



Installer Frameless Glass Doors/Windows

Options: Framed Doors/Windows

QP Code: FFS/Q6104

Version: 2.0

NSQF Level: 4

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

Qualification Pack

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FFS/Q6104: Installer Frameless Glass Doors/Windows

Brief Job Description

Installer Frameless Glass Doors/Windows fixes the glass and then installs the doors/windows using required architectural hardware. The job holder must comply with relevant health and safety standards while carrying out the tasks.

Personal Attributes

She/he needs to be quality conscious, focused and physically active as well as capable to stand and work carefully for long hours. She/he should be able to work as per instructions given, responsible for own outcomes and works in a team. The job requires the individual to have an eye for detail and steady hands.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [FFS/N6105: Planning installation of frameless glass door/ windows](#)
2. [FFS/N6106: Install Frameless Glass Door/Windows](#)
3. [FFS/N8501: Maintain work area, tools and machines](#)
4. [FFS/N8601: Ensure health and safety at workplace](#)
5. [FFS/N8801: Work effectively with others](#)

Options(Not mandatory):

Option : Framed Doors/Windows

Installer fixes the glass with the frame and then installs the doors/windows using architectural hardware.

1. [FFS/N6103: Planning for Installation of Framed Door/Windows](#)
2. [FFS/N6104: Install framed doors/windows](#)

Qualification Pack (QP) Parameters

Sector	Furniture & Fittings
Sub-Sector	Architectural Fittings-Doors/Windows
Occupation	Installation
Country	India

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NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015-7115.0200/7115.9900/7119.9900
Minimum Educational Qualification & Experience	8th Class
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	For RPL: Expertise in Assembler Door/Windows Glass (Level 3) required
Minimum Job Entry Age	18 Years
Last Reviewed On	17/10/2019
Next Review Date	17/10/2023
Deactivation Date	17/10/2023
NSQC Approval Date	22/08/2019
Version	2.0

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FFS/N6105: Planning installation of frameless glass door/ windows

Description

Installer Frameless Glass Doors/Windows installs the doors/windows and fix glass partitions using required architectural hardware

Scope

This unit/task covers the following:

- Understand the work requirement
- Prepare work area for installation
- Read and Interpret architectural drawings and technical specifications
- Working safely

Elements and Performance Criteria

Understand the work requirement

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

- PC1.** obtain job instructions from responsible personnel
Job Instruction: design, hardware requirement, dimensions, size of fixed partitions etc.
- PC2.** interact with supervisor in order to understand the client requirement
- PC3.** read and confirm that the given instructions and design are complete and correct
- PC4.** identify the work site/ opening where the door is to be fixed as per design
- PC5.** plan out an efficient sequence of work as per the job requirement and specification

Prepare the work area for installation

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

- PC6.** obtain appropriate hardware, materials and tools/machines suitable to carry out the given tasks
Tools & Machines: e.g. measuring tape, leveler, square, drill and bits, stapler, scissors and utility knife, screw drivers, hammer, chisel, sealant gun, saw, plumb line, electric screw driver, angle grinder, allen key set in mm, dowels, pliers etc. Hardware and Material: hinges, pivot, floor spring etc. requirement, hinges, pivot, floor spring, patch fitting, handles, locks, packing, sealant etc.
- PC7.** identify and check the hardware that has come with the door / window for installation
- PC8.** report on any shortage or defect of materials/hardware to the concerned person before commencement of work
- PC9.** check that the selected tools & equipment are in safe working condition and ready for use
- PC10.** take the size of the opening and match the same with the specification document/ job sheet and report discrepancies if any prior to installation
- PC11.** use approved procedures to inspect glass door visually for any possible defects as per required standard parameters prior to work
Defects: unevenness, chipped glass, waviness, bend in glass etc.

Read and interpret architectural drawings and technical specification

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

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- PC12.** read and interpret the details from architectural drawings relevant to door and fixed partition installation
- PC13.** read and understand manufacturer's specification for hardware and its installation
- PC14.** identify the surfaces and dimensions as per the drawing
- PC15.** read and understand the scope of work

Working safely

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

- PC16.** return all the used tools and materials safely to the appropriate personal
- PC17.** work safely at all times, complying with health and safety legislation, regulations and other relevant guidelines
- PC18.** maintain correct body posture while standing and working for long hours and carrying heavy materials
- PC19.** lift, carry or move heavy glass /windows from one place to another using approved safe working practices
- PC20.** ensure that the work area is free of clutters to carry out installation work smoothly
- PC21.** select and use appropriate personal protective equipment compatible to the work and compliant to relevant occupational health and safety guidelines
Personal Protective Equipment: masks, safety glasses, head protection, ear muffs, safety footwear, gloves, aprons, warning signs and tapes, fire extinguisher, first aid kit
- PC22.** follow electrical safety measures while working with electrically powered tools & equipment

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

1. relevant legislation, standards, policies, and procedures followed in the company
2. expectations and responsibilities of the job role
3. the organizations rules, codes, guidelines and standards
4. statutory responsibilities, organizational legislation and regulations
5. contact person in case of queries on procedure or products
6. method to handle tools and equipment safely and the health and safety implications of not doing so
7. escalation matrix
8. relevant health and safety requirements applicable in the work place
9. who to approach for support in order to obtain work related instructions, clarifications and support
10. importance of following health, hygiene, safety and quality standards
11. different types of doors /windows and their installation requirement
Types of doors: entrance doors, bedroom doors, toilet doors, kitchen doors, stair case doors, fire doors etc. Types of windows: Bedroom window, balcony window, kitchen window, large/ tall opening windows etc
12. different type of doors /windows on the basis of its functioning
Types of doors: swing doors, sliding doors, single acting door, double acting door etc. Types of window: Sliding window, fixed window, bay window etc
13. importance of using personal protective equipment appropriate to the work

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14. different types of architectural hardware and their uses
Architectural Hardware: locks, hinges, handle cylinder, door closers, seal, pivot, patch fittings floor spring, glass connectors, plastic seals etc.
15. different type of hinges and their use as per the door / window type/style
Type of Hinges: heavy duty hinges, brass hinges, concealed hinges, ball bearings, lift off, self-closing, slip on hinges, click on hinges, glass door hinges etc.
16. different types of locks and their installation process
Type of Locks: Multi point locks, motorize locks, electronic locks etc
17. hazards and risks associated with glass door installation and how to minimize accidents and injury to self and others
18. importance of maintaining healthy work environment
19. different types of door handles and their suitability as per door type
type of door handles: pull handle, fixed knob, lever handle etc.
20. different types of tools and equipment and their uses
Tools & machines: e.g. measure tape, leveler, square, drill and bits, stapler, scissors and utility knife, screw drivers, hammer, chisel, sealant gun, saw, plumb line, electric screw driver, angle grinder, Allen key set in mm, dowels, pliers etc.
21. terminology, pictorial representation, symbols, etc. related to architectural drawings and specifications
22. basic measurement units
23. basic calculations and mathematics
24. methods of holding and centering work piece i.e door and frame
25. methods used to identify defects
26. relevant methods used to rectify defects
27. safe disposal of waste materials
28. drawings and sketches for door installation
29. how to check for alignment, straightness and plumb
30. how to carry out markings to guide activities of subordinates
activities: markings to make cut out, marking for pivots, patch fitting etc.
31. appropriate Fastening Methods to be used
Appropriate fastening Method: clips & screws, backside attachment, etc.
32. cleaning and maintenance procedures
33. allowable tolerance limit for door and frame positioning

Generic Skills (GS)

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

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

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7. read and interpret numbers written in Hindi or local language
8. understand safety symbols and basic warning signs wherever needed
9. communicate effectively with team members, supervisors, managers etc.
10. seek clarification on any unclear instructions in locally understood language
11. take decisions of once own roles and responsibilities
12. decide on material requirement for related to once work
13. decide on to accept or reject a work piece on the basis of quality parameter
14. plan and organize own work in a way that all activities are completed in time and as per specifications
15. plan work as per job specification
16. plan and organize cleaning and maintenance activities
17. work and deliver output as per client requirement
18. identify any defects in materials, tools and equipment and ways to resolve them
19. determine timely correction of errors to minimize rejection of pieces or re-work

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Understand the work requirement</i>	10	10	-	-
PC1. obtain job instructions from responsible personnel Job Instruction: design, hardware requirement, dimensions, size of fixed partitions etc.	2	2	-	-
PC2. interact with supervisor in order to understand the client requirement	2	2	-	-
PC3. read and confirm that the given instructions and design are complete and correct	4	-	-	-
PC4. identify the work site/ opening where the door is to be fixed as per design	-	4	-	-
PC5. plan out an efficient sequence of work as per the job requirement and specification	2	2	-	-
<i>Prepare the work area for installation</i>	4	21	-	-
PC6. obtain appropriate hardware, materials and tools/machines suitable to carry out the given tasks Tools & Machines: e.g. measuring tape, leveler, square, drill and bits, stapler, scissors and utility knife, screw drivers, hammer, chisel, sealant gun, saw, plumb line, electric screw driver, angle grinder, allen key set in mm, dowels, pliers etc. Hardware and Material: hinges, pivot, floor spring etc. requirement, hinges, pivot, floor spring, patch fitting, handles, locks, packing, sealant etc.	-	4	-	-
PC7. identify and check the hardware that has come with the door / window for installation	-	4	-	-
PC8. report on any shortage or defect of materials/hardware to the concerned person before commencement of work	2	2	-	-
PC9. check that the selected tools & equipment are in safe working condition and ready for use	-	4	-	-
PC10. take the size of the opening and match the same with the specification document/ job sheet and report discrepancies if any prior to installation	2	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. use approved procedures to inspect glass door visually for any possible defects as per required standard parameters prior to work Defects: unevenness, chipped glass, waviness, bend in glass etc.	-	5	-	-
<i>Read and interpret architectural drawings and technical specification</i>	10	10	-	-
PC12. read and interpret the details from architectural drawings relevant to door and fixed partition installation	5	-	-	-
PC13. read and understand manufacturer's specification for hardware and its installation	5	-	-	-
PC14. identify the surfaces and dimensions as per the drawing	-	5	-	-
PC15. read and understand the scope of work	-	5	-	-
<i>Working safely</i>	6	29	-	-
PC16. return all the used tools and materials safely to the appropriate personal	-	5	-	-
PC17. work safely at all times, complying with health and safety legislation, regulations and other relevant guidelines	2	3	-	-
PC18. maintain correct body posture while standing and working for long hours and carrying heavy materials	-	5	-	-
PC19. lift, carry or move heavy glass /windows from one place to another using approved safe working practices	-	5	-	-
PC20. ensure that the work area is free of clutters to carry out installation work smoothly	-	5	-	-
PC21. select and use appropriate personal protective equipment compatible to the work and compliant to relevant occupational health and safety guidelines Personal Protective Equipment: masks, safety glasses, head protection, ear muffs, safety footwear, gloves, aprons, warning signs and tapes, fire extinguisher, first aid kit	2	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC22. follow electrical safety measures while working with electrically powered tools & equipment	2	3	-	-
NOS Total	30	70	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	FFS/N6105
NOS Name	Planning installation of frameless glass door/ windows
Sector	Furniture & Fittings
Sub-Sector	Architectural Fittings-Doors/Windows
Occupation	Installation
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	17/10/2019
Next Review Date	17/10/2023
NSQC Clearance Date	22/08/2019

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FFS/N6106: Install Frameless Glass Door/Windows

Description

Installer Frameless Glass Doors/Windows is required to install doors/windows using various architectural hardware. To perform the work competently the person is required to work with precision in delivering outcomes. The individual work under supervision and follows instructions related to work.

Scope

This unit/task covers the following:

- Carryout marking of layout
- Perform installation activities

Elements and Performance Criteria

Carryout markings of layout

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

- PC1.** identify the work site/ opening where the door is to be installed
- PC2.** take the size of the opening and match the same with the specification document/ job sheet and report discrepancies if any prior to installation
- PC3.** read and confirm that the given instructions and design are correct and complete
- PC4.** obtain appropriate materials and tools suitable to carry out marking activities
- PC5.** identify the surfaces and dimensions as per the drawing
- PC6.** check the plumb, line and level of the opening
- PC7.** carryout measurements for floor springs, wall/glass opening for installation
- PC8.** calculate height and width as per design for installation
- PC9.** carry out markings to guide activities of subordinates

Perform installation activities

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

- PC10.** obtain appropriate materials, hardware and tools/machines suitable to carry out the given task/tools & machines: e.g. measuring tape, leveler, square, drill and bits, stapler, scissors and utility knife, screw drivers, hammer, chisel, sealant gun, saw, plumb line, electric screw driver, angle grinder, allen key set in mm, dowels, pliers etc. hardware and material: hinges, pivot, floor spring etc. requirement, hinges, pivot, floor spring, patch fitting, handles, locks, packing, sealant etc.
- PC11.** identify and check the hardware that has come with the door for installation
- PC12.** report on any shortage or defect of materials/hardware to the concerned person before commencement of work
- PC13.** take the size of the opening and match the same with the specification document/ job sheet and report discrepancies if any prior to installation
- PC14.** check and ensure the size of the opening matched the size of the door prior to installation
- PC15.** ensure that the size of the fixed partition matches the door and the opening

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- PC16.** ensure correct methods of holding and centering work piece i.e glass door
- PC17.** ensure appropriate lifting devices for lifting glass /windowslifting device: glass holders with single and multiple knobs
- PC18.** fix the floor spring in the cutout on the floor
- PC19.** set the speed of the floor spring as per specification
- PC20.** fix the top and the bottom pivot and check alignment
- PC21.** fix the patch fitting as per design requirement
- PC22.** install the fixed partitions with the support of the patch fittings before door installation
- PC23.** use hinges to fix the glass door on the glass opening or wall opening
- PC24.** install the door closer as per design specification and set the required speed if mentioned in the design specification
- PC25.** fix the door handle at the appropriate heightappropriate height: height from the center of the door handle should be 1040mm of the finish floor level
- PC26.** choose appropriate drill blades, depending upon the thickness of the glass and the hardware to be used
- PC27.** ensure that the work area is free of clutters to carry out installation work smoothly

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

1. relevant legislation, standards, policies, and procedures followed in the company
2. expectations and responsibilities of the job role
3. the organizations rules, codes, guidelines and standards
4. statutory responsibilities, organizational legislation and regulations
5. contact person in case of queries on procedure or products
6. method to handle tools and equipment safely and the health and safety implications of not doing so
7. escalation matrix
8. relevant health and safety requirements applicable in the work place
9. who to approach for support in order to obtain work related instructions, clarifications and support
10. importance of following health, hygiene, safety and quality standards
11. different types of doors /windows and their installation requirementtypes of doors: entrance doors, bedroom doors, toilet doors, kitchen doors, stair case doors, fire doors etc.
12. different type of doors /windows on the basis of its functioningtypes of doors: swing doors, sliding doors, single acting door, double acting door etc.
13. importance of using personal protective equipment appropriate to the work
14. different types of architectural hardware and their usesarchitectural hardware: locks, hinges, handle cylinder, door closers, seal, pivot, patch fittings floor spring, glass connectors, plastic seals etc.

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15. different type of hinges and their use as per the door type/style type of hinges: heavy duty hinges, brass hinges, cone'saled hinges, ball bearings, lift off, self-closing, slip on hinges, click on hinges, glass door hinges etc.
16. different types of locks and their installation processtype of locks: multi point locks, motorize locks, electronic locks etc
17. hazards and risks associated with glass door installation and how to minimize accidents and injury to self and others
18. importance of maintaining healthy work environment
19. different types of door handles and their suitability as per door typestype of door handles: pull handle, fixed knob, lever handle etc.
20. different types of tools and equipment and their usestools & machines: e.g. measure tape, leveler, square, drill and bits, stapler, scissors and utility knife, screw drivers, hammer, chisel, sealant gun, saw, plumb line, electric screw driver, angle grinder, allen key set in mm, dowels, pliers etc.
21. terminology, pictorial representation, symbols, etc. related to architectural drawings and specifications
22. basic measurement units
23. basic calculations and mathematics
24. methods of holding and centering work piece i.e door and frame
25. methods used to identify defects
26. relevant methods used to rectify defects
27. safe disposal of waste materials
28. drawings and sketches for door installation
29. how to check for alignment, straightness and plumb
30. how to carry out markings to guide activities of subordinatesactivities: markings to make cut out, marking for pivots, patch fitting etc.
31. appropriate fastening methodsappropriate fastening method: clips & screws, backside attachment, etc.
32. cleaning and maintenance procedures
33. how to read tape measurements
34. step by step process of door installation i.e. sequence of tasks
35. process of installing the fixed partition
36. allowable tolerance limit for door positioning
37. appropriate way to install door handlesappropriate process: height from the center of the door handle should be 1040mm of the finish floor level etc.
38. step by step process to install various architectural hardware like door closer, floor spring, patch fitting etc.

Generic Skills (GS)

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

1. write in hindi or local language
2. fill formats, logs and forms related to work in local language or hindi/english

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

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Carryout markings of layout</i>	9	23	-	-
PC1. identify the work site/ opening where the door is to be installed	-	3	-	-
PC2. take the size of the opening and match the same with the specification document/ job sheet and report discrepancies if any prior to installation	1	3	-	-
PC3. read and confirm that the given instructions and design are correct and complete	-	3	-	-
PC4. obtain appropriate materials and tools suitable to carry out marking activities	2	2	-	-
PC5. identify the surfaces and dimensions as per the drawing	2	2	-	-
PC6. check the plumb, line and level of the opening	-	3	-	-
PC7. carryout measurements for floor springs, wall/glass opening for installation	1	3	-	-
PC8. calculate height and width as per design for installation	2	2	-	-
PC9. carry out markings to guide activities of subordinates	1	2	-	-
<i>Perform installation activities</i>	16	52	-	-
PC10. obtain appropriate materials, hardware and tools/machines suitable to carry out the given task tools & machines: e.g. measuring tape, leveler, square, drill and bits, stapler, scissors and utility knife, screw drivers, hammer, chisel, sealant gun, saw, plumb line, electric screw driver, angle grinder, allen key set in mm, dowels, pliers etc. hardware and material: hinges, pivot, floor spring etc. requirement, hinges, pivot, floor spring, patch fitting, handles, locks, packing, sealant etc.	-	3	-	-
PC11. identify and check the hardware that has come with the door for installation	-	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. report on any shortage or defect of materials/hardware to the concerned person before commencement of work	1	2	-	-
PC13. take the size of the opening and match the same with the specification document/ job sheet and report discrepancies if any prior to installation	1	2	-	-
PC14. check and ensure the size of the opening matched the size of the door prior to installation	-	3	-	-
PC15. ensure that the size of the fixed partition matches the door and the opening	1	4	-	-
PC16. ensure correct methods of holding and centering work piece i.e glass door	2	2	-	-
PC17. ensure appropriate lifting devices for lifting glass /windowlifting device: glass holders with single and multiple knobs	1	2	-	-
PC18. fix the floor spring in the cutout on the floor	2	2	-	-
PC19. set the speed of the floor spring as per specification	-	4	-	-
PC20. fix the top and the bottom pivot and check alignment	-	4	-	-
PC21. fix the patch fitting as per design requirement	2	2	-	-
PC22. install the fixed partitions with the support of the patch fittings before door installation	2	3	-	-
PC23. use hinges to fix the glass door on the glass opening or wall opening	-	5	-	-
PC24. install the door closer as per design specification and set the required speed if mentioned in the design specification	-	4	-	-
PC25. fix the door handle at the appropriate heightappropriate height: height from the center of the door handle should be 1040mm of the finish floor level	2	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC26. choose appropriate drill blades, depending upon the thickness of the glass and the hardware to be used	2	2	-	-
PC27. ensure that the work area is free of clutters to carry out installation work smoothly	-	3	-	-
NOS Total	25	75	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	FFS/N6106
NOS Name	Install Frameless Glass Door/Windows
Sector	Furniture & Fittings
Sub-Sector	Architectural Fittings-Doors/Windows
Occupation	Installation
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	17/10/2019
Next Review Date	17/10/2023
NSQC Clearance Date	22/08/2019

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FFS/N8501: Maintain work area, tools and machines

Description

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

Scope

This unit/task covers the following:

- Maintenance of work area, tools and machines

Elements and Performance Criteria

Maintenance of work area, tools and machines

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

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

Generic Skills (GS)

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

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

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21. Analyse the situation and take appropriate actions while dealing with team members
22. analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently

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Assessment Criteria

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

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	FFS/N8501
NOS Name	Maintain work area, tools and machines
Sector	Furniture & Fittings
Sub-Sector	Generic
Occupation	Generic
NSQF Level	3
Credits	NA
Version	1.0
Last Reviewed Date	17/10/2019
Next Review Date	17/10/2023
NSQC Clearance Date	22/08/2019

Qualification Pack

FFS/N8601: Ensure health and safety at workplace

Description

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

Scope

This unit/task covers the following:

- Health and safety-Dealing with emergencies

Elements and Performance Criteria

Health and Safety

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

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

Qualification Pack

PC18. follow safe working practices at all times

Dealing with Emergencies

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

PC19. follow appropriate procedure in case a of fire emergency

PC20. follow electrical safety measures while working with electrically powered tools & equipment

PC21. follow agreed work location procedures in the event of an emergency or an accident

PC22. follow emergency and evacuation procedures in case of accidents, fires, natural calamities

PC23. Check and ensure general health and safety equipment are available at work site. General Health and Safety Equipment: fire extinguishers; first aid equipment; safety instruments and clothing; safety installations (e.g. fire exits, exhaust fans)

PC24. Comply with restrictions imposed on harmful chemicals inside work area during working hours

PC25. correctly demonstrate rescue techniques applied during fire hazard

PC26. demonstrate good housekeeping in order to prevent fire hazards

PC27. demonstrate the correct use of a fire extinguisher

PC28. demonstrate how to free a person from electrocution

PC29. respond promptly and appropriately to an accident situation or medical emergency

PC30. participate in emergency procedures Emergency Procedures: raising alarm, safe/efficient, evacuation, correct means of escape, correct assembly point, roll call, correct return to work

PC31. use the various appropriate fire extinguishers on different types of fires correctly. Types of fires: Class A: e.g. ordinary solid combustibles, such as wood, paper, cloth, plastic, charcoal, etc.; Class B: flammable liquids and gases, such as gasoline, propane, diesel fuel, tar, cooking oil, and similar substances; Class C: e.g. electrical equipment such as appliances, wiring, breaker panels, etc. These categories of fires become Class A, B, and D fires when the electrical equipment that initiated the fire is no longer receiving electricity); Class D: combustible metals such as magnesium, titanium, and sodium (These fires burn at extremely high temperatures and require special suppression agents)

PC32. state methods of accident prevention in the work environment. Methods of accident prevention: training in health and safety procedures; using health and safety procedures; use of equipment and working practices (such as safe carrying procedures); safety notices, advice; instruction from colleagues and supervisors

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Qualification Pack

9. potential risks and threats
10. organizational reporting protocol
11. health and safety practices at work place
12. potential hazards and risks which may be present at furniture and fittings related workplace
13. storage and handling of hazardous substances
14. importance of good housekeeping
15. procedure to be followed for safe disposal of waste
16. safe working practices in a furniture and fittings related workplace
17. how to deal with an accident which involve human life
18. different types of personal protective equipment and their use
19. how to follow safe working practices while at work
20. different risks associated with the use of electrical equipment
21. preventative and remedial actions to be taken in the case of exposure to toxic materials, Exposure: ingested, contact with skin, inhaled Preventative action: ventilation, masks, protective clothing/ equipment); Remedial action: immediate first aid, report to supervisor Toxic materials: solvents, flux, lead
22. importance of using protective clothing/equipment while working
23. Various causes of fire
24. techniques of using the different fire extinguishers
25. different type of fire extinguishers and their use
26. various types of safety signs and what they mean
27. Appropriate basic first aid treatment relevant to the condition eg. shock, electrical shock, bleeding, breaks to bones, minor burns, resuscitation, poisoning, eye injuries, etc.
28. importance of safe lifting practices and correct body postures
29. list of names (and job titles if applicable), and the contact details of all the people responsible for health and safety in a workplace

Generic Skills (GS)

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

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

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

Qualification Pack

Assessment Criteria

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

Qualification Pack

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

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

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	FFS/N8601
NOS Name	Ensure health and safety at workplace
Sector	Furniture & Fittings
Sub-Sector	Generic
Occupation	Generic
NSQF Level	3
Credits	NA
Version	1.0
Last Reviewed Date	17/10/2019
Next Review Date	17/10/2023
NSQC Clearance Date	22/08/2019

Qualification Pack

FFS/N8801: Work effectively with others

Description

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

Scope

This unit/task covers the following:

- Interaction with seniors
- Work effectively

Elements and Performance Criteria

Interaction with Seniors

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

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

Work effectively

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

- PC9.** coordinate and cooperate with colleagues to achieve work objectives
- PC10.** display courteous behaviour at all times
- PC11.** respond politely to customer queries and other team members
- PC12.** follow work place dress code
- PC13.** keep work area in a tidy and organized state
- PC14.** adhere to time lines and quality standards
- PC15.** follow organizational policies and procedures
- PC16.** share information with team wherever and whenever required to enhance quality and productivity at work place
- PC17.** work together with co-workers in a synchronized manner
- PC18.** communicate with others clearly, at a pace and in a manner that helps them to understand
- PC19.** show respect to other and their work
- PC20.** display active listening skills while interacting with others at work

Qualification Pack

PC21. Demonstrate responsible and disciplined behaviors at the workplace disciplined behaviors: e.g. punctuality; completing tasks as per given time and standards; not gossiping and idling time; eliminating waste, honesty, etc.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Generic Skills (GS)

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

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

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

Qualification Pack

Assessment Criteria

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

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

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	FFS/N8801
NOS Name	Work effectively with others
Sector	Furniture & Fittings
Sub-Sector	Generic
Occupation	Generic
NSQF Level	3
Credits	NA
Version	1.0
Last Reviewed Date	17/10/2019
Next Review Date	17/10/2023
NSQC Clearance Date	22/08/2019

Qualification Pack

FFS/N6103: Planning for Installation of Framed Door/Windows

Description

Installer Framed Doors/Windows fixes the glass with the frame and then installs the doors/windows using required architectural hardware. The job holder must comply with relevant health and safety standards while carrying out the tasks.

Scope

This unit/task covers the following:

- Understand the work requirement
- Prepare the work area for installation
- Read and Interpret architectural drawings and technical specifications
- Working safely

Elements and Performance Criteria

Understand the work requirement

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

- PC1.** obtain job instructions from responsible personnel job instruction: design, hardware requirement, frame instruction, dimensions etc.
- PC2.** interact with supervisor in order to understand the client requirement
- PC3.** read and confirm that the given instructions and design are complete and correct
- PC4.** identify the work site/ opening where the door is to be fixed from the drawing
- PC5.** identify the frame and panel requirement as per design specification frame requirement: frame size, material i.e wood or aluminums etc., full frame, one sides frame, two sided frame etc.
- PC6.** plan out an efficient sequence of work as per the job requirement and specification

Prepare the work area for installation

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

- PC7.** obtain appropriate materials and tools/machines suitable to carry out the given task tools & machines: e.g. measure tape, leveler, square, drill and bits, stapler, scissors and utility knife, screw drivers, hammer, chisel, sealant gun, saw, plumb line, electric screw driver, angle grinder, allen key set in mm, dowels, pliers etc. materials and hardware: frame material i.e wood, aluminum, fiber glass, vinyl as per design, hinges, pivot, floor spring, packing, shims, sealant, handles, locks etc.
- PC8.** identify and check the hardware that has come with the door for installation
- PC9.** report on any shortage or defect of materials/hardware to the concerned person before commencement of work
- PC10.** check that the selected tools & equipment are in safe working condition and ready for use
- PC11.** take the size of the opening and match the same with the specification document/ job sheet and report discrepancies if any prior to installation
- PC12.** take the size of the frame and match it with the door panel

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PC13. use approved procedures to inspect glass door as well as the frame visually for any possible defects as per required standard parameters prior to workdefects: unevenness, chipped glass, size variation, waviness, bend in glass etc.

Read and interpret architectural drawings and technical specification

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

PC14. read and interpret the details from architectural drawings relevant to framed door installation

PC15. read and understand manufacturer's specification of hardware and its installation

PC16. identify the surfaces and dimensions as per the drawing

PC17. read and understand the scope of work

Working safely

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

PC18. return all the used tools and materials safely to the appropriate personal

PC19. work safely at all times, complying with health and safety legislation, regulations and other relevant guidelines

PC20. maintain correct body posture while standing and working for long hours and carrying heavy materials

PC21. lift, carry or move heavy frame and /windows from one place to another using approved safe working practices

PC22. ensure that the work area is free of clutters to carry out installation work smoothly

PC23. select and use appropriate personal protective equipment compatible to the work and compliant to relevant occupational health and safety guidelinespersonal protective equipment: masks, safety glasses, head protection, ear muffs, safety footwear, gloves, aprons etc.

PC24. follow electrical safety measures while working with electrically powered tools & equipment

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

1. relevant legislation, standards, policies, and procedures followed in the company
2. expectations and responsibilities of the job role
3. the organizations rules, codes, guidelines and standards
4. statutory responsibilities, organizational legislation and regulations
5. contact person in case of queries on procedure or products
6. method to handle tools and equipment safely and the health and safety implications of not doing so
7. escalation matrix
8. relevant health and safety requirements applicable in the work place
9. who to approach for support in order to obtain work related instructions, clarifications and support
10. importance of following health, hygiene, safety and quality standards

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11. different types of doors /windows and their installation requirementtypes of doors: entrance doors, bedroom doors, toilet doors, kitchen doors, stair case doors, fire doors etc.
12. different type of doors /windows on the basis of its functioningtypes of doors: swing doors, sliding doors, single acting door, double acting door etc.
13. importance of using personal protective equipment appropriate to the work
14. different types of architectural hardware and their usesarchitectural hardware: locks, hinges, handle cylinder, door closers, seal, pivot, patch fittings floor spring, glass connectors, plastic seals etc.
15. different type of hinges and their use as per the door type/styletype of hinges: heavy duty hinges, brass hinges, concealed hinges, ball bearings, lift off, self-closing, slip on hinges, click on hinges, glass door hinges etc.
16. different types of locks and their installation processtype of locks: multi point locks, motorize locks, electronic locks etc
17. hazards and risks associated with glass door installation and how to minimize accidents and injury to self and others
18. iimportance of maintaining healthy work environment
19. different types of door handles and their suitability as per door typetype of door handles: pull handle, fixed knob, lever handle etc.
20. different types of tools and equipment and their usestools & machines: e.g. measure tape, leveler, square, drill and bits, stapler, scissors and utility knife, screw drivers, hammer, chisel, sealant gun, saw, plumb line, electric screw driver, angle grinder, allen key set in mm, dowels, pliers etc.
21. terminology, pictorial representation, symbols, etc. related to architectural drawings and specifications
22. basic measurement units
23. basic calculations and mathematics
24. methods of holding and centering work piece i.e door and frame
25. methods used to identify defects
26. relevant methods used to rectify defects
27. safe disposal of waste materials
28. drawings and sketches for door installation
29. how to check for alignment, straightness and plumb
30. how to carry out markings to guide activities of subordinatesactivities: markings to make cut out, marking for pivots, patch fitting etc.
31. different type of glass used for doors/windows i.e. toughened and laminated
32. methods to be used appropriate fasteningappropriate fastening method: clips & screws, backside attachment, etc.
33. cleaning and maintenance procedures
34. correct way to tighten and un tighten a screw
35. allowable tolerance limit for door and frame positioning

Generic Skills (GS)

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

Qualification Pack

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

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Understand the work requirement</i>	7	17	-	-
PC1. obtain job instructions from responsible personnel job instruction: design, hardware requirement, frame instruction, dimensions etc.	1	3	-	-
PC2. interact with supervisor in order to understand the client requirement	1	2	-	-
PC3. read and confirm that the given instructions and design are complete and correct	1	2	-	-
PC4. identify the work site/ opening where the door is to be fixed from the drawing	-	4	-	-
PC5. identify the frame and panel requirement as per design specification frame requirement: frame size, material i.e wood or aluminums etc., full frame, one sides frame, two sided frame etc.	2	3	-	-
PC6. plan out an efficient sequence of work as per the job requirement and specification	2	3	-	-
<i>Prepare the work area for installation</i>	8	23	-	-
PC7. obtain appropriate materials and tools/machines suitable to carry out the given task tools & machines: e.g. measure tape, leveler, square, drill and bits, stapler, scissors and utility knife, screw drivers, hammer, chisel, sealant gun, saw, plumb line, electric screw driver, angle grinder, allen key set in mm, dowels, pliers etc. materials and hardware: frame material i.e wood, aluminum, fiber glass, vinyl as per design, hinges, pivot, floor spring, packing, shims, sealant, handles, locks etc.	2	4	-	-
PC8. identify and check the hardware that has come with the door for installation	1	3	-	-
PC9. report on any shortage or defect of materials/hardware to the concerned person before commencement of work	-	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. check that the selected tools & equipment are in safe working condition and ready for use	-	3	-	-
PC11. take the size of the opening and match the same with the specification document/ job sheet and report discrepancies if any prior to installation	2	3	-	-
PC12. take the size of the frame and match it with the door panel	1	4	-	-
PC13. use approved procedures to inspect glass door as well as the frame visually for any possible defects as per required standard parameters prior to workdefects: unevenness, chipped glass, size variation, waviness, bend in glass etc.	2	3	-	-
<i>Read and interpret architectural drawings and technical specification</i>	8	11	-	-
PC14. read and interpret the details from architectural drawings relevant to framed door installation	2	4	-	-
PC15. read and understand manufacturer's specification of hardware and its installation	3	2	-	-
PC16. identify the surfaces and dimensions as per the drawing	1	3	-	-
PC17. read and understand the scope of work	2	2	-	-
<i>Working safely</i>	7	19	-	-
PC18. return all the used tools and materials safely to the appropriate personal	1	3	-	-
PC19. work safely at all times, complying with health and safety legislation, regulations and other relevant guidelines	2	2	-	-
PC20. maintain correct body posture while standing and working for long hours and carrying heavy materials	1	3	-	-
PC21. lift, carry or move heavy frame and /windows from one place to another using approved safe working practices	1	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC22. ensure that the work area is free of clutters to carry out installation work smoothly	-	3	-	-
PC23. select and use appropriate personal protective equipment compatible to the work and compliant to relevant occupational health and safety guidelinespersonal protective equipment: masks, safety glasses, head protection, ear muffs, safety footwear, gloves, aprons etc.	1	3	-	-
PC24. follow electrical safety measures while working with electrically powered tools & equipment	1	2	-	-
NOS Total	30	70	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	FFS/N6103
NOS Name	Planning for Installation of Framed Door/Windows
Sector	Furniture & Fittings
Sub-Sector	Architectural Fittings-Doors/Windows
Occupation	Installation
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	17/10/2019
Next Review Date	17/10/2023
NSQC Clearance Date	22/08/2019

Qualification Pack

FFS/N6104: Install framed doors/windows

Description

Installer Framed Doors/Windows fixes the glass with the frame and then installs the doors/windows using various architectural hardware. To perform the work competently the person is required to work with precision in delivering outcomes.

Scope

This unit/task covers the following:

- Carryout marking of layout
- Fix the frame in the opening
- Perform door installation activities for swing doors/windows
- Perform installation activities for sliding doors/windows

Elements and Performance Criteria

Carryout markings of layout

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

- PC1.** read and confirm that the given instructions and design are correct and complete
- PC2.** obtain appropriate materials and tools suitable to carry out marking activities
- PC3.** identify the surfaces and dimensions as per the drawing
- PC4.** calculate height and width as per design for installation
- PC5.** identify the work site/ opening where the frame and the door panel is to be installed
- PC6.** take the size of the opening and match the same with the specification document/ job sheet and report discrepancies if any prior to installation
- PC7.** take the size of the frame and match it with the glass on which the frame is to be fixed
- PC8.** check the plumb line and level of the opening
- PC9.** carry out markings to guide activities of subordinates
- PC10.** mark the points on the glass to fix the frame
- PC11.** measure and mark against the jamb where any shims are needed
- PC12.** confirm the door location against the drawing and mark the dimensions on the opening as specified in the drawing

Fix the frame in the opening

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

- PC13.** obtain appropriate materials and tools/machines suitable to carry out the given task tools & machines: e.g. measure tape, leveler, square, drill and bits, stapler, scissors and utility knife, screw drivers, hammer, chisel, sealant gun, saw, plumb line, electric screw driver, angle grinder, allen key set in mm, dowels, pliers etc. materials and hardware: frame material i.e wood, aluminum, fiber glass, vinyl as per design, hinges, pivot, floor spring, packing, shims, sealant, handles, locks etc
- PC14.** identify and check the hardware that has come with the frame and door for installation to match the door to be installed

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- PC15.** report on any shortage or defect of materials/hardware to the concerned person before commencement of work
- PC16.** take the size of the opening and match the same with the specification document/ job sheet and report discrepancies if any prior to installation
- PC17.** align the door frame against the setting out lines and ensure proper alignment
- PC18.** secure the frame temporarily using wedges or clips to obtain required vertical and horizontal alignment
- PC19.** fix the frame in position using architectural hardware as mentioned in the design
- PC20.** grout the gap between the wall and the door frame
- PC21.** make provisions of openings for the installation of hinges in the frame
- PC22.** check for right angle and squareness in the frame
- PC23.** check visually for any surface damage before installation
- PC24.** determine the finished floor height
- PC25.** ensure correct methods of holding and centering work piece i.e frame and the door panel
- PC26.** use hinges and screws to fix the frame on the opening or wall
- PC27.** choose appropriate drill bits, depending upon the thickness of the wall and the frame
- PC28.** ensure that the work area is free of clutters to carry out installation work smoothly

Perform door installation activities for swing doors

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

- PC29.** ensure that the frame, panel and architrave are of the correct type, size and quality as per the specification document
- PC30.** make provisions of openings for the installation of hinges in the door
- PC31.** check for right angle and squareness in the door
- PC32.** fix the hinges in the door before fixing it on the frame
- PC33.** ensure proper alignment and verify the under-cut dimensions before fastening the hinges
- PC34.** envelop the glass between the wooden or aluminium frame in case of framed /windows with the support of sealant, mouldings, screws etc.
- PC35.** check the measurements of the glass and opening and then carefully insert the new glass into the door-frame opening
- PC36.** check and ensure that there is a consistent gap not more than 5mm between the door panel and the frame
- PC37.** ensure that the door and the frame corners maintained at right angle
- PC38.** fix the door handle at the appropriate height: height from the center of the door handle should be 1040mm of the finish floor level
- PC39.** choose appropriate drill bits, depending upon the thickness of the material to be used
- PC40.** install the door closer as per design specification and set the required speed if mentioned in the design specification
- PC41.** select and fix the latch if mentioned in the design specification

Perform installation activities during for sliding doors

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

- PC42.** check for plumb, line and level of the opening
- PC43.** measure opening width at top, middle, and bottom of opening

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- PC44.** ensure size is correct, if not, the opening may need to be corrected
- PC45.** chip out any concrete that stick out from the mounting surface and may interfere with the installation
- PC46.** assemble the main frame header, jambs and sill in the correct position
- PC47.** clean the end of the jambs to remove grease and debris
- PC48.** fit the frame into the opening and seal the frame
- PC49.** secure the frame in the opening using the required installation hardware
- PC50.** seal all the four corners of the frame as per design specification
- PC51.** set frame in opening and shim as necessary to make frame plumb, level and square
- PC52.** install the main frame head screw covers and check for movement/sliding of the door
- PC53.** install the panel so that the top of panel slips over track frame header
- PC54.** check the panel wheels for movement/sliding
- PC55.** envelop the glass between the wooden or aluminium frame in case of framed /windows with the support of sealant, mouldings, screws etc.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

1. relevant legislation, standards, policies, and procedures followed in the company
2. expectations and responsibilities of the job role
3. the organizations rules, codes, guidelines and standards
4. statutory responsibilities, organizational legislation and regulations
5. contact person in case of queries on procedure or products
6. method to handle tools and equipment safely and the health and safety implications of not doing so
7. escalation matrix
8. relevant health and safety requirements applicable in the work place
9. who to approach for support in order to obtain work related instructions, clarifications and support
10. importance of following health, hygiene, safety and quality standards
11. different types of doors /windows and their installation requirementtypes of doors: entrance doors, bedroom doors, toilet doors, kitchen doors, stair case doors, fire doors etc.
12. different type of doors /windows on the basis of its functioningtypes of doors: swing doors, sliding doors, single acting door, double acting door etc.
13. importance of using personal protective equipment appropriate to the work
14. different types of architectural hardware and their usesarchitectural hardware: locks, hinges, handle cylinder, door closers, seal, pivot, patch fittings floor spring, glass connectors, plastic seals etc.
15. different type of hinges and their use as per the door type/styletype of hinges: heavy duty hinges, brass hinges, concealed hinges, ball bearings, lift off, self-closing, slip on hinges, click on hinges, glass door hinges etc.

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16. different types of locks and their installation process
type of locks: multi point locks, motorize locks, electronic locks etc
17. hazards and risks associated with glass door installation and how to minimize accidents and injury to self and others
18. importance of maintaining healthy work environment
19. different types of door handles and their suitability as per door type
type of door handles: pull handle, fixed knob, lever handle etc.
20. different types of tools and equipment and their use
tools & machines: e.g. measure tape, leveler, square, drill and bits, stapler, scissors and utility knife, screw drivers, hammer, chisel, sealant gun, saw, plumb line, electric screw driver, angle grinder, allen key set in mm, dowels, pliers etc.
21. terminology, pictorial representation, symbols, etc. related to architectural drawings and specifications
22. basic measurement units
23. basic calculations and mathematics
24. methods of holding and centering work piece i.e door and frame
25. methods used to identify defects
26. relevant methods used to rectify defects
27. safe disposal of waste materials
28. drawings and sketches for door installation
29. how to check for alignment, straightness and plumb
30. how to carry out markings to guide activities of subordinates
activities: markings to make cut out, marking for pivots, patch fitting etc.
31. different type of glass used for doors/windows i.e. toughened and laminated
32. methods to be used appropriate fastening appropriate fastening method: clips & screws, backside attachment, etc.
33. cleaning and maintenance procedures
34. correct way to tighten and un tighten a screw
35. allowable tolerance limit for door and frame positioning

Generic Skills (GS)

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

1. write in hindi or local language
2. fill formats, logs and forms related to work in local language or hindi/english
3. document measurement appropriately whenever required
4. read instructions from supervisor provided in local language or hindi
5. read and understand manufacturers instructions and job specifications
6. interpret pictorial representations and written signs or instructions
7. read and interpret numbers written in hindi or local language
8. understand safety symbols and basic warning signs wherever needed
9. communicate effectively with team members, supervisors, managers etc.

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- 10.** seek clarification on any unclear instructions in locally understood language
- 11.** take decisions of one's own roles and responsibilities
- 12.** decide on material requirement related to one's work
- 13.** decide to accept or reject a work piece on the basis of quality parameter
- 14.** plan and organize own work in a way that all activities are completed in time and as per specifications
- 15.** plan work as per job specification
- 16.** plan and organize cleaning and maintenance activities
- 17.** work and deliver output as per client requirement
- 18.** identify any defects in materials, tools and equipment and ways to resolve them
- 19.** determine timely correction of errors to minimize rejection of pieces or re-work

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Carryout markings of layout</i>	4	13	-	-
PC1. read and confirm that the given instructions and design are correct and complete	-	1	-	-
PC2. obtain appropriate materials and tools suitable to carry out marking activities	-	1	-	-
PC3. identify the surfaces and dimensions as per the drawing	-	1	-	-
PC4. calculate height and width as per design for installation	1	1	-	-
PC5. identify the work site/ opening where the frame and the door panel is to be installed	-	1	-	-
PC6. take the size of the opening and match the same with the specification document/ job sheet and report discrepancies if any prior to installation	1	1	-	-
PC7. take the size of the frame and match it with the glass on which the frame is to be fixed	-	2	-	-
PC8. check the plumb line and level of the opening	-	1	-	-
PC9. carry out markings to guide activities of subordinates	1	1	-	-
PC10. mark the points on the glass to fix the frame	-	2	-	-
PC11. measure and mark against the jamb where any shims are needed	-	1	-	-
PC12. confirm the door location against the drawing and mark the dimensions on the opening are as specified in the drawing	1	-	-	-
<i>Fix the frame in the opening</i>	7	19	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. obtain appropriate materials and tools/machines suitable to carry out the given task tools & machines: e.g. measure tape, leveler, square, drill and bits, stapler, scissors and utility knife, screw drivers, hammer, chisel, sealant gun, saw, plumb line, electric screw driver, angle grinder, allen key set in mm, dowels, pliers etc. materials and hardware: frame material i.e wood, aluminum, fiber glass, vinyl as per design, hinges, pivot, floor spring, packing, shims, sealant, handles, locks etc	1	1	-	-
PC14. identify and check the hardware that has come with the frame and door for installation to match the door to be installed	-	1	-	-
PC15. report on any shortage or defect of materials/hardware to the concerned person before commencement of work	-	1	-	-
PC16. take the size of the opening and match the same with the specification document/ job sheet and report discrepancies if any prior to installation	1	1	-	-
PC17. align the door frame against the setting out lines and ensure proper alignment	-	2	-	-
PC18. secure the frame temporarily using wedges or clips to obtain required vertical and horizontal alignment	1	1	-	-
PC19. fix the frame in position using architectural hardware as mentioned in the design	1	1	-	-
PC20. grout the gap between the wall and the door frame	-	2	-	-
PC21. make provisions of openings for the installation of hinges in the frame	1	1	-	-
PC22. check for right angle and squareness in the frame	-	1	-	-
PC23. check visually for any surface damage before installation	-	1	-	-
PC24. determine the finished floor height	1	1	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC25. ensure correct methods of holding and centering work piece i.e frame and the door panel	1	1	-	-
PC26. use hinges and screws to fix the frame on the opening or wall	-	2	-	-
PC27. choose appropriate drill bits, depending upon the thickness of the wall and the frame	-	1	-	-
PC28. ensure that the work area is free of clutters to carry out installation work smoothly	-	1	-	-
<i>Perform door installation activities for swing doors</i>	10	16	-	-
PC29. ensure that the frame, panel and architrave are of the correct type, size and quality as per the specification document	1	1	-	-
PC30. make provisions of openings for the installation of hinges in the door	-	2	-	-
PC31. check for right angle and squareness in the door	1	-	-	-
PC32. fix the hinges in the door before fixing it on the frame	-	2	-	-
PC33. ensure proper alignment and verify the under-cut dimensions before fastening the hinges	1	1	-	-
PC34. envelop the glass between the wooden or aluminium frame in case of framed /windows with the support of sealant, mouldings, screws etc.	1	2	-	-
PC35. check the measurements of the glass and opening and then carefully insert the new glass into the door-frame opening	1	2	-	-
PC36. check and ensure that there is a consistent gap not more than 5mm between the door panel and the frame	1	1	-	-
PC37. ensure that the door and the frame corners maintained at right angle	1	1	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC38. fix the door handle at the appropriate heightappropriate height: height from the center of the door handle should be 1040mm of the finish floor level	1	1	-	-
PC39. choose appropriate drill bits, depending upon the thickness of the material to be used	1	1	-	-
PC40. install the door closer as per design specification and set the required speed if mentioned in the design specification	1	1	-	-
PC41. select and fix the latch if mentioned in the design specification	-	1	-	-
<i>Perform installation activities during for sliding doors</i>	9	22	-	-
PC42. check for plumb, line and level of the opening	-	2	-	-
PC43. measure opening width at top, middle, and bottom of opening	-	2	-	-
PC44. ensure size is correct, if not, the opening may need to be corrected	1	1	-	-
PC45. chip out any concrete that stick out from the mounting surface and may interfere with the installation	-	1	-	-
PC46. assemble the main frame header, jambs and sill in the correct position	1	1	-	-
PC47. clean the end of the jambs to remove grease and debris	-	2	-	-
PC48. fit the frame into the opening and seal the frame	1	1	-	-
PC49. secure the frame in the opening using the required installation hardware	1	2	-	-
PC50. seal all the four corners of the frame as per design specification	-	2	-	-
PC51. set frame in opening and shim as necessary to make frame plumb, level and square	1	1	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC52. install the main frame head screw covers and check for movement/sliding of the door	1	2	-	-
PC53. install the panel so that the top of panel slips over track frame header	1	2	-	-
PC54. check the panel wheels for movement/sliding	1	1	-	-
PC55. envelop the glass between the wooden or aluminium frame in case of framed /windows with the support of sealant, mouldings, screws etc.	1	2	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	FFS/N6104
NOS Name	Install framed doors/windows
Sector	Furniture & Fittings
Sub-Sector	Architectural Fittings-Doors/Windows
Occupation	Installation
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	17/10/2019
Next Review Date	17/10/2023
NSQC Clearance Date	22/08/2019

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 Performance Criteria (PC) (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 these criteria.
5. In case of successfully passing only certain number of NOSs, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.
6. 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/N6105.Planning installation of frameless glass door/ windows	30	70	-	-	100	25
FFS/N6106.Install Frameless Glass Door/Windows	25	75	-	-	100	25
FFS/N8501.Maintain work area, tools and machines	50	50	-	-	100	20
FFS/N8601.Ensure health and safety at workplace	30	70	-	-	100	20
FFS/N8801.Work effectively with others	30	70	-	-	100	10

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National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
Total	165	335	-	-	500	100

Optional: 1 Framed Doors/Windows

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
FFS/N6103.Planning for Installation of Framed Door/Windows	30	70	-	-	100	25
FFS/N6104.Install framed doors/windows	30	70	-	-	100	25
Total	60	140	-	-	200	50

Acronyms

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

Qualification Pack

Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

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