

## QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR PAINTS AND COATINGS INDUSTRY



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### What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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### Introduction

## Qualifications Pack: Assistant Decorative Painter

**SECTOR:** PAINTS AND COATINGS

**SUB-SECTOR:** Application

**OCCUPATION:** Decorative Application

**REFERENCE ID:** PCS/Q5006

**ALIGNED TO:** NCO-2015/7131.0101

**Brief Job Description:** The individual supports the painter in preparation and application of paints and related materials on various substrates like interior and exterior walls of buildings, metal/ wood frames of doors and windows, metal/ wooden furniture.

**Personal Attributes:** The job requires the individual to: undertake physical labour; work in a paint-redolent environment, be free from colour blindness, have good hand-eye coordination and be able to work in all weather conditions.

<b>Qualifications Pack Code</b>	<b>PCS/Q5006</b>		
<b>Job Role</b>	<b>Assistant Decorative Painter</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Sector</b>	<b>Paints and Coatings</b>	<b>Drafted on</b>	<b>26/07/17</b>
<b>Sub-sector</b>	<b>Application</b>	<b>Last reviewed on</b>	<b>13/09/17</b>
<b>Occupation</b>	<b>Decorative Application</b>	<b>Next review date</b>	<b>12/09/19</b>
<b>NSQC Clearance on</b>	<b>NA</b>		

<b>Job Role</b>	<b>Assistant Decorative Painter</b> <b>Also known as Assistant Architectural Painter</b>
<b>Role Description</b>	Support the painter in preparation and application of paints and related materials on various substrates like interior and exterior walls of buildings, metal/ wood frames of doors and windows, metal/ wooden furniture.
<b>NSQF level</b>	3
<b>Minimum Educational Qualifications</b>	5 <sup>th</sup> standard
<b>Maximum Educational Qualifications</b>	Not Applicable
<b>Training</b> (Suggested but not mandatory)	Not Applicable
<b>Minimum Job Entry Age</b>	18 years
<b>Experience</b>	Preferable 1 year as Painting Helper.
<b>Applicable National Occupational Standards (NOS)</b>	<p><b>Compulsory:</b></p> <ol style="list-style-type: none"> <li><a href="#">PCS/N5016 Support preparation and application of paint to masonry surface</a></li> <li><a href="#">PCS/N5017 Support preparation and application of paint to metal surface</a></li> <li><a href="#">PCS/N5018 Assist in preparation and painting of paint, varnish and polish on wooden surfaces</a></li> <li><a href="#">PCS/N9901 Coordinate with colleagues and/or customers</a></li> <li><a href="#">PCS/N9902 Maintain standards of product/ service quality</a></li> <li><a href="#">PCS/N9903 Maintain OH&amp;S standards and follow environmental norms</a></li> </ol>
<b>Performance Criteria</b>	As described in the relevant OS units

Qualifications Pack For Assistant Decorative Painter

Definitions

Keywords /Terms	Description
Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the NOS, these include communication related skills that are applicable to most job roles.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of NOS.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual need in order to perform to the required standard.
National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in the Indian context
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Organisational Context	Organisational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
Qualifications Pack (QP)	Qualifications Pack comprises the set of NOS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
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.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Scope	Scope is the 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 the quality of performance required.
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.



*Qualifications Pack For Assistant Decorative Painter*

Sub-Sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Sub-functions	Sub-functions are sub-activities essential to fulfil the achieving the objectives of the function.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.

Acronyms

Keywords /Terms	Description
NSQF	National Skills Qualifications Framework
QP	Qualification Pack
OS	Occupational Standards
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
HR	Human Resources
TBD	To be decided



# National Occupational Standard



## Overview

This NOS covers the skills and knowledge required by a workman to be proficient in supporting preparation and application of paint to masonry surfaces.



PCS/N5016 Support preparation and application of paint to masonry surfaces

National Occupational Standard

<b>Unit Code</b>	<b>PCS/N5016</b>
<b>Unit Title (Task)</b>	<b>Support preparation and application of paint to masonry surfaces.</b>
<b>Description</b>	This unit describes the skills and knowledge required to support the preparation and application of paints to masonry surfaces.
<b>Scope</b>	<p>The scope covers the following:</p> <ul style="list-style-type: none"> <li>Carry out preparation of base surfaces prior to painting under instructions and supervision of painter/ supervisor</li> <li>Prepare the paint and equipment as per instructions</li> <li>Apply paint to produce a paint film of uniform thickness as per instructions under close supervision</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Carry out preparation of base surfaces prior to painting under instructions and supervision of painter/ supervisor</b>	<p>To be competent, the user / individual on the job must be able to:</p> <p>PC1. assist painter or supervisor to carry out surface measurements and roughly estimate the quantity of required materials</p> <p>PC2. support in assessing the masonry surface to be painted</p> <p>PC3. support in checking the level of old paint/ coating/ dust, grease or grime to be removed while preparing the surface</p> <p>PC4. cover the adjacent surfaces with drop cloths/ masking tape/paper and remove all removable items prior to painting</p> <p>PC5. prepare the surface using appropriate tools</p> <p>PC6. ensure the surface is free from loose old paint, dust, grease and grime before application of primer</p> <p>PC7. clean the prepared surface with a moist cloth – moistened with water</p> <p>PC8. apply primer as instructed by the painter/ supervisor</p> <p>PC9. apply putty, if required, to fill gaps/ depression on the surface to achieve a smooth, levelled surface</p>
<b>Prepare the paint and equipment as per instructions</b>	<p>To be competent, the user / individual on the job must be able to:</p> <p>PC10. select appropriate painting material, tools and mixing ingredients as per requirement /specified finish as instructed by the painter/ supervisor</p> <p>PC11. carry put proper cleaning, maintenance and upkeep of painting tools and equipment before and after use</p> <p>PC12. mix the correct amount of paint base and colourants, as specified, to achieve the desired colour</p> <p>PC13. follow standard procedure/ specification for effective mixing and dilution of paints under supervision</p> <p>PC14. add water to adjust viscosity of paint mix as per requirement/instructions</p> <p>PC15. prepare tools and equipment to follow the recommended application process – brush/ roller/ spray</p>

**PCS/N5016 Support preparation and application of paint to masonry surfaces**

<p><b>Apply paint to produce a paint film of uniform thickness as per instructions under close supervision</b></p>	<p>To be competent, the user / individual on the job must be able to:</p> <p>PC16.sand the surface after putty application</p> <p>PC17.apply primer coats to the finished/leveled surfaces as per instructions</p> <p>PC18.apply main coat of paint over primer within specified time limits, after sanding and cleaning, under supervision</p> <p>PC19.clean the surface of each dried coat appropriately as per instructions before application of the next coat</p> <p>PC20.assist in applying the final tinted coat under supervision, either manually or using machines</p> <p>PC21.properly clean the painting tools and equipment before and after use</p> <p>PC22.ensure maintenance and upkeep of the tools and equipment</p> <p>PC23.clean the site post painting</p> <p>PC24.dispose off used containers, residual material as per manufacturer’s instruction and local body disposal norms</p>
<p><b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. standard practices of painting works</p> <p>KA2. safety rules and regulation for handling and storing required painting tools, equipment and materials</p> <p>KA3. personal protection including the use of related safety gears &amp; equipment</p> <p>KA4. importance of individual’s role in the workflow</p> <p>KA5. cleaning and maintenance of tools and equipment as per instructions and quality standards</p> <p>KA6. occupational health and safety standards</p>
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. different painting methods</p> <p>KB2. basic measurements</p> <p>KB3. various tools and equipment used in painting such as brushes, rollers, painting bucket, stirrers, scrapers, sand papers, putty blades etc.</p> <p>KB4. various painting and finishing material available and it’s characteristics and uses</p> <p>KB5. methods of protecting adjacent surfaces prior to painting</p> <p>KB6. how to mix the correct amount of paint material as per specified ratio</p> <p>KB7. how to adjust viscosity of paint mix as per requirement</p> <p>KB8. application of primer as per requirement</p> <p>KB9. surface preparation methods</p> <p>KB10. difference between manual and machine painting</p> <p>KB11. use of related tools or machines such as brush, roller, spray guns or sanders</p> <p>KB12. types of brushes and rollers used for different types of paints</p> <p>KB13. suitability of various paints for different weather conditions, durability and pricing</p> <p>KB14. major ingredients of paints and role of pigment, binder, extender</p> <p>KB15. process of painting such as sanding, sealing and cleaning, putty/ primer application, top coat application</p> <p>KB16. the types of sand paper and their use for coarse to fine sanding</p> <p>KB17. common defects post painting and errors to avoid</p> <p>KB18. impact of lighting on finish and final outcome against the proposed design</p>

PCS/N5016

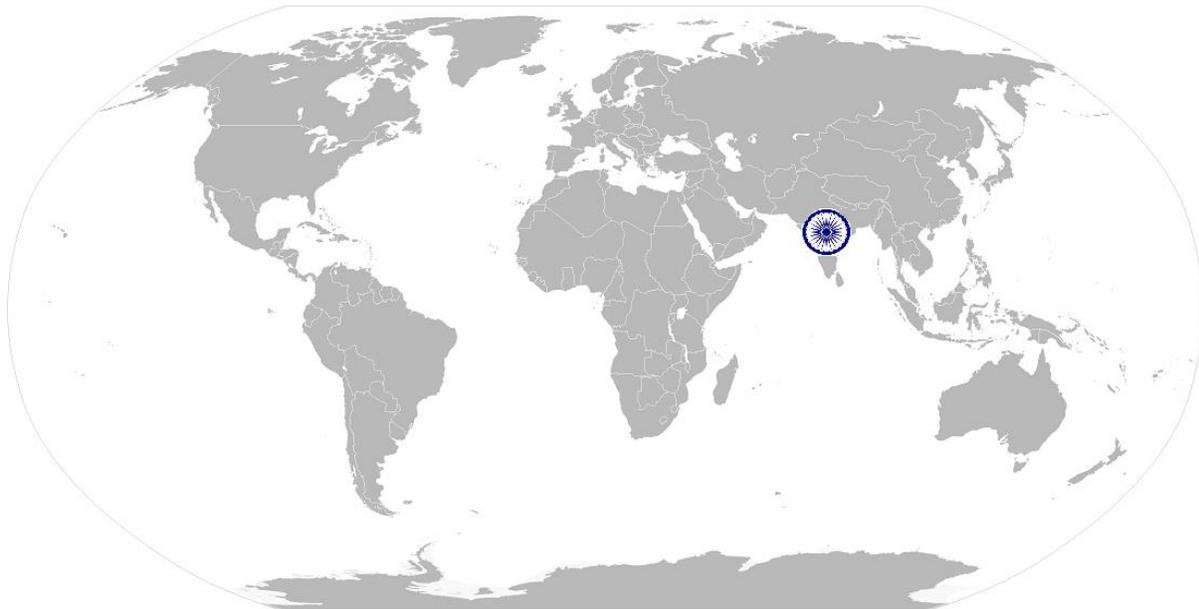
**Support preparation and application of paint to masonry surfaces**

	<p>KB19. new market and industry trends in painting/ polishing          KB20. new types of paints products available in the market          KB21. use of moisture meter, pH meter, measuring tapes          KB22. importance of safety at work, especially, from dust inhalation, solvent handling          KB23. importance of cleaning post painting for complete customer satisfaction          KB24. use of mobile application based paint calculator and quotation generation, wherever available.          KB25. use of scaffolding, ladders, covers and slings for painting on exterior and high surfaces          KB26. safe disposal of paint/ polish/ varnish and used materials as per standard norms</p>
<b>Skills (S) [Optional]</b>	
<b>A. Core Skills/ Generic Skills</b>	<p><b>Reading Skills</b>          The user/ individual on the job needs to know and understand how to:          SA1. read in at least one language, preferably in the local language of the site          SA2. read instructions printed on paint containers          SA3. read instructions, guidelines, sign boards, safety rules and safety tags          SA4. read instructions and exit routes during emergency</p> <p><b>Writing Skills</b>          The user/ individual on the job needs to know and understand how to:          SA5. write in atleast one language, preferably in the local language of the site          SA6. to maintain records as per company's/ contractor's policy</p>
	<p><b>Oral Communication (Listening and Speaking skills)</b>          The user/ individual on the job needs to know and understand how to:          SA7. speak in one or more language, preferably in one of the local language of the site          SA8. listen and follow instructions communicated by supervisors          SA9. orally and effectively communicate with co-workers &amp; subordinates</p>
<b>B. Professional Skills</b>	<p><b>Decision Making</b>          SB1. N.A.</p> <p><b>Plan and Organize</b>          The user/ individual on the job needs to know and understand how to:          SB1. follow the schedule and the sequence of work as instructed by the painter/ supervisor          SB2. to interact with persons involved in the process as per company's standards          SB3. to carry documents as per company's standards</p> <p><b>Customer Centricity</b>          The user/individual on the job needs to know and understand how to:          SB4. ensure correct conduct and etiquette while at the customer's premises          SB5. ensure that all work is done as per instructions provided by superiors</p>

PCS/N5016

Support preparation and application of paint to masonry surfaces

	<b>Problem Solving</b>
	SB6. N.A
	<b>Analytical Thinking</b>
	SB7. N.A
	<b>Critical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB8. identify location at which violation of any safety norms may lead to accidents



PCS/N5016 Support preparation and application of paint to masonry surfaces

## NOS Version Control

<b>NOS Code</b>	<b>PCS/N5016</b>		
<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Paints and Coatings</b>	<b>Drafted on</b>	<b>29/03/2017</b>
<b>Industry Sub-sector</b>	<b>Application</b>	<b>Last reviewed on</b>	<b>13/09/2017</b>
<b>Occupation</b>	<b>Decorative Application</b>	<b>Next review date</b>	<b>12/09/2019</b>





# National Occupational Standard



## Overview

This NOS covers the skills and knowledge required by a workman to be proficient in supporting preparation and application of paint on metal surfaces



PCS/N5017 Support preparation and application of paint to metal surfaces

National Occupational Standard

<b>Unit Code</b>	PCS/N5017
<b>Unit Title (Task)</b>	Support preparation and application of paint on metal surfaces
<b>Description</b>	This unit describes the skills and knowledge required to prepare and apply paint on metal surfaces
<b>Scope</b>	<p>The scope covers the following:</p> <ul style="list-style-type: none"> <li>• Preparation of base surfaces before painting under supervision</li> <li>• Upkeep and maintenance of relevant tools and accessories</li> <li>• Preparation of paint as per specification</li> <li>• Application of coating or paint to produce a paint film of uniform thickness</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Preparation of base surfaces before painting</b>	<p>To be competent, the user / individual on the job must be able to:</p> <p>PC1. support carrying out visual and physical inspection of the surface</p> <p>PC2. assist painter or supervisor to carry out surface measurements and roughly estimate the quantity of required materials</p> <p>PC3. support in bringing to the attention of the painter, any damage that the painting process cannot rectify</p> <p>PC4. support in checking the level of old paint/ coating, dust, grease or grime to be removed while preparing the surface</p> <p>PC5. remove all loose mill scale, rust, paint and other detrimental foreign matter by using sand paper/ emery paper, rotary or impact power tools</p> <p>PC6. mask the surfaces not be painted/ finished</p> <p>PC7. carry out chemical pre-treatment of metal surface, if recommended by the process</p> <p>PC8. clean the surface with a tag rag or cloth moistened with thinner</p> <p>PC9. apply primer/ putty/ filler to fill up surface blemishes and smoothen the surface</p>
<b>Upkeep and maintenance of relevant tools and accessories</b>	<p>To be competent, the user / individual on the job must be able to:</p> <p>PC10. ensure machines, equipment, and work area is cleaned appropriately using water, solvents and other cleaning aids, post painting</p> <p>PC11. properly clean the painting tools and equipment before and after use</p> <p>PC12. ensure maintenance and upkeep of painting tools and equipment</p> <p>PC13. dispose residual material, used containers, etc. as per manufacturer and local body disposal norms</p>

**PCS/N5017 Support preparation and application of paint to metal surfaces**

<p><b>Preparation of paint as per specification</b></p>	<p>To be competent, the user / individual on the job must be able to:</p> <p>PC14. select paint/ base colour as per the requirements/instructions</p> <p>PC15. select appropriate colorants suitable for color match, to meet aesthetic requirements</p> <p>PC16. mix correct amount of paint with additives as per specified ratio</p> <p>PC17. follow standard procedure for effective mixing and dilution of paint</p> <p>PC18. add reducer/thinner to adjust viscosity of paint mix as per requirement</p> <p>PC19. prepare tools and equipment to follow the recommended application process – brush/ roller/ spray</p>
<p><b>Application of coating /paint to produce a paint film of uniform thickness</b></p>	<p>To be competent, the user / individual on the job must be able to:</p> <p>PC20. apply primer/ primer surfacer coat as per instruction using brush/ roller/ spray gun</p> <p>PC21. apply an appropriate primer for rusted metal surface as per specification</p> <p>PC22. apply specified number of coats of appropriate primer to prevent any oxidization on metal</p> <p>PC23. allow the primer to dry for the specified time prior to sanding and/ or application of any subsequent coat</p> <p>PC24. sand the primed surface</p> <p>PC25. check the surface for levelling. If minor blemishes/ uneven surface is observed, apply putty/ filler</p> <p>PC26. sand the surface and apply another coat of primer surfacer</p> <p>PC27. prepare the final surface, as per customer's requirement or company's standards</p> <p>PC28. clean the surface to remove any dust, grit or grease using a tag rag or a cloth moistened with thinner</p> <p>PC29. assist in application of main coat/ final coat of paint over the prepared surface, as instructed, either manually or using machines</p> <p>PC30. apply appropriate coats of paint as instructed</p> <p>PC31. ensure appropriate drying time between two subsequent coats</p>
<p><b>B. Organizational Context</b> (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. customer's or paint company's instructions and acceptable quality standards</p> <p>KA2. standard practices of painting works</p> <p>KA3. safety rules and regulation for handling and storing required painting tools, equipment and materials</p> <p>KA4. personal protection including the use of related safety gears &amp; equipment</p> <p>KA5. importance of the individual's role in the workflow</p> <p>KA6. reporting structure, if any</p> <p>KA7. maintenance of tools and equipment as per customer's or paint company's instructions and expected quality standards</p> <p>KA8. occupational health and safety standards</p>

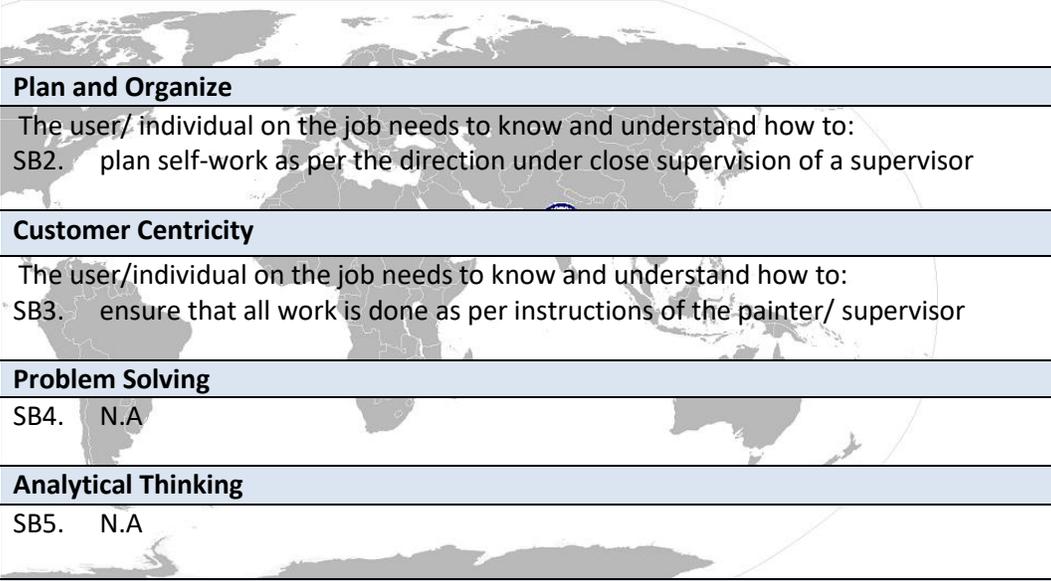
PCS/N5017

**Support preparation and application of paint to metal surfaces**

<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. different types of finishes e.g., matt, glossy, satin, textured</p> <p>KB2. different paints for metal surfaces</p> <p>KB3. difference between manual and machine painting</p> <p>KB4. use of related tools or machines such as brush, roller, spray or sander</p> <p>KB5. types of brushes, rollers and spray gun used for different types of paints</p> <p>KB6. suitability of various paints for different weather conditions, durability and pricing</p> <p>KB7. major ingredients of paints and role of pigment, binder, extender</p> <p>KB8. process of metal painting such as sanding, sealing and cleaning, putty/ primer application, top coat application</p> <p>KB9. the types of sand paper and their use for coarse to fine sanding</p> <p>KB10. common defects post painting and errors to avoid</p> <p>KB11. new market and industry trends in painting</p> <p>KB12. new types of paints products available in the market</p> <p>KB13. dilution ratio and drying time</p> <p>KB14. importance of safety at work, especially, from dust inhalation, solvent handling</p> <p>KB15. importance of cleaning post painting for complete customer satisfaction</p> <p>KB16. use of scaffolding, ladders, covers and slings for painting on exterior and high surfaces</p> <p>KB17. safe disposal of paint and used materials as per standard norms</p> <p>KB18. how to select &amp; use different painting tools (such as brushes, rollers, painting bucket, stirrers, scrapers, sand papers, putty blades, etc.) and appropriate paint materials and mixing ingredients (such as scrape, primer, base colour, tint base, colorants, varnishes, enamel, etc.)</p> <p>KB19. standard size of all painting tools, materials and components</p> <p>KB20. methods of protecting adjacent surfaces prior to painting</p> <p>KB21. how to mix the correct amount of paint material as per specified ratio</p> <p>KB22. how to adjust viscosity of paint mix as per requirement</p> <p>KB23. adhesives used for binding coats of paint such as oil, turpentine, mildew remover</p> <p>KB24. how to set up and operate rotary or impact power tools for surface preparation before painting on metallic surface</p> <p>KB25. importance of preventing the formation of burrs, sharp ridges and sharp cuts</p> <p>KB26. how to identify welding defects such as flux, weld spatter and surface defects and how to how to hide the defects while painting</p> <p>KB27. how to carry out proper cleaning of all bolts, nuts, welds, and field rivet heads</p> <p>KB28. time gap between application of two coats of primer/paints</p>
<p><b>Skills (S) [Optional]</b></p>	
<p><b>C. Core Skills/ Generic Skills</b></p>	<p><b>Reading Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. read in at least one language, preferably in the local language of the site</p> <p>SA2. read sketches or instructions provided for the work</p> <p>SA3. read instructions, guidelines, sign boards, safety rules and safety tags</p> <p>SA4. read instructions related to exit routes during emergency at the work place</p>

PCS/N5017

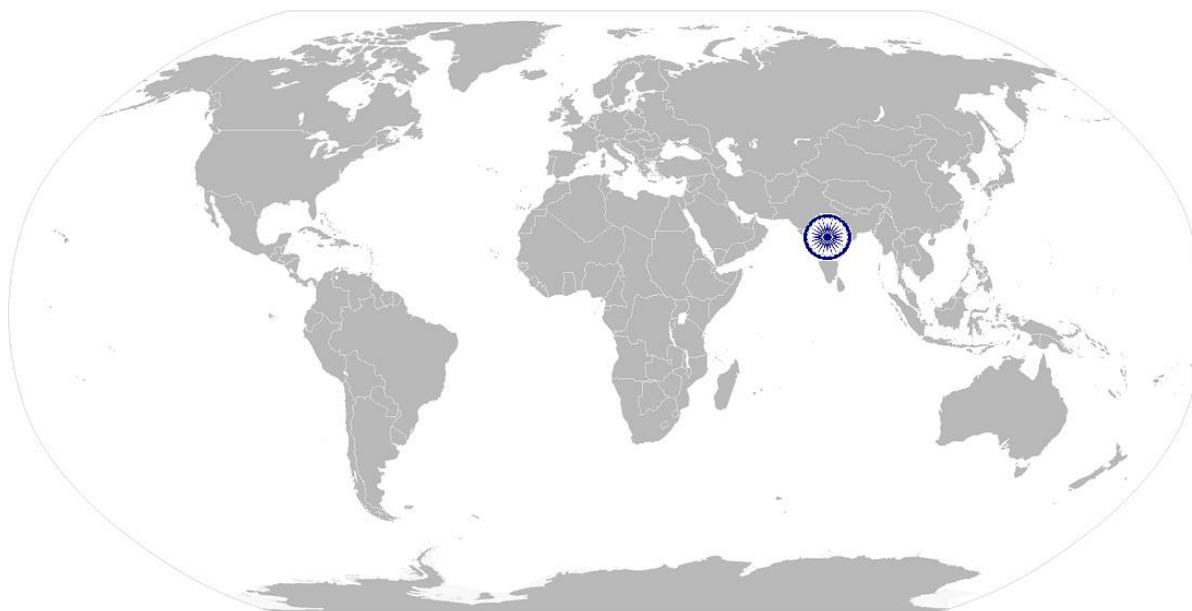
**Support preparation and application of paint to metal surfaces**

	<p><b>Writing Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA5. write in atleast one language, preferably in the local language of the site</p> <p>SA6. to maintain records as per company's/ contractor's policy</p>
	<p><b>Oral Communication (Listening and Speaking skills)</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA7. speak in one or more language, preferably in one of the local language of the site</p> <p>SA8. listen and follow instructions communicated by supervisors</p> <p>SA9. orally and effectively communicate with co-workers &amp; subordinates</p>
<p><b>D. Professional Skills</b></p>	<p><b>Decision Making</b></p>
	<p>SB1. N.A.</p> 
	<p><b>Plan and Organize</b></p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB2. plan self-work as per the direction under close supervision of a supervisor</p>
	<p><b>Customer Centricity</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. ensure that all work is done as per instructions of the painter/ supervisor</p>
	<p><b>Problem Solving</b></p>
	<p>SB4. N.A</p>
<p><b>Analytical Thinking</b></p>	
<p>SB5. N.A</p>	
<p><b>Critical Thinking</b></p>	
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. identify location at which violation of any safety norms may lead to accidents</p>	

PCS/N5017 Support preparation and application of paint to metal surfaces

## NOS Version Control

<b>NOS Code</b>	<b>PCS/N5017</b>		
<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Paints and Coatings</b>	<b>Drafted on</b>	<b>29/03/2017</b>
<b>Industry Sub-sector</b>	<b>Application</b>	<b>Last reviewed on</b>	<b>13/09/2017</b>
<b>Occupation</b>	<b>Decorative Application</b>	<b>Next review date</b>	<b>12/09/2019</b>





PCS/N5018

Assist in preparation and application of paint, varnish and polish on  
wooden surfaces

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# National Occupational Standard

## Overview

This NOS covers the skills and knowledge required by a workman to be proficient in assisting in preparation and application of paint, varnish and polish on wooden surfaces.



PCS/N5018

**Assist in preparation and application of paint, varnish and polish on wooden surfaces**

National Occupational Standard

<b>Unit Code</b>	<b>PCS/N5018</b>
<b>Unit Title (Task)</b>	<b>Assist in preparation and application of paint, varnish and polish on wooden surfaces</b>
<b>Description</b>	This unit describes the skills and knowledge required to assist in preparation and application of paint, varnish and polish on wooden surfaces
<b>Scope</b>	<p>The scope covers the following:</p> <ul style="list-style-type: none"> <li>Assist in preparation of base surfaces and upkeep and maintenance of relevant tools and accessories</li> <li>Assist in preparation of paint, polish and varnish using various constituents as per specification</li> <li>Assist to apply coats of paint, varnish and polish to produce the desired finish</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Assist in preparation of base surfaces and upkeep and maintenance of relevant tools and accessories</b>	<p>To be competent, the user / individual on the job must be able to:</p> <p>PC1. support painter/ supervisor to carry out visual and physical inspection of the surface</p> <p>PC2. remove all loose and detrimental foreign matter using appropriate tools</p> <p>PC3. brush bleaching agents on wood surface to restore natural color of wood</p> <p>PC4. treat warped or stained surfaces as per specification to restore original contours and colors</p> <p>PC5. fill gaps/depressions with appropriate wood filler, if required</p> <p>PC6. smooth, shape, and touch-up surface using sandpaper, chisels, sanders, or grinders</p> <p>PC7. mask adjacent surfaces with drop cloths/ masking tape/paper and remove all removable accessories prior to painting, if it is not required to be painted</p> <p>PC8. sand the surface with recommended sand paper/ emery paper</p> <p>PC9. clean the surface to remove dust, grit, etc. Vacuum suction can be used if sanding with pneumatic sanders</p> <p>PC10. clean the surface with a cloth moistened with thinner</p> <p>PC11. apply primer/ filler to fill up surface blemishes and smoothen the surface</p> <p>PC12. properly clean the painting tools and equipment before and after use</p> <p>PC13. ensure maintenance and upkeep of painting tools and equipment</p> <p>PC14. clean the site post painting</p> <p>PC15. dispose residual material, used containers, etc. as per manufacturer and local body disposal norms</p>

PCS/N5018

**Assist in preparation and application of paint, varnish and polish on wooden surfaces**

<p><b>Assist in preparation of paint, polish and varnish using various constituents as per specification</b></p>	<p>To be competent, the user / individual on the job must be able to:</p> <p>PC16. select appropriate painting material , such as paint, stain, lacquer, shellac, or varnish, tools and mixing ingredients as per requirement /specified finish, as instructed by the painter/ supervisor</p> <p>PC17. select appropriate colorants suitable for color match, to meet aesthetic requirements</p> <p>PC18. mix the correct amount of paint/ polish/ varnish material with additives as per specified ratio</p> <p>PC19. follow standard procedure for effective mixing and dilution of paint, varnish, polish under supervision</p> <p>PC20. add reducer/thinner/ water to adjust viscosity of paint/ varnish as per requirement or instructions</p> <p>PC21. prepare tools and equipment to follow the recommended application process – rag/ brush/ roller/ spray</p>
<p><b>Assist to apply coats of paint, varnish and polish to produce the desired finish</b></p>	<p>To be competent, the user / individual on the job must be able to:</p> <p>PC22. assist to apply a coat of primer/sealer to the wood surface as per specification</p> <p>PC23. carry out sanding of the surface using appropriate tools</p> <p>PC24. apply coat of putty/wood filler and sand the applied coat</p> <p>PC25. check the surface for levelling. If minor blemishes/ uneven surface is observed, apply wood filler as instructed by the painter/ supervisor</p> <p>PC26. sand the surface and apply another coat of primer surfacer/ sealer</p> <p>PC27. prepare the final surface, as per customer's requirement or company's standards</p> <p>PC28. clean the surface to remove any dust, grit or grease using a tag rag or a cloth moistened with thinner</p> <p>PC29. assist in application of main coat/ final coat of paint/ varnish/ polish over the prepared surface, as instructed, either manually (rag/ brush/ roller) or using machines (auto roller/ air assisted or airless spray gun)</p> <p>PC30. apply toners, highlights, glazes or shades to obtain desired finish as per specifications</p> <p>PC31. apply lacquer or other sealers as per specification</p> <p>PC32. assist in buffing/ polishing and finishing the surface using the recommended buffing/ polishing compound, as per customer's requirement or company's standards</p>
<p><b>C. Organizational Context</b> (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA7. customer's or paint company's instructions and acceptable quality standards</p> <p>KA8. standard practices of painting works</p> <p>KA9. safety rules and regulation for handling and storing required painting tools, equipment and materials</p> <p>KA10. personal protection including the use of related safety gears &amp; equipment</p> <p>KA11. importance of the individual's role in the workflow</p> <p>KA12. reporting structure, if any</p> <p>KA13. maintenance of tools and equipment</p>

PCS/N5018

**Assist in preparation and application of paint, varnish and polish on wooden surfaces**

	KA14. occupational health and safety standards
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. different types of finishes e.g., matt, glossy, satin, textured</p> <p>KB2. difference between paints, varnish and polish for wood surfaces</p> <p>KB3. difference between manual and machine painting</p> <p>KB4. use of related tools or machines such as brush, roller, spray or for sanding</p> <p>KB5. types of brushes and rollers used for different types of paints</p> <p>KB6. suitability of various paints for different weather conditions, durability and pricing</p> <p>KB7. major ingredients of paints and role of pigment, binder, extender</p> <p>KB8. process of wood painting such as sanding, sealing and cleaning, putty/ primer application, top coat application</p> <p>KB9. the types of sand paper and their use for coarse to fine sanding</p> <p>KB10. common defects post painting and errors to avoid</p> <p>KB11. new market and industry trends in painting/ polishing</p> <p>KB12. new types of paints products available in the market</p> <p>KB13. dilution ratio and drying time</p> <p>KB14. importance of safety at work, especially, from dust inhalation, solvent handling</p> <p>KB15. importance of cleaning post painting for complete customer satisfaction</p> <p>KB16. use of mobile application based paint calculator and quotation generation, wherever available.</p> <p>KB17. safe disposal of paint/ polish/ varnish and used materials as per standard norms</p> <p>KB18. methods of protecting adjacent surfaces prior to painting</p> <p>KB19. how to mix the correct amount of paint material as per specified ratio</p> <p>KB20. types of painting related ingredients such as paint, stain, lacquer, shellac, or varnish, etc.</p> <p>KB21. remove accessories prior to finishing, and mask areas that should not be exposed to finishing processes or substances</p> <p>KB22. importance of applying bleaching agents on wood surface</p> <p>KB23. how to apply finishes, varnishes, putty, primer, sealants, toners, etc.</p> <p>KB24. correct method for polishing of wood</p>
<b>Skills (S) [Optional]</b>	
<b>E. Core Skills/ Generic Skills</b>	<p><b>Reading Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. read in at least one language, preferably in the local language of the site</p> <p>SA2. read sketches or instructions provided for the work</p> <p>SA3. read instructions, guidelines, sign boards, safety rules and safety tags</p> <p>SA4. read instructions related to exit routes during emergency at the work place</p> <p><b>Writing Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA5. write in atleast one language, preferably in the local language of the site</p> <p>SA6. to maintain records as per company's/contractor's policy</p>

PCS/N5018

**Assist in preparation and application of paint, varnish and polish on wooden surfaces**

	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/ individual on the job needs to know and understand: SA7. one or more language, preferably in one of the local language of the site SA8. painter/ supervisors instructions to understand the customer's requirement SA9. oral and effective communication with co-workers & subordinates
<b>F. Professional Skills</b>	<b>Decision Making</b>
	SB1. N.A.
	<b>Plan and Organize</b>
	The user/ individual on the job needs to know and understand how to: SB2. plan self-work as per the direction under close supervision of a supervisor
	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to: SB3. ensure that all work is done as per instructions provided by superiors
	<b>Problem Solving</b>
	SB4. N.A
	<b>Analytical Thinking</b>
	SB5. N.A
<b>Critical Thinking</b>	
The user/individual on the job needs to know and understand how to: SB6. identify location at which violation of any safety norms may lead to accidents	

**PCS/N5018 Assist in preparation and application of paint, varnish and polish on wooden surfaces**

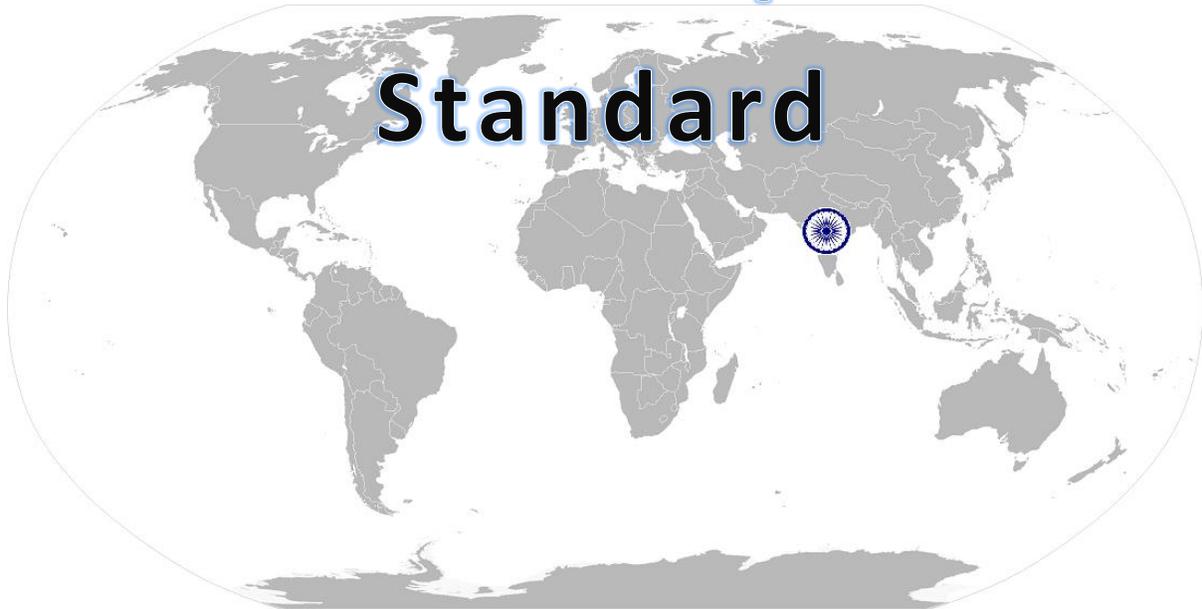
**NOS Version Control**

<b>NOS Code</b>	<b>PCS/N5018</b>		
<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Paints and Coatings</b>	<b>Drafted on</b>	<b>29/03/2017</b>
<b>Industry Sub-sector</b>	<b>Application</b>	<b>Last reviewed on</b>	<b>13/09/2017</b>
<b>Occupation</b>	<b>Decorative Application</b>	<b>Next review date</b>	<b>12/09/2019</b>





# National Occupational Standard



## Overview

This unit is about communicating effectively with superiors, colleagues and/or customers to achieve a smooth workflow.

PCS/N9901

Coordinate with colleagues and/or customers

National Occupational Standard

<b>Unit Code</b>	PCS/N9901
<b>Unit Title (Task)</b>	Coordinate with colleagues and/or customers
<b>Description</b>	This OS unit is about communicating effectively with superiors, colleagues and customer to achieve a smooth workflow
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Interact with superior</li> <li>• Communicate with colleagues</li> <li>• Communicate effectively with customers</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Interacting with superior</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. receive job order and instructions from reporting superior</p> <p>PC2. understand the work output requirements, targets, performance indicators and incentives</p> <p>PC3. deliver quality work on time and report any anticipated reasons for delays</p> <p>PC4. escalate unresolved problems or complaints to the relevant senior</p> <p>PC5. communicate maintenance and repair schedule proactively to the superior</p> <p>PC6. receive feedback on work standards</p> <p>PC7. document the completed work schedule and handover to the superior</p>
<b>Communicating with colleagues</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC8. exhibit trust, support and respect to all the colleagues in the workplace</p> <p>PC9. aim to achieve smooth workflow</p> <p>PC10. help and assist colleagues with information and knowledge</p> <p>PC11. seek assistance from the colleagues when required</p> <p>PC12. identify the potential and existing conflicts with the colleagues and resolve</p> <p>PC13. pass on essential information to colleagues on timely basis</p> <p>PC14. maintain work etiquette, use polite language, demonstrate responsible and disciplined behavior with colleagues</p> <p>PC15. interact with colleagues from different functions clearly and effectively to understand the nature of their work and work effectively as a team</p> <p>PC16. put team over individual goals and multi task or share work where necessary supporting the colleagues</p> <p>PC17. highlight any errors of colleagues, help to rectify and ensure quality output</p> <p>PC18. work with cooperation, coordination, communication and collaboration, with shared goals and supporting each other's performance</p>
<b>Communicating effectively with customers, if required</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC19. ask relevant questions to the customers and identify their needs</p> <p>PC20. possess adequate knowledge on the product, services and market</p> <p>PC21. brief the customers clearly on potential costs and hazards</p> <p>PC22. communicate with the customers in a polite, professional and friendly manner</p> <p>PC23. build effective but impersonal relationship with the customers</p> <p>PC24. ensure that appropriate language and tone are used with customers</p>

PCS/N9901

Coordinate with colleagues and/or customers

	<p>PC25. listen actively and have a two way communication</p> <p>PC26. be sensitive to the gender, cultural and social differences such as modes of greeting, formality, etc.</p> <p>PC27. understand the customer expectations correctly and provide appropriate products and services</p> <p>PC28. understand customer’s dissatisfaction and address or escalate their complaints effectively</p> <p>PC29. maintain a positive and cooperative manner at all times</p> <p>PC30. ensure proper body language, dress code, gestures and etiquettes towards the customers</p> <p>PC31. avoid interrupting the customers while they talk</p> <p>PC32. avoid negative questions and statements to the customers</p> <p>PC33. inform the customers on any issues or problems before hand and also on the developments involving them</p> <p>PC34. respond promptly to customer’s voice messages, e-mails, apps, etc.</p> <p>PC35. develop good rapport with the customers and promote other products and services</p> <p>PC36. seek feedback from the customers on their understanding to what was discussed</p> <p>PC37. explain the terms and conditions clearly</p>
<b>Knowledge and Understanding (K)</b>	
<p><b>D. Organizational</b></p> <p><b>Context</b> (Knowledge of the company / organization and its processes)</p>	<p>The individual on the job needs to know and understand:</p> <p>KA1. company’s policies on personnel management, effective team work at workplace</p> <p>KA2. company’s HR policies</p> <p>KA3. company’s reporting structure</p> <p>KA4. company’s documentation policy</p> <p>KA5. company’s customer profile</p> <p>KA6. occupational health and safety standards</p>
<p><b>B. Technical Knowledge</b></p>	<p>The individual on the job needs to know and understand:</p> <p>KA7. methods for effective communication with various categories of people and the different departments in the organization</p> <p>KA8. significance of team coordination and productivity targets of the organisation</p> <p>KA9. how to record the job activity as required on various types of documents</p> <p>KA10. how to use computer or smartphone to communicate effectively and productively</p> <p>KA11. significance of helping colleagues with specific issues and problems</p> <p>KA12. importance of meeting quality and time standards as a team</p> <p>KA13. how to practice effective listening and talking</p> <p>KA14. effective use of voice tone and pitch for communication</p> <p>KA15. how to demonstrate ethics and discipline during interaction with customers</p> <p>KA16. how to build effective working relationship with mutual trust and respect</p>

PCS/N9901

Coordinate with colleagues and/or customers

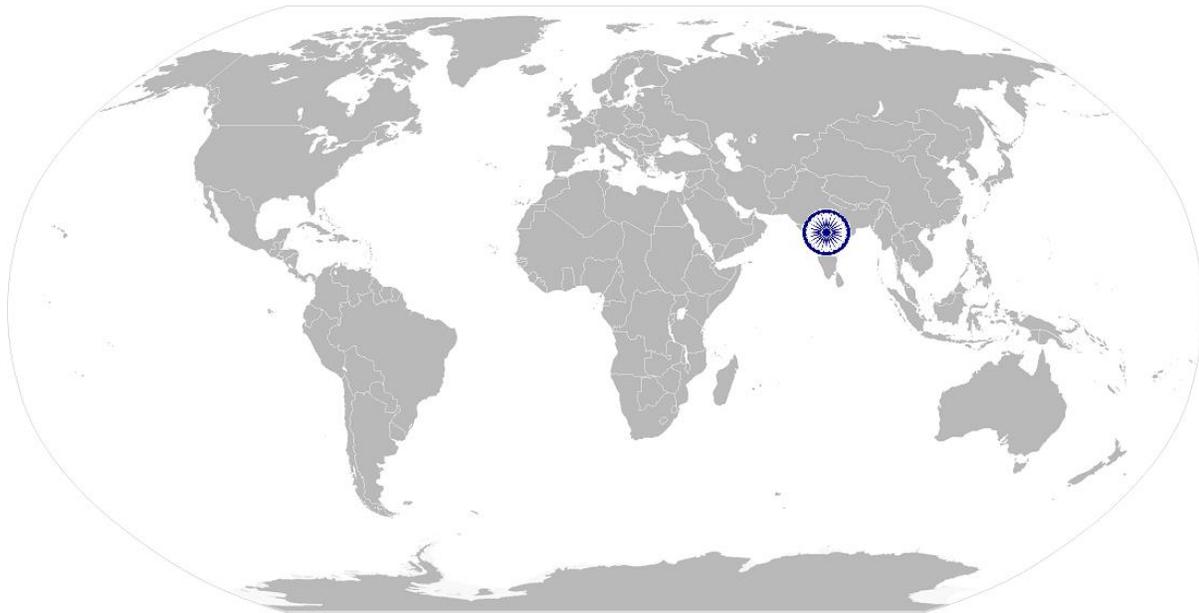
	<p>within the team</p> <p>KA17. importance of dealing with grievances effectively and on time</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Reading Skills</b>
	The user/ individual on the job needs to know and understand how to:
	SA1. read job sheets, company policy documents and information displayed at the workplace
	SA2. read notes/comments from the supervisor
	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to:
	SA3. complete documentation required at the job
	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/ individual on the job needs to know and understand how to:
	SA4. interact with team members to work efficiently SA5. communicate effectively with superior to achieve smooth workflow SA6. communicate effectively with the customers and build a good rapport with them SA7. use language that the customer or colleague understands SA8. effectively use the communications systems of the company, e.g., telephone, fax, public announcement systems SA9. use E-mail and Internet for communicating SA10. use audio-visual aids to communicate complex issues
<b>B. Professional Skills</b>	<b>Decision Making</b>
	The user/ individual on the job needs to know and understand how to:
	SB1. spot and communicate potential areas of disruptions to work process and report the same
	SB2. report to supervisor and deal with a colleague individually, depending on the type of concern
	<b>Plan and Organize</b>
	The user/ individual on the job needs to know and understand how to:
	SB3. plan communication strategy to avoid conflicts and work disruption
	<b>Customer Centricity</b>
The user/ individual on the job needs to know and understand how to:	
SB4. practice patient listening, careful talking and paraphrasing to avoid misunderstanding	
<b>Problem Solving</b>	
The user/ individual on the job needs to know and understand how to:	
SB5. coordinate with different departments and multi-task as necessary	
SB6. contribute to quality of team work and achieve smooth workflow	
SB7. share work load as required	
SB8. delegate work in consultation with superior or as necessary instead of	



PCS/N9901

Coordinate with colleagues and/or customers

	allowing work to pile up
	<b>Analytical Thinking</b>
	The user/ individual on the job needs to know and understand how to: SB9. resolve recurring inter-personal conflicts by clear and two-way dialogue
	<b>Critical Thinking</b>
	The user/ individual on the job needs to know and understand how to: SB10. improve work processes by interacting with others and adopting best practices

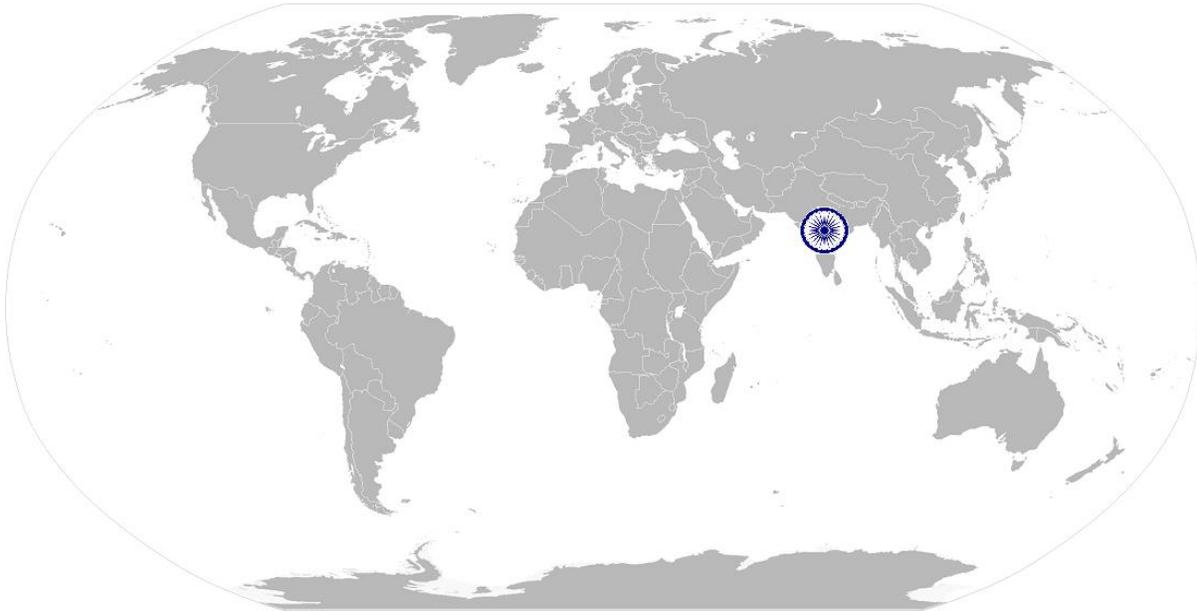


PCS/N9901

Coordinate with colleagues and/or customers

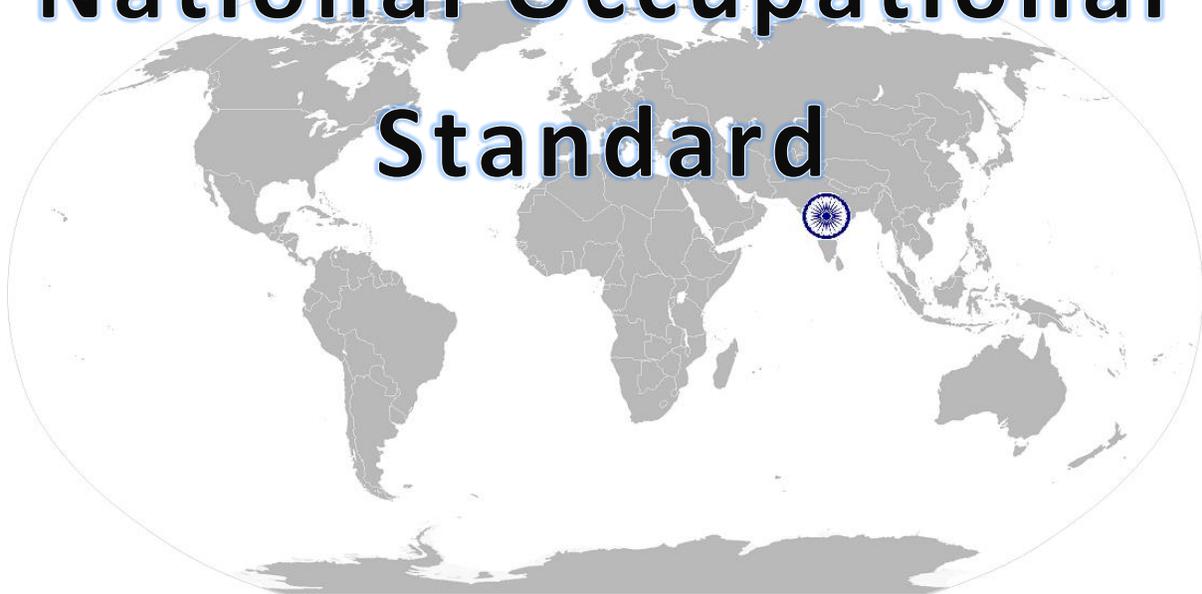
## NOS Version Control

<b>NOS Code</b>	<b>PCS/N9901</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Paints and Coatings</b>	<b>Drafted on</b>	<b>17/02/16</b>
<b>Industry Sub-sector</b>	<b>Manufacturing and Application</b>	<b>Last reviewed on</b>	<b>31/03/16</b>
<b>Occupation</b>	<b>Decorative Application</b>	<b>Next review date</b>	<b>31/03/18</b>





# National Occupational Standard



## Overview

This unit is about understanding expected standards of product quality or customer service and executing the designated work in a manner that results in 100% satisfaction.



PCS/N9902

Maintain standards of product/ service quality

National Occupational Standard

<b>Unit Code</b>	PCS/N9902
<b>Unit Title (Task)</b>	Maintain standards of product/ service quality
<b>Description</b>	This OS unit is about understanding expected standards of product quality or customer service and executing the designated work in a manner that results in 100% satisfaction.
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>Engage with superior or customers to understand their product/service quality requirements</li> <li>Achieve 100% satisfaction for given quality</li> <li>Work to fulfil end-customers's expectations</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Engaging with superior or customers to understand product/ service quality requirements</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. keep in mind the profiles of expected customers</p> <p>PC2. understand the target customers and their product/ service quality requirements as defined by the company</p> <p>PC3. receive superior's/ customer feedback regularly</p> <p>PC4. aim to build a good connect with the customers through quality product/ service</p> <p>PC5. keep tab through frequent discussions with regular customers on general customer preferences in the market, latest trends, customer expectations, etc.</p> <p>PC6. receive updates on regular feedbacks from the clients on current service, complaints, and improvements to be made, etc.</p> <p>PC7. seek customer rating of product/ service in order to help improve procedures</p> <p>PC8. demonstrate quality orientation at all levels</p> <p>PC9. aim to gain long lasting customer loyalty through satisfaction</p>
<b>Achieving 100% customer satisfaction for given quality</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC10. ensure 100% customer satisfaction via product/ service quality</p> <p>PC11. treat the customers fairly and with due respect</p> <p>PC12. focus on executing company's marketing strategies and product development needs</p> <p>PC13. focus on enhancing brand value of company by maintaining or enhancing quality standards</p>
<b>Fulfilling customer requirement</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC14. ensure that customer expectations are met</p> <p>PC15. learn to read customers' needs and wants</p> <p>PC16. willingly accept and implement new and innovative products and services that help improve customer satisfaction</p> <p>PC17. communicate feedback of customer to senior, especially, the negative feedback</p> <p>PC18. maintain close contact with the customers and focus groups</p> <p>PC19. offer promotions to improve product satisfaction level to the customers</p>

PCS/N9902

Maintain standards of product/ service quality

	<p>periodically</p> <p>PC20. weigh the cost of fulfilling unscheduled customer requests, consult with senior and advise the customer on alternatives</p>
<b>Knowledge and Understanding (K)</b>	
<p><b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)</p>	<p>The individual on the job needs to know and understand:</p> <p>KA1. company's quality standards policy KA2. company's HR policies KA3. company's reporting structure KA4. company's documentation policy for quality compliance KA5. company's end-customer profile</p>
<p><b>B. Technical Knowledge</b></p>	<p>The individual on the job needs to know and understand:</p> <p>KA6. significance of maintaining or enhancing company's quality standards KA7. significance of treating the customers with respect and in a professional way KA8. different types of parameters tested for quality KA9. test pass/ fail criteria and acceptable tolerance levels KA10. equipment used for quality tests KA11. importance of gaining customer loyalty KA12. methods of engaging with the customers effectively and professionally, for customer facing activities KA13. ways to improve company's customer satisfaction rating KA14. prevailing market standards of customer satisfaction KA15. standard operating procedure (SOP) KA16. the variety of common and unscheduled requests to expect in customer facing activities KA17. importance of being transparent and courteous under all circumstances involving customer interaction without losing composure</p>
<b>Skills (S)</b>	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Reading Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. read job sheets, company policy documents and information displayed at the workplace about quality standards SA2. read notes/comments from the supervisor</p>
	<p><b>Writing Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA3. complete documentation pertaining to customer satisfaction</p>
	<p><b>Oral Communication (Listening and Speaking skills)</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA4. interact with team members to achieve quality standards SA5. communicate effectively with customers in field jobs</p>

PCS/N9902

Maintain standards of product/ service quality

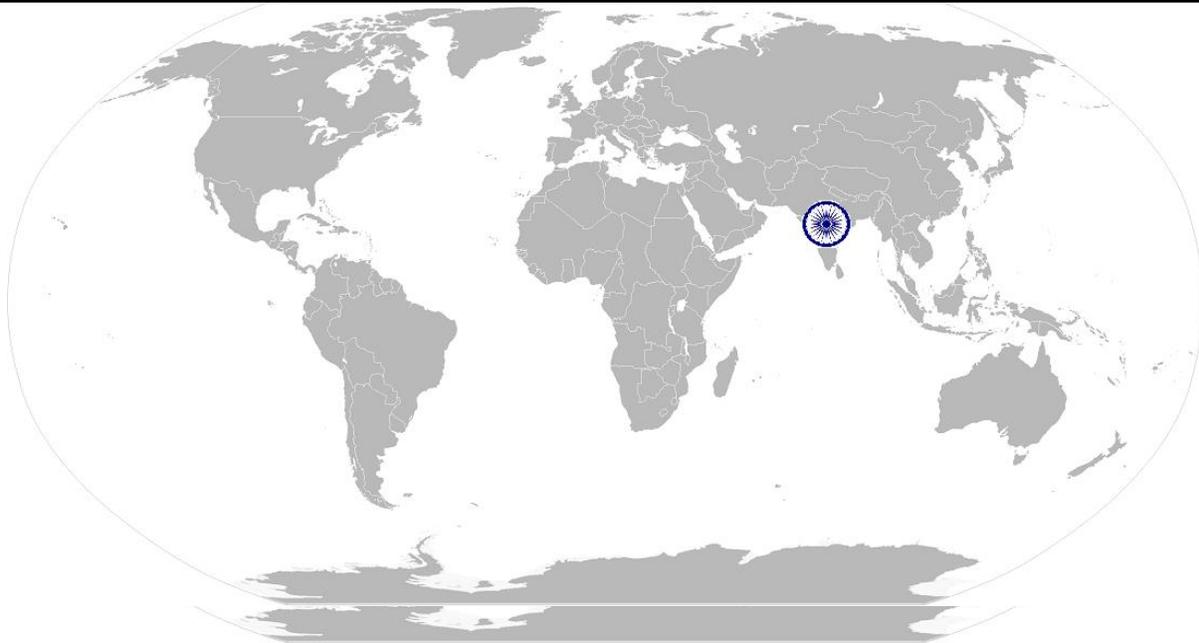
	<p>SA6. engage with customer to understand their expectations in field jobs</p> <p>SA7. company standards and effectiveness improvements pattern</p> <p>SA8. resolve customer’s concerns satisfactorily within timeframe stipulated by the company or as agreed with customer or colleague</p> <p>SA9. use Internet for updating on current quality related practices</p> <p>SA10. use audio-visual aids to communicate recurring quality concerns</p>
<p><b>B. Professional Skills</b></p>	<p><b>Decision Making</b></p>
	<p>The user/ individual on the job needs to know and understand:</p> <p>SB1. how to spot and when to report potential areas of recurring quality concerns</p> <p>SB2. how to address complaints and handle dissatisfied customers</p>
	<p><b>Plan and Organize</b></p>
	<p>The user/ individual on the job needs to know and understand:</p> <p>SB3. how to plan workflow to achieve/ deliver 100% quality in the given time and with given equipment</p>
	<p><b>Customer Centricity</b></p>
	<p>The user/ individual on the job needs to know and understand:</p> <p>SB4. how to earn full customer loyalty</p>
	<p><b>Problem Solving</b></p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB5. coordinate with different departments to service the customer better</p> <p>SB6. contribute to quality of team work and achieve smooth workflow</p> <p>SB7. share work load as required</p>
	<p><b>Analytical Thinking</b></p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB8. communicate new product quality standards to different stakeholders in the market and train colleagues for quality, if required</p>
	<p><b>Critical Thinking</b></p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB9. improve work processes by interacting with customers and adopting best practices</p> <p>SB10. resolve recurring inter-personal or system related conflicts with colleagues that hinder customer service</p> <p>SB11. constructively act upon any problems pointed out by customers</p> <p>SB12. handle personality clashes effectively</p>

PCS/N9902

Maintain standards of product/ service quality

## NOS Version Control

<b>NOS Code</b>	PCS/N9902		
<b>Credits(NSQF)</b>	TBD	<b>Version number</b>	1.0
<b>Industry</b>	Paints and Coatings	<b>Drafted on</b>	17/02/16
<b>Industry Sub-sector</b>	Manufacturing and Application	<b>Last reviewed on</b>	31/03/16
<b>Occupation</b>	Decorative Application	<b>Next review date</b>	31/03/18



# National Occupational Standard

## Overview

This unit is about complying with workplace health, hygiene, safety and environmental standards to have a hazard-free environment and avoid downtime. It is also about following government laid norms for waste treatment and disposal.



PCS/N9903

Maintain OH&S standards and follow environmental norms

National Occupational Standard

<b>Unit Code</b>	<b>PCS/N9903</b>
<b>Unit Title (Task)</b>	<b>Maintain OH&amp;S standards and follow environmental norms</b>
<b>Description</b>	This OS unit is about complying with workplace health, hygiene, safety and environmental standards to have a hazard-free environment and avoid downtime. It is also about following government laid norms for waste treatment and disposal
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Take precautionary measures to avoid work hazards and environmental damage</li> <li>• Follow standard health, safety and environmental policies and procedures</li> <li>• Use safety tools and/ or personal protective equipment</li> <li>• Achieve health, safety and environmental standards</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Taking precautionary measures to avoid health, safety and environmental hazards</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. assess the various health, safety and environmental hazards in the work areas</p> <p>PC2. take steps to eliminate or minimize the hazards</p> <p>PC3. analyze the causes of accidents at the workplace</p> <p>PC4. suggest measures to prevent such accidents from taking place</p> <p>PC5. take preventive measures to avoid risk of burns and other injury due to contact with hot surfaces, gas, fire, hot fluids/ liquids, etc.</p> <p>PC6. suggest methods to improve the existing safety procedures at the workplace</p> <p>PC7. dispose waste in the designated areas safely as per company's policies and rules</p> <p>PC8. maintain appropriate ventilation in the rooms while there is more exposure to paint vapours</p> <p>PC9. avoid dumping unused cans to safeguard the environment</p>
<b>Following standard health, safety and environmental policies and procedure</b>	<p>To be competent, the user/individual must be able to:</p> <p>PC10. stay aware of the locations of fire extinguishers, emergency exits, etc.</p> <p>PC11. practice correct emergency procedures</p> <p>PC12. check and review the storage areas frequently</p> <p>PC13. stack items in an organized way and use safe lifting techniques to reduce risk of injuries while handling materials</p> <p>PC14. handle materials, tools, acids, chemicals, equipment, etc. safely</p> <p>PC15. store the chemicals and acids in well-ventilated and locked areas with warning signs displayed</p> <p>PC16. adopt safe techniques while moving furniture and fixtures</p> <p>PC17. avoid risk of injury from use of electrical tools</p> <p>PC18. read the manufacturer's manual carefully before use of any equipment</p> <p>PC19. unplug the electrical equipment before performing maintenance</p> <p>PC20. keep the floors free from oil, water and grease to avoid slippery surface</p> <p>PC21. use rubber mats in the places where floors are constantly wet</p> <p>PC22. avoid injuries while handling sharp hazardous tools and equipment</p> <p>PC23. use flat surfaces, secure holding and protective wear while using such sharp</p>

**PCS/N9903 Maintain OH&S standards and follow environmental norms**

	<p>tools</p> <p>PC24. use health, safety and environmental protection practices for storing, cleaning, and maintaining tools, equipment, and supplies</p> <p>PC25. practice ergonomic lifting and bending techniques while moving equipment and supplies</p> <p>PC26. identify the requirement for maintaining environmental norms</p> <p>PC27. comply with the environmental safety norms while on work to prevent accidents and health hazards</p> <p>PC28. follow company policies and rules regarding use of hazardous materials to avoid adverse health, safety and environmental impacts</p>
<p><b>Using safety tools or Personal Protective Equipment</b></p>	<p>To be competent, the user/individual must be able to:</p> <p>PC29. ensure the employees have access to first aid kit when needed</p> <p>PC30. ensure all equipment and tools are stored and maintained properly and safe for use</p> <p>PC31. always use personal protective equipment and safety gear such as gloves, mask, headwear, footwear, glasses, goggles, etc. for specific tasks and work conditions where required</p> <p>PC32. display safety signs where required to warn co-workers and others</p> <p>PC33. ensure electrical precautions such as insulated clothing, adequate equipment insulation, dry work area, switch off the power supply when not required, etc.</p> <p>PC34. ensure availability of general health and safety equipment such as fire extinguishers, first aid equipment, safety equipment, clothing, safety installations such as fire exits, exhaust fans, etc.</p>
<p><b>Achieving health, safety and environmental standards</b></p>	<p>To be competent, the user/individual must be able to:</p> <p>PC35. document all the first aid treatments, inspections, etc., conducted to keep track of the safety measures undertaken</p> <p>PC36. document all the environmental hazards caused and the measures undertaken to comply with the established safety procedures of the workplace</p> <p>PC37. report to the supervisor on any problems and hazards identified and any breach of environmental procedures.</p> <p>PC38. work at all times towards achieving zero accident at workplace</p> <p>PC39. adhere to safety standards and ensure no material damage</p> <p>PC40. take necessary action and correct any environmental hazards caused</p>
<p><b>Knowledge and Understanding (K)</b></p>	
<p><b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)</p>	<p>The individual on the job needs to know and understand:</p> <p>KA1. company's policies on health, safety and environmental procedures at the workplace</p> <p>KA2. company's reporting structure</p> <p>KA3. company's documentation policy</p> <p>KA4. occupational health, safety and environmental standards.</p>



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<p><b>B. Technical Knowledge</b></p>	<p>The individual on the job needs to know and understand:</p> <p>KB1. the purpose and use of protective gear such as gloves, goggles, masks, etc. while working</p> <p>KB2. use of first aid at workplace</p> <p>KB3. significance of accident risks to the worker and productivity loss</p> <p>KB4. reporting procedure or heirarchy for signs of damage and potential hazards</p> <p>KB5. methods to minimize accident risks</p> <p>KB6. safe handling of chemicals, acids, etc. for cleaning</p> <p>KB7. material handling procedure</p> <p>KB8. standard operating procedure for safety drills and equipment maintenance</p> <p>KB9. precautionary activities to be followed for work place safety</p> <p>KB10. operation of tools and electrical equipment</p> <p>KB11. emergency procedures to be followed in case of an mishap such as fire, accidents, etc.</p> <p>KB12. government and company’s environmental norms</p> <p>KB13. solid, liquid and gaseous waste disposal, treatment norms and equipment</p> <p>KB14. necessary action to be taken for the hazards identified</p> <p>KB15. methods to minimize environmental hazards</p> <p>KB16. precautionary activities to be followed to minimize environmental impacts</p>
<p><b>Skills (S)</b></p>	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Reading Skills</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA1. read and interpret the relevant organisation policies, procedures and diagrams that identify health, safety and safe environmental practices.</p> <p>SA2. read job sheets, company policy documents and information displayed at the workplace for health, safety and environment.</p> <p>SA3. read notes/comments from the supervisor</p> <p><b>Writing Skills</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. fill up documentation related to health, safety and environmental standards, if required</p> <p><b>Oral Communication (Listening and Speaking skills)</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. verbally report health, safety and environmental hazards and poor organisation practice.</p> <p>SA6. communicate to the supervisor about the work health, safety and environmental issues</p> <p>SA7. receive instructions from supervisor on minimizing the risks</p> <p>SA8. communicate with co-workers about the precautions to be taken for hazards free work</p>

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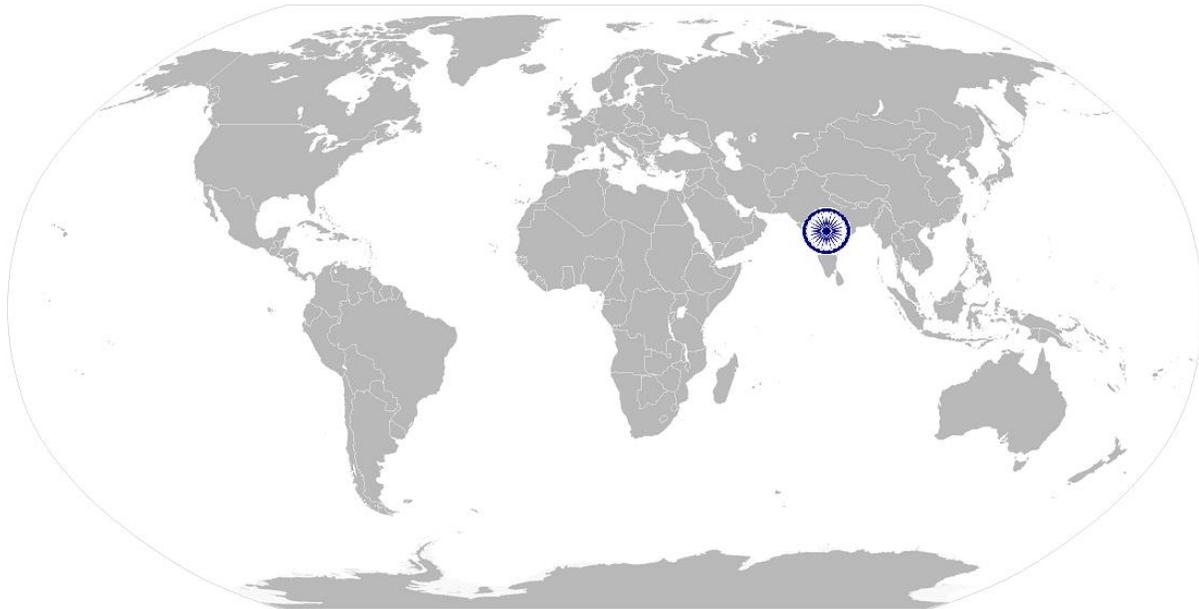
<b>B. Professional Skills</b>	<b>Decision Making</b>
	The user/individual on the job needs to know and understand how to: SB1. take preventive measures for the identified hazards SB2. select appropriate hand tools and personal protection equipment SB3. identify first aid needs in case of an injury
	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand how to: SB4. incorporate elements of health, safety and environment in daily work practices
	<b>Customer Centricity</b>
	The user/ individual on the job needs to know and understand how to: SB5. ensure targeted product/ service delivery by practicing stipulated standards of occupational health safety and environmental measures
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to: SB6. take care of personal and equipment protection SB7. identify the hazards and suggest possible solutions
	<b>Analytical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB8. use safety equipment such as fire extinguisher during fire accidents SB9. store chemicals and tools in a safe way SB10. use tools and equipment without causing any injury to fellow workers SB11. analyse the seriousness of the hazards
	<b>Critical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB12. evolve smooth workflow by avoiding hazards at workplace SB13. evaluate and apply the possible solutions for the hazards, as necessary



PCS/N9903 Maintain OH&S standards and follow environmental norms

## NOS Version Control

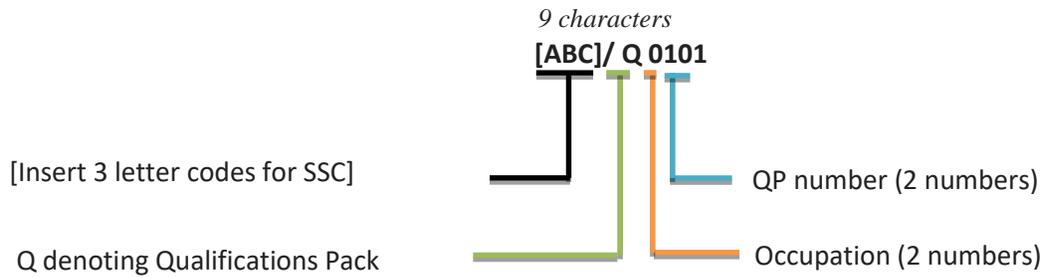
<b>NOS Code</b>	<b>PCS/N9903</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Paints and Coatings</b>	<b>Drafted on</b>	<b>07/03/16</b>
<b>Industry Sub-sector</b>	<b>Manufacturing and Application</b>	<b>Last reviewed on</b>	<b>31/03/16</b>
<b>Occupation</b>	<b>Decorative Application</b>	<b>Next review date</b>	<b>31/03/18</b>



## Annexure

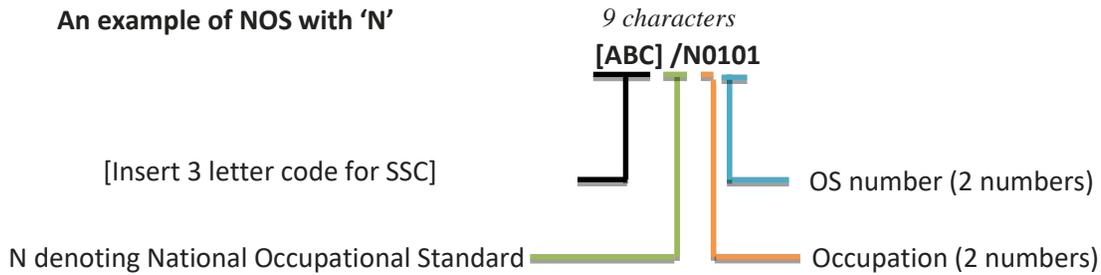
### Nomenclature for QP and NOS

#### Qualifications Pack



#### Occupational Standard

##### An example of NOS with 'N'



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The following acronyms/codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
Manufacturing	01 - 49
Application	50 - 59
Unused	60 - 97
Generic occupation	98 - 99

Sequence	Description	Example
Three letters	Industry name	PCS
Slash	/	/
Next letter	Whether QP or NOS	Q / N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

**Criteria For Assessment Of Trainees**

**Job Role :** Assistant Decorative Painter

**Qualification Pack :** PCS/Q5006

**Sector Skill Council :** Paints and Coatings

**Guidelines for Assessment**

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each 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 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).
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criterion.
5. To pass the Qualification Pack, every trainee should score a minimum of 60% of aggregate marks to successfully clear the assessment.
6. In case of *unsuccessful completion*, the trainee may seek reassessment on the Qualification Pack.

Compulsory NOS				Marks Allocation	
<b>Total Marks: 300</b>					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
PCS/N5016 Support preparation and application of paint to masonry surface	PC1. assist painter or supervisor to carry out surface measurements and roughly estimate the quantity of required materials	50	2	0.5	1.5
	PC2. support in assessing the masonry surface to be painted		2	0.5	1.5
	PC3. support in checking the level of old paint/ coating/ dust, grease or grime to be removed while preparing the surface		2	0.5	1.5
	PC4. cover the adjacent surfaces with drop cloths/ masking tape/paper and remove all removable items prior to painting		2	0.5	1.5
	PC5. prepare the surface using appropriate tools		2	0.5	1.5
	PC6. ensure the surface is free from loose old paint, dust, grease and grime before application of primer		2	0.5	1.5
	PC7. clean the prepared surface with a moist cloth – moistened with water		2	0.5	1.5
	PC8. apply primer as instructed by the painter/ supervisor		2	0.5	1.5
	PC9. apply putty, if required, to fill gaps/ depression on the surface to achieve a		2	0.5	1.5



Compulsory NOS				Marks Allocation	
Total Marks: 300					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
	smooth, levelled surface				
	PC10. select appropriate painting material, tools and mixing ingredients as per requirement /specified finish as instructed by the painter/ supervisor		2	0.5	1.5
	PC11. carry put proper cleaning, maintenance and upkeep of painting tools and equipment before and after use		2	0.5	1.5
	PC12. mix the correct amount of paint base and colourants, as specified, to achieve the desired colour		2	0.5	1.5
	PC13. follow standard procedure/ specification for effective mixing and dilution of paints under supervision		2	0.5	1.5
	PC14. add water to adjust viscosity of paint mix as per requirement/instructions		2	0.5	1.5
	PC15. prepare tools and equipment to follow the recommended application process – brush/ roller/ spray		2	0.5	1.5
	PC16. sand the surface after putty application		2	0.5	1.5
	PC17. apply primer coats to the finished/leveled surfaces as per instructions		2	0.5	1.5
	PC18. apply main coat of paint over primer within specified time limits, after sanding and cleaning, under supervision		2	0.5	1.5
	PC19. clean the surface of each dried coat appropriately as per instructions before application of the next coat		2	0.5	1.5
	PC20. assist in applying the final tinted coat under supervision, either manually or using machines		2	0.5	1.5
	PC21. properly clean the painting tools and equipment before and after use		2.5	0.5	2
	PC22. ensure maintenance and upkeep of the tools and equipment		2.5	0.5	2
	PC23. clean the site post painting		2.5	0.5	2
	PC24. dispose off used containers, residual material as per manufacturer's instruction and local body disposal norms		2.5	0.5	2
	<b>Total</b>		<b>50</b>	<b>12</b>	<b>38</b>



Compulsory NOS				Marks Allocation	
Total Marks: 300					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
PCS/N5017 Support preparation and application of paint on metal surface	PC1. support carrying out visual and physical inspection of the surface	50	1	0.5	0.5
	PC2. assist painter or supervisor to carry out surface measurements and roughly estimate the quantity of required materials		1	0.5	0.5
	PC3. support in bringing to the attention of the painter, any damage that the painting process cannot rectify		1	0.5	0.5
	PC4. support in checking the level of old paint/ coating, dust, grease or grime to be removed while preparing the surface		1	0.5	0.5
	PC5. remove all loose mill scale, rust, paint and other detrimental foreign matter by using sand paper/ emery paper, rotary or impact power tools		2	0.5	1.5
	PC6. mask the surfaces not be painted/ finished		2	0.5	1.5
	PC7. carry out chemical pre-treatment of metal surface, if recommended by the process		2	0.5	1.5
	PC8. clean the surface with a tag rag or cloth moistened with thinner		1	0.5	0.5
	PC9. apply primer/ putty/ filler to fill up surface blemishes and smoothen the surface		2	0.5	1.5
	PC10. ensure machines, equipment, and work area is cleaned appropriately using water, solvents and other cleaning aids, post painting		2	0.5	1.5
	PC11. properly clean the painting tools and equipment before and after use		2	0.5	1.5
	PC12. ensure maintenance and upkeep of painting tools and equipment		1	0.5	0.5
	PC13. dispose residual material, used containers, etc. as per manufacturer and local body disposal norms		2	0.5	1.5
	PC14. select paint/ base colour as per the requirements/instructions		1	0.5	0.5
	PC15. select appropriate colorants suitable for color match, to meet aesthetic requirements		1	0.5	0.5
	PC16. mix correct amount of paint with additives as per specified ratio		1	0.5	0.5
	PC17. follow standard procedure for effective mixing and dilution of paint		2	0.5	1.5
	PC18. add reducer/thinner to adjust viscosity of paint mix as per requirement		2	0.5	1.5
	PC19. prepare tools and equipment to		1	0.5	0.5



Compulsory NOS				Marks Allocation	
Total Marks: 300					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
	follow the recommended application process – brush/ roller/ spray				
	PC20. apply primer/ primer surfacer coat as per instruction using brush/ roller/ spray gun		2	0.5	1.5
	PC21. apply an appropriate primer for rusted metal surface as per specification		2	0.5	1.5
	PC22. apply specified number of coats of appropriate primer to prevent any oxidization on metal		2	0.5	1.5
	PC23. allow the primer to dry for the specified time prior to sanding and/ or application of any subsequent coat		1	0.5	0.5
	PC24. sand the primed surface		1	0.5	0.5
	PC25. check the surface for levelling. If minor blemishes/ uneven surface is observed, apply putty/ filler		2	0.5	1.5
	PC26. sand the surface and apply another coat of primer surfacer		2	0.5	1.5
	PC27. prepare the final surface, as per customer's requirement or company's standards		2	0.5	1.5
	PC28. clean the surface to remove any dust, grit or grease using a tag rag or a cloth moistened with thinner		2	0.5	1.5
	PC29. assist in application of main coat/ final coat of paint over the prepared surface, as instructed, either manually or using machines		2	0.5	1.5
	PC30. apply appropriate coats of paint as instructed		2	0.5	1.5
	PC31. ensure appropriate drying time between two subsequent coats		2	0.5	1.5
	<b>Total</b>		<b>50</b>	<b>15.5</b>	<b>34.5</b>

Compulsory NOS				Marks Allocation	
Total Marks: 300					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
PCS/N5018 Support preparation and application of paint, varnish and polish on	PC1. support painter/ supervisor to carry out visual and physical inspection of the surface	50	1	0.5	0.5
	PC2. remove all loose and detrimental foreign matter using appropriate tools		1	0.5	0.5
	PC3. brush bleaching agents on wood		1	0.5	0.5



Compulsory NOS				Marks Allocation	
Total Marks: 300					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
wooden surface	surface to restore natural color of wood				
	PC4. treat warped or stained surfaces as per specification to restore original contours and colors		1	0.5	0.5
	PC5. fill gaps/depressions with appropriate wood filler, if required		2	0.5	1.5
	PC6. smooth, shape, and touch-up surface using sandpaper, chisels, sanders, or grinders		2	0.5	1.5
	PC7. mask adjacent surfaces with drop cloths/ masking tape/paper and remove all removable accessories prior to painting, if it is not required to be painted		2	0.5	1.5
	PC8. sand the surface with recommended sand paper/ emery paper		1	0.5	0.5
	PC9. clean the surface to remove dust, grit, etc. Vacuum suction can be used if sanding with pneumatic sanders		2	0.5	1.5
	PC10. clean the surface with a cloth moistened with thinner		2	0.5	1.5
	PC11. apply primer/ filler to fill up surface blemishes and smoothen the surface		2	0.5	1.5
	PC12. properly clean the painting tools and equipment before and after use		1	0.5	0.5
	PC13. ensure maintenance and upkeep of painting tools and equipment		2	0.5	1.5
	PC14. clean the site post painting		1	0.5	0.5
	PC15. dispose residual material, used containers, etc. as per manufacturer and local body disposal norms		1	0.5	0.5
	PC16. select appropriate painting material , such as paint, stain, lacquer, shellac, or varnish, tools and mixing ingredients as per requirement /specified finish, as instructed by the painter/ supervisor		1	0.5	0.5
	PC17. select appropriate colorants suitable for color match, to meet aesthetic requirements		2	0.5	1.5
	PC18. mix the correct amount of paint/ polish/ varnish material with additives as per specified ratio		2	0.5	1.5
	PC19. follow standard procedure for effective mixing and dilution of paint, varnish, polish under supervision		1	0.5	0.5
	PC20. add reducer/thinner/ water to adjust viscosity of paint/ varnish as per requirement or instructions		2	0.5	1.5



Compulsory NOS				Marks Allocation	
Total Marks: 300					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
	PC21. prepare tools and equipment to follow the recommended application process – rag/ brush/ roller/ spray		2	0.5	1.5
	PC22. assist to apply a coat of primer/sealer to the wood surface as per specification		2	0.5	1.5
	PC23. carry out sanding of the surface using appropriate tools		1	0.5	0.5
	PC24. apply coat of putty/wood filler and sand the applied coat		1	0.5	0.5
	PC25. check the surface for levelling. If minor blemishes/ uneven surface is observed, apply wood filler as instructed by the painter/ supervisor		2	0.5	1.5
	PC26. sand the surface and apply another coat of primer surfacer/ sealer		2	0.5	1.5
	PC27. prepare the final surface, as per customer's requirement or company's standards		2	0.5	1.5
	PC28. clean the surface to remove any dust, grit or grease using a tag rag or a cloth moistened with thinner		2	0.5	1.5
	PC29. assist in application of main coat/ final coat of paint/ varnish/ polish over the prepared surface, as instructed, either manually (rag/ brush/ roller) or using machines (auto roller/ air assisted or airless spray gun)		2	0.5	1.5
	PC30. apply toners, highlights, glazes or shades to obtain desired finish as per specifications		2	0.5	1.5
	PC31. apply lacquer or other sealers as per specification		2	0.5	1.5
	PC32. assist in buffing/ polishing and finishing the surface using the recommended buffing/ polishing compound, as per customer's requirement or company's standards				
	<b>Total</b>		<b>50</b>	<b>15.5</b>	<b>34.5</b>



Compulsory NOS				Marks Allocation	
Total Marks: 300					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
PCS/N9901 Coordinate with colleagues and/or customers	PC1. receive job order and instructions from reporting superior	50	0.5	0.0	0.5
	PC2. understand the work output requirements, targets, performance indicators and incentives		2.0	0.5	1.5
	PC3. deliver quality work on time and report any anticipated reasons for delays		2.0	0.5	1.5
	PC4. escalate unresolved problems or complaints to the relevant senior		2.0	0.5	1.5
	PC5. communicate maintenance and repair schedule proactively to the superior		2.0	0.5	1.5
	PC6. receive feedback on work standards		1.0	0.0	1.0
	PC7. document the completed work schedule and handover to the superior		2.0	0.5	1.5
	PC8. exhibit trust, support and respect to all the colleagues in the workplace		1.0	0.25	0.75
	PC9. aim to achieve smooth workflow		2.0	0.5	1.5
	PC10. help and assist colleagues with information and knowledge		1.0	0.0	1.0
	PC11. seek assistance from the colleagues when required		1.0	0.25	0.75
	PC12. identify the potential and existing conflicts with the colleagues and resolve		1.0	0.25	0.75
	PC13. pass on essential information to colleagues on timely basis		1.0	0.0	1.0
	PC14. maintain work etiquette, use polite language, demonstrate responsible and disciplined behaviour with colleagues		2.0	0.5	1.5
	PC15. interact with colleagues from different functions clearly and effectively to understand the nature of their work and work effectively as a team		1.0	0.25	0.75
	PC16. put team over individual goals and multi task or share work where necessary supporting the colleagues		2.0	0.0	2.0
	PC17. highlight any errors of colleagues, help to rectify and ensure quality output		1.0	0.25	0.75
	PC18. work with cooperation, coordination, communication and collaboration, with shared goals and supporting each other's performance		1.0	0.0	1.0
	PC19. ask relevant questions to the customers and identify their needs		1.0	0.25	0.75
	PC20. possess adequate knowledge on the product, services and market		2.0	0.5	1.5
	PC21. brief the customers clearly on potential costs and hazards		1.0	0.25	0.75



Compulsory NOS				Marks Allocation	
Total Marks: 300					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
	PC22. communicate with the customers in a polite, professional and friendly manner		1.0	0.25	0.75
	PC23. build effective but impersonal relationship with the customers		0.5	0.25	0.25
	PC24. ensure that appropriate language and tone are used with customers		1.0	0.25	0.75
	PC25. listen actively and have a two-way communication		1.0	0.25	0.75
	PC26. be sensitive to the gender, cultural and social differences such as modes of greeting, formality, etc.		1.0	0.25	0.75
	PC27. understand the customer expectations correctly and provide appropriate products and services		2.0	0.5	1.5
	PC28. understand customer's dissatisfaction and address or escalate their complaints effectively		2.0	0.5	1.5
	PC29. maintain a positive, sensible and cooperative manner all time		1.0	0.25	0.75
	PC30. ensure a proper body language, dress code, gestures and etiquettes towards the customers		1.0	0.25	0.75
	PC31. avoid interrupting the customers while they talk		1.0	0.0	1.0
	PC32. avoid negative questions and statements to the customers		1.0	0.0	1.0
	PC33. inform the customers on any issues or problems before hand and on the developments involving them		2.0	0.5	1.5
	PC34. respond promptly to customer's voice messages, e-mails, apps, etc.		1.0	0.0	1.0
	PC35. develop good rapport with the customers and promote other products and services		2.0	0.5	1.5
	PC36. seek feedback from the customers on their understanding to what was discussed		1.0	0.0	1.0
	PC37. explain the terms and conditions clearly		2.0	0.5	1.5
	<b>Total</b>		<b>50</b>	<b>10</b>	<b>40</b>



Compulsory NOS				Marks Allocation	
Total Marks: 300					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
PCS/N9902 Maintain standards of product/ service quality	PC1. keep in mind the profiles of expected customers	50	2.0	0.5	1.5
	PC2. understand the target customers and their product/ service quality requirements as defined by the company		3.0	0.5	2.5
	PC3. receive superior's/ customer feedback regularly		2.0	0.0	2.0
	PC4. aim to build a good connect with the customers through quality product/ service		2.0	0.5	1.5
	PC5. keep tab through frequent discussions with regular customers on general customer preferences in the market, latest trends, customer expectations, etc.		2.0	0.5	1.5
	PC6. receive updates on regular feedbacks from the clients on current service, complaints, and improvements to be made, etc.		2.0	0.5	1.5
	PC7. seek customer rating of product/ service to help improve procedures		2.0	0.5	1.5
	PC8. demonstrate quality orientation at all levels		4.0	1.5	2.5
	PC9. aim to gain long lasting customer loyalty through satisfaction		3.0	1.0	2.0
	PC10. ensure 100% customer satisfaction via product/ service quality		3.0	0.5	2.5
	PC11. treat the customers fairly and with due respect		3.0	0.5	2.5
	PC12. focus on executing company's marketing strategies and product development needs		3.0	1.0	2.0
	PC13. focus on enhancing brand value of company by maintaining or enhancing quality standards		3.0	1.0	2.0
	PC14. ensure that customer expectations are met		2.0	0.5	1.5
	PC15. learn to read customers' needs and wants		2.0	0.5	1.5
	PC16. willingly accept and implement new and innovative products and services that help improve customer satisfaction		3.0	1.0	2.0
	PC17. communicate feedback of customer to senior, especially, the negative feedback		2.0	0.5	1.5
	PC18. maintain close contact with the customers and focus groups		2.0	0.5	1.5



Compulsory NOS				Marks Allocation	
Total Marks: 300					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
	PC19. offer promotions to improve product satisfaction level to the customers periodically		3.0	1.0	2.0
	PC20. weigh the cost of fulfilling unscheduled customer requests, consult with senior and advise the customer on alternatives		2.0	0.5	1.5
	<b>Total</b>		<b>50</b>	<b>13</b>	<b>37</b>

Compulsory NOS				Marks Allocation	
Total Marks: 300					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
PCS/N9903 Maintain OH & S standards and follow environmental norms	PC1. assess the various health, safety and environmental hazards in the work areas	50	1.5	0.4	1.1
	PC2. take steps to eliminate or minimize the hazards		1.0	0.4	0.6
	PC3. analyse the causes of accidents at the workplace		1.5	0.4	1.1
	PC4. suggest measures to prevent such accidents from taking place		1.5	0.4	1.1
	PC5. take preventive measures to avoid risk of burns and other injury due to contact with hot surfaces, gas, fire, hot fluids/ liquids, etc.		1.5	0.4	1.1
	PC6. suggest methods to improve the existing safety procedures at the workplace		1.5	0.4	1.1
	PC7. dispose waste in the designated areas safely as per company's policies and rules		1.5	0.4	1.1
	PC8. maintain appropriate ventilation in the rooms while there is more exposure to paint vapours		1.0	0.4	0.6
	PC9. avoid dumping unused cans to safeguard the environment		1.0	0.0	1.0
	PC10. stay aware of the locations of fire extinguishers, emergency exits, etc.		1.0	0.4	0.6
	PC11. practice correct emergency procedures		1.5	0.4	1.1
	PC12. check and review the storage areas frequently		1.5	0.4	1.1

Compulsory NOS				Marks Allocation	
Total Marks: 300					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
	PC13. stack items in an organized way and use safe lifting techniques to reduce risk of injuries while handling materials		1.5	0.4	1.1
	PC14. handle materials, tools, acids, chemicals, equipment, etc. safely		1.0	0.4	0.6
	PC15. store the chemicals and acids in well-ventilated and locked areas with warning signs displayed		1.5	0.4	1.1
	PC16. adopt safe techniques while moving furniture and fixtures		1.5	0.4	1.1
	PC17. avoid risk of injury from use of electrical tools		1.5	0.4	1.1
	PC18. read the manufacturer's manual carefully before use of any equipment		1.0	0.0	1.0
	PC19. unplug the electrical equipment before performing maintenance		1.0	0.4	0.6
	PC20. keep the floors free from oil, water and grease to avoid slippery surface		1.0	0.4	0.6
	PC21. use rubber mats in the places where floors are constantly wet		1.0	0.0	1.0
	PC22. avoid injuries while handling sharp hazardous tools and equipment		1.5	0.4	1.1
	PC23. use flat surfaces, secure holding and protective wear while using such sharp tools		1.5	0.4	1.1
	PC24. use health, safety and environmental protection practices for storing, cleaning, and maintaining tools, equipment, and supplies		1.5	0.4	1.1
	PC25. practice ergonomic lifting and bending techniques while moving equipment and supplies		1.5	0.4	1.1
	PC26. identify the requirement for maintaining environmental norms		1.0	0.4	0.6
	PC27. comply with the environmental safety norms while on work to prevent accidents and health hazards		1.0	0.4	0.6
	PC28. follow company policies and rules regarding use of hazardous materials to avoid adverse health, safety and environmental impacts		1.0	0.4	0.6
	PC29. ensure the employees have access to first aid kit when needed		1.0	0.0	1.0

Compulsory NOS				Marks Allocation	
Total Marks: 300					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
	PC30. ensure all equipment and tools are stored and maintained properly and safe for use		1.0	0.4	0.6
	PC31. always use personal protective equipment and safety gear such as gloves, mask, headwear, footwear, glasses, goggles, etc. for specific tasks and work conditions where required		1.5	0.4	1.1
	PC32. display safety signs where required to warn co-workers and others		1.5	0.4	1.1
	PC33. ensure electrical precautions such as insulated clothing, adequate equipment insulation, dry work area, switch off the power supply when not required, etc.		1.5	0.4	1.1
	PC34. ensure availability of general health and safety equipment such as fire extinguishers, first aid equipment, safety equipment, clothing, safety installations such as fire exits, exhaust fans, etc.		1.5	0.4	1.1
	PC35. document all the first aid treatments, inspections, etc., conducted to keep track of the safety measures undertaken		1.0	0.4	0.6
	PC36. document all the environmental hazards caused and the measures undertaken to comply with the established safety procedures of the workplace		1.0	0.0	1.0
	PC37. report to the supervisor on any problems and hazards identified and any breach of environmental procedures.		1.0	0.4	0.6
	PC38. work always towards achieving zero accident at workplace		1.0	0.4	0.6
	PC39. adhere to safety standards and ensure no material damage		1.0	0.4	0.6
	PC40. take necessary action and correct any environmental hazards caused		1.0	0.4	0.6
	<b>Total</b>		<b>50</b>	<b>14</b>	<b>36</b>