

Qualification Pack



Lead Carpenter - Wooden Furniture

Options: Lock Installer

QP Code: FFS/Q0104

Version: 1.0

NSQF Level: 4

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

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FFS/Q0104: Lead Carpenter - Wooden Furniture

Brief Job Description

Furniture carpenters work indoors and outdoors to create customized woodwork that serve as an integral part of a furniture. They are responsible for making / repairing of furniture and fixtures by studying the technical drawings, measuring, cutting and shaping the raw material, joining and installation of parts for converting into finished furniture product. Also called as Carpenter.

Personal Attributes

A furniture carpenter should have knowledge of different types of furniture, comprehend drawings and manufacturing of furniture. S/he should have the ability to carry out tasks and good planning skills. S/he should be physically fit, have attention to detail, ability to measure and cut material with good mathematical skills and accuracy. S/he should have knowledge of tools, good hand eye coordination and flexible in adapting style of work to different types of furniture and furniture design.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [FFS/N0106: Plan and organise wood work to meet expected outcome](#)
2. [FFS/N0107: Make Furniture](#)
3. [FFS/N8501: Maintain work area, tools and machines](#)
4. [FFS/N8601: Ensure health and safety at workplace](#)
5. [FFS/N8801: Work effectively with others](#)

Options(Not mandatory):

Option : Lock Installer

Lock installer is responsible for installations of different locks on the doors, repair and service of lock whenever required

1. [FFS/N5703: Carry out lock installation activities](#)
2. [FFS/N5704: Perform lock repairing and servicing](#)

Qualification Pack (QP) Parameters

Sector	Furniture & Fittings
Sub-Sector	Wooden Furniture

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Occupation	Production- Wooden Furniture
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/7115.0100 & NCO-2015/7115.0500
Minimum Educational Qualification & Experience	5th Class with 1-2 Years of experience relevant experience
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	1.Training of usage of power tools 2.Basic computer skills
Minimum Job Entry Age	18 Years
Last Reviewed On	12/07/2017
Next Review Date	12/07/2020
Deactivation Date	12/07/2020
NSQC Approval Date	19/12/2018
Version	1.0

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FFS/N0106: Plan and organise wood work to meet expected outcome

Description

This OS unit is about planning and organizing before initiating the making of furniture in order to meet expected quality in the established time frame.

Scope

This unit/task covers the following:

- Work assessment and planning-Tool planning and material gathering

Elements and Performance Criteria

Work assessment and planning

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

- PC1.** identify and evaluate the nature of work & requirement in terms of style, shape, design pattern, dimensions etc. and detailing of work needed on furniture
- PC2.** get requisite approval on the cost budget and timelines before work initiation
- PC3.** ensure compliance to all the required documentation
- PC4.** prepare sketches as per requirements of the customer in case of absence of such drawing/sketch and seek requisite approvals
- PC5.** plan and organize the activities/steps to be taken to execute the work in accordance with the timeline/schedule and the sequence.
- PC6.** agree upon working parameters like space to work, lighting etc. with the supervisor and the client when the work is to be conducted at the client site

Tool planning and material gathering

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

- PC7.** select and gather the appropriate tools and equipments needed for making of furniture such as hammer, saw, circular saw ,CNC cutter machines, chisel, measuring tape, driller machine ,measuring tape, planning tools (e.g. electric planer, hand plane) ,sanding tools (e.g. sand paper, belt sander) etc.
- PC8.** collect the wood log and inspect the same to ensure it is free from defects
- PC9.** assist the team in collecting all hardware (e.g. nails, adhesives) needed and undertake procurement if in shortage, post supervisor approval
- PC10.** ensure that the required tools and equipments /machines/other materials are in proper working condition
- PC11.** report on any shortage or defect of raw materials to the supervisor /concerned person and raise a request for procurement if any specific tool/equipment is needed for the work
- PC12.** ensure to arrange /place the raw materials and tools in an appropriate manner to have enough space to work

Knowledge and Understanding (KU)

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The individual on the job needs to know and understand:

- KU1.** various organizational processes and procedures, code of conduct, reporting matrix and escalation hierarchy
- KU2.** About organisation products and services
- KU3.** Information about the organisation clients and previous design developed
- KU4.** Common hazards in the work area and relevant safety and security procedures/manuals to be followed
- KU5.** Waste disposal policy
- KU6.** About organisation documentation and reporting policy
- KU7.** Work specifications and interpret them accurately
- KU8.** Carpentry knowledge of making furniture and tools and equipments needed. e.g. : hand saw, circular saw, jigsaw saw, band saw, chisel, cnc cutting machines, hammer ,measuring tape, try square , hand plane, electric planer, spoke shave, rasp, file, sand paper, belt sander, orbital sander, etc.
- KU9.** Usage of tools and equipments and their safe handling
- KU10.** Knowledge of safe handling of tools and equipments
- KU11.** Preparing, reading and interpreting 2D / 3D drawings
- KU12.** Taking measurements of length, width & depth of various materials and accordingly working with accuracy
- KU13.** Knowledge of kind of wood and their properties
- KU14.** Know how about loading and unloading of wood and other materials
- KU15.** Making of wooden furniture and techniques via various stages involved of cutting, shaping, assembling, fitting of hardware etc
- KU16.** About different methods of joints such as half lap, dove-tail, butt joint, overlap joint, tenon/bridle joint, dowel joint etc.
- KU17.** Current market trends and customer preferences
- KU18.** About budget estimation tools, direct cost (labour , material, travel costs etc.), indirect costs (office, equipment, administrative costs etc.) and understanding of current costs in the market
- KU19.** Effective communication and presentation skills
- KU20.** Knowledge of materials/hardware e.g. screws, nails, adhesives etc. used
- KU21.** Safety standards and precautions to be taken and different types of personal protective gear and their usage
- KU22.** Standard operating procedures
- KU23.** Common issues troubleshooting knowledge

Generic Skills (GS)

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

- GS1.** Document the information communicated /observations if any related to process
- GS2.** Write reports, information documents to internal departments/ internal teams
- GS3.** Keep updated with latest trends and knowledge by reading magazines/research material

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- GS4.** Read and interpret the process required for conducting the assigned work
- GS5.** Read internal information documents sent by internal teams
- GS6.** Discuss task lists, schedules and activities
- GS7.** Effectively communicate with team members and customers
- GS8.** Attentively listen and comprehend the information given by the speaker
- GS9.** Communicate clearly on the issues being faced and clarify queries
- GS10.** Share best practices with peers
- GS11.** Ability to troubleshoot common concerns faced
- GS12.** Take appropriate decisions related to own responsibilities to deliver within prescribed time and as per quality standards
- GS13.** Plan ,organize and prioritize the work order and jobs received
- GS14.** Ability to organize and conduct work in optimal manner
- GS15.** Plan to utilize time and equipment's effectively
- GS16.** Ability to concentrate on task and ability to complete with time limits
- GS17.** Ability to undertake record keeping and proper documentation
- GS18.** Understand customer requirements and time lines and respond as per their needs
- GS19.** Being courteous with customers and ability to handle different types of customers
- GS20.** Being aware of different customer cultures/faiths and responding appropriately
- GS21.** Support lead/manager in solving problems by detailing and discussing the possible solutions
- GS22.** Ability to quickly identify common causes of errors and help in resolution
- GS23.** Apply domain information/knowledge and assess day to day tasks through experience and observation, to identify control measures to solve issues
- GS24.** Provide suggestions to further streamline process
- GS25.** Use reasoning skills to identify and resolve basic problems
- GS26.** 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>Work assessment and planning</i>	12	46	-	-
PC1. identify and evaluate the nature of work & requirement in terms of style, shape, design pattern, dimensions etc. and detailing of work needed on furniture	2	10	-	-
PC2. get requisite approval on the cost budget and timelines before work initiation	2	6	-	-
PC3. ensure compliance to all the required documentation	2	6	-	-
PC4. prepare sketches as per requirements of the customer in case of absence of such drawing/sketch and seek requisite approvals	2	8	-	-
PC5. plan and organize the activities/steps to be taken to execute the work in accordance with the timeline/schedule and the sequence.	2	10	-	-
PC6. agree upon working parameters like space to work, lighting etc. with the supervisor and the client when the work is to be conducted at the client site	2	6	-	-
<i>Tool planning and material gathering</i>	8	34	-	-
PC7. select and gather the appropriate tools and equipments needed for making of furniture such as hammer, saw, circular saw ,CNC cutter machines, chisel, measuring tape, driller machine ,measuring tape, planning tools (e.g. electric planer, hand plane) ,sanding tools (e.g. sand paper, belt sander) etc.	2	6	-	-
PC8. collect the wood log and inspect the same to ensure it is free from defects	2	6	-	-
PC9. assist the team in collecting all hardware (e.g. nails, adhesives) needed and undertake procurement if in shortage, post supervisor approval	1	7	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. ensure that the required tools and equipments /machines/other materials are in proper working condition	1	4	-	-
PC11. report on any shortage or defect of raw materials to the supervisor /concerned person and raise a request for procurement if any specific tool/equipment is needed for the work	1	7	-	-
PC12. ensure to arrange /place the raw materials and tools in an appropriate manner to have enough space to work	1	4	-	-
NOS Total	20	80	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	FFS/N0106
NOS Name	Plan and organise wood work to meet expected outcome
Sector	Furniture & Fittings
Sub-Sector	Wooden Furniture
Occupation	Production- Wooden Furniture
NSQF Level	4
Credits	NA
Version	1.0
Last Reviewed Date	12/07/2017
Next Review Date	12/07/2020
NSQC Clearance Date	19/12/2018

FFS/N0107: Make Furniture

Description

This OS unit is about performing work of cutting, sawing, shaping and assembling involved in making wooden furniture

Scope

This unit/task covers the following:

- Cutting and shaping-Assemble components-Review post completion

Elements and Performance Criteria

Cutting and shaping

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

- PC1.** Study all the technical drawings and start marking on the wood as per the dimensions in the drawing using try-square, scribe, etc.
- PC2.** Provide assistance in cutting the wood as per the specified measurements using appropriate tools and equipments. E.g. hand saw, table saw, circular saw, chisels, cutter machine etc.
- PC3.** Validate that the cut components are in line with the design specifications
- PC4.** Give a shape to the furniture component e.g. round or oval etc., as per the drawing using appropriate tools and run a planer over the wooden surface. Tools like e.g. saw, rasp, file, hand plane, electric planer, spoke shave etc.
- PC5.** Ensure that cut components are placed in their designated places
- PC6.** Begin marking and making provision for joineries on wooden components and facilitate joining by using adhesive, nail or screws
- PC7.** Conduct a visual check for any errors or damages at regular intervals
- PC8.** Cut laminate/veneer sheet to size in case stated in design and paste with adhesives on the surface of furniture

Assemble components

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

- PC9.** Align and position the furniture components/parts according to the drawing and as required for joining
- PC10.** Assemble the components ensuring correct fit and secure them in position using screws, nails or dowel or adhesives etc.
- PC11.** Ensure to cover all the open edges using tape or putty etc.
- PC12.** Smoothen all the wooden surfaces using sanding tools. E.g. sand paper, belt sander, orbital sander etc. and polish if needed and finish it to required specifications
- PC13.** Smoothen the component or repair/replace the parts as needed for an old structure
- PC14.** Gather all the hardware fittings that are required to be fitted onto the furniture basis the design. E.g. door and cabinet hinges, latches, drawer sliding channels, locks etc.
- PC15.** Initiate markings on the furniture and using appropriate tools fasten /place the fittings at the required place. E.g. drill machine, hammer etc.

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- PC16.** Check for overall accuracy and quality in terms of measurements, fitting of assembled parts, rigidity, steadiness, levelling etc.
- PC17.** Rectify if any defects are found or incorporate if any improvement feedback is received
- PC18.** Ensure to wipe the furniture and remove any dust etc.

Review post completion

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

- PC19.** Conduct post completion quality check of the furniture and fitting with respect to measurements, steadiness, overall finish, placement, levelling, configuration, functioning etc. in line with organization practice
- PC20.** Conduct any on site modifications that may be required and/or touch up if needed
- PC21.** Gather all the tools and remove from the site
- PC22.** Remove all the debris from the site and clean the work area
- PC23.** Take note of inputs/ feedback received by supervisor /client to incorporate at work
- PC24.** Ensure completion of the procedural documents post completion and undertake customer signoff digitally or on paper as acknowledgment for completion of work in compliance to customer needs

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** About various organizational processes and procedures, code of conduct, reporting matrix and escalation hierarchy
- KU2.** About organisation products and services
- KU3.** Information about the organisation clients and previous design developed
- KU4.** Common hazards in the work area and relevant safety and security procedures/manuals to be followed
- KU5.** Waste disposal policy
- KU6.** About organisation documentation and reporting policy
- KU7.** Work specifications and interpret them accurately
- KU8.** Carpentry knowledge of making furniture and tools and equipments needed. e.g. : hand saw, circular saw, jigsaw saw, band saw, chisel, cnc cutting machines, hammer, measuring tape, try square, hand plane, electric planer, spoke shave, rasp, file, sand paper, belt sander, orbital sander, etc.
- KU9.** Usage of tools and equipments and their safe handling
- KU10.** Knowledge of safe handling of tools and equipments
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- KU14.** Know how about loading and unloading of wood and other materials
- KU15.** Making of wooden furniture and techniques via various stages involved of cutting, shaping, assembling, fitting of hardware etc

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- KU16.** About different methods of joints such as half lap, dove-tail, butt joint, overlap joint, tenon/bridle joint, dowel joint etc.
- KU17.** Current market trends and customer preferences
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- KU19.** Effective communication and presentation skills
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Generic Skills (GS)

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- GS8.** Attentively listen and comprehend the information given by the speaker
- GS9.** Communicate clearly on the issues being faced and clarify queries
- GS10.** Share best practices with peers
- GS11.** Ability to troubleshoot common concerns faced
- GS12.** Take appropriate decisions related to own responsibilities to deliver within prescribed time and as per quality standards
- GS13.** Plan ,organize and prioritize the work order and jobs received
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- GS15.** Plan to utilize time and equipment's effectively
- GS16.** Ability to concentrate on task and ability to complete with time limits
- GS17.** Ability to undertake record keeping and proper documentation
- GS18.** Understand customer requirements and time lines and respond as per their needs
- GS19.** Being courteous with customers and ability to handle different types of customers
- GS20.** Being aware of different customer cultures/faiths and responding appropriately
- GS21.** Support lead/manager in solving problems by detailing and discussing the possible solutions
- GS22.** Ability to quickly identify common causes of errors and help in resolution
- GS23.** Apply domain information/knowledge and assess day to day tasks through experience and observation, to identify control measures to solve issues

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- GS24.** Provide suggestions to further streamline process
- GS25.** Use reasoning skills to identify and resolve basic problems
- GS26.** 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>Cutting and shaping</i>	4	30	-	-
PC1. Study all the technical drawings and start marking on the wood as per the dimensions in the drawing using try-square, scribe, etc.	1	4	-	-
PC2. Provide assistance in cutting the wood as per the specified measurements using appropriate tools and equipments. E.g. hand saw, table saw, circular saw, chisels, cutter machine etc.	-	5	-	-
PC3. Validate that the cut components are in line with the design specifications	-	3	-	-
PC4. Give a shape to the furniture component e.g. round or oval etc., as per the drawing using appropriate tools and run a planer over the wooden surface. Tools like e.g. saw, rasp, file, hand plane, electric planer, spoke shave etc.	1	4	-	-
PC5. Ensure that cut components are placed in their designated places	-	3	-	-
PC6. Begin marking and making provision for joineries on wooden components and facilitate joining by using adhesive, nail or screws	-	5	-	-
PC7. Conduct a visual check for any errors or damages at regular intervals	1	2	-	-
PC8. Cut laminate/veneer sheet to size in case stated in design and paste with adhesives on the surface of furniture	1	4	-	-
<i>Assemble components</i>	10	31	-	-
PC9. Align and position the furniture components/parts according to the drawing and as required for joining	1	3	-	-
PC10. Assemble the components ensuring correct fit and secure them in position using screws, nails or dowel or adhesives etc.	1	4	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. Ensure to cover all the open edges using tape or putty etc.	1	3	-	-
PC12. Smoothen all the wooden surfaces using sanding tools. E.g. sand paper, belt sander, orbital sander etc. and polish if needed and finish it to required specifications	1	4	-	-
PC13. Smoothen the component or repair/replace the parts as needed for an old structure	1	2	-	-
PC14. Gather all the hardware fittings that are required to be fitted onto the furniture basis the design. E.g. door and cabinet hinges, latches, drawer sliding channels, locks etc.	1	4	-	-
PC15. Initiate markings on the furniture and using appropriate tools fasten /place the fittings at the required place. E.g. drill machine, hammer etc.	1	4	-	-
PC16. Check for overall accuracy and quality in terms of measurements, fitting of assembled parts, rigidity, steadiness, levelling etc.	1	3	-	-
PC17. Rectify if any defects are found or incorporate if any improvement feedback is received	1	2	-	-
PC18. Ensure to wipe the furniture and remove any dust etc.	1	2	-	-
<i>Review post completion</i>	6	19	-	-
PC19. Conduct post completion quality check of the furniture and fitting with respect to measurements, steadiness, overall finish, placement, levelling, configuration , functioning etc. in line with organization practice	1	4	-	-
PC20. Conduct any on site modifications that may be required and/or touch up if needed	1	3	-	-
PC21. Gather all the tools and remove from the site	1	3	-	-
PC22. Remove all the debris from the site and clean the work area	1	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC23. Take note of inputs/ feedback received by supervisor /client to incorporate at work	1	3	-	-
PC24. Ensure completion of the procedural documents post completion and undertake customer signoff digitally or on paper as acknowledgment for completion of work in compliance to customer needs	1	3	-	-
NOS Total	20	80	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	FFS/N0107
NOS Name	Make Furniture
Sector	Furniture & Fittings
Sub-Sector	Wooden Furniture
Occupation	Production- Wooden Furniture
NSQF Level	4
Credits	NA
Version	1.0
Last Reviewed Date	12/07/2017
Next Review Date	12/07/2020
NSQC Clearance Date	

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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

Scope

This unit/task covers the following:

- Maintenance of work area, tools and machines

Elements and Performance Criteria

Maintenance of work area, 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:

1. relevant legislation, standards, policies, and procedures followed in the company
2. expectations and responsibilities of the job role
3. the organizations rules, codes, guidelines and standards
4. statutory responsibilities, organizational legislation and regulations
5. contact person in case of queries on procedure or products
6. method to handle tools and equipment safely and the health and safety implications of not doing so

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7. escalation matrix
8. relevant health and safety requirements applicable in the work place
9. who to approach for support in order to obtain work related instructions, clarifications and support
10. importance of following health, hygiene, safety and quality standards
11. work instructions and specifications and interpret them accurately
12. method to make use of the information detailed in specifications and instructions
13. different ways of minimizing waste
14. effects of contamination on products i.e. dirt, water and from other work happening on the site
15. Common faults with equipment and the method to rectify them
16. maintenance procedures of tools, equipment and consumables as per manufacturers instructions
17. Hazards likely to be encountered when conducting routine maintenance
18. different types of cleaning equipment and substances and their use
19. 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:

1. write in Hindi or local language
2. 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
3. fill formats, logs and forms related to work in local language or Hindi/English
4. document measurement appropriately whenever required
5. read instructions from supervisor provided in local language or Hindi
6. read and understand manufacturers instructions and job specifications
7. interpret pictorial representations and written signs or instructions
8. read and interpret numbers written in Hindi or local language
9. understand safety symbols and basic warning signs wherever needed
10. communicate effectively with team members, supervisors, managers etc.
11. seek clarification on any unclear instructions in locally understood language
12. take decisions of once own roles and responsibilities
13. decide on material requirement for related to once work
14. decide on to accept or reject a work piece on the basis of quality parameter
15. plan and organize own work in a way that all activities are completed in time and as per specifications
16. plan work as per job specification
17. plan and organize cleaning and maintenance activities
18. work and deliver output as per client requirement and satisfaction
19. identify any defects in materials, tools and equipment and ways to resolve them
20. determine timely correction of errors to minimize rejection of pieces or rework

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21. Analyse the situation and take appropriate actions while dealing with team members
22. 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>	50	50	-	-
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	17/10/2019
Next Review Date	17/10/2023
NSQC Clearance Date	22/08/2019

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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.

Scope

This unit/task covers the following:

- Health and safety-Dealing with emergencies

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

Qualification Pack

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

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:

1. organizational procedures for safe handling of equipment and machine operations
2. how to respond to emergency situation in line with organisational procedures
3. reporting protocol and documentation required
4. whom to contact in case of an emergency
5. Where to get the list of contact in case of an emergency in the organization
6. common health and safety hazards in a work environment and related precautions
7. organizational procedures for safe handling of tools and equipment
8. how to respond to an emergency situation

Qualification Pack

9. potential risks and threats
10. organizational reporting protocol
11. health and safety practices at work place
12. potential hazards and risks which may be present at furniture and fittings related workplace
13. storage and handling of hazardous substances
14. importance of good housekeeping
15. procedure to be followed for safe disposal of waste
16. safe working practices in a furniture and fittings related workplace
17. how to deal with an accident which involve human life
18. different types of personal protective equipment and their use
19. how to follow safe working practices while at work
20. different risks associated with the use of electrical equipment
21. 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
22. importance of using protective clothing/equipment while working
23. Various causes of fire
24. techniques of using the different fire extinguishers
25. different type of fire extinguishers and their use
26. various types of safety signs and what they mean
27. Appropriate basic first aid treatment relevant to the condition eg. shock, electrical shock, bleeding, breaks to bones, minor burns, resuscitation, poisoning, eye injuries, etc.
28. importance of safe lifting practices and correct body postures
29. 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:

1. write in Hindi or local language
2. 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
3. document measurement appropriately whenever required
4. read all organizational and equipment related health and safety manuals and documents
5. read and comprehend safety related documents
6. communicate effectively with team members, supervisors, managers etc
7. seek clarification on any unclear instructions in locally understood language
8. take decisions of once own roles and responsibilities
9. decide on material requirement for related to once work
10. decide on to accept or reject a work piece on the basis of quality parameter

Qualification Pack

11. plan and organize own work in a way that all activities are completed in time and as per specifications
12. plan work as per job specification
13. plan and organize cleaning and maintenance activities
14. work and deliver output as per client requirement and satisfaction
15. identify any defects in materials, tools and equipment and ways to resolve them
16. determine timely correction of errors to minimize rejection of pieces or rework
17. analyse the situation and take appropriate actions while dealing with team members
18. 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>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	-	-

Qualification Pack

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	-	-

Qualification Pack

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	17/10/2019
Next Review Date	17/10/2023
NSQC Clearance Date	22/08/2019

Qualification Pack

FFS/N8801: Work effectively with others

Description

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

Scope

This unit/task covers the following:

- Interaction with seniors
- Work effectively

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 one's 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

Qualification Pack

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:

1. legislation, standards, policies, and procedures followed in the company relevant to own employment and performance conditions
2. reporting structure, inter-dependent functions, lines and procedures in the work area
3. relevant people and their responsibilities within the work area
4. escalation matrix and procedures for reporting work and employment relate issue clarifications and support
5. importance of working effectively with others to achieve organizations goals
6. importance of effective communication and establishing good working relationships with other
7. responsibilities and objectives of the role
8. own roles and responsibilities
9. principle of furniture and fittings manufacturing and installation
10. importance of having correct understanding of work task and objective
11. how to keep work area clean and tidy and its importance
12. applicable quality standards for assigned work task and objective
13. Reporting procedure in case of deviations
14. importance and need of supporting co-workers facing problems for smooth functioning of work
15. different type of people that one is required to communicate and coordinate within the organization
16. various components of communication cycle
17. importance of active listening
18. importance of discipline and ethics for professional success
19. what constitutes disciplined behavior for a working professional
20. expressing and addressing grievances appropriately and effectively
21. importance and ways of managing interpersonal conflict effectively

Generic Skills (GS)

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

1. write in Hindi or local language
2. fill formats, logs and forms related to work in local language or Hindi/English
3. document measurement appropriately whenever required
4. read instructions from supervisor provided in local language or Hindi
5. read and understand manufacturers instructions and job specifications
6. interpret pictorial representations and written signs or instructions

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7. read and interpret numbers written in Hindi or local language
8. understand safety symbols and basic warning signs wherever needed
9. communicate effectively with team members, supervisors, managers etc.
10. seek clarification on any unclear instructions in locally understood language
11. take decisions of once own roles and responsibilities
12. decide on material requirement for related to once work
13. decide on to accept or reject a work piece on the basis of quality parameter
14. Plan and organize own work in a way that all activities are completed in time and as per specifications
15. plan word as per job specification
16. plan and organize cleaning and maintenance activities
17. work and deliver output as per client requirement and satisfaction
18. identify any defects in materials, tools and equipment and ways to resolve them
19. determine timely correction of errors to minimize rejection of pieces or rework
20. analyse the situation and take appropriate actions while dealing with team members
21. 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 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 one's 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	17/10/2019
Next Review Date	17/10/2023
NSQC Clearance Date	22/08/2019

Qualification Pack

FFS/N5703: 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:

- Lock installation activities

Elements and Performance Criteria

Lock installation activities

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

- PC1.** identify the type of lock as per the design and functioning of the door/window
- PC2.** place the lock marker if provided in the lock set on the designated location
- PC3.** choose appropriate drill blades, depending on the thickness of the door
- PC4.** drill appropriate holes on the door using the drill machine
- PC5.** place the front portion of the lock with the logo upward, in the front part of the door
- PC6.** place the lock retainer plate on the other side of the door
- PC7.** secure the lock retainer on the other portion of the door with lock fixing screws with screwdriver
- PC8.** identify the length of the flat strip and screw to be cut as per the thickness of the door
- PC9.** place the latch assembly on the door frame as per the alignment of lock on the door
- PC10.** mark the area latch assembly unit using a marker
- PC11.** make chippings on the door using a chisel to ensure the latch fits in the door
- PC12.** secure the latch with screws
- PC13.** ensure lock body is aligned in accordance with door latch
- PC14.** make necessary adjustments if the lock and the latch is not aligned
- PC15.** check functioning of lock by using the key
- PC16.** clean the work area to prevent mishaps
- PC17.** use appropriate materials to clean the tools and equipment

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** expectations and responsibilities of the job role
- KU2.** organizations rules, codes, guidelines and standards
- KU3.** statutory responsibilities organizational legislation and regulations

Qualification Pack

- KU4.** contact person in case of queries on procedure or products
- KU5.** method to handle tools and equipment safely and the health and safety implications of not doing so
- KU6.** escalation hierarchy
- KU7.** main types of locks, units assembled
- KU8.** different types of locks (left hand and right hand locks) and the type of door to install them
- KU9.** different parts of a lock
- KU10.** different types of door functions (inward opening, outward opening, sliding, rotating)
- KU11.** type and alignment of lock as per functioning of door

Generic Skills (GS)

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

- GS1.** write in English/ local language design /notes/form /reports as applicable
- GS2.** make appropriate marking based on the measurement
- GS3.** read and speak in English/local language as applicable
- GS4.** read and understand catalogues, health and safety instructions
- GS5.** communicate effectively with carpenters, supervisors, managers, etc
- GS6.** take appropriate decisions related to responsibilities
- GS7.** take appropriate decision regarding the type of lock to install
- GS8.** plan and organize cleaning and maintenance activities
- GS9.** work with carpenters, fitters, supervisors/ team mates to carry out work related tasks
- GS10.** plan work according to the required schedule
- GS11.** work with carpenters, fitters, supervisors/ team mates to carry out work related tasks
- GS12.** identify any defects in materials, tools and equipment and ways to resolve them
- GS13.** diagnose any defect or mismatch in materials as per specifications and ways for resolving them
- GS14.** identify the suitability of the lock with door/window
- GS15.** analyze, 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>Lock installation activities</i>	20	80	-	-
PC1. identify the type of lock as per the design and functioning of the door/window	1	6	-	-
PC2. place the lock marker if provided in the lock set on the designated location	1	4	-	-
PC3. choose appropriate drill blades, depending on the thickness of the door	1	6	-	-
PC4. drill appropriate holes on the door using the drill machine	1	6	-	-
PC5. place the front portion of the lock with the logo upward, in the front part of the door	1	4	-	-
PC6. place the lock retainer plate on the other side of the door	1	4	-	-
PC7. secure the lock retainer on the other portion of the door with lock fixing screws with screwdriver	1	5	-	-
PC8. identify the length of the flat strip and screw to be cut as per the thickness of the door	1	6	-	-
PC9. place the latch assembly on the door frame as per the alignment of lock on the door	1	6	-	-
PC10. mark the area latch assembly unit using a marker	1	5	-	-
PC11. make chippings on the door using a chisel to ensure the latch fits in the door	1	5	-	-
PC12. secure the latch with screws	1	4	-	-
PC13. ensure lock body is aligned in accordance with door latch	1	6	-	-
PC14. make necessary adjustments if the lock and the latch is not aligned	2	4	-	-
PC15. check functioning of lock by using the key	1	4	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC16. clean the work area to prevent mishaps	2	2	-	-
PC17. use appropriate materials to clean the tools and equipment	2	3	-	-
NOS Total	20	80	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	FFS/N5703
NOS Name	Carry out lock installation activities
Sector	Furniture & Fittings
Sub-Sector	Generic
Occupation	Generic
NSQF Level	4
Credits	NA
Version	1.0
Last Reviewed Date	12/07/2017
Next Review Date	12/07/2020
NSQC Clearance Date	19/12/2018

Qualification Pack

FFS/N5704: 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:

- Repair and lock servicing

Elements and 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 (KU)

The individual on the job needs to know and understand:

- KU1.** expectations and responsibilities of the job role
- KU2.** organizations rules, codes, guidelines and standards
- KU3.** common problems associated with the products
- KU4.** contact person in case of queries on procedure or products
- KU5.** method to handle tools and equipment safely and the health and safety implications of not doing so
- KU6.** method to check warranty of lock
- KU7.** method to handle tools and equipment safely and the health and safety implications of not doing so
- KU8.** different Lock systems- Rim Lock, Pad Lock, Cylindrical Lock, Mortise Lock, etc.
- KU9.** process of operating different locks

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- KU10.** 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
- KU11.** knowledge of different lock problems/faults
- KU12.** different problems in locks:-DeadLock-Key does not enter the lock-Damaged local AL drop-Bend in lever
- KU13.** cleaning and maintenance procedures
- KU14.** problem identification procedures
- KU15.** dismantling and assembling procedures
- KU16.** method to identify process and product problems
- KU17.** handling and storage of different tools and equipment
- KU18.** proper disposal system for waste and by-product
- KU19.** safety procedures to follow while operating powered tools
- KU20.** method of conducting visual inspection for any errors or

Generic Skills (GS)

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

- GS1.** write in English/ local language design /notes/form /reports as applicable
- GS2.** make appropriate marking based on the measurement
- GS3.** read and speak in English/local language as applicable
- GS4.** read and understand catalogues, health and safety instructions
- GS5.** communicate effectively with carpenters, supervisors, managers, etc
- GS6.** take appropriate decisions related to responsibilities
- GS7.** identify the problem and apply appropriate methods of rectification
- GS8.** work with carpenters, fitters, supervisors/ team mates to carry out work related tasks
- GS9.** plan work according to the required schedule
- GS10.** respond to customer queries in an appropriate manner
- GS11.** review defects, if any and take appropriate decision
- GS12.** diagnose common problems in the machine based on visual inspection
- GS13.** analyze, 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>Repair and lock servicing</i>	20	80	-	-
PC1. check warranty of lock prior to initiating work service	1	6	-	-
PC2. identify the possible problem/problems in the lock as per the complains of the customer	2	10	-	-
PC3. visually check the lock for any fault	1	6	-	-
PC4. dismantle the lock if required to get a better understanding of the faults	2	8	-	-
PC5. identify the cause of the fault based on the inspection	3	9	-	-
PC6. use appropriate tools and equipment to be used to repair the lock	3	9	-	-
PC7. change the defective component of the lock as per the organizational procedures	2	8	-	-
PC8. assemble the lock system after the repair as per the standard procedure	2	8	-	-
PC9. ensure proper functioning of the lock using appropriate methods	2	8	-	-
PC10. report the problem to retailer/company if lock cannot be repaired and the problem persists	2	8	-	-
NOS Total	20	80	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	FFS/N5704
NOS Name	Perform lock repairing and servicing
Sector	Furniture & Fittings
Sub-Sector	Generic
Occupation	Generic
NSQF Level	4
Credits	NA
Version	1.0
Last Reviewed Date	12/07/2017
Next Review Date	12/07/2020
NSQC Clearance Date	19/12/2018

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 % : 70

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
FFS/N0106.Plan and organise wood work to meet expected outcome	20	80	-	-	100	20
FFS/N0107.Make Furniture	20	80	-	-	100	30
FFS/N8501.Maintain work area, tools and machines	50	50	-	-	100	20
FFS/N8601.Ensure health and safety at workplace	30	70	-	-	100	10

Qualification Pack

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
FFS/N8801.Work effectively with others	30	70	-	-	100	20
Total	150	350	-	-	500	100

Optional: 1 Lock Installer

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
FFS/N5703.Carry out lock installation activities	20	80	-	-	100	20
FFS/N5704.Perform lock repairing and servicing	20	80	-	-	100	30
Total	40	160	-	-	200	50

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.

Qualification Pack

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.