

Qualification Pack



General Assistant-Furniture and Fittings Installation

QP Code: FFS/Q2202

Version: 2.0

NSQF Level: 2

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



Qualification Pack

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FFS/Q2202: General Assistant-Furniture and Fittings Installation

Brief Job Description

The General Assistant- Furniture and Fittings Installation is a beginner who assists the on-site team in the furniture installation operations. The person is responsible for loading, unloading, and supplying materials, tools, and equipment. The individual maintains the on-site store, keeps the work area clean, and assists in the handover proceedings.

Personal Attributes

The individual must have physical strength, good stamina, problem-solving and numeracy skills, with a willingness to learn and perform. The individual must be a good listener with skills to comprehend and communicate. The individual should be honest, trustworthy, and reliable.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [FFS/N2201: Assist in conducting the recce of the worksite](#)
2. [FFS/N2202: Assist in material management, fabrication, and installation work at the site](#)
3. [FFS/N8201: Follow health, safety, and greening practices at the worksite](#)
4. [FFS/N8202: Work effectively with the co-workers, supervisor, and others](#)
5. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Furniture & Fittings
Sub-Sector	Furniture Sales, Installation & After Sales
Occupation	Furniture Installation
Country	India
NSQF Level	2
Credits	9
Aligned to NCO/ISCO/ISIC Code	NCO-2015/7115.9900

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Minimum Educational Qualification & Experience	Basic Literacy and Numeracy
Minimum Level of Education for Training in School	6th Class
Pre-Requisite License or Training	NA
Minimum Job Entry Age	14 Years
Last Reviewed On	NA
Next Review Date	17/11/2025
NSQC Approval Date	17/11/2022
Version	2.0
Reference code on NQR	2022/WC/FFSC/06698
NQR Version	2

Qualification Pack

FFS/N2201: Assist in conducting the recce of the worksite

Description

This unit describes the performance outcomes required to assist in conducting the recce of the worksite.

Scope

The scope covers the following :

- Assist in preparing the worksite for recce
- Assist in taking measurements of the worksite

Elements and Performance Criteria

Assist in preparing the worksite for recce

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

PC1. assist in preparing the list of material, tools, or equipment required for conducting recce

PC2. assist in conducting the physical site survey using appropriate equipment and tools to examine for any possible health and safety hazards

PC3. ensure the cleanliness of the worksite for marking and measurement purpose

Assist in taking measurements of the worksite

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

PC4. follow the instructions as per the recce checklist

PC5. ensure availability of the tools and equipment for conducting recce

PC6. assist in measuring the dimensions of the worksite

PC7. assist in marking the worksite as per layout and plan

PC8. assist in timely compilation and handover of the measurement sheet to the supervisor

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. the organization structure, its purpose & objective, various departments, hierarchy, reporting matrix, code of conduct, etc

KU2. various Standard Operating Procedures (SOP) and department-specific processes of the organization

KU3. the products & services provided by the company to clients and its quality standards

KU4. the Key Result Areas (KRA) and its importance in the employee performance and growth

KU5. different types of personal protective equipment such as gloves, goggles, masks, etc. and their uses

KU6. relevance of health and safety requirements applicable in the worksite

KU7. the operational and relevant guidelines for usage of raw materials, tools, equipment, hardware fittings, e.g. screws, nails, adhesives, etc.

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- KU8.** common hazards at the worksite and relevant safety and security procedures/manuals to be followed
- KU9.** geo-tagging the survey or recce site using appropriate software's
- KU10.** waste disposal procedures and guidelines
- KU11.** the operational procedure to check the serviceability of relevant tools and machines
- KU12.** standard hand signals, their interpretations, and applications
- KU13.** the basics of preparing and interpreting simple drawings
- KU14.** the relevant metric system, basic mathematics, and geometry skills
- KU15.** the basics of measuring tape and its operational guide
- KU16.** different causes of errors in the linear measurements, their impact on project measurement, and how to avoid such errors
- KU17.** process and importance of visual quality checks

Generic Skills (GS)

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

- GS1.** communicate proficiently in one or more languages, preferably local language and/or English
- GS2.** read company policy documents, information displayed at the worksite, job cards, etc.
- GS3.** use the communication systems of the company, e.g., telephone, email, chat, public announcement systems, or hard copy memos/letters
- GS4.** effectively communicate with team members and supervisor in a respectful manner as per the protocol of the organization
- GS5.** work constructively and collaboratively with others
- GS6.** fill up documents about one's role at the worksite (involves attendance, daily work update, etc.)
- GS7.** read notes/comments from the supervisor and teams
- GS8.** apply domain information/ knowledge and assess day to day tasks through experience and observation
- GS9.** interpret instructions related to the usage of machines and tools for fabrication, assembling, and installation of the various products
- GS10.** select the optimal process and appropriate tools & equipment to complete the work efficiently
- GS11.** use reasoning skills to take appropriate decisions and troubleshoot concerns related to own responsibilities

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assist in preparing the worksite for recce</i>	12	14	-	4
PC1. assist in preparing the list of material, tools, or equipment required for conducting recce	4	-	-	2
PC2. assist in conducting the physical site survey using appropriate equipment and tools to examine for any possible health and safety hazards	4	8	-	-
PC3. ensure the cleanliness of the worksite for marking and measurement purpose	4	6	-	2
<i>Assist in taking measurements of the worksite</i>	12	46	10	2
PC4. follow the instructions as per the recce checklist	3	-	-	-
PC5. ensure availability of the tools and equipment for conducting recce	3	-	-	-
PC6. assist in measuring the dimensions of the worksite	2	20	5	-
PC7. assist in marking the worksite as per layout and plan	2	20	3	-
PC8. assist in timely compilation and handover of the measurement sheet to the supervisor	2	6	2	2
NOS Total	24	60	10	6

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National Occupational Standards (NOS) Parameters

NOS Code	FFS/N2201
NOS Name	Assist in conducting the recce of the worksite
Sector	Furniture & Fittings
Sub-Sector	Furniture Sales, Installation & After Sales
Occupation	Furniture Installation
NSQF Level	2
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	17/11/2025
NSQC Clearance Date	17/11/2022

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FFS/N2202: Assist in material management, fabrication, and installation work at the site

Description

This unit describes the performance outcomes required to assist in material management, fabrication, and installation work at the site.

Scope

The scope covers the following :

- Plan resources as per instructions
- Assist in loading and unloading of materials
- Assist in segregation and storage of materials, tools, and equipment
- Assist in preparing the worksite for fabrication and installation
- Assist in executing the assigned fabrication and installation task

Elements and Performance Criteria

Plan resources as per instructions

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

- PC1.** interpret the work to be done based on the job card and instructions received from the supervisor
- PC2.** assist in collecting necessary tools and materials for the job work
- PC3.** assist in coordinating with the various departments for material movement at various intervals
- PC4.** ensure daily filling and submission of job cards to the supervisor

Assist in loading and unloading of materials

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

- PC5.** interpret the material loading and unloading instruction sheet received from the supervisor
- PC6.** arrange the appropriate handling equipment for loading and unloading of materials
- PC7.** use the handling equipment to shift the material from the loading/ unloading bay to the designated area

Assist in segregation and storage of materials, tools, and equipment

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

- PC8.** assist in ensuring that all the materials and equipment are duly checked and stacked properly
- PC9.** ensure the use of appropriate containers to store or carry rivets, bolts, drift pins, and similar items
- PC10.** assist in collecting, storing, and removing combustible waste products at the end of each work shift
- PC11.** assist in proper record keeping of materials, tools, and equipment for each workday

Assist in preparing the worksite for fabrication and installation

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

- PC12.** ensure clean work area for hazard-free operations
- PC13.** install the wall and floor safety/protection material to prevent damage to the floor/walls/individuals
- PC14.** ensure safety and proper functioning of the power socket for the usage of power tools before initiating work
- PC15.** assist in gathering and organizing the required tools and equipment, hardware fittings for assembling and installing furniture

Assist in executing the assigned fabrication and installation task

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

- PC16.** assist in unpacking the materials/furniture parts delivered at the workplace as per the given instructions
- PC17.** place and set up the ladder and other supporting equipment as per the requirement
- PC18.** assist in placing all the furniture parts and hardware appropriately based on requirement during assembling of parts
- PC19.** ensure cleaning of the work area at required intervals and before the project handover

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the organization structure, its purpose & objective, various departments, hierarchy, reporting matrix, code of conduct, etc
- KU2.** various Standard Operating Procedures (SOP) and department-specific processes of the organization
- KU3.** the products & services provided by the company to clients and its quality standards
- KU4.** the Key Result Areas (KRA) and its importance in the employee performance and growth
- KU5.** different types of personal protective equipment such as gloves, goggles, masks, etc. and their uses
- KU6.** relevance of health and safety requirements applicable in the worksite
- KU7.** about various hand and power tools, equipment used for on-site installation work
- KU8.** the various types of material handling equipment such as trolley, forklift, lifter, etc. and its application
- KU9.** the process, precautions, and body posture to be followed while loading, unloading, and shifting the materials
- KU10.** different methods of stacking and storage conditions as per the materials
- KU11.** waste disposal procedures and guidelines
- KU12.** the various methods of batch marking and the importance of maintaining records for traceability
- KU13.** proper procedure of cleaning the worksite, tools, and equipment
- KU14.** the different types of safety materials used at the worksite and their applications
- KU15.** the usage of power sockets and functionality of the given tool and equipment
- KU16.** the tools and equipment required as per the fabrication, assembly, and installation process

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- KU17.** various unpacking methods for each material and furniture parts
- KU18.** terminology, pictorial representation, symbols, etc. related to architectural drawings and specifications
- KU19.** the importance and ways of visual checks required during the various stages of operations

Generic Skills (GS)

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

- GS1.** communicate proficiently in one or more languages, preferably local language and/or english
- GS2.** read company policy documents, information displayed at the worksite, job cards, etc.
- GS3.** use the communication systems of the company, e.g., telephone, email, chat, public announcement systems, or hard copy memos/letters
- GS4.** effectively communicate with team members and supervisor in a respectful manner as per the protocol of the organization
- GS5.** work constructively and collaboratively with others
- GS6.** fill up documents about one's role at the worksite (involves attendance, daily work update, etc.)
- GS7.** read notes/comments from the supervisor and teams
- GS8.** apply domain information/ knowledge and assess day to day tasks through experience and observation
- GS9.** interpret instructions related to the usage of machines and tools for fabrication, assembling, and installation of the various products
- GS10.** select the optimal process and appropriate tools & equipment to complete the work efficiently
- GS11.** use reasoning skills to take appropriate decisions and troubleshoot concerns related to own responsibilities

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Plan resources as per instructions</i>	4	6	5	1
PC1. interpret the work to be done based on the job card and instructions received from the supervisor	1	-	-	1
PC2. assist in collecting necessary tools and materials for the job work	1	2	-	-
PC3. assist in coordinating with the various departments for material movement at various intervals	1	2	-	-
PC4. ensure daily filling and submission of job cards to the supervisor	1	2	5	-
<i>Assist in loading and unloading of materials</i>	1	8	-	1
PC5. interpret the material loading and unloading instruction sheet received from the supervisor	1	-	-	1
PC6. arrange the appropriate handling equipment for loading and unloading of materials	-	4	-	-
PC7. use the handling equipment to shift the material from the loading/ unloading bay to the designated area	-	4	-	-
<i>Assist in segregation and storage of materials, tools, and equipment</i>	5	16	-	2
PC8. assist in ensuring that all the materials and equipment are duly checked and stacked properly	1	4	-	1
PC9. ensure the use of appropriate containers to store or carry rivets, bolts, drift pins, and similar items	2	4	-	-
PC10. assist in collecting, storing, and removing combustible waste products at the end of each work shift	1	4	-	-
PC11. assist in proper record keeping of materials, tools, and equipment for each workday	1	4	-	1

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assist in preparing the worksite for fabrication and installation</i>	6	16	-	-
PC12. ensure clean work area for hazard-free operations	1	4	-	-
PC13. install the wall and floor safety/protection material to prevent damage to the floor/walls/individuals	2	4	-	-
PC14. ensure safety and proper functioning of the power socket for the usage of power tools before initiating work	2	4	-	-
PC15. assist in gathering and organizing the required tools and equipment, hardware fittings for assembling and installing furniture	1	4	-	-
<i>Assist in executing the assigned fabrication and installation task</i>	4	24	-	1
PC16. assist in unpacking the materials/furniture parts delivered at the workplace as per the given instructions	1	8	-	-
PC17. place and set up the ladder and other supporting equipment as per the requirement	1	6	-	-
PC18. assist in placing all the furniture parts and hardware appropriately based on requirement during assembling of parts	1	6	-	-
PC19. ensure cleaning of the work area at required intervals and before the project handover	1	4	-	1
NOS Total	20	70	5	5

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National Occupational Standards (NOS) Parameters

NOS Code	FFS/N2202
NOS Name	Assist in material management, fabrication, and installation work at the site
Sector	Furniture & Fittings
Sub-Sector	Furniture Sales, Installation & After Sales
Occupation	Furniture Installation
NSQF Level	2
Credits	3.5
Version	2.0
Last Reviewed Date	NA
Next Review Date	17/11/2025
NSQC Clearance Date	17/11/2022

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FFS/N8201: Follow health, safety, and greening practices at the worksite

Description

This unit describes the performance outcomes required to assist in maintaining health, safety, cleanliness, and hygiene at the worksite.

Scope

The scope covers the following :

- Maintain cleanliness of the worksite
- Follow health and safety procedures
- Maintain personal hygiene
- Follow precautionary measures to avoid work hazards
- Ensure material conservation and optimization of resources

Elements and Performance Criteria

Maintain cleanliness of the worksite

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

- PC1.** ensure adequate stock of cleaning materials and consumables
- PC2.** identify and report poor organizational practices with respect to hygiene, food handling, cleaning
- PC3.** ensure that the trash cans or waste collection points are cleared every day

Follow health and safety procedures

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

- PC4.** use appropriate personal protective equipment compatible with the work and compliant to relevant Occupational Health and Safety (OHS) guidelines: masks, safety glasses, head protection, ear muffs, safety footwear, gloves, aprons, etc.
- PC5.** use emergency equipment in accordance with manufacturers' specifications as per requirement

Maintain personal hygiene

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

- PC6.** follow the dress code of the worksite
- PC7.** wash hands regularly using suggested material such as soap, one-use disposable tissue, warm water, etc.

Follow precautionary measures to avoid work hazards

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

- PC8.** follow the displayed safety signs at the worksite
- PC9.** undertake the safety measures and checks while handling any electrically powered tools, and equipment, etc.
- PC10.** ensure the usage of harmful chemicals inside work area as per the specified guidelines only
- PC11.** ensure safe handling and disposal of waste and debris

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PC12. undertake correct ways while lifting or movement of the heavy material from one place to another

Ensure material conservation and optimization of resources

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

PC13. ensure optimal material utilization in the specific processes

PC14. implement the suggested ways to conserve and re-use water

PC15. ensure to keep the electrical appliances in OFF position when not in use

PC16. carry out routine cleaning of tools, machines, and equipment as per instruction

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. the organization structure, its purpose & objective, various departments, hierarchy, reporting matrix, code of conduct, etc

KU2. various Standard Operating Procedures (SOP) and department-specific processes of the organization

KU3. the products and services provided by the company to clients and its quality standards

KU4. the Key Result Areas (KRA) and its importance in the employee performance and growth

KU5. different types of personal protective equipment such as gloves, goggles, masks, etc. and their uses

KU6. relevance of health and safety requirements applicable in the worksite

KU7. types of cleaning equipment and consumables such as chemicals, liquids, etc.

KU8. the process of raising a grievance and its redressal mechanism

KU9. usage of different colors of dustbins based on the type of waste

KU10. the organization legislative requirements and emergency procedures

KU11. various causes of fire, and usage of different fire prevention equipment

KU12. importance of work ethics, dress code, and personal hygiene

KU13. various types of safety signs and what they mean

KU14. the operational and relevant guidelines for usage and handling of tools and equipment and their serviceability procedures

KU15. storage and handling of hazardous substances

KU16. the process of segregation of waste based on reusable and non-recyclable materials

KU17. importance of safe lifting practices and correct body postures

KU18. importance of material usage planning and utilization

KU19. common practices associated with conserving water and electricity

KU20. various housekeeping process and equipment used for cleaning worksite, tools, and products

Generic Skills (GS)

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

GS1. communicate proficiently in one or more languages, preferably local language and/or english



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- GS2.** read company policy documents, information displayed at the worksite, job cards, etc.
- GS3.** use the communication systems of the company, e.g., telephone, email, chat, public announcement systems, or hard copy memos/letters
- GS4.** effectively communicate with team members and supervisor in a respectful manner as per the protocol of the organization
- GS5.** work constructively and collaboratively with others
- GS6.** fill up documents about one's role at the worksite (involves attendance, daily work update, etc.)
- GS7.** read notes/comments from the supervisor and teams
- GS8.** apply domain information/ knowledge and assess day to day tasks through experience and observation
- GS9.** interpret instructions related to the usage of machines and tools for fabrication, assembling, and installation of the various products
- GS10.** select the optimal process and appropriate tools & equipment to complete the work efficiently
- GS11.** use reasoning skills to take appropriate decisions and troubleshoot concerns related to own responsibilities

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain cleanliness of the worksite</i>	3	4	3	2
PC1. ensure adequate stock of cleaning materials and consumables	1	2	-	1
PC2. identify and report poor organizational practices with respect to hygiene, food handling, cleaning	1	-	-	1
PC3. ensure that the trash cans or waste collection points are cleared every day	1	2	3	-
<i>Follow health and safety procedures</i>	5	6	4	1
PC4. use appropriate personal protective equipment compatible with the work and compliant to relevant Occupational Health and Safety (OHS) guidelines: masks, safety glasses, head protection, ear muffs, safety footwear, gloves, aprons, etc.	3	3	4	-
PC5. use emergency equipment in accordance with manufacturers' specifications as per requirement	2	3	-	1
<i>Maintain personal hygiene</i>	4	4	5	-
PC6. follow the dress code of the worksite	2	2	3	-
PC7. wash hands regularly using suggested material such as soap, one-use disposable tissue, warm water, etc.	2	2	2	-
<i>Follow precautionary measures to avoid work hazards</i>	12	19	-	2
PC8. follow the displayed safety signs at the worksite	3	2	-	1
PC9. undertake the safety measures and checks while handling any electrically powered tools, and equipment, etc.	3	7	-	1
PC10. ensure the usage of harmful chemicals inside work area as per the specified guidelines only	1	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. ensure safe handling and disposal of waste and debris	3	3	-	-
PC12. undertake correct ways while lifting or movement of the heavy material from one place to another	2	4	-	-
<i>Ensure material conservation and optimization of resources</i>	11	7	8	-
PC13. ensure optimal material utilization in the specific processes	3	2	-	-
PC14. implement the suggested ways to conserve and re-use water	3	2	2	-
PC15. ensure to keep the electrical appliances in OFF position when not in use	2	-	3	-
PC16. carry out routine cleaning of tools, machines, and equipment as per instruction	3	3	3	-
NOS Total	35	40	20	5

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National Occupational Standards (NOS) Parameters

NOS Code	FFS/N8201
NOS Name	Follow health, safety, and greening practices at the worksite
Sector	Furniture & Fittings
Sub-Sector	Generic
Occupation	Generic
NSQF Level	2
Credits	0.5
Version	2.0
Last Reviewed Date	NA
Next Review Date	30/09/2024
NSQC Clearance Date	30/09/2021

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FFS/N8202: Work effectively with the co-workers, supervisor, and others

Description

This unit describes the performance outcomes required to work effectively within a team and with others to achieve the desired results.

Scope

The scope covers the following :

- Interact and communicate effectively with the co-workers, supervisors, and others
- Follow gender and Person with Disability (PwD) sensitive practices at the worksite

Elements and Performance Criteria

Interact and communicate effectively with the co-workers, supervisors, and others

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

- PC1.** maintain work etiquette e.g. use polite language, behave courteously and responsibly, etc.
- PC2.** seek assistance and clarifications from the supervisor or any such appropriate authority as and when required
- PC3.** coordinate and cooperate with the co-workers to maximize effectiveness and efficiency in carrying out tasks
- PC4.** assist in identifying and reporting any information or possible deviations to appropriate authority timely
- PC5.** follow escalation matrix in case of any grievance

Follow gender and Person with Disability (PwD) sensitive practices at the worksite

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

- PC6.** maintain a conducive environment for all the genders at the worksite
- PC7.** transact with everyone without any personal bias based on gender, disability, caste, religion, color, sexual orientation, and culture
- PC8.** follow gender-inclusive practices at the worksite
- PC9.** use appropriate verbal and non-verbal communication while interacting with Persons with Disability (PwD)
- PC10.** report incidents of any harassment and discrimination to the appropriate authority

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the organization structure, its purpose and objective, various departments, hierarchy, reporting matrix, code of conduct, etc
- KU2.** various Standard Operating Procedures (SOP) and department-specific processes of the organization
- KU3.** the products and services provided by the company to clients and its quality standards

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- KU4.** the Key Result Areas (KRA) and its importance in the employee performance and growth
- KU5.** different types of personal protective equipment such as gloves, goggles, masks, etc. and their uses
- KU6.** relevance of health and safety requirements applicable in the worksite
- KU7.** importance of effective communication and establishing working relationships with others
- KU8.** the professional code of conduct, work ethics, and discipline
- KU9.** importance of teamwork and collaboration
- KU10.** the escalation matrix and procedure of expressing grievances appropriately
- KU11.** organization standards and guidelines on gender inclusivity, PwD, POSH (Prevention Of Sexual Harassment), etc
- KU12.** gender differences, gender diversity, gender issues, consequences of gender-based behavior, legislation, etc.
- KU13.** various medical conditions associated with PwD
- KU14.** how to assist people with special needs at the worksite the importance of displaying empathy towards PwD

Generic Skills (GS)

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

- GS1.** communicate proficiently in one or more languages, preferably local language and/or english
- GS2.** read company policy documents, information displayed at the worksite, job cards, etc.
- GS3.** use the communication systems of the company, e.g., telephone, email, chat, public announcement systems, or hard copy memos/letters
- GS4.** effectively communicate with team members and supervisor in a respectful manner as per the protocol of the organization
- GS5.** work constructively and collaboratively with others
- GS6.** fill up documents about one's role at the worksite (involves attendance, daily work update, etc.)
- GS7.** read notes/comments from the supervisor and teams
- GS8.** apply domain information/ knowledge and assess day to day tasks through experience and observation
- GS9.** interpret instructions related to the usage of machines and tools for fabrication, assembling, and installation of the various products
- GS10.** select the optimal process and appropriate tools & equipment to complete the work efficiently
- GS11.** use reasoning skills to take appropriate decisions and troubleshoot concerns related to own responsibilities

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Interact and communicate effectively with the co-workers, supervisors, and others</i>	23	20	10	6
PC1. maintain work etiquette e.g. use polite language, behave courteously and responsibly, etc.	5	4	5	2
PC2. seek assistance and clarifications from the supervisor or any such appropriate authority as and when required	4	4	-	2
PC3. coordinate and cooperate with the co-workers to maximize effectiveness and efficiency in carrying out tasks	4	4	5	-
PC4. assist in identifying and reporting any information or possible deviations to appropriate authority timely	5	4	-	-
PC5. follow escalation matrix in case of any grievance	5	4	-	2
<i>Follow gender and Person with Disability (PwD) sensitive practices at the worksite</i>	25	10	-	6
PC6. maintain a conducive environment for all the genders at the worksite	5	4	-	2
PC7. transact with everyone without any personal bias based on gender, disability, caste, religion, color, sexual orientation, and culture	5	4	-	2
PC8. follow gender-inclusive practices at the worksite	5	-	-	2
PC9. use appropriate verbal and non-verbal communication while interacting with Persons with Disability (PwD)	5	2	-	-
PC10. report incidents of any harassment and discrimination to the appropriate authority	5	-	-	-
NOS Total	48	30	10	12

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National Occupational Standards (NOS) Parameters

NOS Code	FFS/N8202
NOS Name	Work effectively with the co-workers, supervisor, and others
Sector	Furniture & Fittings
Sub-Sector	Generic
Occupation	Generic
NSQF Level	2
Credits	1
Version	2.0
Last Reviewed Date	NA
Next Review Date	30/09/2024
NSQF Clearance Date	30/09/2021

Qualification Pack

DGT/VSQ/N0101: Employability Skills (30 Hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

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

PC1. understand the significance of employability skills in meeting the job requirements

Constitutional values - Citizenship

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

PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices

Becoming a Professional in the 21st Century

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

PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.

Basic English Skills

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

PC4. speak with others using some basic English phrases or sentences

Communication Skills

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

PC5. follow good manners while communicating with others

PC6. work with others in a team

Qualification Pack

Diversity & Inclusion

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

PC7. communicate and behave appropriately with all genders and PwD

PC8. report any issues related to sexual harassment

Financial and Legal Literacy

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

PC9. use various financial products and services safely and securely

PC10. calculate income, expenses, savings etc.

PC11. approach the concerned authorities for any exploitation as per legal rights and laws

Essential Digital Skills

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

PC12. operate digital devices and use its features and applications securely and safely

PC13. use internet and social media platforms securely and safely

Entrepreneurship

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

PC14. identify and assess opportunities for potential business

PC15. identify sources for arranging money and associated financial and legal challenges

Customer Service

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

PC16. identify different types of customers

PC17. identify customer needs and address them appropriately

PC18. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC19. create a basic biodata

PC20. search for suitable jobs and apply

PC21. identify and register apprenticeship opportunities as per requirement

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

KU4. Twenty first (21st) century skills and their importance

KU5. how to use basic spoken English language

KU6. Do and dont of effective communication

KU7. inclusivity and its importance

KU8. different types of disabilities and appropriate communication and behaviour towards PwD

KU9. different types of financial products and services



Qualification Pack

- KU10.** how to compute income and expenses
- KU11.** importance of maintaining safety and security in financial transactions
- KU12.** different legal rights and laws
- KU13.** how to operate digital devices and applications safely and securely
- KU14.** ways to identify business opportunities
- KU15.** types of customers and their needs
- KU16.** how to apply for a job and prepare for an interview
- KU17.** apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

- GS1.** communicate effectively using appropriate language
- GS2.** behave politely and appropriately with all
- GS3.** perform basic calculations
- GS4.** solve problems effectively
- GS5.** be careful and attentive at work
- GS6.** use time effectively
- GS7.** maintain hygiene and sanitisation to avoid infection

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
<i>Constitutional values - Citizenship</i>	1	1	-	-
PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	1	3	-	-
PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC4. speak with others using some basic English phrases or sentences	-	-	-	-
<i>Communication Skills</i>	1	1	-	-
PC5. follow good manners while communicating with others	-	-	-	-
PC6. work with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	1	-	-
PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC8. report any issues related to sexual harassment	-	-	-	-
<i>Financial and Legal Literacy</i>	3	4	-	-
PC9. use various financial products and services safely and securely	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. calculate income, expenses, savings etc.	-	-	-	-
PC11. approach the concerned authorities for any exploitation as per legal rights and laws	-	-	-	-
<i>Essential Digital Skills</i>	4	6	-	-
PC12. operate digital devices and use its features and applications securely and safely	-	-	-	-
PC13. use internet and social media platforms securely and safely	-	-	-	-
<i>Entrepreneurship</i>	3	5	-	-
PC14. identify and assess opportunities for potential business	-	-	-	-
PC15. identify sources for arranging money and associated financial and legal challenges	-	-	-	-
<i>Customer Service</i>	2	2	-	-
PC16. identify different types of customers	-	-	-	-
PC17. identify customer needs and address them appropriately	-	-	-	-
PC18. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	1	3	-	-
PC19. create a basic biodata	-	-	-	-
PC20. search for suitable jobs and apply	-	-	-	-
PC21. identify and register apprenticeship opportunities as per requirement	-	-	-	-
NOS Total	20	30	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0101
NOS Name	Employability Skills (30 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	2
Credits	1
Version	1.0
Last Reviewed Date	NA
Next Review Date	29/01/2026
NSQC Clearance Date	29/01/2021

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 the proportion of marks for Theory and Skills Practical for each Element/ PC.
2. The assessment for the theory part will be based on a 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 the 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 a minimum aggregate passing percentage of 70% for the QP and a minimum of 70% for each NOS.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Qualification Pack

Minimum Aggregate Passing % at QP Level : 70

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
FFS/N2201.Assist in conducting the recce of the worksite	24	60	10	6	100	25
FFS/N2202.Assist in material management, fabrication, and installation work at the site	20	70	5	5	100	35
FFS/N8201.Follow health, safety, and greening practices at the worksite	35	40	20	5	100	10
FFS/N8202.Work effectively with the co-workers, supervisor, and others	48	30	10	12	100	15
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	0	0	50	15
Total	147	230	0	0	450	100

Qualification Pack

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
PwD	Person with Disability
POSH	Prevention Of Sexual Harassment

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.