



Model Curriculum

1. Assistant Decorative Painter

SECTOR: PAINTS AND COATINGS
SUB-SECTOR: APPLICATION
OCCUPATION: DECORATIVE APPLICATION
REF ID: PCS/Q5006, V1.0
NSQF LEVEL: 3



PAINTS AND
COATINGS
SKILL COUNCIL



Certificate

CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

PAINTS AND COATINGS SKILL COUNCIL

for

MODEL CURRICULUM

Complying to National Occupational Standards of
Job Role/ Qualification Pack: **'Assistant Decorative Painter'** QP No. **'PCS/Q5006 NSQF Level 3'**

Date of Issuance: September 15th, 2017

Valid up to*: September 14th, 2019

*Valid up to the next review date of the Qualification Pack or the
'Valid up to' date mentioned above (whichever is earlier)

Authorised Signatory
(Paints and Coatings Skill Council)



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Assistant Decorative Painter

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of an “Assistant Decorative Painter”, in the “Paints and Coatings” Sector/Industry and aims at building the following key competencies amongst the learner

Program Name	Assistant Decorative Painter		
Qualification Pack Name & Reference ID. ID	PCS/Q5006, v1.0		
Version No.	1.0	Version Update Date	
Pre-requisites to Training	5 th Standard. Minimum preferable 1 year experience as Painting Helper.		
Training Outcomes	<p>After completing this programme, participants will be able to:</p> <ul style="list-style-type: none"> • Know about the sector: Discuss the Paints and Coatings sector in India and its sub-sectors • Know about Painting: What is Decorative/Metal/Wood Coating; its benefits and features • Know about the different types of paint and coating finishes and its suitability for various surfaces and weather conditions • New trends in painting and different products available in the market. • Assist in inspection of the substrate to be painted, checking the surface, moisture content, identification of any flaws in the surface and if the surface has been previously painted. • Assist in estimating the time, material and equipment required. • Prepare the surface for painting. Clean the surface with sand paper to remove old paint, grease, etc. • Fill holes and dents with recommended fillers/ putty and sand the surface to the desired smoothness. • Wipe off the surface, mask with a tape any parts of the surface that need not be painted. • Apply primer on the prepared surface, in the required quantity. • Mix and prepare the paint by mixing the base, hardener (if recommended) and thinner as recommended by the manufacturer. • Assist in application of a primer surfacer coat or topcoat, as recommended, to achieve the desired appearance. • Demonstrate how to apply the paint on the prepared surface, using either a brush/ roller or a spray gun. • Execute tasks such as correct application with a spray gun, curing the article appropriately to achieve the desired finish • Recognise good quality finish and identify defects 		



	<ul style="list-style-type: none"> • Have knowledge of causes of common application defects and its rectification • Comply with statutory requirements • Maintain tools, equipment and materials required: Identification and handling of tools and materials • Demonstrate various skills: Performance of behavioural, professional, technical and communication skills • Understand safety: Work in a safe manner without endangering your health and that of your colleagues • Significance of the maintaining the work area clean • Safe disposal of waste and residual consumables as per recommendation.
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This course encompasses 6 out of 6 **Compulsory** NOS (National Occupational Standards), of “Assistant Decorative Painter” Qualification Pack issued by “Paints and Coatings Skill Council”.

COMPULSORY NOS:

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	Introduction Theory Duration (hh:mm) 04:00 Practical Duration (hh:mm) 00:00 Corresponding NOS Code Bridge Module	<ul style="list-style-type: none"> Understand General Discipline in the class room (Do's & Don'ts) Understand the scope of the Paints and Coatings sector in India with its sub sectors Understand the Decorative/ Architectural paint application segment Understand the role of an Assistant Decorative Painter in the industry Advantages, benefits and features of different coatings as well as its shortcomings Different methods for application – brush, roller and spray Relative merits and demerits of different methods of application Learn to inspect substrate and the importance of such inspection Learn to identify defects and problems of the prepared surface and how these can be rectified Learn the importance of following standard operating procedures for painting Learn and practice basic skills of communication 	Laptop, white board, marker, projector
2	Support preparation and application of paint to masonry surface Theory Duration (hh:mm) 22:00 Practical Duration (hh:mm) 38:00 Corresponding NOS Code PCS/N5016	<ul style="list-style-type: none"> Assist painter/ supervisor to measure the area to be painted and estimate the material requirement. Support the assessment of the surface to be painted and the level of old paint, dust, grease and grime to be removed. Mask areas not be painted. Cover adjacent areas with drop cloths. Remove all removable items before painting. Clean and sand the surface with recommended sand paper/ appropriate tool to remove old paint/ coating, grease, etc. Sand the surface to the required smoothness as per the instructions of the painter/ supervisor Wipe off dust or residue from the surface. Apply primer on the prepared surface as instructed by the painter/ supervisor. Mix putty and primer as recommended and apply to fill holes/ dents on the 	Laptop, white board, marker, projector Painting area Sand paper and cotton rag. Putty and Primer, with appropriate hardener and thinner (if required). Brush Spray gun Stirrer Primer, Putty, Topcoat paint Test instruments PPE's Goggles Solvent Mask Hand Gloves



Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<p>surface. Sand the surface to the required smoothness.</p> <ul style="list-style-type: none"> Mix and prepare the paint, by adding the paint, hardener (in case of 2K systems) and thinner in the ratio recommended by the manufacturer/ painter/ supervisor. Apply paint on the surface with a brush/ roller/ manual spray gun to achieve the recommended dry film thickness and appearance under supervision of the painter/ supervisor. Select the appropriate paint, mixing equipment and application tool as instructed by the painter/ supervisor. Clean and maintain the painting equipment and tools before and after painting. Clean the site post painting, Dispose off residual paint, used containers as per manufacturer's instruction and local pollution control boards, Plan suitable practical to demonstrate learning. 	<p>Protective Coverall Safety shoes Ear plugs</p>
3	<p>Support preparation and application of paint to metal surfaces</p> <p>Theory Duration (hh:mm) 22:00</p> <p>Practical Duration (hh:mm) 38:00</p> <p>Corresponding NOS Code PCS/N5017</p>	<ul style="list-style-type: none"> Assist painter/ supervisor to measure the area to be painted and estimate the material requirement. Support the assessment of the surface to be painted and the level of old paint, dust, grease and grime to be removed. Mask areas not be painted. Cover adjacent areas with drop cloths. Remove all removable items before painting. Clean and sand the surface with recommended sand paper/ appropriate tool to remove old paint/ coating, grease, etc. Carry out chemical pretreatment if recommended by the process. Sand the surface to the required roughness as per the instructions of the painter/ supervisor Wipe off dust or residue from the surface using a tag rag or a cloth moistened with thinner. Apply primer on the prepared surface as instructed by the painter/ supervisor. Apply appropriate primer, as instructed by the painter/ supervisor, for rusted surfaces. Mix putty and primer as recommended and apply to fill blemishes/ dents on the 	<p>Laptop, white board, marker, projector</p> <p>Spray booth/ painting area Sand paper and cotton rag. Chemical pretreatment set up Putty and Primer, with appropriate hardener and thinner (if required). Brush Spray gun Stirrer Topcoat paint Test instruments PPE's Goggles Solvent Mask Hand Gloves Protective Coverall Safety shoes Ear plugs</p>



Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<p>surface. Sand the surface to the required smoothness and levelling.</p> <ul style="list-style-type: none"> Mix and prepare the paint, by adding the paint, hardener (in case of 2K systems) and thinner in the ratio recommended by the manufacturer/ painter/ supervisor. Apply paint on the surface with a brush/ roller/ manual spray gun to achieve the recommended dry film thickness and appearance under supervision of the painter/ supervisor. Select the appropriate paint, mixing equipment and application tool as instructed by the painter/ supervisor. Clean and maintain the painting equipment and tools before and after painting. Clean the site post painting, Dispose off residual paint, used containers as per manufacturer's instruction and local pollution control boards, Plan suitable practical to demonstrate learning. 	
4	<p>Assist in preparation and application of paint, varnish and polish on wooden surfaces</p> <p>Theory Duration (hh:mm) 22:00</p> <p>Practical Duration (hh:mm) 38:00</p> <p>Corresponding NOS Code PCS/N5005</p>	<ul style="list-style-type: none"> Support the painter/ supervisor to carry out visual and physical assessment of the surface to be painted. Mask areas not be painted. Cover adjacent areas with drop cloths. Remove all removable items before painting. Remove all loose and detrimental foreign matter using appropriate tools. Brush bleaching agents on the wood surface to restore natural colour of wood. Clean and sand the surface with recommended sand paper/ appropriate tool to remove old paint/ coating, grease, etc. Treat warped or stained surfaces to restore original contour and colour. Sand the surface to the required roughness as per the instructions of the painter/ supervisor Wipe off dust or residue from the surface using a tag rag or a cloth moistened with thinner. Apply primer on the prepared surface as instructed by the painter/ supervisor. Mix putty and primer as recommended and apply to fill blemishes/ dents on the surface. Sand the surface to the required smoothness and levelling. 	<p>Laptop, white board, marker, projector</p> <p>Spray booth/ painting area Sand paper and cotton rag. Putty and Primer/ Sealer with appropriate hardener and thinner (if required). Brush Spray gun Stirrer Topcoat paint Buffing/ Polishing equipment. Test instruments PPE's Goggles Solvent Mask Hand Gloves Protective Coverall Safety shoes Ear plugs</p>



Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> Mix and prepare the paint, by adding the paint, hardener (in case of 2K systems) and thinner, stains/ colourants in the ratio recommended by the manufacturer/ painter/ supervisor. Apply sealer coats, as instructed. Apply paint on the surface with a brush/ roller/ manual spray gun to achieve the recommended dry film thickness and appearance under supervision of the painter/ supervisor. Buff, polish and finish the surface, as instructed, to achieve the desired appearance. Select the appropriate paint, mixing equipment and application tool as instructed by the painter/ supervisor. Clean and maintain the painting equipment and tools before and after painting. Clean the site post painting, Dispose off residual paint, used containers as per manufacturer's instruction and local pollution control boards, Plan suitable practical to demonstrate learning. 	
6	<p>Co-ordinate with colleagues and/or customers</p> <p>Theory Duration (hh:mm) 08:00</p> <p>Practical Duration (hh:mm) 04:00</p> <p>Corresponding NOS Code PCS/N9901</p>	<ul style="list-style-type: none"> Understand customer requirements and specifications Learn about various performance indicators, meaning of targets and timelines and how to communicate about these with your colleagues and customers Learn appropriate behavioural skills whilst dealing with colleagues/co-workers Learn how you can contribute to improving customer satisfaction 	Laptop, white board, marker, projector
7	<p>Maintain standards of product / service quality</p> <p>Theory Duration (hh:mm) 12:00</p> <p>Practical Duration (hh:mm) 10:00</p>	<ul style="list-style-type: none"> Learn about quality requirements for paint application process Understand how quality is defined, various tests and their acceptance criteria, and how standards can be achieved Learn about various equipment used for quality tests and how to use them Learn to meet and exceed quality requirements of a customer 	Laptop, white board, marker, projector



Sr. No.	Module	Key Learning Outcomes	Equipment Required
	Corresponding NOS Code PCS/N9902		
8	Maintain OH&S standards and follow environmental standards Theory Duration (hh:mm) 06:00 Practical Duration (hh:mm) 16:00 Corresponding NOS Code PCS/N9903	<ul style="list-style-type: none"> Learn about health hazards of chemicals used in paint application process as well as paint materials Learn the use and importance of personal protective equipment Learn to handle chemical, paint, tools and equipment in a safe manner Minimising risks of inhalation injury Become aware of hazards in paint application process and how to prevent/eliminate them Understand methods and precautions to be taken for safe disposal of waste generated in the coating process Learn about safety signs in a plant environment and how to interpret and adhere to them 	Laptop, white board, marker, projector
	COMPULSORY NOS: Total Duration Theory Duration 96:00 Practical Duration 144:00	Unique Equipment Required: First aid kit	

(This syllabus/ curriculum has been approved by Paints and Coatings Skill Council)



Trainer Prerequisites for Job role: “Assistant Decorative Painter” mapped to Qualification Pack: “PCS/Q5006, v1.0”

Sr. No.	Area	Details
1	Description	An Assistant Decorative Painter is an individual who assists the painter/supervisor to inspect the surface, prepare and clean it and then apply the primer and finishing or top coat using appropriate tools, coatings and paints, in order to achieve the desired finish, either manually or using machines.
2	Personal Attributes	An Assistant Decorative Painter should be able to undertake physical labour; work in a paint-redolent environment, have good eye sight with no colour blindness, have good hand-eye coordination and an ability work in all weather conditions.
3	Minimum Educational Qualifications	12 th standard
4a	Domain Certification	Certified for Job Role: “Assistant Decorative Painter” mapped to QP: “PCS/Q5006, v1.0”. Minimum accepted score is 80%
4b	Platform Certification	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “SSC/Q1402”. Minimum accepted % as per respective SSC guidelines is 70%.
5	Experience	2 year experience of paint industry.

Annexure: Assessment Criteria

Assessment Criteria	
Job Role	Assistant Decorative Painter
Qualification Pack	PCS/Q5006, v1.0
Sector Skill Council	Paints and Coatings

Sr. No.	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	Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (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 criteria
5	To pass the Qualification Pack, every trainee should score a minimum of 60% in aggregate and in each NOS
6	In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

Compulsory NOS				Marks Allocation	
Total Marks: 300				Theory	Skills Practical
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of		
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 smooth, levelled surface		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
	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
	Total		50	12	38



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



Compulsory NOS				Marks Allocation	
Total Marks: 300					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
	PC19. prepare tools and equipment to follow the recommended application process – brush/ roller/ spray		1	0.5	0.5
	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
	Total		50	15.5	34.5

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	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



Compulsory NOS				Marks Allocation	
Total Marks: 300				Theory	Skills Practical
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of		
and polish on wooden surface	PC3. brush bleaching agents on wood surface to restore natural color of wood		1	0.5	0.5
	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				Theory	Skills Practical
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of		
	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				
	Total		50	15.5	34.5



Assessable Outcome	Assessment Criteria	Total Mark (300)	Out Of	Marks Allocation	
				Th eor y	Skil l s Prac tical
4. 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
	PC22. communicate with the customers in a polite, professional and friendly manner		1.0	0.25	0.75



Assessable Outcome	Assessment Criteria	Total Mark (300)	Out Of	Marks Allocation	
				Th eor y	Skil l s Prac tical
	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
	Total		50	10	40



Assessable Outcome	Assessment Criteria	Total Mark (300)	Out Of	Marks Allocation	
				Th eor y	Skill s Prac tical
5. 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	50	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
	PC19. offer promotions to improve product satisfaction level to the customers periodically		3.0	1.0	2.0

Assessable Outcome	Assessment Criteria	Total Mark (300)	Out Of	Marks Allocation	
				Theory	Skills Practical
	PC20. weigh the cost of fulfilling unscheduled customer requests, consult with senior and advise the customer on alternatives		2.0	0.5	1.5
	Total		50	13	37

Compulsory NOS				Marks Allocation	
Total Marks: 300				Theory	Skills Practical
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of		
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
	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



Compulsory NOS				Marks Allocation	
Total Marks: 300				Theory	Skills Practical
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of		
	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
	PC30. ensure all equipment and tools are stored and maintained properly and safe for use		1.0	0.4	0.6



Compulsory NOS				Marks Allocation	
Total Marks: 300				Theory	Skills Practical
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of		
	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
	Total		50	14	36