



Delivery & Installation Executive - Furniture & Fittings

QP Code: FFS/Q8102

Version: 1.0

NSQF Level: 4

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

Qualification Pack

Contents

FFS/Q8102: Delivery & Installation Executive - Furniture & Fittings	3
<i>Brief Job Description</i>	3
Applicable National Occupational Standards (NOS)	3
<i>Compulsory NOS</i>	3
<i>Qualification Pack (QP) Parameters</i>	3
FFS/N8102: Installation of furniture & fitting and review post completion	5
FFS/N8103: Providing customer support	12
FFS/N8501: Maintain work area, tools and machines	18
FFS/N8601: Ensure health and safety at workplace	23
FFS/N8801: Work effectively with others	31
LSC/N3001: Prepare for Shipment Delivery	37
LSC/N3002: Perform Delivery	43
LSC/N3003: Perform Post Delivery activities	49
Assessment Guidelines and Weightage	54
<i>Assessment Guidelines</i>	54
<i>Assessment Weightage</i>	54
Acronyms	56
Glossary	57

Qualification Pack

FFS/Q8102: Delivery & Installation Executive - Furniture & Fittings

Brief Job Description

Delivery and Installation Executive is responsible for picking up the package from the local office/godown, delivering it to the end customer at its doorstep and providing installation services at the customer premises. This job role would also include providing post installation support in case of any complaints/issues are raised by customers. These executives form a critical part of industry value chain, post an order placement by the customer.

Personal Attributes

A Delivery and Installation Executive must have the ability to carry out tasks and multitasking ability, good planning and team skills. S/he should be result oriented i.e., ability to prioritize and execute tasks within scheduled time limits and possess people skills, reading and writing ability, along with ability to communicate. Further, s/he should also be physically fit and have knowledge of hand and power tools, general carpentry skills and attention to detail.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [FFS/N8102: Installation of furniture & fitting and review post completion](#)
2. [FFS/N8103: Providing customer support](#)
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](#)
6. [LSC/N3001: Prepare for Shipment Delivery](#)
7. [LSC/N3002: Perform Delivery](#)
8. [LSC/N3003: Perform Post Delivery activities](#)

Qualification Pack (QP) Parameters

Sector	Furniture & Fittings
Sub-Sector	Furniture and Fittings
Occupation	Furniture- Sales and Distribution
Country	India

Qualification Pack

NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/9621.0800
Minimum Educational Qualification & Experience	10th Class with 1-2 Years of experience relevant experience
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	Driving skills, basic carpentry skills, usage of power tools
Minimum Job Entry Age	18 Years
Last Reviewed On	12/07/2017
Next Review Date	12/07/2020
Deactivation Date	12/07/2020
NSQC Approval Date	22/08/2019
Version	1.0

Qualification Pack

FFS/N8102: Installation of furniture & fitting and review post completion

Description

This OS unit is about installation of furniture and fitting at client location and review post completion

Scope

This unit/task covers the following:

- Installation of the delivered furniture fitting
- Provide customer service
- Review post completion

Elements and Performance Criteria

Installation of the delivered furniture fitting

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

- PC1.** assess the dimensions of the furniture fittings to be installed and overall furniture /site dimensions and report in case site is not suitable/short space for furniture fitting to be installed
- PC2.** determine the unpacking sequence and accordingly remove the packaging from the furniture pieces
- PC3.** check if the various furniture parts/screws, bolts/accessories are in accordance with the shipping/packaging list
- PC4.** undertake visual inspection of delivered furniture and assess for any damage
- PC5.** check for safety and proper functioning of the power socket for usage of power tools before initiating work
- PC6.** ensure that the floor guard/ other floor safety material is spread on the floor to prevent damage to the floor/individual and also use safety equipment and personal protection equipment as needed such as gloves , goggles ,mask correctly in accordance with work policy
- PC7.** initiate assembly and installation by laying out the furniture parts and reading the drawing/manuals
- PC8.** take measurement and creating markings to assemble different parts
- PC9.** access the fastener system (e.g. power drills) and apply screw/nails/adhesives as per requirement for fastening the boxes/parts of furniture fitting in accordance to manual/instructions provided from senior
- PC10.** identify slots for placing/installing each furniture fitting part as per design
- PC11.** recheck measurements of slots and furniture fitting part to avoid damage during installation
- PC12.** undertake installation of furniture fittings/moldings and other hardware accessories in accordance with the manual/instructions provided.
- PC13.** check at regular intervals during assembling and installation to avoid any error detection at later stage
- PC14.** wipe down the furniture to remove any dust etc. to clean the furniture

Qualification Pack

Provide customer service

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

- PC15.** ensure clarity on scope of work and assist in explaining the job/service to the customer
- PC16.** agree upon working parameters like space to work, lighting etc in consultation with the client
- PC17.** communicate the timelines to the customer before initiating the installation
- PC18.** connect with customer to resolve and answer any queries/concerns raised

Review post completion

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

- PC19.** conduct post installation check of the fitting with respect to placement, levelling, configuration against the manual etc.
- PC20.** conduct any on site modifications that may be required and touch up if needed
- PC21.** gather all the tools and remove from the site
- PC22.** remove all the debris from the site and clean the work area
- PC23.** take note of inputs/ feedback received during delivery and installation to incorporate in future.
- PC24.** undertake completion of the procedural documents post completion and also take customer signoff digitally or on paper as acknowledgment for completion of installation

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** About various organizational policies, processes, code of conduct and reporting structure, escalation hierarchy
- KU2.** Organisation procedures and the formalities to be completed during delivery and installation
- KU3.** About organisation products and services
- KU4.** Information about the organisation clients
- KU5.** Relevant safety, quality standards and security procedures to be followed
- KU6.** Work specifications and interpret them accurately
- KU7.** Ability to interpret the installation manuals/ guidelines and install furniture fitting
- KU8.** Comprehend the instructions/guidelines received and implement them accurately
- KU9.** Various kinds of shipments and techniques of handling, loading and unloading
- KU10.** Tools and equipments needed to unload and install the delivered package
- KU11.** Know how of furniture parts, fitting hardwares and other accessories
- KU12.** Know how of usage of power tools and equipments
- KU13.** Operating electronic gadgets or filling all requisite paper forms and getting duly signed off from customer
- KU14.** Safety standards and precautions to be taken and different types of personal protective gear and their usage
- KU15.** Ensure not to leave related documents with customer or any 3rd party
- KU16.** Standard operating procedures
- KU17.** Common issues troubleshooting knowledge

Qualification Pack

KU18. Waste disposal procedures and guidelines

Generic Skills (GS)

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

- GS1.** Document the information communicated /observations if any related to process and procedures
- GS2.** Document records related to delivery, installation and review post installation/acknowledgement from customer
- GS3.** Read and understand the labelling codes/package details as per company procedures
- GS4.** Read and interpret the process required for conducting the assigned work
- GS5.** Read internal information documents sent by internal teams
- GS6.** Discuss task lists, schedules and activities
- GS7.** Effectively communicate with team members and customers
- GS8.** Attentively listen and comprehend the information given by the speaker
- GS9.** Communicate clearly on the issues being faced and clarify queries
- GS10.** Share best practices with peers
- GS11.** Ability to troubleshoot common concerns faced
- GS12.** Analyze critical points in day to day tasks through experience and observation, and identify control measures to solve the issue
- GS13.** Plan ,organize and prioritize the work order and jobs received
- GS14.** Ability to organize and conduct installation in optimal manner
- GS15.** Plan to utilize time and equipment's effectively
- GS16.** Ability to concentrate on task and ability to complete with time limits
- GS17.** Assist in record keeping and proper documentation
- GS18.** Understand customer requirements and time lines and respond as per their needs
- GS19.** Being courteous with customers and ability to handle different types of customers
- GS20.** Being aware of different customer cultures/faiths and responding appropriately
- GS21.** Support lead/manager in solving problems by detailing and discussing the possible solutions
- GS22.** Ability to quickly identify common causes of errors and help in resolution
- GS23.** Apply domain information/knowledge and assess day to day tasks through experience and observation, to identify control measures to solve issues
- GS24.** Use reasoning skills to identify and resolve basic problems
- GS25.** Use acquired knowledge of the process 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>Installation of the delivered furniture fitting</i>	20	43	-	-
PC1. assess the dimensions of the furniture fittings to be installed and overall furniture /site dimensions and report in case site is not suitable/short space for furniture fitting to be installed	2	4	-	-
PC2. determine the unpacking sequence and accordingly remove the packaging from the furniture pieces	2	3	-	-
PC3. check if the various furniture parts/screws, bolts/accessories are in accordance with the shipping/packaging list	1	3	-	-
PC4. undertake visual inspection of delivered furniture and assess for any damage	1	3	-	-
PC5. check for safety and proper functioning of the power socket for usage of power tools before initiating work	1	3	-	-
PC6. ensure that the floor guard/ other floor safety material is spread on the floor to prevent damage to the floor/individual and also use safety equipment and personal protection equipment as needed such as gloves , goggles ,mask correctly in accordance with work policy	1	3	-	-
PC7. initiate assembly and installation by laying out the furniture parts and reading the drawing/manuals	2	4	-	-
PC8. take measurement and creating markings to assemble different parts	2	3	-	-
PC9. access the fastener system (e.g. power drills) and apply screw/nails/adhesives as per requirement for fastening the boxes/parts of furniture fitting in accordance to manual/instructions provided from senior	2	4	-	-
PC10. identify slots for placing/installing each furniture fitting part as per design	2	4	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. recheck measurements of slots and furniture fitting part to avoid damage during installation	1	2	-	-
PC12. undertake installation of furniture fittings/moldings and other hardware accessories in accordance with the manual/instructions provided.	1	4	-	-
PC13. check at regular intervals during assembling and installation to avoid any error detection at later stage	1	2	-	-
PC14. wipe down the furniture to remove any dust etc. to clean the furniture	1	1	-	-
<i>Provide customer service</i>	4	13	-	-
PC15. ensure clarity on scope of work and assist in explaining the job/service to the customer	1	3	-	-
PC16. agree upon working parameters like space to work, lighting etc in consultation with the client	1	3	-	-
PC17. communicate the timelines to the customer before initiating the installation	1	4	-	-
PC18. connect with customer to resolve and answer any queries/concerns raised	1	3	-	-
<i>Review post completion</i>	6	14	-	-
PC19. conduct post installation check of the fitting with respect to placement, levelling, configuration against the manual etc.	1	4	-	-
PC20. conduct any on site modifications that may be required and touch up if needed	1	3	-	-
PC21. gather all the tools and remove from the site	1	1	-	-
PC22. remove all the debris from the site and clean the work area	1	1	-	-
PC23. take note of inputs/ feedback received during delivery and installation to incorporate in future.	1	2	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC24. undertake completion of the procedural documents post completion and also take customer signoff digitally or on paper as acknowledgment for completion of installation	1	3	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	FFS/N8102
NOS Name	Installation of furniture & fitting and review post completion
Sector	Furniture & Fittings
Sub-Sector	Furniture and Fittings
Occupation	Sales and Distribution
NSQF Level	4
Credits	NA
Version	1.0
Last Reviewed Date	12/07/2017
Next Review Date	12/07/2020
NSQC Clearance Date	

Qualification Pack

FFS/N8103: Providing customer support

Description

This OS unit is about providing customer support and resolving query/concerns

Scope

This unit/task covers the following:

- Prepare to provide support
- Resolving customer query /complaint / request

Elements and Performance Criteria

Prepare to provide support

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

- PC1.** obtain the list of customer issues to be handled along with customer details received at customer care including name, address, contact details and complaint number
- PC2.** understand the priorities among the issues/complaints to be handled from the lead/supervisor
- PC3.** comprehend and analyze the customer issue basis information received from the customer care/supervisor
- PC4.** collect the requisite tools and equipments needed for resolving the issues and also assess their working condition

Resolving customer query/ complaint/ request

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

- PC5.** verify the details gathered at work about the fitting upon reaching the customer address
- PC6.** check for the warranty of the furniture fitting before initiating any service
- PC7.** interact with customer to understand and evaluate the issue/complaint
- PC8.** ensure clarity on scope of work by identifying the problem and explaining the possible solution to the customer
- PC9.** communicate and agree with the customer upon the timelines and the cost involved before initiating any solution
- PC10.** initiate resolution by using required tools and equipments, as needed.
- PC11.** dismantle the furniture , hardware fitting and identify the cause of the fault/problem and undertake repair/change the part, as needed
- PC12.** take down the request and report to management in case it is not possible to solve customer issue/complaint during the current visit (e.g.- due to any part change/part unavailability)
- PC13.** conduct post completion check of the furniture / fitting eg check alignment, functioning etc
- PC14.** ensure completion of the procedural documents post completion and undertake customer signoff digitally or on paper as acknowledgment
- PC15.** remove debris from the site and clean the work area
- PC16.** take note of inputs/ feedback received to incorporate in future

Qualification Pack

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** about various organizational processes, hierarchy and code of conduct
- KU2.** about organisation procedural formalities to be completed during service
- KU3.** organisation products and services
- KU4.** information about the organisation clients
- KU5.** relevant safety and security procedures to be followed
- KU6.** comprehend the instructions/guidelines received and interpret correctly
- KU7.** ability to undertake the procedural requirements
- KU8.** know how of proper fitting and working of various hardware fittings like locks, handles, latches, knobs, door bolts, drawer runners etc.
- KU9.** knowledge of usage and handling of tools and equipments for providing customer support
- KU10.** general carpentry skills
- KU11.** documentation that needs to be completed and undertaking acknowledgement from the customer
- KU12.** safety standards and precautions to be taken and different types of personal protective gear and their usage
- KU13.** standard operating procedures
- KU14.** common issues troubleshooting knowledge

Generic Skills (GS)

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

- GS1.** document records related to delivery /customer service etc.
- GS2.** write reports, information documents, fill forms for internal departments/ internal teams reference
- GS3.** read and interpret the process required for conducting the assigned work
- GS4.** read internal information documents sent by internal teams
- GS5.** discuss task lists, schedules and activities
- GS6.** effectively communicate with team members and customers
- GS7.** attentively listen and comprehend the information given by the speaker
- GS8.** communicate clearly on the issues being faced and clarify queries
- GS9.** share best practices with peers
- GS10.** ability to troubleshoot common concerns faced
- GS11.** analyze critical points in day to day tasks through experience and observation, and identify control measures to solve the issue
- GS12.** plan ,organize and prioritize the work order and jobs received
- GS13.** ability to organize and perform service support in optimal manner
- GS14.** plan to utilize time and equipment's effectively
- GS15.** ability to concentrate on task and ability to complete with time limits

Qualification Pack

- GS16.** assist in record keeping and proper documentation
- GS17.** understand customer requirements and the time lines and respond as per their needs
- GS18.** being courteous with customers and ability to handle different types of customers
- GS19.** being aware of different customer cultures/faiths and responding appropriately
- GS20.** support lead/manager in solving problems by detailing and discussing the possible solutions
- GS21.** ability to quickly identify common causes of errors and help in resolution
- GS22.** apply domain information/knowledge and assess day to day tasks through experience and observation, to identify control measures to solve issues
- GS23.** provide suggestions to streamline process
- GS24.** use reasoning skills to identify and resolve basic problems
- GS25.** analyze, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare to provide support</i>	7	20	-	-
PC1. obtain the list of customer issues to be handled along with customer details received at customer care including name, address, contact details and complaint number	2	6	-	-
PC2. understand the priorities among the issues/complaints to be handled from the lead/supervisor	2	5	-	-
PC3. comprehend and analyze the customer issue basis information received from the customer care/supervisor	2	5	-	-
PC4. collect the requisite tools and equipments needed for resolving the issues and also assess their working condition	1	4	-	-
<i>Resolving customer query/ complaint/ request</i>	23	50	-	-
PC5. verify the details gathered at work about the fitting upon reaching the customer address	2	4	-	-
PC6. check for the warranty of the furniture fitting before initiating any service	2	4	-	-
PC7. interact with customer to understand and evaluate the issue/complaint	2	6	-	-
PC8. ensure clarity on scope of work by identifying the problem and explaining the possible solution to the customer	2	6	-	-
PC9. communicate and agree with the customer upon the timelines and the cost involved before initiating any solution	2	4	-	-
PC10. initiate resolution by using required tools and equipments, as needed.	2	5	-	-
PC11. dismantle the furniture , hardware fitting and identify the cause of the fault/problem and undertake repair/change the part, as needed	2	5	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. take down the request and report to management in case it is not possible to solve customer issue/complaint during the current visit (e.g.- due to any part change/part unavailability)	2	3	-	-
PC13. conduct post completion check of the furniture / fitting eg check alignment, functioning etc	2	3	-	-
PC14. ensure completion of the procedural documents post completion and undertake customer signoff digitally or on paper as acknowledgment	2	4	-	-
PC15. remove debris from the site and clean the work area	1	3	-	-
PC16. take note of inputs/ feedback received to incorporate in future	2	3	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	FFS/N8103
NOS Name	Providing customer support
Sector	Furniture & Fittings
Sub-Sector	Furniture and Fittings
Occupation	Sales & Distribution
NSQF Level	4
Credits	NA
Version	1.0
Last Reviewed Date	12/07/2017
Next Review Date	12/07/2020
NSQC Clearance Date	

Qualification Pack

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

Qualification Pack

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

Generic Skills (GS)

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

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

Qualification Pack

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

Qualification Pack

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

Qualification Pack

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

Qualification Pack

Assessment Criteria

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

Qualification Pack

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

Qualification Pack

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

Qualification Pack

National Occupational Standards (NOS) Parameters

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

Qualification Pack

FFS/N8801: Work effectively with others

Description

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

Scope

This unit/task covers the following:

- Interaction with seniors
- Work effectively

Elements and Performance Criteria

Interaction with Seniors

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

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

Work effectively

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

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

Qualification Pack

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Generic Skills (GS)

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

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

Qualification Pack

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

Qualification Pack
Assessment Criteria

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

Qualification Pack

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

Qualification Pack

National Occupational Standards (NOS) Parameters

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

Qualification Pack

LSC/N3001: Prepare for Shipment Delivery

Description

This unit is about preparing for shipment delivery

Scope

This OS unit/task covers the following:

Elements and Performance Criteria

Obtain requisite information for delivery

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

- PC1.** obtain daily schedule and list of deliveries to be made with customer details such as name, address, contact details, shipment ordered, etc. from the coordinator.
- PC2.** determine whether payment has been made or whether cash has to be collected on delivery.
- PC3.** understand priorities among orders and deadlines if any from coordinator
- PC4.** obtain the optimal routing sequence from the coordinator.

Prepare for delivery

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

- PC5.** collect necessary equipment such as global positioning system (gps), tracking devices, money pouch to carry money safely, etc.
- PC6.** perform a quick inspection of the vehicle to ensure that it is in suitable condition and ready for the day's trip
- PC7.** ensure sufficient availability of missed delivery notes and other stationery
- PC8.** collect all the packages to be delivered during the day's trip
- PC9.** check to ensure that packages are in good condition and whether the package is to be delivered nearby.
- PC10.** report to coordinator regarding any damage or errors with respect to the package not being delivered to the area being visited and resolve issues.
- PC11.** load packages onto vehicle.
- PC12.** arrange shipments in an optimized manner in the vehicle to save space
- PC13.** shipments that are to be delivered first are to be arranged closest to the door
- PC14.** shipments should be arranged in a manner that they are not damaged
- PC15.** ensure availability to take instructions from supervisor and be flexible to change the day's plan

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** knowledge of organizational procedures
- KU2.** knowledge of paperwork to be completed when delivering a package

Qualification Pack

- KU3.** knowledge of organization's products/services and their pricing
- KU4.** procedures for dealing with loss or damage to shipment
- KU5.** risk and impact of not following defined procedures/work instructions
- KU6.** knowledge of clients and their products being handled
- KU7.** knowledge of all relevant safety and security procedures
- KU8.** knowledge of coding system followed to label packages.
- KU9.** knowledge of types of shipment being handled
- KU10.** knowledge of operating a computer
- KU11.** knowledge of special characteristics and handling requirements of shipment, if any
- KU12.** knowledge of air waybills
- KU13.** excellent local and global geographical knowledge
- KU14.** ability to read labels and understand delivery details of the package
- KU15.** knowledge of the local areas and routes.
- KU16.** knowledge of how to use the gps and other tracking/navigation devices
- KU17.** knowledge of traffic rules that need to be followed.

Generic Skills (GS)

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

- GS1.** ability to fill out customer forms and reimbursement forms
- GS2.** fill out any complaint/insurance related forms for damaged shipment
- GS3.** read labels and understand the labelling codes as per company procedures
- GS4.** read and understand customer and package details.
- GS5.** read and understand traffic signage.
- GS6.** communicate clearly with customers, supervisors and peers
- GS7.** regularly communicate with all employees in the chain of activities to ensure activities are running smoothly
- GS8.** share best practices with peers and juniors
- GS9.** ability to make a decision when customers are not available
- GS10.** adjust according to volume, capacity and manpower needs during peak and non-peak hours
- GS11.** ability to concentrate on task at hand and complete it without errors
- GS12.** be a team player and achieve joint goals
- GS13.** understand the customer timelines and ensure that they are met
- GS14.** have a well-mannered and pleasant personality and dress-up
- GS15.** be aware of how to deal with the cultural sensitivity and delivering in case of women receivers
- GS16.** identify trends/common causes for errors and suggest possible solutions to the manager
- GS17.** ability to rapidly identify and correct errors.
- GS18.** suggest methods to streamline the delivery process.
- GS19.** notice common accidents and suggest safety measures to prevent the same

Qualification Pack

GS20. ability to concentrate on task at hand and complete it without errors

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Obtain requisite information for delivery</i>	8	24	-	-
PC1. obtain daily schedule and list of deliveries to be made with customer details such as name, address, contact details, shipment ordered, etc. from the coordinator.	2	6	-	-
PC2. determine whether payment has been made or whether cash has to be collected on delivery.	2	6	-	-
PC3. understand priorities among orders and deadlines if any from coordinator	2	6	-	-
PC4. obtain the optimal routing sequence from the coordinator.	2	6	-	-
<i>Prepare for delivery</i>	17	51	-	-
PC5. collect necessary equipment such as global positioning system (gps), tracking devices, money pouch to carry money safely, etc.	2	6	-	-
PC6. perform a quick inspection of the vehicle to ensure that it is in suitable condition and ready for the day's trip	2	6	-	-
PC7. ensure sufficient availability of missed delivery notes and other stationery	2	6	-	-
PC8. collect all the packages to be delivered during the day's trip	2	6	-	-
PC9. check to ensure that packages are in good condition and whether the package is to be delivered nearby.	2	6	-	-
PC10. report to coordinator regarding any damage or errors with respect to the package not being delivered to the area being visited and resolve issues.	2	6	-	-
PC11. load packages onto vehicle.	1	3	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. arrange shipments in an optimized manner in the vehicle to save space	1	3	-	-
PC13. shipments that are to be delivered first are to be arranged closest to the door	1	3	-	-
PC14. shipments should be arranged in a manner that they are not damaged	1	3	-	-
PC15. ensure availability to take instructions from supervisor and be flexible to change the day's plan	1	3	-	-
NOS Total	25	75	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N3001
NOS Name	Prepare for Shipment Delivery
Sector	Logistics
Sub-Sector	Courier & Mail Services
Occupation	Ground Operation
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	10/04/2015
Next Review Date	10/10/2016
NSQC Clearance Date	19/02/2016

Qualification Pack

LSC/N3002: Perform Delivery

Description

This unit is about performing delivery

Scope

This OS unit/task covers the following:

Elements and Performance Criteria

Situations when the customer is available

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

- PC1.** arrive at the destination
- PC2.** greet customer politely and confirm the shipment that had been ordered
- PC3.** if the package is important or of high value, request customer for a government issued id card as proof of identity
- PC4.** verify and note down the details of the id proof shown
- PC5.** hand over package to customer
- PC6.** receive and store cash safely, if the customer had opted for cash on delivery option
- PC7.** get the customer's signature (digitally or on paper) as acknowledgement that the shipment had been received in good condition.
- PC8.** thank the customer and leave premises.

Situations when the customer is not available

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

- PC9.** if the customer is not available, contact the customer by telephone and politely explain the situation
- PC10.** if the package has been paid for and it does not required id proof verification, hand over package to the person specified by the customer (receiver).
- PC11.** get the receiver's signature (digitally or on paper) as acknowledgement that the shipment had been received in good condition.
- PC12.** thank the receiver and leave premises
- PC13.** if the package has not been paid for or if it has to be delivered in person to the customer, fix up a convenient time to deliver the package with the customer
- PC14.** if the customer could not be contacted, leave behind a missed delivery note with contact details.
- PC15.** change the day plan accordingly to accommodate missed deliveries at the requested times.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** knowledge of organizational procedures

Qualification Pack

- KU2.** knowledge of paperwork to be completed when delivering a package
- KU3.** knowledge of organization's products/services and their pricing
- KU4.** procedures for dealing with loss or damage to shipment
- KU5.** risk and impact of not following defined procedures/work instructions
- KU6.** knowledge of clients and their products being handled
- KU7.** knowledge of all relevant safety and security procedures
- KU8.** knowledge of coding system followed to label packages.
- KU9.** knowledge of types of shipment being handled
- KU10.** knowledge of operating a computer
- KU11.** knowledge of special characteristics and handling requirements of shipment, if any.
- KU12.** knowledge of air waybills
- KU13.** excellent local and global geographical knowledge
- KU14.** ability to read labels and understand delivery details of the package.
- KU15.** knowledge of the local areas and routes.
- KU16.** knowledge of how to use the gps and other tracking/navigation devices
- KU17.** knowledge of traffic rules that need to be followed.

Generic Skills (GS)

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

- GS1.** ability to fill out customer forms and reimbursement forms.
- GS2.** fill out any complaint/insurance related forms for damaged shipment
- GS3.** read labels and understand the labelling codes as per company procedures
- GS4.** read and understand customer and package details
- GS5.** read and understand traffic signage.
- GS6.** communicate clearly with customers, supervisors and peers
- GS7.** regularly communicate with all employees in the chain of activities to ensure activities are running smoothly
- GS8.** share best practices with peers and juniors
- GS9.** ability to make a decision when customers are not available
- GS10.** adjust according to volume, capacity and manpower needs during peak and non-peak hours
- GS11.** ability to concentrate on task at hand and complete it without errors
- GS12.** be a team player and achieve joint goals
- GS13.** understand the customer timelines and ensure that they are met.
- GS14.** have a well-mannered and pleasant personality and dress-up
- GS15.** be aware of how to deal with the cultural sensitivity and delivering in case of women receivers
- GS16.** identify trends/common causes for errors and suggest possible solutions to the manager.
- GS17.** ability to rapidly identify and correct errors.
- GS18.** suggest methods to streamline the delivery process.

Qualification Pack

- GS19.** notice common accidents and suggest safety measures to prevent the same
- GS20.** ability to concentrate on task at hand and complete it without errors

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Situations when the customer is available</i>	11	44	-	-
PC1. arrive at the destination	1	4	-	-
PC2. greet customer politely and confirm the shipment that had been ordered	1	4	-	-
PC3. if the package is important or of high value, request customer for a government issued id card as proof of identity	2	8	-	-
PC4. verify and note down the details of the id proof shown	2	8	-	-
PC5. hand over package to customer	1	4	-	-
PC6. receive and store cash safely, if the customer had opted for cash on delivery option	1	4	-	-
PC7. get the customer's signature (digitally or on paper) as acknowledgement that the shipment had been received in good condition.	2	8	-	-
PC8. thank the customer and leave premises.	1	4	-	-
<i>Situations when the customer is not available</i>	9	36	-	-
PC9. if the customer is not available, contact the customer by telephone and politely explain the situation	2	8	-	-
PC10. if the package has been paid for and it does not required id proof verification, hand over package to the person specified by the customer (receiver).	1	4	-	-
PC11. get the receiver's signature (digitally or on paper) as acknowledgement that the shipment had been received in good condition.	1	4	-	-
PC12. thank the receiver and leave premises	1	4	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. if the package has not been paid for or if it has to be delivered in person to the customer, fix up a convenient time to deliver the package with the customer	2	8	-	-
PC14. if the customer could not be contacted, leave behind a missed delivery note with contact details.	1	4	-	-
PC15. change the day plan accordingly to accommodate missed deliveries at the requested times.	1	4	-	-
NOS Total	20	80	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N3002
NOS Name	Perform Delivery
Sector	Logistics
Sub-Sector	Courier & Mail Services
Occupation	Ground Operation
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	10/04/2015
Next Review Date	10/10/2016
NSQC Clearance Date	19/02/2016

Qualification Pack

LSC/N3003: Perform Post Delivery activities

Description

This unit is about performing post-delivery activities

Scope

This OS unit/task covers the following:

Elements and Performance Criteria

Return to office and complete handover to the counter staff

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

- PC1.** bring any undelivered packages back to office.
- PC2.** document appropriate reason for undelivered package
- PC3.** park vehicle and carry out a safety inspection
- PC4.** unload packages and hand them over for storage
- PC5.** return gps, tracking devices and any unused stationery
- PC6.** handover the money collected from customers to the cashier and collect a receipt of acknowledgement of the handover.

Reporting to management

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

- PC7.** notify coordinator on the number of missed deliveries and their locations so that it could be included in the next day's plan
- PC8.** report any damages to packages that had occurred during transit.
- PC9.** provide feedback regarding delays, damages, loss if any etc
- PC10.** account for the money that has been collected from the customers and handed over to the cashier
- PC11.** provide bills for reimbursement as per company policy (if any) out of pocket expenses have been incurred.
- PC12.** report on the condition of the tracking devices, delivery vehicle and any maintenance or replacement that might be required.
- PC13.** complete any forms as required by management such as insurance forms for damaged shipment, reimbursement forms, etc.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** knowledge of organizational procedures
- KU2.** knowledge of paperwork to be completed when delivering a package.
- KU3.** knowledge of organization's products/services and their pricing
- KU4.** procedures for dealing with loss or damage to shipment

Qualification Pack

- KU5.** risk and impact of not following defined procedures/work instructions
- KU6.** knowledge of clients and their products being handled
- KU7.** knowledge of all relevant safety and security procedures
- KU8.** knowledge of coding system followed to label packages.
- KU9.** knowledge of types of shipment being handled
- KU10.** knowledge of operating a computer
- KU11.** knowledge of special characteristics and handling requirements of shipment, if any.
- KU12.** knowledge of air waybills
- KU13.** excellent local and global geographical knowledge
- KU14.** ability to read labels and understand delivery details of the package.
- KU15.** knowledge of the local areas and routes.
- KU16.** knowledge of how to use the gps and other tracking/navigation devices.
- KU17.** knowledge of traffic rules that need to be followed.

Generic Skills (GS)

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

- GS1.** ability to fill out customer forms and reimbursement forms
- GS2.** fill out any complaint/insurance related forms for damaged shipment
- GS3.** read labels and understand the labelling codes as per company procedures
- GS4.** read and understand customer and package details.
- GS5.** read and understand traffic signage.
- GS6.** communicate clearly with customers, supervisors and peers
- GS7.** regularly communicate with all employees in the chain of activities to ensure activities are running smoothly
- GS8.** share best practices with peers and juniors
- GS9.** ability to make a decision when customers are not available
- GS10.** adjust according to volume, capacity and manpower needs during peak and non-peak hours
- GS11.** ability to concentrate on task at hand and complete it without errors
- GS12.** be a team player and achieve joint goals
- GS13.** understand the customer timelines and ensure that they are met
- GS14.** have a well-mannered and pleasant personality and dress-up
- GS15.** be aware of how to deal with the cultural sensitivity and delivering in case of women receivers
- GS16.** identify trends/common causes for errors and suggest possible solutions to the manager
- GS17.** ability to rapidly identify and correct errors
- GS18.** suggest methods to streamline the delivery process.
- GS19.** notice common accidents and suggest safety measures to prevent the same
- GS20.** ability to concentrate on task at hand and complete it without errors

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Return to office and complete handover to the counter staff</i>	10	30	-	-
PC1. bring any undelivered packages back to office.	2	6	-	-
PC2. document appropriate reason for undelivered package	2	6	-	-
PC3. park vehicle and carry out a safety inspection	1	3	-	-
PC4. unload packages and hand them over for storage	2	6	-	-
PC5. return gps, tracking devices and any unused stationery	1	3	-	-
PC6. handover the money collected from customers to the cashier and collect a receipt of acknowledgement of the handover.	2	6	-	-
<i>Reporting to management</i>	15	45	-	-
PC7. notify coordinator on the number of missed deliveries and their locations so that it could be included in the next day's plan	2	6	-	-
PC8. report any damages to packages that had occurred during transit.	3	9	-	-
PC9. provide feedback regarding delays, damages, loss if any etc	2	6	-	-
PC10. account for the money that has been collected from the customers and handed over to the cashier	2	6	-	-
PC11. provide bills for reimbursement as per company policy (if any) out of pocket expenses have been incurred.	1	3	-	-
PC12. report on the condition of the tracking devices, delivery vehicle and any maintenance or replacement that might be required.	2	6	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. complete any forms as required by management such as insurance forms for damaged shipment, reimbursement forms, etc.	3	9	-	-
NOS Total	25	75	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N3003
NOS Name	Perform Post Delivery activities
Sector	Logistics
Sub-Sector	Courier & Mail Services
Occupation	Ground Operation
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	10/04/2015
Next Review Date	10/10/2016
NSQ Clearance Date	19/02/2016

Qualification Pack

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each Element/ PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score the Recommended Pass % aggregate for the QP.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Recommended Pass % : 70

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
FFS/N8102.Installation of furniture & fitting and review post completion	30	70	-	-	100	25
FFS/N8103.Providing customer support	30	70	-	-	100	10
FFS/N8501.Maintain work area, tools and machines	50	50	-	-	100	10
FFS/N8601.Ensure health and safety at workplace	30	70	-	-	100	10

Qualification Pack

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
FFS/N8801.Work effectively with others	30	70	-	-	100	5
LSC/N3001.Prepare for Shipment Delivery	25	75	-	-	100	15
LSC/N3002.Perform Delivery	20	80	-	-	100	15
LSC/N3003.Perform Post Delivery activities	25	75	-	-	100	10
Total	240	560	-	-	800	100

Acronyms

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

Qualification Pack

Glossary

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

Qualification Pack

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