



# Senior Interior Designer

QP Code: FFS/Q9104

NSQF Level: 6

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

## Qualification Pack

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## Qualification Pack

### FFS/Q9104: Senior Interior Designer

#### Brief Job Description

Senior Interior Designer is responsible for leading a team, supervising the work related to planning, designing, and furnishing interiors of residential, commercial or industrial buildings by utilizing spaces in effective manner with focus on structural design, colour schemes, lighting, ventilation furniture and furnishings. He/she shall possess the knowledge of business management apart from knowledge of interior design.

#### Personal Attributes

Senior Interior Designer must have the ability to work independently and make various operational decisions pertaining to own area of work, have skills of supervision, multitasking ability, good planning and presentation skills. S/he should be result oriented and possess people skills, creativity, reading, writing, communication, analytical and networking skills.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [FFS/N8803: work successfully with colleagues](#)
2. [FFS/N8804: Maintain health and safety at client site / workplace](#)
3. [FFS/N9107: Oversee design drawings for the locations/ space](#)
4. [FFS/N9109: Supervision of work and team management](#)
5. [FFS/N9110: Client and vendor management](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Furniture & Fittings
<b>Sub-Sector</b>	Interior Design
<b>Occupation</b>	Interior Design
<b>Country</b>	India
<b>NSQF Level</b>	6
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/3432.0100
<b>Minimum Educational Qualification &amp; Experience</b>	12th Class with 3-5 Years of experience relevant industry experience

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<b>Minimum Level of Education for Training in School</b>	
<b>Pre-Requisite License or Training</b>	Project management, technical drawings, computer basics, knowledge of computer aided design- suggested but not mandatory
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	02/02/2017
<b>Next Review Date</b>	31/03/2020
<b>NSQC Approval Date</b>	19/12/2018
<b>Version</b>	1.0

## Qualification Pack

### FFS/N8803: work successfully with colleagues

#### Description

This OS unit is about coordinating with colleagues /seniors and working as a team in order to deliver as per commitments to the client.

#### Scope

This unit/task covers the following:

- Work as a team
- Interact with seniors /superiors

#### Elements and Performance Criteria

##### *Work as a team*

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

- PC1.** communicate with colleagues clearly and effectively w.r.t work division/work flow within the team
- PC2.** plan the work and schedule tasks with team colleagues
- PC3.** display responsible and disciplined behaviour to the team and use polite language and maintain office etiquettes
- PC4.** ensure not to display any racial discrimination toward colleagues
- PC5.** monitor the progress and help in troubleshoot issues faced by team and communicate clearly with colleagues and discuss, resolve any concerns/issues/conflict etc. to avoid any delays at work
- PC6.** ensure adherence to all procedural requirements- compliance to regulations and organization requirements and proper record keeping
- PC7.** raise questions to clarify work responsibilities in order to effectively work within timelines
- PC8.** seek assistance when needed and complete the assigned tasks within timeline

##### *Interact with seniors/supervisors*

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

- PC9.** communicate with leaders on work output requirements for providing optimum solution to the client
- PC10.** connect and discuss about process flow improvements, quality of output, product defects encountered from previous process, repairs and maintenance of tools and machinery as required etc. and find solutions on issues
- PC11.** mitigate any areas of concern that may arise during the course of work by discussing with seniors including any potential hazards, process disruptions by machine/equipment failure etc.
- PC12.** interact and provide regular updates and incorporate feedback/suggestions
- PC13.** report in time about any delays or shortages
- PC14.** receive and incorporate feedback on work standards to further improvise

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**PC15.** discuss and review the completed work with the senior for final submission and approval from client

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** about the organization expertise and capabilities for providing interior services
- KU2.** key leadership practices, escalation matrix and code of conduct
- KU3.** about various organizational processes, reporting structure
- KU4.** about the organization clients , tastes and preferences
- KU5.** relevant people and their responsibilities within the work area
- KU6.** work specifications and interpret them accurately
- KU7.** safety standards and precautions to be taken and different types of personal protective environment and their usage
- KU8.** quality standards to be maintained
- KU9.** standard operating procedures
- KU10.** team management practices
- KU11.** common issues and have troubleshooting knowledge
- KU12.** presentation ability and communication skills
- KU13.** importance of working effectively with others to achieve organizations goals
- KU14.** importance of effective communication and establishing good working relationships with other
- KU15.** different type of people that one is required to communicate and coordinate within the organization
- KU16.** various components of communication cycle
- KU17.** importance of discipline and ethics for professional success
- KU18.** expressing and addressing grievances appropriately
- KU19.** importance and ways of managing interpersonal conflict effectively

### Generic Skills (GS)

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

- GS1.** document all relevant records
- GS2.** document the information communicated /observations if any related to process
- GS3.** write reports, information documents to internal departments/ internal teams
- GS4.** keep updated with latest trends and knowledge by reading magazines, reports, research material
- GS5.** read and interpret the process required for conducting the assigned work
- GS6.** read internal information documents sent by internal teams
- GS7.** discuss task lists, schedules and activities
- GS8.** effectively communicate with team members

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- GS9.** attentively listen and comprehend the information given by the speaker
- GS10.** communicate clearly on the issues being faced and clarify concerns
- GS11.** troubleshooting common concerns
- GS12.** analyze critical points in day to day tasks through experience and observation, and identify control measures to solve the issue
- GS13.** handle issues in case the manager/seniors is not available( as per authority matrix defined by the organization)
- GS14.** plan and organize the work order and jobs received and schedule tasks for team
- GS15.** organize raw materials required, process /equipment manuals to ease access
- GS16.** prioritize the work based on the instructions received
- GS17.** plan to utilize time and equipment's effectively
- GS18.** assist in record keeping and proper documentation
- GS19.** understand customer requirements and their priority and respond as per their needs
- GS20.** support team/manager/seniors in solving problems by detailing out problems and discuss the possible solutions
- GS21.** apply domain information and analyze customer requirements, trends while interacting with team and working on projects
- GS22.** use reasoning skills to identify and resolve basic problems
- GS23.** 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>Work as a team</i>	<b>15</b>	<b>41</b>	-	-
<b>PC1.</b> communicate with colleagues clearly and effectively w.r.t work division/work flow within the team	1	4	-	-
<b>PC2.</b> plan the work and schedule tasks with team colleagues	3	7	-	-
<b>PC3.</b> display responsible and disciplined behaviour to the team and use polite language and maintain office etiquettes	2	5	-	-
<b>PC4.</b> ensure not to display any racial discrimination toward colleagues	1	4	-	-
<b>PC5.</b> monitor the progress and help in troubleshoot issues faced by team and communicate clearly with colleagues and discuss, resolve any concerns/issues/conflict etc. to avoid any delays at work	2	5	-	-
<b>PC6.</b> ensure adherence to all procedural requirements- compliance to regulations and organization requirements and proper record keeping	1	4	-	-
<b>PC7.</b> raise questions to clarify work responsibilities in order to effectively work within timelines	3	7	-	-
<b>PC8.</b> seek assistance when needed and complete the assigned tasks within timeline	2	5	-	-
<i>Interact with seniors/supervisors</i>	<b>15</b>	<b>29</b>	-	-
<b>PC9.</b> communicate with leaders on work output requirements for providing optimum solution to the client	2	3	-	-
<b>PC10.</b> connect and discuss about process flow improvements, quality of output, product defects encountered from previous process, repairs and maintenance of tools and machinery as required etc. and find solutions on issues	3	7	-	-



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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC11.</b> mitigate any areas of concern that may arise during the course of work by discussing with seniors including any potential hazards, process disruptions by machine/equipment failure etc.	2	5	-	-
<b>PC12.</b> interact and provide regular updates and incorporate feedback/suggestions	2	3	-	-
<b>PC13.</b> report in time about any delays or shortages	2	3	-	-
<b>PC14.</b> receive and incorporate feedback on work standards to further improve	2	3	-	-
<b>PC15.</b> discuss and review the completed work with the senior for final submission and approval from client	2	5	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	FFS/N8803
<b>NOS Name</b>	work successfully with colleagues
<b>Sector</b>	Furniture & Fittings
<b>Sub-Sector</b>	Wooden Furniture, Modular Furniture
<b>Occupation</b>	Design -Wooden/Modular Furniture
<b>NSQF Level</b>	5
<b>Credits</b>	NA
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	12/07/2017
<b>Next Review Date</b>	12/07/2020
<b>NSQC Clearance Date</b>	

## Qualification Pack

### FFS/N8804: Maintain health and safety at client site / workplace

#### Description

This OS unit is about health and safety maintenance at workplace /client site

#### 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.** follow health and safety related instructions applicable to the work location at all times
- PC2.** carry out own activities in line with approved guidelines and procedures
- PC3.** follow relevant instructions relating to safe and correct use of equipment and relevant occupational safety policies while handling sharp tools to make and install furniture and fittings
- PC4.** ensure to safely handle and dispose of waste and debris
- PC5.** undertake basic safety checks before start of work and monitor the workplace and work processes for potential risks and threats
- PC6.** identify and report/seek clarification if any, for any potential risks/ threats to supervisors or other authorized personnel
- PC7.** use safety equipment and personal protection equipment as needed, e.g. gloves , goggles ,mask and shoes correctly in accordance with work policy
- PC8.** follow recommended material handling procedure to control damage and personal injury
- PC9.** apply good housekeeping practices at all times to maintain clean and safe workplace

##### *Dealing with Emergencies*

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

- PC10.** check and ensure general health and safety equipment are available at work site
- PC11.** follow appropriate procedures for dealing with accidents, fires and emergencies, including communicating location and directions for emergency evacuation
- PC12.** follow emergency procedures to company standard / workplace requirements
- PC13.** use emergency equipment in accordance with manufacturers' specifications and workplace requirements
- PC14.** provide treatment appropriate to the any injury in accordance with recognized first aid techniques
- PC15.** recover (if practical), clean, inspect/test, refurbish, replace and store the first aid equipment as appropriate
- PC16.** report details of first aid administered in accordance with workplace procedures

#### Knowledge and Understanding (KU)

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The individual on the job needs to know and understand:

- KU1.** organizations health and safety related practices applicable at the workplace
- KU2.** potential hazards, risks and threats based on nature of operations
- KU3.** organizational procedures for safe handling of tools and equipment
- KU4.** potential accidents and emergencies and how to respond to these situations
- KU5.** reporting protocol and documentation required
- KU6.** whom to contact in case of an emergency
- KU7.** potential hazards and risks which may be present at workplace
- KU8.** safe working practices in workplace
- KU9.** identification, handling and storage of materials, tools and equipment and hazardous substance
- KU10.** proper disposal system for waste and by-products
- KU11.** basic emergency handling procedures and local emergency services
- KU12.** procedures for dealing with injured persons and providing first aid
- KU13.** different types of personal protective equipment and their usage
- KU14.** importance of good housekeeping
- KU15.** different risks associated with the use of electrical equipment
- KU16.** preventative and remedial actions to be taken in the case of exposure to toxic materials
- KU17.** importance of using protective clothing/equipment while working
- KU18.** various possible causes of an emergency situation
- KU19.** techniques of using the different fire extinguishers
- KU20.** various types of safety signs and what they mean
- KU21.** appropriate basic first aid treatment relevant to the condition eg. shock, electrical shock, bleeding, breaks to bones, minor burns, resuscitation, poisoning, eye injuries, etc.
- KU22.** Safe lifting practices and correct body postures while working in furniture fittings related place
- KU23.** appropriate waste disposal measures

## Generic Skills (GS)

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

- GS1.** write in Hindi or local language
- GS2.** fill logs, forms and formats in local language or Hindi for recording quantity and quality of work figures, defects and other related information, etc. whenever needed
- GS3.** document measurement appropriately whenever required
- GS4.** read all organizational and equipment related health and safety manuals and documents
- GS5.** read and comprehend safety related documents
- GS6.** communicate effectively with team members, supervisors, managers etc.
- GS7.** seek clarification on any unclear instructions in locally understood language
- GS8.** take decisions of ones own roles and responsibilities

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- GS9.** decide on material requirement for related to once work
- GS10.** decide whether to accept or reject a work piece on the basis of quality parameter
- GS11.** plan and organize own work in a way that all activities are completed in time and as per specifications
- GS12.** plan work as per job specification
- GS13.** plan and organize cleaning and maintenance activities
- GS14.** work and deliver output as per client requirement and satisfaction
- GS15.** resolve common issues faced during work using troubleshooting knowledge
- GS16.** identify any defects in materials, tools and equipment and ways to resolve them
- GS17.** determine timely correction of errors to minimize rejection or rework
- GS18.** analyse the situation and take appropriate action
- GS19.** analyse, evaluate and apply the information gathered from observation,
- GS20.** experience, reasoning, or communication to act efficiently

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Health and Safety</i>	<b>15</b>	<b>41</b>	-	-
<b>PC1.</b> follow health and safety related instructions applicable to the work location at all times	1	4	-	-
<b>PC2.</b> carry out own activities in line with approved guidelines and procedures	2	4	-	-
<b>PC3.</b> follow relevant instructions relating to safe and correct use of equipment and relevant occupational safety policies while handling sharp tools to make and install furniture and fittings	2	4	-	-
<b>PC4.</b> ensure to safely handle and dispose of waste and debris	2	5	-	-
<b>PC5.</b> undertake basic safety checks before start of work and monitor the workplace and work processes for potential risks and threats	2	5	-	-
<b>PC6.</b> identify and report/seek clarification if any, for any potential risks/ threats to supervisors or other authorized personnel	2	4	-	-
<b>PC7.</b> use safety equipment and personal protection equipment as needed, e.g. gloves , goggles ,mask and shoes correctly in accordance with work policy	2	5	-	-
<b>PC8.</b> follow recommended material handling procedure to control damage and personal injury	1	5	-	-
<b>PC9.</b> apply good housekeeping practices at all times to maintain clean and safe workplace	1	5	-	-
<i>Dealing with Emergencies</i>	<b>15</b>	<b>29</b>	-	-
<b>PC10.</b> check and ensure general health and safety equipment are available at work site	2	4	-	-
<b>PC11.</b> follow appropriate procedures for dealing with accidents, fires and emergencies, including communicating location and directions for emergency evacuation	2	4	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> follow emergency procedures to company standard / workplace requirements	2	5	-	-
<b>PC13.</b> use emergency equipment in accordance with manufacturers' specifications and workplace requirements	2	4	-	-
<b>PC14.</b> provide treatment appropriate to the any injury in accordance with recognized first aid techniques	2	4	-	-
<b>PC15.</b> recover (if practical), clean, inspect/test, refurbish, replace and store the first aid equipment as appropriate	2	5	-	-
<b>PC16.</b> report details of first aid administered in accordance with workplace procedures	3	3	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	FFS/N8804
<b>NOS Name</b>	Maintain health and safety at client site / workplace
<b>Sector</b>	Furniture & Fittings
<b>Sub-Sector</b>	Interior Design
<b>Occupation</b>	Interior Design
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	13/09/2016
<b>Next Review Date</b>	13/09/2020
<b>NSQC Clearance Date</b>	



## Qualification Pack

### FFS/N9107: Oversee design drawings for the locations/ space

#### Description

This OS unit is about supervising design drawings for the location/ space in accordance to the client requirements.

#### Scope

This unit/task covers the following:

- Oversee designing of the possible drawing alternatives

#### Elements and Performance Criteria

##### *Oversee designing of the possible drawing alternatives*

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

- PC1.** discuss with team and list out the possible adherence needed with respect to design solution. for example in terms of customer style/theme, symmetry and layout, practicality, space planning, color coordination etc.
- PC2.** manage and review detailed specifications including drawing and dimensions of the layout along with the furniture and other fittings and space planning
- PC3.** supervise models made by use of computer aided design (CAD) software and on the colour palette, furniture, lighting, flooring, wall covering etc
- PC4.** discuss and review design alternatives of various kinds with the team and provide inputs/suggestions to team to improve/modify
- PC5.** present the possible alternatives with team/seniors and present the possible alternatives to the client and take their signoff once the design is approved post incorporation of all inputs received

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the organization expertise and capabilities for providing interior services
- KU2.** about various organizational processes
- KU3.** national and international market trends and leaders in interior designing, space design, management and technologies (country, company or individual)
- KU4.** about the previous designs developed by the organization
- KU5.** about the organisation clients , tastes and preferences
- KU6.** work specifications and interpret them accurately
- KU7.** usage of analytical tools
- KU8.** technical drawings and design drawings and knowledge of auto-CAD, coral Draw, Photoshop etc.
- KU9.** ability to prepare concept presentations through 2D and 3D renderings

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- KU10.** dimensions, building structure (super structure and sub structures).
- KU11.** various element of design and the design process like style, colour, ventilation, natural lighting , light effect, vastu shastra, symmetry and layout, upholstery and other aspects
- KU12.** components involved in furniture designing like basic carpentry, power tools, knowledge of various available raw materials, market trends etc
- KU13.** safety standards and precautions to be taken and different types of personal protective environment and their usage
- KU14.** quality standards to be maintained
- KU15.** standard operating procedures
- KU16.** common issues and have troubleshooting knowledge
- KU17.** reporting and documentation skills
- KU18.** presentation ability and effective communication skills

## 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.** document records related to product designs and their requirements
- GS3.** write reports, information documents to internal departments/ internal teams
- GS4.** keep updated with latest trends and knowledge by reading magazines, reports, research material
- GS5.** read and interpret the process required for conducting the assigned work
- GS6.** read internal information documents sent by internal teams
- GS7.** discuss task lists, schedules and activities
- GS8.** effectively communicate with team members
- GS9.** question in order to understand the nature of the problem and to clarify queries
- GS10.** attentively listen and comprehend the information given by the speaker
- GS11.** communicate clearly on the issues being faced
- GS12.** analyze critical points in day to day tasks through experience and observation, and identify control measures to solve the issue
- GS13.** handle issues in case the senior is not available( as per authority matrix defined by the organization)
- GS14.** plan and organize the work order and jobs received
- GS15.** organize raw materials required
- GS16.** prioritize the work based on the instructions received
- GS17.** plan to utilize time and equipments effectively
- GS18.** organize all process/ equipment manuals so as to access information easily
- GS19.** assist in record keeping and proper documentation
- GS20.** understand customer requirements , their priority and respond as per their needs
- GS21.** ability to handle different kinds of clients and being aware of different cultural sensitivities

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- GS22.** support team/ manager/seniors/experienced people in solving problems by detailing out problems and discussing the possible solutions
- GS23.** apply domain information and analyze customer requirements, trends while developing designs
- GS24.** use reasoning skills to identify and resolve basic problems
- GS25.** 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>Oversee designing of the possible drawing alternatives</i>	<b>20</b>	<b>80</b>	-	-
<b>PC1.</b> discuss with team and list out the possible adherence needed with respect to design solution. for example in terms of customer style/theme, symmetry and layout, practicality, space planning, color coordination etc.	3	14	-	-
<b>PC2.</b> manage and review detailed specifications including drawing and dimensions of the layout along with the furniture and other fittings and space planning	4	16	-	-
<b>PC3.</b> supervise models made by use of computer aided design (CAD) software and on the colour palette, furniture, lighting, flooring, wall covering etc	4	17	-	-
<b>PC4.</b> discuss and review design alternatives of various kinds with the team and provide inputs/suggestions to team to improve/modify	5	17	-	-
<b>PC5.</b> present the possible alternatives with team/seniors and present the possible alternatives to the client and take their signoff once the design is approved post incorporation of all inputs received	4	16	-	-
<b>NOS Total</b>	<b>20</b>	<b>80</b>	-	-

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	FFS/N9107
<b>NOS Name</b>	Oversee design drawings for the locations/ space
<b>Sector</b>	Furniture & Fittings
<b>Sub-Sector</b>	Interior Design
<b>Occupation</b>	Interior Design
<b>NSQF Level</b>	5
<b>Credits</b>	NA
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	13/09/2017
<b>Next Review Date</b>	13/09/2020
<b>NSQC Clearance Date</b>	19/12/2018

## Qualification Pack

### FFS/N9109: Supervision of work and team management

#### Description

This OS unit is about supervision of work of client assignment and team management to achieve the tasks in given timeline ensuring efficient use of resources.

#### Elements and Performance Criteria

##### *Work monitoring and coordination*

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

- PC1.** devise a work monitoring plan for the projects
- PC2.** set the deliverables with cost and schedule to be maintained and monitor the work plan
- PC3.** review the work by organizing group meetings or conference calls on weekly/monthly/quarterly basis to understand the progress of the teams
- PC4.** monitor the internal process and procedures for smooth working and coordination
- PC5.** coordinate with the vendors, approving authorities and other external agencies and resolve issues if any
- PC6.** build relationships with the team members to avoid any conflicts
- PC7.** monitor coordination of team members with the suppliers/vendors to ensure timely completion of tasks
- PC8.** review the handling of work in progress by senior team members and team under them
- PC9.** resolve issues faced by teams and assist the team members to convey correct information to client for clear understanding

##### *Team engagement and Task assignment*

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

- PC10.** assign appropriate team to project to ensure the team is not over/under staffed for the required amount of work and there is timely completion of task
- PC11.** divide the work in groups/team and assign the task to the team leaders
- PC12.** allocate and distribute specific work among the team members in a way its completed on time
- PC13.** explain the team members of their work/jobs procedures and ensure all the team members have a clear understanding of their duties and job responsibilities
- PC14.** assess the understanding of the team members towards customer requirements and communicate the terms of reference and regulations to be followed with the client
- PC15.** explain the effective ways and strategies for the team members to perform their targeted work within timelines
- PC16.** monitor to ensure that quality is maintained and timely activities are performed by the team members
- PC17.** develop communication mechanism for effective communication among team to avoid delays

##### *Reporting and keeping a track of time line and deliverables*

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

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- PC18.** explain the targets and the work requirement and related reporting structure among team and outside
- PC19.** supervise adherence to all procedural requirements- compliance to regulations and organization requirements with proper record keeping
- PC20.** communicate with team/team leaders and seniors on work output requirements for providing optimum solution to the client
- PC21.** interact and provide regular project updates to senior management and ensure proper reporting
- PC22.** monitor to ensure that the team members are compliant with the documentation requirements of the project
- PC23.** devise system of reporting in time about any delays or shortages
- PC24.** incorporate feedback received internally /externally on work standards to further improve *Grievance redressal, training of team and performance management*

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

- PC25.** devise effective grievance redressal mechanism to avoid any delay in project due to conflict among team or outside
- PC26.** mitigate any areas of concern that may arise in the project by discussing with seniors
- PC27.** monitor the progress and troubleshoot issues faced by team and also resolve conflicts to ensure smooth workflow
- PC28.** check on the latest updates in interior designing domain for capacity building of team members and provide trainings
- PC29.** design a performance management system to recommend for reward or punishment to maintain discipline in team

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the organization expertise and capabilities for providing interior services
- KU2.** the range of services and products offered by the organization
- KU3.** different process and procedures relating to work, code of conduct, engagement management, vendor management, compliance management and escalation matrix
- KU4.** HR process relating to team management i.e., staffing, workflow management, grievance redressal, performance management, trainings, conflict handling etc.
- KU5.** guidelines on workplace safety, identification and mitigation of safety hazards
- KU6.** monitoring and supervision skills
- KU7.** relationship management skills
- KU8.** work specifications and interpret them accurately
- KU9.** various elements involved in interior decor like theme, layout, ventilation, colour, lighting, Vastu Shastra, symmetry etc
- KU10.** market trends and customer preference
- KU11.** research skills to conduct market analysis for understanding trends
- KU12.** technical and design drawings

## Qualification Pack

- KU13.** safety standards and precautions to be taken and different types of personal protective environment and their usage
- KU14.** quality standards to be maintained
- KU15.** standard operating procedures
- KU16.** common issues and have resolving knowledge
- KU17.** performance management and grievance redressal skills
- KU18.** planning and team management skills
- KU19.** reporting and documentation skills
- KU20.** presentation ability and effective communication skills

## Generic Skills (GS)

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

- GS1.** draft letters, emails and other communication tools
- GS2.** prepare documents related to monitoring supervision and performance management (like performance management plan)
- GS3.** prepare training documents, research reports on interior design etc.
- GS4.** note the information communicated
- GS5.** note the data related to inventory, online ERP etc as per applicability of organization for documentation
- GS6.** write information documents to be shared with internal departments/internal teams
- GS7.** read and interpret the EOI, RFP etc. for new business development
- GS8.** read and interpret various technical information in interior designing sector
- GS9.** read equipment manuals and process documents to understand the equipments operation and process requirement
- GS10.** read internal information documents sent by internal teams
- GS11.** Read documents related to projects for decision making and planning
- GS12.** discuss task lists, schedules and activities
- GS13.** effectively communicate with team members
- GS14.** question in order to understand the nature of the problem and to clarify queries
- GS15.** effectively present the project related development and ideas to client and team
- GS16.** attentively listen and comprehend the information given by the client or team members, seniors etc
- GS17.** communicate clearly on the issues being faced
- GS18.** analyses critical points in day to day tasks through experience and observation and identify control measures to solve the issue
- GS19.** prioritize the issues and act accordingly
- GS20.** Decision making on team deployment, monitoring, deliverables etc.
- GS21.** decision on documentation required
- GS22.** decision on raw material used and supply chain for smooth work function
- GS23.** decision on staff training, grievances etc.



## Qualification Pack

- GS24.** plan and organize the work order and jobs received
- GS25.** plan and organize implementation process
- GS26.** plan and organize training and capacity building of team
- GS27.** plan and organize material handling and schedule of work
- GS28.** organize raw materials required for all products
- GS29.** plan and prioritize the work based on the instructions received
- GS30.** plan to utilize time and equipment's effectively
- GS31.** organize all process/ equipment manuals so as to access information easily
- GS32.** support the team in task scheduling
- GS33.** understand customer requirements and their priority and respond as per their needs
- GS34.** support team in solving problems by detailing out problems
- GS35.** discuss the possible solutions with the team and seniors for problem solving
- GS36.** resolve conflict among team members or with client
- GS37.** apply domain information about maintenance processes and technical knowledge about tools and equipment
- GS38.** Apply analytical thinking on designs and drawings
- GS39.** using experience and feedbacks from team and client and make judgments on day to day basis
- GS40.** use reasoning skills to identify and resolve basic problems
- GS41.** use prior experience on similar projects to detect any potential problems which could arise during operations
- GS42.** use acquired knowledge of the process for identifying and handling issues

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Work monitoring and coordination</i>	<b>9</b>	<b>23</b>	-	-
<b>PC1.</b> devise a work monitoring plan for the projects	1	4	-	-
<b>PC2.</b> set the deliverables with cost and schedule to be maintained and monitor the work plan	1	4	-	-
<b>PC3.</b> review the work by organizing group meetings or conference calls on weekly/monthly/quarterly basis to understand the progress of the teams	1	2	-	-
<b>PC4.</b> monitor the internal process and procedures for smooth working and coordination	1	2	-	-
<b>PC5.</b> coordinate with the vendors, approving authorities and other external agencies and resolve issues if any	1	3	-	-
<b>PC6.</b> build relationships with the team members to avoid any conflicts	1	2	-	-
<b>PC7.</b> monitor coordination of team members with the suppliers/vendors to ensure timely completion of tasks	1	2	-	-
<b>PC8.</b> review the handling of work in progress by senior team members and team under them	1	2	-	-
<b>PC9.</b> resolve issues faced by teams and assist the team members to convey correct information to client for clear understanding	1	2	-	-
<i>Team engagement and Task assignment</i>	<b>8</b>	<b>22</b>	-	-
<b>PC10.</b> assign appropriate team to project to ensure the team is not over/under staffed for the required amount of work and there is timely completion of task	1	2	-	-
<b>PC11.</b> divide the work in groups/team and assign the task to the team leaders	1	3	-	-
<b>PC12.</b> allocate and distribute specific work among the team members in a way its completed on time	1	4	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> explain the team members of their work/jobs procedures and ensure all the team members have a clear understanding of their duties and job responsibilities	1	2	-	-
<b>PC14.</b> assess the understanding of the team members towards customer requirements and communicate the terms of reference and regulations to be followed with the client	1	3	-	-
<b>PC15.</b> explain the effective ways and strategies for the team members to perform their targeted work within timelines	1	3	-	-
<b>PC16.</b> monitor to ensure that quality is maintained and timely activities are performed by the team members	1	3	-	-
<b>PC17.</b> develop communication mechanism for effective communication among team to avoid delays	1	2	-	-
<i>Reporting and keeping a track of time line and deliverables</i>	<b>7</b>	<b>15</b>	-	-
<b>PC18.</b> explain the targets and the work requirement and related reporting structure among team and outside	1	2	-	-
<b>PC19.</b> supervise adherence to all procedural requirements- compliance to regulations and organization requirements with proper record keeping	1	2	-	-
<b>PC20.</b> communicate with team/team leaders and seniors on work output requirements for providing optimum solution to the client	1	2	-	-
<b>PC21.</b> interact and provide regular project updates to senior management and ensure proper reporting	1	2	-	-
<b>PC22.</b> monitor to ensure that the team members are compliant with the documentation requirements of the project	1	2	-	-
<b>PC23.</b> devise system of reporting in time about any delays or shortages	1	3	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC24.</b> incorporate feedback received internally /externally on work standards to further improvise	1	2	-	-
<i>Grievance redressal, training of team and performance management</i>	<b>5</b>	<b>11</b>	-	-
<b>PC25.</b> devise effective grievance redressal mechanism to avoid any delay in project due to conflict among team or outside	1	2	-	-
<b>PC26.</b> mitigate any areas of concern that may arise in the project by discussing with seniors	1	2	-	-
<b>PC27.</b> monitor the progress and troubleshoot issues faced by team and also resolve conflicts to ensure smooth workflow	1	3	-	-
<b>PC28.</b> check on the latest updates in interior designing domain for capacity building of team members and provide trainings	1	2	-	-
<b>PC29.</b> design a performance management system to recommend for reward or punishment to maintain discipline in team	1	2	-	-
<b>NOS Total</b>	<b>29</b>	<b>71</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	FFS/N9109
<b>NOS Name</b>	Supervision of work and team management
<b>Sector</b>	Furniture & Fittings
<b>Sub-Sector</b>	Interior Design
<b>Occupation</b>	Interior Design
<b>NSQF Level</b>	6
<b>Credits</b>	NA
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	02/02/2017
<b>Next Review Date</b>	03/02/2020
<b>NSQC Clearance Date</b>	19/12/2018

## Qualification Pack

### FFS/N9110: Client and vendor management

#### Description

This OS unit is about client relationship management ,vendor management,negotiation and decision making.

#### Scope

This unit/task covers the following: New client identification and business development Negotiation and decision making related to project Client relationship management Vendor management

#### Elements and Performance Criteria

##### *New client identification and business development*

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

- PC1.** explore new opportunities in the market with the help of partners, contacts and other mediums
- PC2.** build rapport with prospective client
- PC3.** discuss new opportunities with team
- PC4.** plan team engagement on the new project
- PC5.** analyze client requirement in terms of residential or commercial design.
- PC6.** assess requirements of the customer through discussion and understand the requirements in terms of needs , style or theme , aesthetics, any specific necessity etc.
- PC7.** study the market trends and keep updated on customer preferences, latest trends and upcoming trends/developments
- PC8.** assess the budget and the timelines of work commitments
- PC9.** evaluate through discussion the quality standards required from the client
- PC10.** determine requirements for use of furniture, materials, fixtures etc. and discuss/deliberate with client to determine factors affecting planning of interior environment
- PC11.** seek confirmation from client on requirements and take sign off

##### *Negotiation and decision making related to project*

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

- PC12.** seek approvals from seniors for final decision on new project take up/ client
- PC13.** review and negotiate on the fee charged and the process timelines, deliverables
- PC14.** supervise vendor selection and negotiation of rate and vendor finalisation/ finalization i.e., process of inviting quotations ,
- PC15.** review and decide on procurement of materials (furniture, fixture and other required materials)
- PC16.** supervise decisions on transportation and storage of materials to ensure smooth supply chain for project
- PC17.** discuss with client in case of any cost changes during implantation of project and taking their approval
- PC18.** oversee day to day operational and procedural decision making related to project

## Qualification Pack

### *Client relationship management*

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

- PC19.** maintain client database with clear information of running projects as well as old project for future references
- PC20.** maintain good rapport with existing clients and maintain the relationships with the old clients as well
- PC21.** interact with the existing clients and customers periodically
- PC22.** understand the existing needs and expectation of client with the project
- PC23.** discuss with client to ensure their understanding of project scope and limitations to avoid false hope and expectation from the project
- PC24.** provide timely updates to client to ensure participation of client in project to maintain his interest and enthusiasm for project and adopt feedback, if any.
- PC25.** communicate politely and be courteous with the clients to maintain relation throughout the project timeline
- PC26.** supervise project work to achieve customer satisfaction by providing high level of service

### *Vendor management*

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

- PC27.** develop good network with vendors and other stakeholders in the market
- PC28.** maintain database of vendors in the market
- PC29.** keep track on market development and changes due to government policy and taxation etc.
- PC30.** build good relationship with vendors to avoid delays
- PC31.** set criteria for performance evaluation of vendors to help in deciding vendors in future
- PC32.** maintain proper documentation including contract with vendors for goods and services

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** about the organization expertise and capabilities for providing interior services
- KU2.** the range of services and products offered by the organization
- KU3.** about different process and procedures relating to work, code of conduct, business development, engagement management, vendor management, compliance management and escalation matrix
- KU4.** interior designing and sources of information to update information on designs and latest trends.
- KU5.** guidelines on workplace safety, identification and mitigation of safety hazards
- KU6.** about the previous designs developed by the organization
- KU7.** about the organisation clients, their tastes and preferences
- KU8.** work specifications and interpret them accurately
- KU9.** market trends and customer preference
- KU10.** procurement management, RFP, EOI and other business development tools
- KU11.** research skills to conduct market analysis for understanding the

## Qualification Pack

- KU12.** technical drawings and design drawings and knowledge of auto-CAD, coral Draw, Photoshop etc.
- KU13.** dimensions, building structure (super structure and sub structures).
- KU14.** relevant prevailing laws and knowledge of undertaking filings with government bodies for legal compliance
- KU15.** safety standards and precautions to be taken and different types of personal protective environment and their usage
- KU16.** quality standards to be maintained
- KU17.** standard operating procedures
- KU18.** common issues faced and have resolving knowledge
- KU19.** .relationship building with internal and external stakeholders
- KU20.** presentation ability and effective communication skills
- KU21.** workflow management, reporting management and documentation compliances
- KU22.** budget estimation tools, direct cost (labor , material, travel costs etc.), indirect costs (office, equipment, administrative costs etc.) and understanding of current costs in the market
- KU23.** negotiation ability , clear communication, understanding of client terms related to deliverables and linked payment, need and aspirations of client with the project.
- KU24.** usage of analytical tools
- KU25.** local markets, vendors, hubs for raw material and finished goods for interior designing
- KU26.** element of design and design process ,ventilation, natural lighting , light effect and other aspects
- KU27.** waste disposal procedures and standards

## Generic Skills (GS)

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

- GS1.** draft letters, emails and other communication tools
- GS2.** note the inventory data related to project and other readings as per process parameters and provide necessary information required in fill the process chart
- GS3.** document the information communicated /observations if any related to process
- GS4.** document records related to designs and their requirements
- GS5.** write reports, information documents to internal departments/ internal teams
- GS6.** keep updated with latest trends and knowledge by reading magazines, reports, research material
- GS7.** read and interpret the process required for conducting the assigned work
- GS8.** read internal information documents sent by internal teams
- GS9.** discuss task lists, schedules and activities
- GS10.** effectively communicate with team members
- GS11.** question in order to understand the nature of the problem and to clarify queries
- GS12.** attentively listen and comprehend the information given by the speaker
- GS13.** communicate clearly on the issues being faced with colleagues and team



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- GS14.** analyze critical points in day to day tasks through experience and observation and identify control measures to solve the issue
- GS15.** prioritize the issues and act accordingly
- GS16.** decision making on team deployment, monitoring, deliverables etc. SB29. decision on documentation required
- GS17.** decision on raw material used and supply chain for smooth work function
- GS18.** decision on staff training, grievances etc.
- GS19.** plan , prioritize and organize the work order and jobs received
- GS20.** plan and organize implementation process
- GS21.** plan and organize training and capacity building of team
- GS22.** plan and organize material handling and schedule of work
- GS23.** organize raw materials and packaging materials required for all products
- GS24.** plan to utilize time and equipment's effectively
- GS25.** organize all process/ equipment manuals so as to access information easily
- GS26.** understand customer requirements and their priority and respond as per their needs
- GS27.** support team in solving problems by detailing out problems
- GS28.** discuss the possible solutions with the team and seniors for problem solving
- GS29.** resolve conflict among team members or with client
- GS30.** apply domain information about maintenance processes and technical knowledge about tools and equipment
- GS31.** apply analytical thinking on designs and drawings
- GS32.** using experience and feedbacks from team and client , and make judgments on day to day basis
- GS33.** use reasoning skills to identify and resolve basic problems
- GS34.** use prior experience on similar projects to detect any potential problems which could arise during operations
- GS35.** use acquired knowledge of the process for identifying and handling issues

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>New client identification and business development</i>	<b>11</b>	<b>30</b>	-	-
<b>PC1.</b> explore new opportunities in the market with the help of partners, contacts and other mediums	1	4	-	-
<b>PC2.</b> build rapport with prospective client	1	2	-	-
<b>PC3.</b> discuss new opportunities with team	1	2	-	-
<b>PC4.</b> plan team engagement on the new project	1	3	-	-
<b>PC5.</b> analyze client requirement in terms of residential or commercial design.	1	3	-	-
<b>PC6.</b> assess requirements of the customer through discussion and understand the requirements in terms of needs , style or theme , aesthetics, any specific necessity etc.	1	3	-	-
<b>PC7.</b> study the market trends and keep updated on customer preferences, latest trends and upcoming trends/developments	1	4	-	-
<b>PC8.</b> assess the budget and the timelines of work commitments	1	3	-	-
<b>PC9.</b> evaluate through discussion the quality standards required from the client	1	2	-	-
<b>PC10.</b> determine requirements for use of furniture, materials, fixtures etc. and discuss/deliberate with client to determine factors affecting planning of interior environment	1	2	-	-
<b>PC11.</b> seek confirmation from client on requirements and take sign off	1	2	-	-
<i>Negotiation and decision making related to project</i>	<b>6</b>	<b>17</b>	-	-
<b>PC12.</b> seek approvals from seniors for final decision on new project take up/ client	1	2	-	-
<b>PC13.</b> review and negotiate on the fee charged and the process timelines, deliverables	1	3	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC14.</b> supervise vendor selection and negotiation of rate and vendor finalisationfinalization i.e., process of inviting quotations ,	1	3	-	-
<b>PC15.</b> review and decide on procurement of materials (furniture, fixture and other required materials)	1	3	-	-
<b>PC16.</b> supervise decisions on transportation and storage of materials to ensure smooth supply chain for project	1	2	-	-
<b>PC17.</b> discuss with client in case of any cost changes during implantation of project and taking their approval	1	2	-	-
<b>PC18.</b> oversee day to day operational and procedural decision making related to project	-	2	-	-
<i>Client relationship management</i>	<b>4</b>	<b>16</b>	-	-
<b>PC19.</b> maintain client database with clear information of running projects as well as old project for future references	-	2	-	-
<b>PC20.</b> maintain good rapport with existing clients and maintain the relationships with the old clients as well	1	2	-	-
<b>PC21.</b> interact with the existing clients and customers periodically	-	2	-	-
<b>PC22.</b> understand the existing needs and expectation of client with the project	-	2	-	-
<b>PC23.</b> discuss with client to ensure their understanding of project scope and limitations to avoid false hope and expectation from the project	1	2	-	-
<b>PC24.</b> provide timely updates to client to ensure participation of client in project to maintain his interest and enthusiasm for project and adopt feedback, if any.	1	2	-	-
<b>PC25.</b> communicate politely and be courteous with the clients to maintain relation throughout the project timeline	-	2	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC26.</b> supervise project work to achieve customer satisfaction by providing high level of service	1	2	-	-
<i>Vendor management</i>	<b>4</b>	<b>12</b>	-	-
<b>PC27.</b> develop good network with vendors and other stakeholders in the market	1	2	-	-
<b>PC28.</b> maintain database of vendors in the market	-	2	-	-
<b>PC29.</b> keep track on market development and changes due to government policy and taxation etc.	1	2	-	-
<b>PC30.</b> build good relationship with vendors to avoid delays	-	2	-	-
<b>PC31.</b> set criteria for performance evaluation of vendors to help in deciding vendors in future	1	2	-	-
<b>PC32.</b> maintain proper documentation including contract with vendors for goods and services	1	2	-	-
<b>NOS Total</b>	<b>25</b>	<b>75</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	FFS/N9110
<b>NOS Name</b>	Client and vendor management
<b>Sector</b>	Furniture & Fittings
<b>Sub-Sector</b>	Interior Design
<b>Occupation</b>	Interior Design
<b>NSQF Level</b>	5
<b>Credits</b>	NA
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	02/02/2017
<b>Next Review Date</b>	02/02/2020
<b>NSQF Clearance Date</b>	15/12/2018

## 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/N8803.work successfully with colleagues	30	70	-	-	100	10
FFS/N8804.Maintain health and safety at client site / workplace	30	70	-	-	100	15
FFS/N9107.Oversee design drawings for the locations/ space	20	80	-	-	100	25
FFS/N9109.Supervision of work and team management	20	80	-	-	100	25

### Qualification Pack

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
FFS/N9110.Client and vendor management	25	75	-	-	100	25
<b>Total</b>	<b>125</b>	<b>375</b>	<b>-</b>	<b>-</b>	<b>500</b>	<b>100</b>