

## QUALIFICATION PACK – OCCUPATIONAL STANDARD FOR FURNITURE AND FITTINGS SECTOR

### What are Occupational Standards(OS)?

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

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### Introduction

#### Qualification Pack- Assistant Fitter - Modular Furniture

<b>SECTOR:</b>	FURNITURE AND FITTINGS
<b>SUB SECTOR:</b>	Fitting and fixtures
<b>OCCUPATION:</b>	Fitting
<b>REFERENCE ID:</b>	FFS/Q5701
<b>ALIGNED TO:</b>	NCO-2004/NIL

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

**Brief Job Description:** Assistant Fitter is required to assist the fitter in assembling different parts of modular furniture at the client site to make the final products.

**Personal Attributes:** Assistant Fitter should have basic knowledge of modular furniture. They are required to be flexible in terms of adapting their assistance to different types of furniture design. He/she should be physically fit along with having good hand-eye coordination.

**Job Details**

<b>Qualifications Pack Code</b>	<b>FFS/Q5701</b>		
<b>Job Role</b>	<b>Assistant Fitter - Modular Furniture</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Sector</b>	<b>Furniture and Fittings</b>	<b>Drafted on</b>	<b>23/06/15</b>
<b>Sub-sector</b>	<b>Fitting and fixtures</b>	<b>Last reviewed on</b>	<b>30/06/15</b>
<b>Occupation</b>	<b>Fitting</b>	<b>Next review date</b>	<b>30/06/17</b>
<b>NSQC Clearance on</b>			

<b>Job Role</b>	<b>Assistant Fitter - Modular Furniture</b>
<b>Role Description</b>	Assistant Fitter is required to assist the fitter in assembling different parts of modular furniture at the client site to make the final products.
<b>NSQF level</b>	2
<b>Minimum Educational Qualifications</b>	Preferably Class V
<b>Maximum Educational Qualifications</b>	N/A
<b>Training</b> (Suggested but not mandatory)	N/A
<b>Minimum Job Entry Age</b>	18 Years
<b>Experience</b>	N/A
<b>Applicable National Occupational Standards (NOS)</b>	<p><b>Compulsory</b></p> <ol style="list-style-type: none"> <li>1. <a href="#">FFS/N5701 Assist in fitting of parts in modular furniture at the client worksite</a></li> <li>2. <a href="#">FFS/N8501 Maintain the work area, tools and machines</a></li> <li>3. <a href="#">FFS/N8601 Maintain health, safety and security at workplace</a></li> <li>4. <a href="#">FFS/N8701 Carry out work effectively at the workplace</a></li> </ol> <p><b>Optional:</b> N.A.</p>
<b>Performance Criteria</b>	As described in the relevant OS units

**Definition**

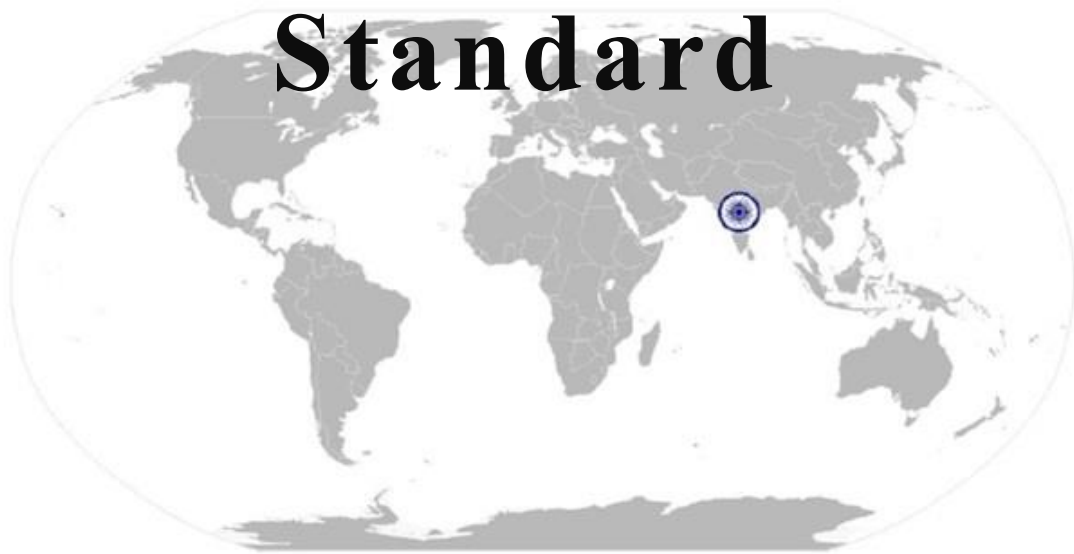
Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further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

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

**FFS/N5701 Assist in fitting of parts in modular furniture at the client worksite**

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# National Occupational Standard



## Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required to assist in assembling of different parts of the modular furniture at the client worksite.

**FFS/N5701 Assist in fitting of parts in modular furniture at the client worksite**

National Occupational Standard

<b>Unit Code</b>	<b>FFS/N5701</b>
<b>Unit Title (Task)</b>	<b>Assist in fitting of parts in modular furniture at the client worksite</b>
<b>Description</b>	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required to assist in assembling of different parts of the modular furniture at the client worksite.
<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>• Preparatory activities</li> <li>• Assistance in fitting of parts in modular furniture</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Preparatory activities</b>	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> <li>PC1. Carry required tools, equipment and material for fitting of furniture as per furniture installer's instructions</li> <li>PC2. Clean the work area before starting the operations</li> <li>PC3. Assist in arranging the tools, equipment for the operations</li> <li>PC4. Unloading of the materials received at the worksite as per the standards of the organization</li> <li>PC5. Sort and place different components as per the requirement</li> <li>PC6. Unpack the materials required for modular furniture making as per the instructions of the carpenter/ supervisor</li> <li>PC7. Assist the carpenter in checking and using appropriate power plug points at the worksite</li> <li>PC8. Place the floor guard/ other safety mat as applicable on the floor as per the instructions of the carpenter/ supervisor</li> <li>PC9. Place and set the ladder as per the requirement of different activities</li> </ul>
<b>Assistance in fitting of parts in modular furniture</b>	<ul style="list-style-type: none"> <li>PC10. Assist in holding of the measuring tape as per the requirement and the instructions of the carpenter</li> <li>PC11. Assist the carpenter in placing of the materials to be trimmed in appropriate angle suitable for cutting</li> <li>PC12. Assist in placing of cutting/ trimming tools and equipment on the parts/ laminates</li> <li>PC13. Provide for appropriate wooden plank/laminate, screws, nails, hinges, etc. during the fixing process</li> <li>PC14. Switch on/off the power supply of the tool/ machine based on the requirement and as per instructions of the carpenter</li> <li>PC15. Assist the furniture installer/carpenter in placing the wooden planks/laminates during fixing of different parts in modular furniture</li> <li>PC16. Cleaning the units/ product post completion of work and as per instructions of the supervisor</li> <li>PC17. Use appropriate materials and tools for cleaning the units</li> </ul>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b>	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KA1. Expectations and responsibilities of the job role</li> <li>KA2. The organization's rules, codes, guidelines and standards</li> </ul>



**FFS/N5701 Assist in fitting of parts in modular furniture at the client worksite**

(Knowledge of the company / organization and its processes)	<p>KA3. Various types of designs of the products</p> <p>KA4. Common hazards in the work area and workplace procedures for dealing with them</p> <p>KA5. Contact person in case of queries on procedure or products</p> <p>KA6. Method to handle tools and equipment safely and the health and safety implications of not doing so</p> <p>KA7. Proper disposal system for waste and by-product</p> <p>KA8. Escalation hierarchy</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Different methods of loading and unloading materials</p> <p>KB2. Required tools, equipment and material for fitting of furniture at the customer location</p> <p>KB3. Proper procedure and handling of material for loading and unloading of material</p> <p>KB4. Arrangement of tools and equipment for assembly of furniture</p> <p>KB5. Different methods of packing and unpacking of products and components</p> <p>KB6. Different tools and equipment used in the workshop/ factory</p> <p>KB7. Various materials used for fitting of furniture</p> <p>KB8. Arrangement of components for installing furniture</p> <p>KB9. Various embedded hardware and accessories used in fitting of furniture</p> <p>KB10. Safety precautions to follow during installation of furniture</p> <p>KB11. Procedure of taking measurement for installation when and if required</p> <p>KB12. Various materials required for fitting of furniture</p> <p>KB13. The markings for product fitting</p> <p>KB14. the reason for the markings made for product fittings</p> <p>KB15. Basic procedures involved in fitting various components of modular furniture</p> <p>KB16. Methods of cleaning the final product in modular furniture</p> <p>KB17. Proper procedure of cleaning and maintaining tools and equipment</p> <p>KB18. Basic units of measurement</p> <p>KB19. Procedure of handling and storing power tools</p> <p>KB20. Various hardware consumables and components of furniture</p> <p>KB21. Naming of hardware consumables and components</p> <p>KB22. Cleaning and maintenance activities</p> <p>KB23. Proper disposal system for waste and by-product</p>
<b>Skills (S)</b>	
<b>A. Core Skills / Generic Skills</b>	<b>Writing Skills</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Write in English/ local language as applicable</p>
	<b>Reading Skills</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA2. Read and speak in English or local language as applicable</p>

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	SA3. Read and understand assembly guidelines , health and safety instructions,, job cards etc.
	<b>Oral Communication (Listening and Speaking Skills)</b>
	The user/ individual on the job needs to know and understand how to: SA4. Communicate effectively with team SA5. Work related communication
<b>B. Professional Skills</b>	<b>Decision Making</b>
	The user/ individual on the job needs to know and understand how to: SB1. Take appropriate decisions related to responsibilities SB2. Carry appropriate tools and required for the required fitting job SB3. Dispose waste in designated place and method
	<b>Plan and Organize</b>
	The user/ individual on the job needs to know and understand how to: SB4. Plan and organize cleaning and maintenance activities SB5. Work with carpenters, supervisors/ team mates to carry out work related tasks SB6. Plan work according to the required schedule
	<b>Customer Centricity</b>
	The user/ individual on the job needs to know and understand how to: SB7. Communicate with the carpenter/ supervisor in an appropriate manner as applicable
	<b>Problem Solving</b>
	The user/ individual on the job needs to know and understand how to: SB8. Identify and report any defects in materials and tools
	<b>Analytical Thinking</b>
	The user/ individual on the job needs to know and understand how to: SB9. Identify emergency situations SB10. Understand the importance of following the organizational rules and procedures SB11. Identify appropriate product markings and embedded hardware SB12. Identify correct accessories required for different types of furniture
	<b>Critical Thinking</b>
	The user/ individual on the job needs to know and understand how to: SB13. Analyze, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently



**FFS/N5701 Assist in fitting of parts in modular furniture at the client worksite**

## **NOS Version Control**

NOS Code	FFS/N5701		
Credits(NSQF)	TBD	Version number	1.0
Sector	Furniture and Fittings	Drafted on	23/06/15
Industry Sub-sector	Fitting and fixtures	Last reviewed on	30/06/15
Occupation	Fitting	Next review date	30/06/17

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**FFS/N8501**

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

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# National Occupational Standard



## **Overview**

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

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

National Occupational Standard

Unit Code	FFS/N8501
Unit Title (Task)	Maintain the work area, tools and machines
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills& Abilities required to organize/ maintain work areas and activities to ensure tools and machines are maintained as per norms.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> <li>Maintenance of work area, tools and machines</li> </ul>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
<b>Maintenance of work area, tools and machines</b>	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> <li>PC1. Handle materials, machinery, equipment and tools safely and correctly</li> <li>PC2. Use correct handling procedures</li> <li>PC3. Use materials to minimize waste</li> <li>PC4. Prepare and organize work</li> <li>PC5. Maintain a clean and hazard free working area</li> <li>PC6. Deal with work interruptions</li> <li>PC7. Move around the workplace with care</li> <li>PC8. Maintain tools equipment and consumables</li> <li>PC9. Carry out maintenance and/or cleaning within responsibility</li> <li>PC10. Report unsafe equipment and other dangerous occurrences</li> <li>PC11. Work in a comfortable position with the correct posture</li> <li>PC12. Use cleaning equipment and methods appropriate for the work to be carried out</li> <li>PC13. Dispose of waste safely in the designated location</li> <li>PC14. Store cleaning equipment safely after use</li> <li>PC15. Report the need for maintenance and/or cleaning outside your area of responsibility</li> <li>PC16. Ensure safe and correct handling of materials, equipment and tools</li> </ul>
Knowledge and Understanding (K)	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KA1. Expectations and responsibilities of the job role</li> <li>KA2. The organization's rules, codes, guidelines and standards</li> <li>KA3. Common hazards in the work area and workplace procedures for dealing with them</li> <li>KA4. Contact person in case of queries on procedure or products</li> <li>KA5. Method to handle tools and equipment safely and the health and safety implications of not doing so</li> <li>KA6. Proper disposal system for waste and by-product</li> <li>KA7. Escalation hierarchy</li> </ul>

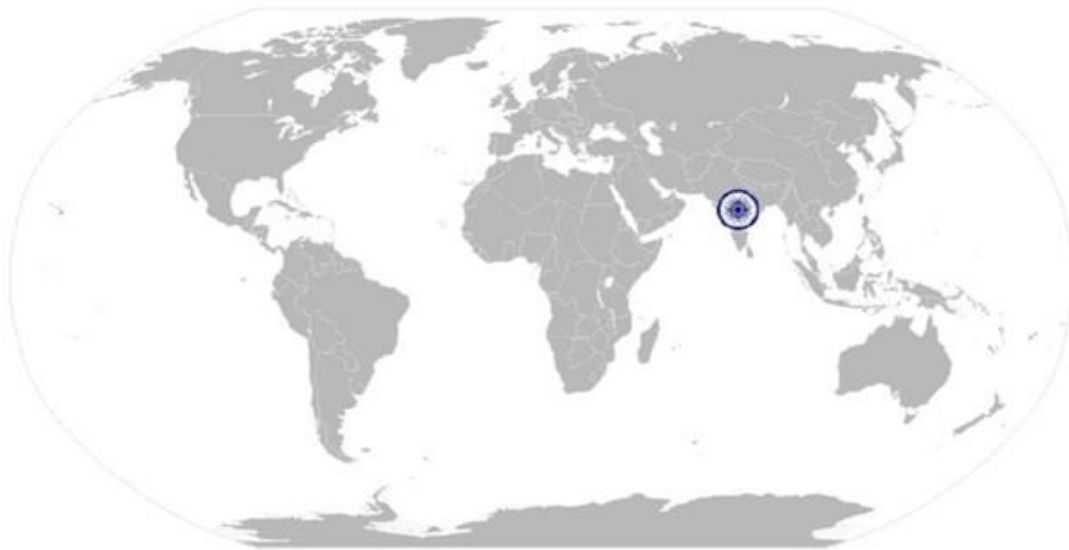
**FFS/N8501**

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

<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Effects of contamination on products i.e. dirt, water and from other work happening at the site</p> <p>KB2. Common faults with materials and tools and the method to rectify them</p> <p>KB3. Maintenance procedures of tools, equipment and consumables as per manufacturer's instructions</p> <p>KB4. Hazards likely to be encountered when conducting routine maintenance</p> <p>KB5. Different types of cleaning equipment and substances and their use</p> <p>KB6. Safe working practices for cleaning and the method of carrying them out</p>
<b>Skills (S)</b>	
<b>A. Core Skills / Generic Skills</b>	<b>Writing Skills</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Write in English/local language as applicable</p>
	<b>Reading Skills</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA2. Read Basic English/ local language as applicable</p> <p>SA3. Read and understand assembly guidelines, reports, job cards etc.</p>
	<b>Oral Communication (Listening and Speaking Skills)</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA4. Speak in English/ local language as applicable</p>
<b>B. Professional Skills</b>	<b>Decision Making</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB1. Take appropriate decisions regarding to responsibilities</p>
	<b>Plan and Organize</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB2. Plan and manage work routine based on company procedure</p> <p>SB3. Plan for cleaning the concerned tools and workplace daily before and after operations</p>
	<b>Customer Centricity</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB4. Ensure and follow organizational procedures pertaining to work area maintenance</p>
	<b>Problem Solving</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB5. Identify and report malfunctions in machinery and tools</p> <p>SB6. Seek and obtain clarification from the superiors</p>
	<b>Analytical Thinking</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB7. Identify emergency situations</p> <p>SB8. Understand the importance of following the organizational rules and procedures</p>
	<b>Critical Thinking</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB9. Analyze, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently</p>

**FFS/N8501**

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



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

## **NOS Version Control**

NOS Code	FFS/N8501		
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FFS/N8601

Maintain health, safety and security at workplace

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# National Occupational Standard



## Overview

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

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

## National Occupational Standard

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

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

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

**FFS/N8601**

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

	SB7. Apply balanced judgment to different situations
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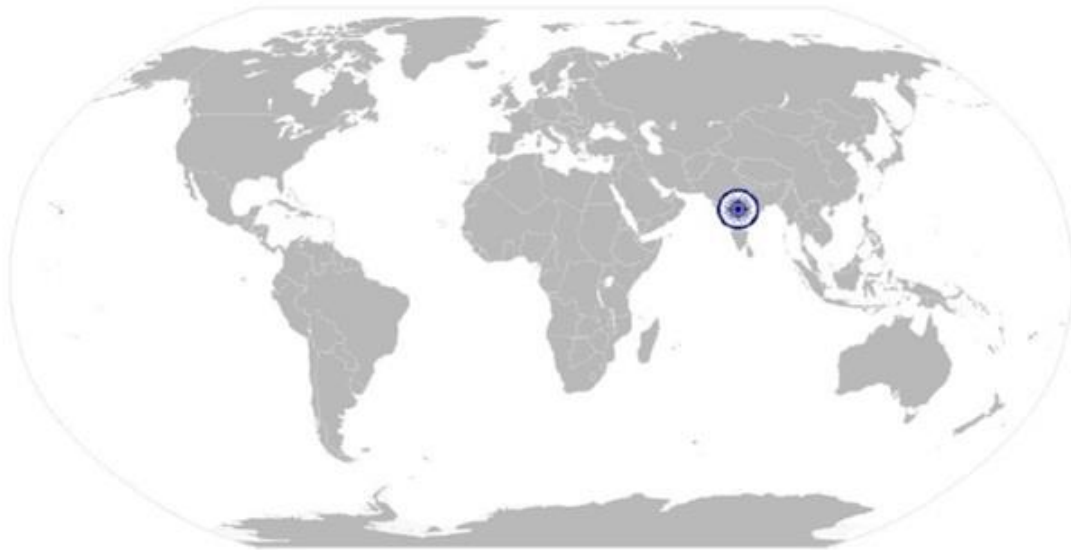
**FFS/N8601**      **Maintain health, safety and security at workplace**  
**NOS Version Control**

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Credits(NSQF)	TBD	Version number	1.0
Sector	Furniture and Fittings	Drafted on	23/06/15
Industry Sub-sector	Fitting and fixtures	Last reviewed on	30/06/15
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# National Occupational Standard



## Overview

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



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

National Occupational Standard

Unit Code	FFS/N8701
Unit Title (Task)	Carry out work effectively at the workplace
Description	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required for an individual to carry out work effectively by interacting with the stakeholder and compliance to organizational rules and regulations.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> <li>• Work effectively</li> <li>• Stakeholder Interaction</li> <li>• Compliance to organizational rules and regulations</li> </ul>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
<b>Work Effectively</b>	To be competent, the user/individual on the job must be able to: PC1. Ensure all the required resources before beginning work PC2. Whenever necessary work with others to achieve set work objectives PC3. Keep work area in a tidy and organized state PC4. Complete allocated tasks within the desired time frame and quality standards
<b>Stakeholder Interaction</b>	PC5. Display courteous behavior at all times PC6. Respond politely to customer queries PC7. Seek assistance as and when required from people at the workplace in a polite manner PC8. Ask questions and seek clarifications on work tasks whenever required PC9. Follow dress code as applicable at the workplace
<b>Compliance to organizational rules and regulations</b>	PC10. Carry out work functions in accordance with the norms of the organization and work place PC11. Follow organizational policies and procedures PC12. Seek and obtain clarifications on policies and procedures, from the supervisor or other authorized personnel PC13. Identify and report any possible deviations to appropriate authority
Knowledge and Understanding (K)	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KA1. Hierarchy in the organization</li> <li>KA2. The organizational policies and procedures</li> <li>KA3. The importance of team work</li> <li>KA4. The importance of effective communication and establishing good working relationships with stakeholders</li> <li>KA5. Responsibilities and objectives of the role</li> </ul>
<b>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KB1. Different methods of communication and its appropriate usage</li> <li>KB2. Benefits of cordial relationships with colleagues and clients</li> <li>KB3. Effective working relationships with all stakeholders: internal and external</li> <li>KB4. Procedures in the organization to deal with conflict and poor working relationships</li> </ul>

## FFS/N8701

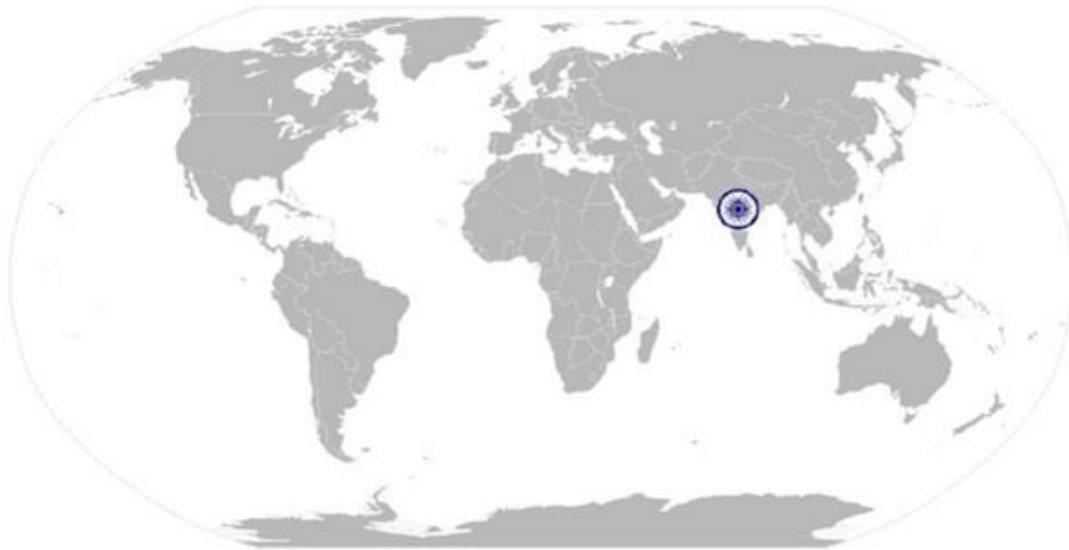
## Carry out work effectively at the workplace

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

**FFS/N8701** Carry out work effectively at the workplace  
**NOS Version Control**

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

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## CRITERIA FOR ASSESSMENT OF TRAINEES

**Job Role** Assistant Fitter – Modular Furniture

**Qualification Pack Code** FFS/Q5701

**Sector Skill Council** Furniture and Fittings

### Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5. To pass the Qualification Pack, every trainee should score a minimum of 50% aggregate
6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack

NOS	Performance Criteria	Marks Allocation			
		Total Mark	Out Of	Theory	Skills Practical
FFS/N5701Assist in fitting of parts in modular furniture at the client worksite	PC1. Carry required tools, equipment and material for fitting of furniture as per fitter's instructions	45	2	1	1
	PC2. Clean the work area before starting the operations		1	0	1
	PC3. Assist in arranging the tools, equipment for the operations		3	0	3
	PC4. Unloading of the materials received at the worksite as per the standards of the organization		3	1	2
	PC5. Sort and place different components as per the requirement		3	1	2
	PC6. Unpack the materials required for modular furniture making as per the instructions of the carpenter/ supervisor		2	1	1
	PC7. Assist the carpenter in checking and using appropriate power plug points at the worksite		1	0	1
	PC8. Place the floor guard/ other safety mat as applicable on the floor as per the instructions of the carpenter/ supervisor		4	1	3

	PC9. Place and set the ladder as per the requirement of different activities		2	0	2
	PC10. Assist in holding of the measuring tape as per the requirement and the instructions of the carpenter		4	1	3
	PC11. Assist the carpenter in placing of the materials to be trimmed in appropriate angle suitable for cutting		4	1	3
	PC12. Assist in placing of cutting/ trimming tools and equipment on the parts/ laminates		4	1	3
	PC13. Provide for appropriate wooden plank/laminate, screws, nails, hinges, etc. during the fixing process		4	1	3
	PC14. Switch on/off the power supply of the tool/ machine based on the requirement and as per instructions of the carpenter		1	0	1
	PC15. Assist the fitter/carpenter in placing the wooden planks/laminates during fixing of different parts in modular furniture		3	1	2
	PC16. Cleaning the units/ product post completion of work and as per instructions of the supervisor		3	1	2
	PC17. Use appropriate materials and tools for cleaning the units		1	0	1
		<b>Total</b>	<b>45</b>	<b>11</b>	<b>34</b>
FFS/N8501 Maintain the work area, tools and machines	PC1. Handle materials, machinery, equipment and tools safely and correctly	<b>28</b>	2	0	2
	PC2. Use correct handling procedures		3	1	2
	PC3. Use materials to minimize waste		2	1	1
	PC4. Prepare and organize work		1	0	1
	PC5. Maintain a clean and hazard free working area		1	1	0
	PC6. Deal with work interruptions		1	0	1
	PC7. Move around the workplace with care		1	0	1
	PC8. Maintain tools equipment and consumables		3	1	2
	PC9. Carry out maintenance and/or cleaning within responsibility		2	0	2
	PC10. Report unsafe equipment and other dangerous occurrences		2	1	1
	PC11. Work in a comfortable position with the correct posture		2	0	2
	PC12. Use cleaning equipment and methods appropriate for the work to be carried out		3	1	2
	PC13. Dispose of waste safely in the designated location		2	0	2

	PC14. Store cleaning equipment safely after use		1	0	1
	PC15. Report the need for maintenance and/or cleaning outside your area of responsibility		1	1	0
	PC16. Ensure safe and correct handling of materials, equipment and tools		1	1	0
		<b>Total</b>	<b>28</b>	<b>8</b>	<b>20</b>
FFS/N8601 Maintain health, safety and security at workplace	PC1. Follow health and safety related instructions applicable to the work location at all times	<b>13</b>	1	1	0
	PC2. Carry out own activities in line with approved guidelines and procedures		1	0	1
	PC3. Ensure the worksite is free from health and safety hazards		1	0	1
	PC4. Follow manufacturers' and other relevant instructions relating to safe use of equipment and materials		1	1	0
	PC5. Safely handle and move waste and debris		2	1	1
	PC6. Seek clarifications, from supervisors or other authorized personnel in case of perceived risks		1	1	0
	PC7. Monitor the workplace and work processes for potential risks and threats		1	0	1
	PC8. Report hazards and potential risks/ threats to supervisors or other authorized personnel		1	1	0
	PC9. Undertake first aid like fracture, cuts, bleeding, fire and electrocution, if asked to do so		1	1	0
	PC10. Take appropriate action in case of a fire emergency		1	0	1
	PC11. Use safety equipment and personal protection equipment such as gloves , goggles ,mask and shoes correctly		1	0	1
	PC12. Follow agreed work location procedures in the event of an emergency and of any injury		1	0	1
		<b>Total</b>	<b>13</b>	<b>6</b>	<b>7</b>
FFS/N8701 Carry out work effectively at the workplace	PC1. Ensure all the required resources before beginning work	<b>14</b>	1	0	1
	PC2. Whenever necessary work with others to achieve set work objectives		1	1	0
	PC3. Keep work area in a tidy and organized state		1	0	1
	PC4. Complete allocated tasks within the desired time frame and quality standards		1	1	0
	PC5. Display courteous behavior at all times		1	1	0
	PC6. Respond politely to customer queries		1	0	1



	PC7. Seek assistance as and when required from people at the workplace in a polite manner		1	0	1
	PC8. Ask questions and seek clarifications on work tasks whenever required		1	0	1
	PC9. Follow dress code as applicable at the workplace		1	1	0
	PC10. Carry out work functions in accordance with the norms of the organization and work place		1	0	1
	PC11. Follow organizational policies and procedures		2	1	1
	PC12. Seek and obtain clarifications on policies and procedures, from the supervisor or other authorized personnel		1	0	1
	PC13. Identify and report any possible deviations to appropriate authority		1	0	1
		<b>Total</b>	<b>14</b>	<b>5</b>	<b>9</b>