

# Model Curriculum

## Delivery & Installation

### Executive- Furniture & Fittings

**SECTOR: FURNITURE & FITTINGS**  
**SUB-SECTOR: Furniture and Fittings**  
**OCCUPATION: Sales and Distribution**  
**REF ID: FFS/Q8102, V1.0**  
**NSQF LEVEL: 4**

## Certificate

### CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

**FURNITURE & FITTINGS SKILLS COUNCIL**

for

### MODEL CURRICULUM

Complying to National Occupational Standards of  
Job Role/ Qualification Pack: '**Delivery & Installation Executive-Furniture & Fittings**'  
QP No. '**FFS/Q8102, V1.0, NSQF Level 4**'

Date of Issuance: April 15<sup>th</sup>, 2018

Valid up to\*: September 22<sup>nd</sup>, 2019

\*Valid up to the next review date of the Qualification Pack

  
Authorized Signatory  
(Furniture & Fittings Skill Council)

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# Delivery & Installation Executive- Furniture & Fittings

## CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “Delivery & Installation Executive-Furniture & Fittings”, in the “Furniture & Fittings” Sector/ Industry and aims at building the following key competencies amongst the learner.

<b>Program Name</b>	<b>Delivery &amp; Installation Executive- Furniture &amp; Fittings</b>		
<b>Qualification Pack Name &amp; Reference ID</b>	FFS/Q8102, v1.0		
<b>Version No.</b>	1.0	<b>Version Update Date</b>	10/10/2019
<b>Pre-requisites to Training</b>	Class X 1-2 years or relevant experience		
<b>Training Outcomes</b>	<p><b>After completing this programme, participants will be able to:</b></p> <ul style="list-style-type: none"> <li>• follow the guidelines of delivery to be done at client’s place;</li> <li>• follow techniques of handling, loading and unloading of shipment;</li> <li>• follow the procedures for dealing with loss or damage during transit;</li> <li>• deliver the shipment at the client’s site according to the availability of the customer;</li> <li>• use basic tools, equipment required for installation of furniture and fittings;</li> <li>• install the furniture and fittings at client’s site after interpreting the instruction manual/ guidelines of the organisation;</li> <li>• perform post-delivery activities by reporting to the management and handing over the devices and documents;</li> <li>• provide customer support in case of any complaints/ issues raised by customer;</li> <li>• ensure health and safety at client site/ workplace;</li> <li>• maintain work area, tools and machines;</li> <li>• work effectively with all the stakeholders for various functional activities.</li> </ul>		

This course encompasses 8 out of 8 NOS (National Occupational Standards), of “Delivery & Installation Executive- Furniture & Fittings” Qualification Pack issued by “Furniture & Fittings Skill Council”.

Sr No	Module	Key Learning Outcomes	Equipment required
1	<p><b>Introduction to the furniture and fittings industry</b></p> <p><b>Theory Duration</b> (hh:mm) 08:00</p> <p><b>Practical Duration</b> (hh:mm) 00:00</p> <p><b>Corresponding NOS Code</b> Bridge Module</p>	<ul style="list-style-type: none"> <li>• Discuss about the furniture and fittings industry</li> <li>• Explain the role of a delivery &amp; installation executive and its job opportunities in the industry</li> <li>• Discuss about the career path of a delivery &amp; installation executive</li> </ul>	
2	<p><b>Understanding the organizational context/ company/ employer</b></p> <p><b>Theory Duration</b> (hh:mm) 08:00</p> <p><b>Practical Duration</b> (hh:mm) 00:00</p> <p><b>Corresponding NOS Code</b> Bridge Module</p>	<ul style="list-style-type: none"> <li>• Explain the importance of code of conducts, policies, manuals, rules and regulations followed in a typical organization</li> <li>• Describe organization structure and hierarchy followed in a typical organization</li> <li>• Describe functions of different divisions/ teams of an organization</li> </ul>	

<p>3</p>	<p><b>Maintenance of work area, tools and machines</b></p> <p><b>Theory Duration</b> (hh:mm) 04:00</p> <p><b>Practical Duration</b> (hh:mm) 08:00</p> <p><b>Corresponding NOS Code</b> FFS/N8501</p>	<ul style="list-style-type: none"> <li>• Explain types of waste produced at the worksite</li> <li>• Explain contamination effects of dirt and water on products</li> <li>• Demonstrate methods of minimizing waste and contamination</li> <li>• Discuss common faults with equipment</li> <li>• Explain the process to rectify the faulty equipment</li> <li>• Explain safety hazards associated with routine maintenance of tools and equipment</li> <li>• List several types of cleaning equipment and their usage</li> <li>• Demonstrate methods of cleaning and maintaining tools, machines, consumables as per the manufacturer specification</li> <li>• Demonstrate how to store cleaning tools and agents safely after use</li> <li>• Demonstrate the methods of storing tools, machines, consumables safely to prevent pilferage and theft</li> </ul>	
<p>4</p>	<p><b>Ensure health and safety at workplace</b></p> <p><b>Theory Duration</b> (hh:mm) 04:00</p> <p><b>Practical Duration</b> (hh:mm) 04:00</p> <p><b>Corresponding NOS Code</b> FFS/N8601</p>	<ul style="list-style-type: none"> <li>• Explain the importance of maintaining a healthy and safe work environment</li> <li>• Differentiate between the potential risk, hazard and threat at the workplace</li> <li>• List the safety, ergonomic, physical, biological, and chemical hazards at workplace</li> <li>• Explain the precautionary measures to be taken to prevent different hazards</li> <li>• Discuss the ways of undertaking the first aid activities in case of different types of accidents</li> <li>• Demonstrate the use of personal protective equipment/ protective clothing</li> <li>• Demonstrate how to keep correct body posture while standing, working, lifting and carrying heavy materials</li> <li>• List various do's and don'ts of good housekeeping practices</li> <li>• Demonstrate the methods of doing basic safety checks for all machines, tools, and electrical equipment before work</li> <li>• Explain various safety signs/ instructions</li> </ul>	<p>Masks, safety glasses, ear muffs, safety footwear, gloves, aprons, first aid box, different types of fire extinguisher</p>
<p>5</p>	<p><b>Handling emergencies</b></p> <p><b>Theory Duration</b> (hh:mm) 04:00</p>	<ul style="list-style-type: none"> <li>• List the precautionary measures for prevention of accidents at the workplace</li> <li>• List various common causes and types of fires</li> <li>• List the common types of fire extinguishers</li> <li>• Demonstrate the use of fire extinguishers</li> </ul>	<p>Masks, safety glasses, ear muffs, safety footwear, gloves, aprons, first aid box, different types of fire extinguisher</p>

	<p><b>Practical Duration</b> (hh:mm) 04:00</p> <p><b>Corresponding NOS Code</b> FFS/N8601</p>	<p>on different types of fires</p> <ul style="list-style-type: none"> <li>Describe the evacuation procedures to be followed in case of an emergency, accident, fire, or a natural calamity</li> <li>Demonstrate how to free a person from electrocution</li> <li>Demonstrate the correct rescue techniques applied during fire hazards</li> <li>Explain the importance of responding promptly and accurately to an accident situation</li> </ul>	
6	<p><b>Communication skills</b></p> <p><b>Theory Duration</b> (hh:mm) 04:00</p> <p><b>Practical Duration</b> (hh:mm) 04:00</p> <p><b>Corresponding NOS Code</b> FFS/N8801</p>	<ul style="list-style-type: none"> <li>State the importance of possessing effective communication skills</li> <li>Explain the importance of setting up good working relationship with others</li> <li>Explain the significance of active listening, correct receiving of information and instructions</li> <li>Describe the importance of seeking assistance/ clarification from supervisor/ senior</li> <li>Describe the importance of discipline, ethics, and integrity for professional success</li> <li>Explain the reporting protocol in case of queries on procedures, products, or any problem</li> <li>Demonstrate how to communicate effectively with others</li> </ul>	
7	<p><b>Team building</b></p> <p><b>Theory Duration</b> (hh:mm) 04:00</p> <p><b>Practical Duration</b> (hh:mm) 04:00</p> <p><b>Corresponding NOS Code</b> FFS/N8801</p>	<ul style="list-style-type: none"> <li>Discuss the importance of coordination with colleagues to achieve work objectives</li> <li>Explain the importance of sharing information with team wherever and whenever required to enhance quality and productivity at workplace</li> <li>Discuss how to manage interpersonal conflict</li> <li>Describe the significance of interacting politely with team members</li> <li>State the importance of following dress code at workplace</li> <li>Describe the importance of professional skills such as planning and organizing, problem solving, objection handling, and critical thinking</li> <li>Participate in team building activities effectively</li> </ul>	

8	<p><b>Preparing shipment for delivery</b></p> <p><b>Theory Duration</b> (hh:mm) 08:00</p> <p><b>Practical Duration</b> (hh:mm) 16:00</p> <p><b>Corresponding NOS Code</b> LSC/N3001</p>	<ul style="list-style-type: none"> <li>Describe about shipment</li> <li>Describe about air waybills</li> <li>Describe importance of knowing local areas and routes</li> <li>Explain about traffic rules, signage</li> <li>List necessary equipment required for shipment delivery</li> <li>List steps for preparing delivery of shipment</li> <li>Demonstrate basic use of computer, barcode scanner and GPS devices</li> <li>Demonstrate reading of labels, traffic signage, airway bills, shipment and customer details</li> <li>Demonstrate way of arranging shipment in the vehicle optimally</li> </ul>	Projector, barcode scanner, corrugated cardboard boxes, storage bins, sample list, hand held device, labels, signages, printers, scanners, packaging symbols, GPS device
9	<p><b>Performing delivery</b></p> <p><b>Theory Duration</b> (hh:mm) 16:00</p> <p><b>Practical Duration</b> (hh:mm) 24:00</p> <p><b>Corresponding NOS Code</b> LSC/N3002</p>	<ul style="list-style-type: none"> <li>Describe the cash on delivery process</li> <li>Describe the process of the delivery to the customer in case customer is available</li> <li>Explain steps for delivery in case the customer is not available at the destination</li> <li>Describe about additional charges involved during the process</li> <li>List all terms and conditions related to customer payments</li> <li>Demonstrate delivery activities in case of a typical situation</li> </ul>	Sample reports & documents like tracking sheet, Reporting forms, Incident reports etc Caution boards Do's and Don'ts charts
10	<p><b>Installing the delivered furniture and fitting</b></p> <p><b>Theory Duration</b> (hh:mm) 16:00</p> <p><b>Practical Duration</b> (hh:mm) 44:00</p> <p><b>Corresponding NOS Code</b> FFS/N8102</p>	<ul style="list-style-type: none"> <li>List the tools needed to unload and install the delivered package</li> <li>Explain the sequences of installation of furniture and fittings</li> <li>Demonstrate use of tools, power tools for installation of the furniture</li> <li>Demonstrate the steps of installation and assembly of furniture and fittings</li> </ul>	Electric impact drill machine (rivel/sivel), jigsaw machine, Sanding Machine, smoothing plane, cross peen hammer, soft hammer, mallet, hand saw, hack saw, steel rule, steel tape, plumb bob, protractor, wing compass, marking knife, marking gauge, try square, bevel square, spirit level, water level pipe, bevel chisel, mortise chisel, G cramp, anchor fastner, flat drill bits, centre pointed drill bits, screw, masonry drill bit, screw driver tip, flat files, triangular file, slide spanner, hand round file, pincer, nail punch, screw

			driver, oil stone, sand and emery paper, hole saw cutter bits, allen key set, zorik/ rustlick baby, grease, oil can, nose plier, nails, pin nails, pozidrive countersunk screw, silent hinges, hinges, FR roller based bottom mounted runner, telescopic runner side mounted, bottom mounted concealed runner silent system, undermount runner, wire basket, raxtex minifex, dowel, connecting screw, suspension bracket, rail for suspension bracket, shelf pins, PVC legs with clips, ply board, MDF board, sunmica/ laminate, adhesive, edge, edge banding tape, cabinet handles, mortice lock with pin cylinder, rim lock, verti bolt lock, cylindrical lock
11	<p><b>Reviewing post completion of work</b></p> <p><b>Theory Duration</b> (hh:mm) 08:00</p> <p><b>Practical Duration</b> (hh:mm) 16:00</p> <p><b>Corresponding NOS Code</b> FFS/N8102</p>	<ul style="list-style-type: none"> <li>• Explain way of conducting post installation check with respect to placement, levelling and configuration against the manual</li> <li>• Explain importance of noting inputs/ feedback received during delivery and installation to incorporate in future</li> <li>• Demonstrate way of checking the final assembled and installed product for any error</li> </ul>	
12	<p><b>Performing post-delivery activities</b></p> <p><b>Theory Duration</b> (hh:mm) 08:00</p> <p><b>Practical Duration</b></p>	<ul style="list-style-type: none"> <li>• Explain the process to be followed for delivered and undelivered packages</li> <li>• List the information to be reported to the senior</li> <li>• List the forms to be filled post delivery</li> <li>• Explain the importance of following all the required post-delivery activities as per the organisation policy</li> <li>• Demonstrate post-delivery activities of a typical situation</li> </ul>	Sample reports, documents like pick-up schedule sheet, reporting forms, incident reports, do's and don'ts charts

	(hh:mm) 20:00  <b>Corresponding NOS Code</b> LSC/N3003		
13	<b>Customer support</b>  <b>Theory Duration</b> (hh:mm) 08:00  <b>Practical Duration</b> (hh:mm) 16:00  <b>Corresponding NOS Code</b> FFS/N8103	<ul style="list-style-type: none"> <li>List and prioritise the customer issues</li> <li>Describe the information and tools required for resolving the issues</li> <li>Explain the significance of warranty of product before giving any service</li> <li>Demonstrate basic carpentry skill in resolving problem related to installation</li> <li>Explain the process to be followed in case the customer problem is not resolved</li> <li>List the steps to be followed after solving the customer issue</li> </ul>	Sample reports, do's and don'ts
	<b>Total Duration</b>  <b>Theory Duration:</b> <b>100:00</b>  <b>Practical Duration:</b> <b>160:00</b>	<b>Unique Equipment Required for the QP:</b> Masks, safety glasses, ear muffs, safety footwear, gloves, aprons, first aid box, different types of fire extinguisher Projector, barcode scanner, corrugated cardboard boxes, storage bins, sample list, hand held device, labels, signages, printers, scanners, packaging symbols, GPS device Sample reports, documents like pick-up schedule sheet, reporting forms, incident reports, do's and don'ts charts Electric impact drill machine (rivel/sivel), jigsaw machine, Sanding Machine, smoothing plane, cross peen hammer, soft hammer, mallet, hand saw, hack saw, steel rule, steel tape, plumb bob, protractor, wing compass, marking knife, marking gauge, try square, bevel square, spirit level, water level pipe, bevel chisel, mortise chisel, G cramp, anchor fastner, flat drill bits, centre pointed drill bits, screw, masonry drill bit, screw driver tip, flat files, triangular file, slide spanner, hand round file, pincer, nail punch, screw driver, oil stone, sand and emery paper, hole saw cutter bits, allen key set, zorik/ rustlick baby, grease, oil can, nose plier, nails, pin nails, pozidrive countersunk screw, silent hinges, hinges, FR roller based bottom mounted runner, telescopic runner side mounted, bottom mounted concealed runner silent system, undermount runner, wire basket, raxtex minifex, dowel, connecting screw, suspension bracket, rail for suspension bracket, shelf pins, PVC legs with clips, ply board, MDF board, sunmica/ laminate, adhesive, edge, edge banding tape, cabinet handles, mortice lock with pin cylinder, rim lock, verti bolt lock, cylindrical lock <b>Classroom Aids:</b> Whiteboard, marker, duster	

**Grand Total Course Duration: 260 Hours, 0 minutes**

*(This syllabus/curriculum has been approved by [Furniture & Fittings Skill Council](#))*

## Trainer Prerequisites for Job role: “Delivery & Installation Executive- Furniture & Fittings” mapped to Qualification Pack: “FFS/Q8102, v1.0”

Sr. No.	Area	Details
1	<b>Description</b>	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “ <u>FFS/Q8102, v1.0</u> ”.
2	<b>Personal Attributes</b>	Should have good communication skills Should be good in spoken and written English language Should have a pleasing personality and a desire to help students learn Should be computer and digital media savvy Should be willing to learn new technology and latest market trends
3	<b>Minimum Educational Qualifications</b>	Minimum 12 <sup>th</sup> class Minimum age 25 year
4a	<b>Domain Certification</b>	Certified for Job Role: “ <u>Delivery &amp; Installation Executive- Furniture &amp; Fittings</u> ” mapped to QP: “ <u>FFS/Q8102</u> ”. Minimum accepted score 80% as per the FFSC guideline.
4b	<b>Platform Certification</b>	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “MEP/Q2601”. Minimum accepted score as per respective SSC guideline is 80%.
5	<b>Experience</b>	<ul style="list-style-type: none"> <li>Minimum five years of site experience in delivery and installation</li> </ul>

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### Annexure: Assessment Criteria

Please refer to the QP PDF for the Assessment Criteria.