
- PC3.** report promotional opportunities to the right person.
- PC4.** fill in the relevant records fully and accurately.

Promote particular products

To be competent, the user/individual on the job must be able to:

- PC5.** tell customers about promotions clearly and in a persuasive way.
- PC6.** identify and take the most effective actions for converting promotional sales into regular future sales.
- PC7.** gather relevant and accurate information about the effectiveness of promotions, and communicate this information clearly to the right person.
- PC8.** record clearly and accurately the results of promotions.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** seasonal trends and how they affect opportunities for sales
- KU2.** how to estimate and compare the potential of promotional opportunities to increase sales
- KU3.** whom to approach about the identified promotional opportunities

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- KU4.** techniques for building customers interest in regularly buying in future the product you are promoting
- KU5.** how to evaluate and record the results of promotions
- KU6.** the difference between the features and benefits of products
- KU7.** how to promote the features and benefits of products to customers
- KU8.** techniques of encouraging customers to buy the product being promoted

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** complete documentation accurately
- GS2.** write simple reports when required
- GS3.** read information accurately
- GS4.** read and interpret data sheets
- GS5.** follow instructions accurately
- GS6.** use gestures or simple words to communicate where language barriers exist
- GS7.** use questioning to minimise misunderstandings
- GS8.** display courteous and helpful behaviour at all times
- GS9.** make appropriate decisions regarding the responsibilities of the job role
- GS10.** plan and schedule routines
- GS11.** build relationships with internal and external customers
- GS12.** respond to breakdowns and malfunction of equipment
- GS13.** respond to unsafe and hazardous working conditions
- GS14.** respond to security breaches

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Identify opportunities to increase sales of particular products</i>	27.5	27.5	-	-
PC1. identify promotional opportunities and estimate their potential to increase sales.	7.5	7.5	-	-
PC2. identify promotional opportunities which offer the greatest potential to increase sales.	5	5	-	-
PC3. report promotional opportunities to the right person.	7.5	7.5	-	-
PC4. fill in the relevant records fully and accurately.	7.5	7.5	-	-
<i>Promote particular products</i>	22.5	22.5	-	-
PC5. tell customers about promotions clearly and in a persuasive way.	5	5	-	-
PC6. identify and take the most effective actions for converting promotional sales into regular future sales.	7.5	7.5	-	-
PC7. gather relevant and accurate information about the effectiveness of promotions, and communicate this information clearly to the right person.	5	5	-	-
PC8. record clearly and accurately the results of promotions.	5	5	-	-
NOS Total	50	50	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0128
NOS Name	To maximise sales of goods & services
Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
NSQF Level	4
Credits	NA
Version	1.0
Last Reviewed Date	26/07/2017
Next Review Date	26/07/2021
NSQC Clearance Date	19/05/2015

Qualification Pack

RAS/N0130: To create a positive image of self & organisation in the customer's mind

Description

This OS describes the skills and knowledge required to create a positive image of self & organisation in the customers mind

Scope

This unit applies to individuals to create a positive image of self & organisation in the customers mind in retail operations. Establish effective rapport with customers Respond appropriately to customers Communicate information to customers The role may be performed in a range of Retail Operations Department Store Supermarket Specialty Store Fresh Food stores Quick Service Food Stores

- Establish effective rapport with customers
- Respond appropriately to customers
- Communicate information to customers
- Department Store
- Supermarket
- Specialty Store
- Fresh Food stores
- Quick Service Food Stores

Elements and Performance Criteria

Establish effective rapport with customers

To be competent, the user/individual on the job must be able to:

- PC1.** meet the organisations standards of appearance and behaviour
- PC2.** greet customers respectfully and in a friendly manner
- PC3.** communicate with customers in a way that makes them feel valued and respected
- PC4.** identify and confirm customers expectations
- PC5.** treat customers courteously and helpfully at all times
- PC6.** keep customers informed and reassured
- PC7.** adapt appropriate behaviour to respond effectively to different customer behaviour

Respond appropriately to customers

To be competent, the user/individual on the job must be able to:

- PC8.** respond promptly to a customer seeking assistance
- PC9.** select the most appropriate way of communicating with customers
- PC10.** check with customers to ensure complete understanding of their expectations
- PC11.** respond promptly and positively to customers' questions and comments
- PC12.** allow customers time to consider his/her response and give further explanation when appropriate

Communicate information to customers

Qualification Pack

To be competent, the user/individual on the job must be able to:

- PC13.** quickly locate information that will help customers
- PC14.** give customers the information they need about the services or products offered by the organisation
- PC15.** recognise information that customers might find complicated and check whether they fully understand
- PC16.** explain clearly to customers any reasons why their needs or expectations cannot be met

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisations standards for appearance and behaviour
- KU2.** organisations guidelines for how to recognise what customers want and respond appropriately
- KU3.** organisations rules and procedures regarding the methods used for communication
- KU4.** how to recognise when a customer is angry or confused
- KU5.** organisations standards for timeliness in responding to customer questions and requests for information

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** complete documentation accurately
- GS2.** write simple reports when required
- GS3.** read information accurately
- GS4.** read and interpret data sheets
- GS5.** follow instructions accurately
- GS6.** use gestures or simple words to communicate where language barriers exist
- GS7.** use questioning to minimise misunderstandings
- GS8.** display courteous and helpful behaviour at all times
- GS9.** make appropriate decisions regarding the responsibilities of the job role
- GS10.** plan and schedule routines
- GS11.** build relationships with internal and external customers
- GS12.** respond to breakdowns and malfunction of equipment
- GS13.** respond to unsafe and hazardous working conditions
- GS14.** respond to security breaches

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Establish effective rapport with customers</i>	22.5	22.5	-	-
PC1. meet the organisations standards of appearance and behaviour	2.5	2.5	-	-
PC2. greet customers respectfully and in a friendly manner	2.5	2.5	-	-
PC3. communicate with customers in a way that makes them feel valued and respected	5	5	-	-
PC4. identify and confirm customers expectations	2.5	2.5	-	-
PC5. treat customers courteously and helpfully at all times	2.5	2.5	-	-
PC6. keep customers informed and reassured	2.5	2.5	-	-
PC7. adapt appropriate behaviour to respond effectively to different customer behaviour	5	5	-	-
<i>Respond appropriately to customers</i>	15	15	-	-
PC8. respond promptly to a customer seeking assistance	2.5	2.5	-	-
PC9. select the most appropriate way of communicating with customers	2.5	2.5	-	-
PC10. check with customers to ensure complete understanding of their expectations	2.5	2.5	-	-
PC11. respond promptly and positively to customers' questions and comments	5	5	-	-
PC12. allow customers time to consider his/her response and give further explanation when appropriate	2.5	2.5	-	-
<i>Communicate information to customers</i>	12.5	12.5	-	-
PC13. quickly locate information that will help customers	2.5	2.5	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. give customers the information they need about the services or products offered by the organisation	5	5	-	-
PC15. recognise information that customers might find complicated and check whether they fully understand	2.5	2.5	-	-
PC16. explain clearly to customers any reasons why their needs or expectations cannot be met	2.5	2.5	-	-
NOS Total	50	50	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0130
NOS Name	To create a positive image of self & organisation in the customer's mind
Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
NSQF Level	4
Credits	NA
Version	1.0
Last Reviewed Date	26/07/2017
Next Review Date	26/07/2021
NSQC Clearance Date	19/05/2015

Qualification Pack

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each Element/ PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score the Recommended Pass % aggregate for the QP.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Recommended Pass % aggregate for QP : 70

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
FFS/N8101.Undertake pre work and help in assessing & choosing suitable furniture/ fitting	20	80	-	-	100	25
FFS/N8501.Maintain work area, tools and machines	50	50	-	-	100	10
FFS/N8601.Ensure health and safety at workplace	30	70	-	-	100	10
FFS/N8801.Work effectively with others	30	70	-	-	100	10

Qualification Pack

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
RAS/N0114.To process credit applications for purchases	50	50	-	-	100	15
RAS/N0128.To maximise sales of goods & services	50	50	-	-	100	15
RAS/N0130.To create a positive image of self & organisation in the customer's mind	50	50	-	-	100	15
Total	280	420	-	-	700	100

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training

Qualification Pack

Glossary

Sector	Sector is a conglomeration of different business operations having similar business 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.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
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 (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) 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 (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications 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 verify that this is the appropriate OS they are looking for.
Scope	Scope is a 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 quality of performance required.

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Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.