



Wood Polisher

QP Code: PCS/Q5004

Version: 2.0

NSQF Level: 4

Paints and Coatings Skill Council || B 103, Neelam Centre, S. K. Ahire Marg, Worli
Mumbai - 400030

Qualification Pack

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PCS/Q5004: Wood Polisher

Brief Job Description

The individual assesses the surface quality, advises the customer on any pre-treatment, prepares, cleans and then coats it using appropriate coatings/ polishes, and tools to achieve the desired finish.

Personal Attributes

This job requires an individual to undertake physical labour, work in an environment that has a strong smell of paint, have good eye-sight with no colour blindness and work in all types of weather conditions. This is not a gender specific role, and women can also take this as an occupation.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [PCS/N5001: Interact and engage with customer for paint application service](#)
2. [PCS/N5004: Prepare and paint the surfaces for decoration and protection, either manually or by machines](#)
3. [PCS/N5013: Conduct entrepreneurial activities](#)
4. [PCS/N9901: Co-ordinate with colleagues and customers](#)
5. [PCS/N9902: Maintain standards of product/ service quality](#)
6. [PCS/N9903: Maintain OH&S standards and follow environmental norms](#)

Qualification Pack (QP) Parameters

Sector	Paints and Coatings
Sub-Sector	Application
Occupation	Decorative and Industrial Paint Application
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/7132.0600



Minimum Educational Qualification & Experience	8th Class with 2 Years of experience OR I.T.I with 2 Years of experience OR 10th Class + I.T.I with 1 Year of experience OR 12th Class with 6 Months of experience
Minimum Level of Education for Training in School	8th Class
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	31/03/2022
Next Review Date	31/03/2025
NSQC Approval Date	31/03/2022
Version	2.0
Reference code on NQR	2022/CP/PCSC/05731
NQR Version	1.0



PCS/N5001: Interact and engage with customer for paint application service

Description

This OS unit is about interacting and engaging with the customer to understand the customer preferences and expectation for paint application service.

Scope

The scope covers the following :

- Engage with the customer
- Understand customer's preferences and concerns
- Estimate cost, materials, tools and equipment, and time required

Elements and Performance Criteria

Engage with the customer

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

- PC1.** greet customers in a polite and friendly manner
- PC2.** communicate clearly with customers using verbal and non-verbal communication
- PC3.** show colour combinations, finish and texture/ design to the customer, using shade cards, texture/ design booklets
- PC4.** address customer queries and provide accurate information
- PC5.** review customer feedback for continuous improvement

Understand customer preferences and concerns

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

- PC6.** identify customer's painting service requirements and preferences for colour, texture/ design
- PC7.** plan the sequence of painting different areas of the premises, considering the customer's preferences
- PC8.** note the customer's concerns regarding the conduct of the painters during painting
- PC9.** note down the customer's budget

Estimate cost, materials, tools and equipment, and time required

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

- PC10.** assess the type and condition of the substrate to be painted
- PC11.** select the most appropriate tool and equipment and method for measurement of the painting area eg. a scale or a tape for linear measurements
- PC12.** measure the painting area and calculate the quantity of material required using appropriate formula
- PC13.** estimate the manpower and time required for completing the painting job
- PC14.** identify the tools and equipment required, including PPE, for the job
- PC15.** estimate the total cost and mutually agree with the customer



- PC16.** discuss the completion date and payment schedule with the customer and document the same
- PC17.** prepare the final invoice and submit to the customer for payment, after completion of the job

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** company's policy and work instructions on quality standards
- KU2.** importance of the individual's role in the workflow
- KU3.** reporting structure of the organization
- KU4.** occupational health and safety standards
- KU5.** various products for different surfaces, weather conditions, durability and cost
- KU6.** different finishes, texture designs and tools, manual and machine painting
- KU7.** masking and protection of adjacent areas not required to be painted
- KU8.** techniques of effective application using brush, roller, spray
- KU9.** preparation and application process - manual and using machines- for different finishes and products
- KU10.** common application defects and errors to avoid
- KU11.** common symptoms of poor application
- KU12.** significance of the use of suggested diluents in recommended quantities
- KU13.** maintenance and upkeep of tools and equipment
- KU14.** importance of cleaning post painting for complete customer satisfaction
- KU15.** safe disposal of paints and used materials as per standard norms

Generic Skills (GS)

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

- GS1.** read specifications and instructions printed on paint containers, tools and equipment
- GS2.** write reports and maintain records as per organizational policy
- GS3.** communicate with customers and colleagues in a pleasant, polite, calm and clear way
- GS4.** practise active listening to capture task requirements from the customer or supervisor
- GS5.** plan the sequence of the work process
- GS6.** organise the materials, manpower and equipment required to do the work
- GS7.** ensure the delivery of quality work as per the agreed timeline
- GS8.** solve work related problems like manpower and material shortage

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Engage with the customer</i>	5	10	-	-
PC1. greet customers in a polite and friendly manner	-	-	-	-
PC2. communicate clearly with customers using verbal and non-verbal communication	-	-	-	-
PC3. show colour combinations, finish and texture/ design to the customer, using shade cards, texture/ design booklets	-	-	-	-
PC4. address customer queries and provide accurate information	-	-	-	-
PC5. review customer feedback for continuous improvement	-	-	-	-
<i>Understand customer preferences and concerns</i>	4	8	-	-
PC6. identify customer's painting service requirements and preferences for colour, texture/ design	-	-	-	-
PC7. plan the sequence of painting different areas of the premises, considering the customer's preferences	-	-	-	-
PC8. note the customer's concerns regarding the conduct of the painters during painting	-	-	-	-
PC9. note down the customer's budget	-	-	-	-
<i>Estimate cost, materials, tools and equipment, and time required</i>	6	17	-	-
PC10. assess the type and condition of the substrate to be painted	-	-	-	-
PC11. select the most appropriate tool and equipment and method for measurement of the painting area eg. a scale or a tape for linear measurements	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. measure the painting area and calculate the quantity of material required using appropriate formula	-	-	-	-
PC13. estimate the manpower and time required for completing the painting job	-	-	-	-
PC14. identify the tools and equipment required, including PPE, for the job	-	-	-	-
PC15. estimate the total cost and mutually agree with the customer	-	-	-	-
PC16. discuss the completion date and payment schedule with the customer and document the same	-	-	-	-
PC17. prepare the final invoice and submit to the customer for payment, after completion of the job	-	-	-	-
NOS Total	15	35	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	PCS/N5001
NOS Name	Interact and engage with customer for paint application service
Sector	Paints and Coatings
Sub-Sector	Application
Occupation	Decorative and Industrial Paint Application
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	31/03/2022
Next Review Date	31/03/2025
NSQC Clearance Date	31/03/2022



PCS/N5004: Prepare and paint the surfaces for decoration and protection, either manually or by machines

Description

This OS unit is about preparing and painting the surfaces for decoration and protection, either manually or by machines.

Scope

The scope covers the following :

- Plan the work
- Prepare the surface and materials
- Apply paint/ coating on the surface
- Clean up after application

Elements and Performance Criteria

Plan the work

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

- PC1.** review the work instructions and plan to meet the required quality standards
- PC2.** inspect the work area, assess hazards and risks and apply controls, including required signage and barricades
- PC3.** identify materials, tools and equipment required, calculate quantities and locate ready for use
- PC4.** check the tools, equipment and hoses before use as per manufacturer's recommendation
- PC5.** check the work site for provision of adequate ventilation and implement steps to prevent fires and explosions

Prepare the surface and materials

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

- PC6.** test the condition and nature of the substrate and surface material by performing suitable tests
- PC7.** prepare the surface in accordance with the manufacturer's recommendation, substrate and required quality
- PC8.** protect surrounding areas with drop cloths, masking or removing the objects
- PC9.** implement steps to maintain the application area dust free
- PC10.** mix the paint/ coating, ingredients, diluents in the recommended ratio, to achieve the specified consistency and drying
- PC11.** stir paint/ coating and colours thoroughly using separate stirring sticks or other devices
- PC12.** set up and test spray system equipment and accessories as per manufacturer's recommendation

Apply paint/ coating on the surface

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



- PC13.** select the appropriate brush or roller or brush/ roller combination or spray system or appropriate application method based on the surface profile, size of the area, type of paint /coating and finish
- PC14.** apply paint/ coating to achieve the required opacity/ colour, finish, texture and sheen
- PC15.** operate the spray equipment as per the SOP and manufacturer's recommendation
- PC16.** identify defects in the coating and take corrective measures to achieve the required quality

Clean up after application

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

- PC17.** clean up the workspace and place waste and discarded materials into appropriate waste bins or rubbish stock pile
- PC18.** clean the tools and equipment with appropriate solvents
- PC19.** dispose off paint/ coating waste, water and solvents used in cleaning the painting equipment, as per organization's and local disposal norms
- PC20.** store tools, equipment and unused materials safely

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** company's policy and work instructions on quality standards
- KU2.** importance of the individual's role in the workflow
- KU3.** reporting structure of the organization
- KU4.** occupational health and safety standards
- KU5.** various paints/ coatings for different substrates and surfaces, weather conditions, durability and cost
- KU6.** different finishes, texture designs and tools, manual and machine painting
- KU7.** masking and protection of adjacent areas not required to be painted/ coated
- KU8.** techniques of effective application using brush, roller, spray
- KU9.** preparation and application process - manual and using machines - of different finishes and products
- KU10.** common application defects and errors to avoid
- KU11.** common symptoms of poor application
- KU12.** significance of the use of suggested diluents in recommended quantities
- KU13.** safe use of scaffolding, ladders, covers and slings for painting on exterior and high surfaces
- KU14.** personal protection including the use of recommended safety gears and equipment
- KU15.** safe handling and storing of painting/ coating tools, equipment and materials
- KU16.** need for maintenance and upkeep of tools and equipment
- KU17.** importance of cleaning post painting for complete customer satisfaction
- KU18.** safe disposal of paints/ coatings and used materials as per standard norms

Generic Skills (GS)

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



- GS1.** read specifications and instructions printed on material containers, tools and equipment
- GS2.** write reports and maintain records as per company's policy
- GS3.** communicate with customers and colleagues in a pleasant, polite, calm and clear way
- GS4.** practise active listening to capture task requirements from the customer or supervisor
- GS5.** plan the sequence of the work process
- GS6.** organise the materials, manpower and equipment required to do the work
- GS7.** ensure the delivery of quality work as per the agreed timeline
- GS8.** solve work-related problems like manpower and material shortage

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Plan the work</i>	4	9	-	-
PC1. review the work instructions and plan to meet the required quality standards	-	-	-	-
PC2. inspect the work area, assess hazards and risks and apply controls, including required signage and barricades	-	-	-	-
PC3. identify materials, tools and equipment required, calculate quantities and locate ready for use	-	-	-	-
PC4. check the tools, equipment and hoses before use as per manufacturer's recommendation	-	-	-	-
PC5. check the work site for provision of adequate ventilation and implement steps to prevent fires and explosions	-	-	-	-
<i>Prepare the surface and materials</i>	5	12	-	-
PC6. test the condition and nature of the substrate and surface material by performing suitable tests	-	-	-	-
PC7. prepare the surface in accordance with the manufacturer's recommendation, substrate and required quality	-	-	-	-
PC8. protect surrounding areas with drop cloths, masking or removing the objects	-	-	-	-
PC9. implement steps to maintain the application area dust free	-	-	-	-
PC10. mix the paint/ coating, ingredients, diluents in the recommended ratio, to achieve the specified consistency and drying	-	-	-	-
PC11. stir paint/ coating and colours thoroughly using separate stirring sticks or other devices	-	-	-	-
PC12. set up and test spray system equipment and accessories as per manufacturer's recommendation	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Apply paint/ coating on the surface</i>	3	7	-	-
PC13. select the appropriate brush or roller or brush/ roller combination or spray system or appropriate application method based on the surface profile, size of the area, type of paint /coating and finish	-	-	-	-
PC14. apply paint/ coating to achieve the required opacity/ colour, finish, texture and sheen	-	-	-	-
PC15. operate the spray equipment as per the SOP and manufacturer's recommendation	-	-	-	-
PC16. identify defects in the coating and take corrective measures to achieve the required quality	-	-	-	-
<i>Clean up after application</i>	3	7	-	-
PC17. clean up the workspace and place waste and discarded materials into appropriate waste bins or rubbish stock pile	-	-	-	-
PC18. clean the tools and equipment with appropriate solvents	-	-	-	-
PC19. dispose off paint/ coating waste, water and solvents used in cleaning the painting equipment, as per organization's and local disposal norms	-	-	-	-
PC20. store tools, equipment and unused materials safely	-	-	-	-
NOS Total	15	35	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	PCS/N5004
NOS Name	Prepare and paint the surfaces for decoration and protection, either manually or by machines
Sector	Paints and Coatings
Sub-Sector	Application
Occupation	Decorative and Industrial Paint Application
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	31/03/2022
Next Review Date	31/03/2025
NSQC Clearance Date	31/03/2022



PCS/N5013: Conduct entrepreneurial activities

Description

This OS unit is about the entrepreneurial activities to be performed in order to set up and run a paint application service business

Scope

The scope covers the following :

- Identify potential market needs and business opportunities
- Market painting services
- Carry out cash and non-cash transactions and maintain accounts
- Comply with statutory standards

Elements and Performance Criteria

Identify potential market needs and business opportunities

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

- PC1.** survey the local area for commercial and/ or residential projects to identify prospective customers
- PC2.** collect and analyze market information for potential opportunities
- PC3.** identify products and/ or services and it's sources, that match the business opportunity
- PC4.** identify customers for the products and/ or services

Market painting services

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

- PC5.** advertise and distribute pamphlets informing services offered
- PC6.** tie up with dealers and paint companies
- PC7.** receive word-of-mouth publicity to build customer and channel partner loyalties
- PC8.** enroll into various paint company's brand loyalty programs and get certified
- PC9.** keep updated regarding new market trends to provide service to customers

Carry out cash and non-cash transactions and maintain accounts

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

- PC10.** generate a final invoice for the services rendered and agreed
- PC11.** collect payment either in cash or through online/ UPI
- PC12.** maintain accounts for the material supplied, wages paid and payment collected
- PC13.** account for the taxes collected and paid into government treasury
- PC14.** maintain a monthly account to keep track of profit/ loss

Comply with statutory standards

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

- PC15.** comply with workplace health and safety rules stipulated by local authorities
- PC16.** comply with rules related to taxes and duties

PC17. comply with prevalent labour laws

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** business administration, financial and planning activities
- KU2.** data analysis for continuous improvement and identifying new business opportunities
- KU3.** maintaining confidentiality of new business plan
- KU4.** procedures for presenting/discussing new business opportunity
- KU5.** environmental issues and quality standards
- KU6.** human resource management
- KU7.** patent and copyright laws
- KU8.** latest trends and new technology in use
- KU9.** cost implications of delay in project completion
- KU10.** prevalent tax and labour laws
- KU11.** fundamentals of costing, pricing and profit
- KU12.** accounting principles and use of software to maintain books of accounts

Generic Skills (GS)

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

- GS1.** express ideas clearly through written project reports, letters, e-mails, etc.
- GS2.** communicate with customers and colleagues in a pleasant, polite, calm and clear way
- GS3.** practice active listening to capture market requirements
- GS4.** plan the sequence of the work process
- GS5.** prepare proposals and/ or project reports for arranging finance
- GS6.** network to gather market information

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Identify potential market needs and business opportunities</i>	3	7	-	-
PC1. survey the local area for commercial and/or residential projects to identify prospective customers	-	-	-	-
PC2. collect and analyze market information for potential opportunities	-	-	-	-
PC3. identify products and/ or services and its sources, that match the business opportunity	-	-	-	-
PC4. identify customers for the products and/ or services	-	-	-	-
<i>Market painting services</i>	3	7	-	-
PC5. advertise and distribute pamphlets informing services offered	-	-	-	-
PC6. tie up with dealers and paint companies	-	-	-	-
PC7. receive word-of-mouth publicity to build customer and channel partner loyalties	-	-	-	-
PC8. enroll into various paint company's brand loyalty programs and get certified	-	-	-	-
PC9. keep updated regarding new market trends to provide service to customers	-	-	-	-
<i>Carry out cash and non-cash transactions and maintain accounts</i>	5	12	-	-
PC10. generate a final invoice for the services rendered and agreed	-	-	-	-
PC11. collect payment either in cash or through online/ UPI	-	-	-	-
PC12. maintain accounts for the material supplied, wages paid and payment collected	-	-	-	-
PC13. account for the taxes collected and paid into government treasury	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. maintain a monthly account to keep track of profit/ loss	-	-	-	-
<i>Comply with statutory standards</i>	4	9	-	-
PC15. comply with workplace health and safety rules stipulated by local authorities	-	-	-	-
PC16. comply with rules related to taxes and duties	-	-	-	-
PC17. comply with prevalent labour laws	-	-	-	-
NOS Total	15	35	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	PCS/N5013
NOS Name	Conduct entrepreneurial activities
Sector	Paints and Coatings
Sub-Sector	Application
Occupation	Decorative and Industrial Paint Application
NSQF Level	5
Credits	TBD
Version	2.0
Last Reviewed Date	31/03/2022
Next Review Date	31/03/2025
NSQC Clearance Date	31/03/2022



PCS/N9901: Co-ordinate with colleagues and customers

Description

This OS unit is about communicating effectively with superiors, colleagues and customers, for achieving a smooth workflow.

Scope

The scope covers the following :

- Coordinate with supervisors and colleagues
- Address customer complaints and grievances
- Follow inclusive practices at work

Elements and Performance Criteria

Coordinate with supervisors and colleagues

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

- PC1.** collect job order from the supervisor
- PC2.** establish the work output requirements, quality standards, delivery schedule, targets, performance indicators and incentive policies
- PC3.** ensure prompt and quality work as per agreed timeline
- PC4.** report challenges at work and reasons for delay to the supervisor
- PC5.** incorporate feedback received from the supervisor and colleagues
- PC6.** provide colleagues with adequate and accurate information and knowledge
- PC7.** ensure quality output by highlighting errors committed by colleagues, thus helping them improve
- PC8.** comply with the recommended steps of resolving conflicts with colleagues

Address customer complaints and grievances

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

- PC9.** prepare a list of the products/services required by internal and external customers
- PC10.** comply with best practices to keep customer needs and complaints confidential
- PC11.** provide customers with adequate information on potential costs and hazards
- PC12.** apply organisational practices to fully understand and record customer complaints
- PC13.** solve customer issues/complaints or escalate to concerned authorities and supervisors as per organisational policies

Follow inclusive practices at work

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

- PC14.** treat all co-workers equally, irrespective of gender and disability
- PC15.** ensure equal participation of people across genders in discussions
- PC16.** use gender-neutral/gender-inclusive terms while interacting with colleagues
- PC17.** report instances of discriminatory action/attitude to the supervisor

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Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** company's policies on confidentiality and work ethics
- KU2.** the market and the available products and services
- KU3.** company's customer profile, HR policies, reporting structure and documentation policy
- KU4.** standard templates for reports in the organization
- KU5.** the productivity targets of the organization
- KU6.** the importance of meeting quality standards and timelines in a team
- KU7.** the dos and don'ts of customer service
- KU8.** gender based concepts, issues and legislation
- KU9.** various types and degrees of disability
- KU10.** PwD-related legislation
- KU11.** inclusive practices at the workplace

Generic Skills (GS)

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

- GS1.** read important documents like company's work instructions, quality policy, printed instructions and job specifications
- GS2.** use effective writing skills for preparing documents required at the job
- GS3.** communicate effectively with colleagues, supervisors and customers to achieve smooth workflow and ensure rapport
- GS4.** organise materials and equipment required to do the work
- GS5.** resolve inter-personal conflicts and work-related issues such as customer complaints, customised orders, etc. by making appropriate decisions at the workplace
- GS6.** coordinate with different departments and multi-task as necessary
- GS7.** delegate work in consultation with superior or as necessary instead of allowing work to pile up

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Coordinate with supervisors and colleagues</i>	8	16	-	-
PC1. collect job order from the supervisor	-	-	-	-
PC2. establish the work output requirements, quality standards, delivery schedule, targets, performance indicators and incentive policies	-	-	-	-
PC3. ensure prompt and quality work as per agreed timeline	-	-	-	-
PC4. report challenges at work and reasons for delay to the supervisor	-	-	-	-
PC5. incorporate feedback received from the supervisor and colleagues	-	-	-	-
PC6. provide colleagues with adequate and accurate information and knowledge	-	-	-	-
PC7. ensure quality output by highlighting errors committed by colleagues, thus helping them improve	-	-	-	-
PC8. comply with the recommended steps of resolving conflicts with colleagues	-	-	-	-
<i>Address customer complaints and grievances</i>	4	12	-	-
PC9. prepare a list of the products/services required by internal and external customers	-	-	-	-
PC10. comply with best practices to keep customer needs and complaints confidential	-	-	-	-
PC11. provide customers with adequate information on potential costs and hazards	-	-	-	-
PC12. apply organisational practices to fully understand and record customer complaints	-	-	-	-
PC13. solve customer issues/complaints or escalate to concerned authorities and supervisors as per organisational policies	-	-	-	-
<i>Follow inclusive practices at work</i>	3	7	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. treat all co-workers equally, irrespective of gender and disability	-	-	-	-
PC15. ensure equal participation of people across genders in discussions	-	-	-	-
PC16. use gender-neutral/gender-inclusive terms while interacting with colleagues	-	-	-	-
PC17. report instances of discriminatory action/attitude to the supervisor	-	-	-	-
NOS Total	15	35	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	PCS/N9901
NOS Name	Co-ordinate with colleagues and customers
Sector	Paints and Coatings
Sub-Sector	Application, Manufacturing
Occupation	Generic
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	31/03/2022
Next Review Date	31/03/2025
NSQC Clearance Date	31/03/2022



PCS/N9902: Maintain standards of product/ service quality

Description

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

Scope

The scope covers the following :

- Engage with customers to understand product/ service quality requirements
- Achieve customer satisfaction for given quality

Elements and Performance Criteria

Engage with customers to understand product/ service quality requirements

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

- PC1.** identify the profiles of expected customers
- PC2.** evaluate market information on latest trends and customer expectations
- PC3.** analyse the product/service requirements and quality expectations of target customers as stipulated by the company
- PC4.** provide customers with the right and quality products/services
- PC5.** use appropriate close-ended questions to clarify customer requirements
- PC6.** address customer queries accurately and promptly

Achieve customer satisfaction for given quality

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

- PC7.** participate in training sessions on new and innovative products/services as per the company's marketing strategies and product development needs
- PC8.** demonstrate the steps of escalating negative feedback to the supervisor or concerned authorities
- PC9.** ensure that maintenance and calibration services are extended to customers regularly as per company policies
- PC10.** establish the cost of fulfilling unscheduled and special customer requests in consultation with senior(s) and advise the customer on alternatives
- PC11.** perform appropriate tests to ensure quality adherence of the products/services

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** company's policies on quality standards and documentation for quality compliance
- KU2.** company's end-customer profile
- KU3.** the market standards of customer satisfaction

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- KU4.** types of unscheduled and special requests expected from customers
- KU5.** various parameters tested for quality
- KU6.** test pass/fail criteria and acceptable tolerance levels
- KU7.** equipment used for quality tests
- KU8.** ways to improve company's customer satisfaction rating
- KU9.** standard practices in customer orientation and quality adherence

Generic Skills (GS)

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

- GS1.** read important documents like company's work instructions, quality policy, printed instructions and job specifications
- GS2.** record customer queries and complaints to support product development and enhancement
- GS3.** communicate effectively with colleagues while discussing quality standards
- GS4.** make appropriate decisions while recommending products/services and promotional offers to customers

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Engage with customers to understand product/service quality requirements</i>	10	20	-	-
PC1. identify the profiles of expected customers	-	-	-	-
PC2. evaluate market information on latest trends and customer expectations	-	-	-	-
PC3. analyse the product/service requirements and quality expectations of target customers as stipulated by the company	-	-	-	-
PC4. provide customers with the right and quality products/services	-	-	-	-
PC5. use appropriate close-ended questions to clarify customer requirements	-	-	-	-
PC6. address customer queries accurately and promptly	-	-	-	-
<i>Achieve customer satisfaction for given quality</i>	5	15	-	-
PC7. participate in training sessions on new and innovative products/services as per the company's marketing strategies and product development needs	-	-	-	-
PC8. demonstrate the steps of escalating negative feedback to the supervisor or concerned authorities	-	-	-	-
PC9. ensure that maintenance and calibration services are extended to customers regularly as per company policies	-	-	-	-
PC10. establish the cost of fulfilling unscheduled and special customer requests in consultation with senior(s) and advise the customer on alternatives	-	-	-	-
PC11. perform appropriate tests to ensure quality adherence of the products/services	-	-	-	-
NOS Total	15	35	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	PCS/N9902
NOS Name	Maintain standards of product/ service quality
Sector	Paints and Coatings
Sub-Sector	Application, Manufacturing
Occupation	Generic
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	31/03/2022
Next Review Date	31/03/2025
NSQC Clearance Date	31/03/2022



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

Description

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.

Scope

The scope covers the following :

- Prevent accidents at work place and damage to environment
- Follow standard health, safety, and environmental policies and procedures
- Use safety tools and personal protective equipment (PPE)
- Achieve health, safety and environmental standards

Elements and Performance Criteria

Prevent accidents at workplace and damage to environment

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

- PC1.** identify eco-friendly products and machines
- PC2.** select suitable non-hazardous alternatives of hazardous products to control environmental pollution
- PC3.** practise necessary steps of eliminating or minimising health, safety and environmental hazards in the work areas
- PC4.** ensure that precautions, like masking items, are taken while painting in office/residence location to prevent damages
- PC5.** practise precautions to protect children and other family members for overspray
- PC6.** determine suitable ways of optimising the usage of resources (water, electricity, fuel, etc.) in various tasks, activities, and processes
- PC7.** check for spills/leakages in various tasks/activities/processes, plug spills/leakages, and escalate to the appropriate authority, if unable to rectify
- PC8.** ensure routine cleaning of tools, machines, and equipment
- PC9.** identify processes where energy/ electricity and material utilization can be optimized
- PC10.** ensure that material and water conservation processes are closely monitored at work
- PC11.** analyse the causes of accidents at the workplace and suggest measures to prevent such accidents from recurring
- PC12.** identify methods of improving the existing safety procedures at the workplace
- PC13.** do not smoke, ensure no smoking and open flames at the workplace

Follow standard health, safety and environmental policies and procedures

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

- PC14.** segregate waste into different categories (recyclable, non-recyclable, hazardous, etc.)
- PC15.** practise waste disposal in the designated areas safely as per company's policies and rules



- PC16.** ensure appropriate ventilation in the rooms in the presence of paint vapours
- PC17.** check if the equipment/machine is functioning normally before starting work
- PC18.** ensure that electrical equipment and appliances are properly connected and turned off when not in use
- PC19.** check if the standard process is followed for treatment of the wastewater in the unit
- PC20.** use products, free of lead and heavy metal, that meet RoHS (restriction on heavy substances) specifications
- PC21.** stack items, in an organized way, to reduce risk of injuries while handling materials
- PC22.** practise handling materials, tools, acids, chemicals, equipment, etc. safely
- PC23.** ensure that all chemicals and acids are stored in well-ventilated and locked areas with warning signs displayed
- PC24.** develop a routine for unplugging the electrical equipment before performing maintenance
- PC25.** ensure that the floors are free of oil, water and grease to avoid slippery surface
- PC26.** ensure daily tasks are executed via alternative methods such as marking attendance without using biometric devices, virtual meetings, e-payments, etc.
- PC27.** practise social distancing at workplace, e.g. increased space, 2 meters or more, between employee work areas, prevent crowding of common areas, etc.
- PC28.** perform routine hygiene and sanitation checks of work area and equipment as per SOP
- PC29.** check the availability of the products required to maintain hygiene and sanitation
- PC30.** ensure entry and exit SOP are followed

Use safety tools and personal protective equipment (PPE)

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

- PC31.** check if all employees are aware of MSDS (Material Safety Data Sheet) details
- PC32.** ensure that the employees have access to first aid kit when needed
- PC33.** use personal protective equipment and safety gear such as gloves, mask, headwear, footwear, glasses, goggles, etc. for specific tasks and work conditions as per SOP
- PC34.** adopt precautions like insulated clothing, adequate equipment insulation, dry work area, switching off the power supply when not required, etc.
- PC35.** check availability of general health and safety equipment such as fire extinguishers, first aid kit, safety equipment, clothing, safety installations such as fire exits, exhaust fans, etc.

Achieve health, safety and environmental standards

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

- PC36.** record all first aid treatments, inspections, employees' and visitors' details, etc., to keep track of the safety measures undertaken
- PC37.** assess risks and ensure corrective action as per SOPs
- PC38.** report hazards, breaches, and incidents to appropriate authority, e.g., reporting of people with any symptoms, etc.
- PC39.** comply with SOPs in case of health emergency
- PC40.** support employees so that they can cope with stress, anxiety, etc.
- PC41.** ensure a safe working environment for female colleagues

Knowledge and Understanding (KU)



The individual on the job needs to know and understand:

- KU1.** the importance of social distancing and hygiene
- KU2.** modes of disease transmission and symptoms of infections like fever, cough, redness, swelling and inflammation
- KU3.** company's policies on health, safety, documentation, and environmental procedures at the workplace
- KU4.** company's reporting structure
- KU5.** common sources of pollution and ways to minimize it
- KU6.** environment-friendly materials that can replace conventional materials
- KU7.** government and company's environmental norms
- KU8.** solid waste management rules 2016
- KU9.** recommended practices for minimizing and disposing off waste
- KU10.** latest methods of energy and material conservation
- KU11.** potential hazards, risks, and threats based on the nature of work
- KU12.** standard operating procedures for safe handling of chemicals, equipment and machinery
- KU13.** the purpose and usage of protective gears such as gloves, protective goggles, masks, etc. while working
- KU14.** precautionary activities and emergency procedures to be followed for workplace safety
- KU15.** use of first aid at the workplace
- KU16.** locations of fire extinguishers, emergency exits, etc.
- KU17.** signs of stress and anxiety

Generic Skills (GS)

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

- GS1.** read and interpret internal communications correctly
- GS2.** write formal and informal letters/emails, memos, reports, etc.
- GS3.** communicate effectively with others to convey relevant information
- GS4.** assess situations and make appropriate decisions
- GS5.** prioritize, organize, and complete work within prescribed timelines
- GS6.** address work-related issues and problems

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prevent accidents at workplace and damage to environment</i>	3	8	-	-
PC1. identify eco-friendly products and machines	-	-	-	-
PC2. select suitable non-hazardous alternatives of hazardous products to control environmental pollution	-	-	-	-
PC3. practise necessary steps of eliminating or minimising health, safety and environmental hazards in the work areas	-	-	-	-
PC4. ensure that precautions, like masking items, are taken while painting in office/residence location to prevent damages	-	-	-	-
PC5. practise precautions to protect children and other family members for overspray	-	-	-	-
PC6. determine suitable ways of optimising the usage of resources (water, electricity, fuel, etc.) in various tasks, activities, and processes	-	-	-	-
PC7. check for spills/leakages in various tasks/activities/processes, plug spills/leakages, and escalate to the appropriate authority, if unable to rectify	-	-	-	-
PC8. ensure routine cleaning of tools, machines, and equipment	-	-	-	-
PC9. identify processes where energy/ electricity and material utilization can be optimized	-	-	-	-
PC10. ensure that material and water conservation processes are closely monitored at work	-	-	-	-
PC11. analyse the causes of accidents at the workplace and suggest measures to prevent such accidents from recurring	-	-	-	-
PC12. identify methods of improving the existing safety procedures at the workplace	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. do not smoke, ensure no smoking and open flames at the workplace	-	-	-	-
<i>Follow standard health, safety and environmental policies and procedures</i>	7	14	-	-
PC14. segregate waste into different categories (recyclable, non-recyclable, hazardous, etc.)	-	-	-	-
PC15. practise waste disposal in the designated areas safely as per company's policies and rules	-	-	-	-
PC16. ensure appropriate ventilation in the rooms in the presence of paint vapours	-	-	-	-
PC17. check if the equipment/machine is functioning normally before starting work	-	-	-	-
PC18. ensure that electrical equipment and appliances are properly connected and turned off when not in use	-	-	-	-
PC19. check if the standard process is followed for treatment of the wastewater in the unit	-	-	-	-
PC20. use products, free of lead and heavy metal, that meet RoHS (restriction on heavy substances) specifications	-	-	-	-
PC21. stack items, in an organized way, to reduce risk of injuries while handling materials	-	-	-	-
PC22. practise handling materials, tools, acids, chemicals, equipment, etc. safely	-	-	-	-
PC23. ensure that all chemicals and acids are stored in well-ventilated and locked areas with warning signs displayed	-	-	-	-
PC24. develop a routine for unplugging the electrical equipment before performing maintenance	-	-	-	-
PC25. ensure that the floors are free of oil, water and grease to avoid slippery surface	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC26. ensure daily tasks are executed via alternative methods such as marking attendance without using biometric devices, virtual meetings, e-payments, etc.	-	-	-	-
PC27. practise social distancing at workplace, e.g. increased space, 2 meters or more, between employee work areas, prevent crowding of common areas, etc.	-	-	-	-
PC28. perform routine hygiene and sanitation checks of work area and equipment as per SOP	-	-	-	-
PC29. check the availability of the products required to maintain hygiene and sanitation	-	-	-	-
PC30. ensure entry and exit SOP are followed	-	-	-	-
<i>Use safety tools and personal protective equipment (PPE)</i>	2	5	-	-
PC31. check if all employees are aware of MSDS (Material Safety Data Sheet) details	-	-	-	-
PC32. ensure that the employees have access to first aid kit when needed	-	-	-	-
PC33. use personal protective equipment and safety gear such as gloves, mask, headwear, footwear, glasses, goggles, etc. for specific tasks and work conditions as per SOP	-	-	-	-
PC34. adopt precautions like insulated clothing, adequate equipment insulation, dry work area, switching off the power supply when not required, etc.	-	-	-	-
PC35. check availability of general health and safety equipment such as fire extinguishers, first aid kit, safety equipment, clothing, safety installations such as fire exits, exhaust fans, etc.	-	-	-	-
<i>Achieve health, safety and environmental standards</i>	3	8	-	-
PC36. record all first aid treatments, inspections, employees' and visitors' details, etc., to keep track of the safety measures undertaken	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC37. assess risks and ensure corrective action as per SOPs	-	-	-	-
PC38. report hazards, breaches, and incidents to appropriate authority, e.g., reporting of people with any symptoms, etc.	-	-	-	-
PC39. comply with SOPs in case of health emergency	-	-	-	-
PC40. support employees so that they can cope with stress, anxiety, etc.	-	-	-	-
PC41. ensure a safe working environment for female colleagues	-	-	-	-
NOS Total	15	35	-	-

National Occupational Standards (NOS) Parameters

NOS Code	PCS/N9903
NOS Name	Maintain OH&S standards and follow environmental norms
Sector	Paints and Coatings
Sub-Sector	Application, Manufacturing
Occupation	Generic
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	31/03/2022
Next Review Date	31/03/2025
NSQC Clearance Date	31/03/2022

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Practical Skills for each Element/ PC.

The assessment for the theory part will be based on knowledge bank of questions created by the SSC.

Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.

Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).

Individual assessment agencies will create unique evaluations for practical skill for every student at each examination/ training center based on these criteria.

To pass the Qualification Pack assessment, every trainee should score the Recommended Pass % aggregate for the QP.

In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Qualification Pack

Minimum Aggregate Passing % at QP Level : 60

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

Minimum Passing % at NOS Level: 60

(Please note: A Trainee must score the minimum percentage for each NOS separately as well as on the QP as a whole.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
PCS/N5001.Interact and engage with customer for paint application service	15	35	-	-	50	20
PCS/N5004.Prepare and paint the surfaces for decoration and protection, either manually or by machines	15	35	-	-	50	20
PCS/N5013.Conduct entrepreneurial activities	15	35	-	-	50	20
PCS/N9901.Co-ordinate with colleagues and customers	15	35	-	-	50	10
PCS/N9902.Maintain standards of product/ service quality	15	35	-	-	50	10
PCS/N9903.Maintain OH&S standards and follow environmental norms	15	35	-	-	50	20
Total	90	210	-	-	300	100



Acronyms

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

Glossary

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

Qualification Pack

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

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Knowledge and Understanding	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual need in order to perform to the required standard.
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