

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR PAINTS AND COATINGS INDUSTRY

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

Contact Us:

Paints and Coatings Skill
Council, 105, Kakad
Chambers, 132, Dr. Anne
Besant Road, Worli,
Mumbai – 400 018
Email:
managerquality@pcsc.in



Contents

1. [Introduction and Contacts.....P1](#)
2. [Qualifications Pack.....P2](#)
3. [Glossary of Key TermsP3](#)
4. [OS Units.....P5](#)
5. [Nomenclature for QP & OS.....P43](#)
6. [Criteria for Assessment of Trainees....P45](#)

Introduction

Qualifications Pack: Decorative Painter Options: Texture Painter

SECTOR: PAINTS AND COATINGS

SUB-SECTOR: Application

OCCUPATION: Decorative Application

REFERENCE ID: PCS/Q5002

ALIGNED TO: NCO-2015/7131.0100

Brief Job Description: The individual paints interior and exterior walls of buildings as well as metal frames of doors and windows, either independently or under the direction and supervision of the supervisor. S/he may also create desired texture finish as per customer's requirements, using stencil or hand tools.

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.



Job Details

Qualifications Pack Code	PCS/Q5002		
Job Role	Decorative Painter		
Credits(NSQF)	TBD	Version number	1.0
Sector	Paints and Coatings	Drafted on	26/07/17
Sub-sector	Application	Last reviewed on	23/08/17
Occupation	Decorative Application	Next review date	22/08/19
NSQC Clearance on	NA		

Job Role	Decorative Painter Also known as Architectural Painter
Role Description	Painting interior and exterior walls of buildings as well as metal frames of doors and windows, either independently or under the direction and supervision of the supervisor. Achieve textured finish as per customer's requirement.
NSQF level	4
Minimum Educational Qualifications	5 th standard
Maximum Educational Qualifications	Not Applicable
Training (Suggested but not mandatory)	Interpreting design drawings
Minimum Job Entry Age	18 years
Experience	Minimum preferable 3 years as Painting Helper.
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> 1. PCS/N5001 Manage interaction with customer during painting 2. PCS/N5004 Paint the wall and/or doors and window surface manually 3. PCS/N5005 Paint the wall and/or doors and window surface using machines 4. PCS/N9901 Coordinate with colleagues and/or customers 5. PCS/N9902 Maintain standards of product/ service quality 6. PCS/N9903 Maintain O&HS standards and follow environmental norms <p>Options:</p> <p>Option 1. PCS/N5002 Paint the wall texture using hand tool or stencil</p>
Performance Criteria	As described in the relevant OS units



Qualifications Pack For 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 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

A grayscale world map showing the continents. India is highlighted with a blue outline and a small Indian flag icon is placed over it.

Overview

This unit is about managing customer interaction during painting to understand the customer's preferences and expectations, inspect the surface to be painted, broadly calculate the material and equipment required, provide a cost estimate for the job.

PCS/N5001 Manage interaction with customer during painting

National Occupational Standard

Unit Code	PCS /N5001
Unit Title (Task)	Manage interaction with customer during painting
Description	This unit is about managing customer interaction during painting to understand the customer's preferences and expectations, inspect the surface to be painted, broadly calculate the material and equipment required, provide a cost estimate for the job.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Understand any specific concerns and preferences of the customer on conduct during the painting job at their premises Inspect the surface to be painted Estimate time, supplies and equipment Assist in preparing measurement sheet and bill the customer
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Understand any specific concerns and preferences of the customer on conduct during the painting job at their premises	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. visit customer's site, home or business premises as scheduled</p> <p>PC2. note down the customer's painting service requirement</p> <p>PC3. understand customer's preferences and expectations wrt colour, finish, type of paint such as water-based paint, solvent-based paint, low-volatile organic compound (VOC) paint, etc.</p> <p>PC4. understand the customer's requirement of type of texture/ design to be painted</p> <p>PC5. understand the customer's budget</p> <p>PC6. understand the customer's concern regarding conduct during painting at his premises</p> <p>PC7. understand the customer's preference for sequence of painting different area of the premises</p> <p>PC8. understand the expectation on maintaining discipline, cleanliness and hygiene during painting</p> <p>PC9. show shade cards, texture paint booklets to demonstrate the colour combinations, finish and texture.</p> <p>PC10. demonstrate new designs or design modifications, if necessary</p>
Inspecting surface to be painted	<p>To be competent, the user/ individual must be able to:</p> <p>PC11. assess the surface to be painted</p> <p>PC12. inform if any pre-treatment needs to be done by the customer prior to starting the paint work such as water-proofing, pest control, etc.</p> <p>PC13. check for any damage to the surface that the painting process cannot rectify</p> <p>PC14. make the customer aware of the consequences of not doing the required pretreatment, e.g., flaking, bubble formation, poor smoothness, etc.</p> <p>PC15. check the level of paint, dust, grease or grime to be removed while preparing the surface</p>



PCS/N5001

Manage interaction with customer during painting

Estimating time, material and equipment	<p>To be competent, the user/ individual must be able to:</p> <p>PC16. assess the time and effort required for preparing the surface, coating and finishing</p> <p>PC17. measure dimensions of the area to be painted</p> <p>PC18. calculate tools, material, chemicals and equipment requirements for the job</p> <p>PC19. respond to customer's queries and concerns</p>
Assist in preparing measurement sheet and bill the customer	<p>To be competent, the user/ individual must be able to:</p> <p>PC20. mutually agree with the customer on job completion date and total amount (including taxes) payable.</p> <p>PC21. agree on the advance payment, payment against specific jobs completed and post work payment</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The 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. any discounts and scheme offerings</p> <p>KA3. contractor's/ dealer's/ company's personnel management</p> <p>KA4. incentives rules for painters</p> <p>KA5. importance of the individual's role in the workflow</p> <p>KA6. reporting structure, if any</p> <p>KA7. occupational health and safety standards</p>
B. Technical Knowledge	<p>The 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 stencil and hand tool textures</p> <p>KB3. new texture designs creation and stencils or hand tools</p> <p>KB4. difference between manual and machine painting</p> <p>KB5. use of related tools or machines such as brush, roller, spray or for sanding</p> <p>KB6. types of brushes and rollers used for different types of paints</p> <p>KB7. suitability of various paints on different surfaces (exterior or interior) and weather conditions, durability and pricing</p> <p>KB8. availability of paint with contractor or company or dealer</p> <p>KB9. major ingredients of paints and role of pigment, binder, extender</p> <p>KB10. process of wall and window painting such as sanding, sealing and cleaning, putty/ primer application, top coat application</p> <p>KB11. the types of sand paper and their use for coarse to fine sanding while avoiding wastage</p> <p>KB12. common defects post painting and errors to avoid</p> <p>KB13. colour combinations and different shades available for a colour and their numbering</p> <p>KB14. importance of required textured finish</p> <p>KB15. process of computerised colour tinting and matching</p> <p>KB16. impact of lighting on finish and final outcome against the proposed design</p> <p>KB17. new market and industry trends in textured painting</p> <p>KB18. new types of paints products available in the market</p> <p>KB19. use of moisture meter, pH meter, measuring tapes</p> <p>KB20. dilution ratio and drying time</p> <p>KB21. various techniques for estimating customer service standards in the market</p>



	<p>and benchmarks</p> <p>KB22. importance of safety at work, especially, from dust inhalation</p> <p>KB23. importance of cleaning post painting for complete customer satisfaction</p> <p>KB24. use of mobile application based paint calculator and quotation generation, wherever available.</p> <p>KB25. use of scaffolding, ladders, covers and slings for painting on exterior and high surfaces</p> <p>KB26. safe disposal of paints and used materials as per standard norms</p>
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	<p>The user/individual on the job needs to know and understand how:</p> <p>SA1. to read instructions printed on paints and solutions' containers</p>
	Writing Skills
	<p>The user/individual on the job needs to know and understand how:</p> <p>SA2. to maintain records as per company's/contractor's policy</p> <p>SA3. to note down customer's requirements/ measurements accurately</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. listen to customers to capture their requirements</p> <p>SA5. answer the queries of customers in language they understand</p> <p>SA6. communicate with customers in pleasant, polite, calm and clear way</p> <p>SA7. provide a list of equipment, materials and aids that would be used as consumables as per company's standards</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how:</p> <p>SB1. to select the right materials and tools for painting as per the surface, type of painting required and market/contractor's/company's standards</p> <p>SB2. to provide a schedule of the painting job to be carried out</p>
	Plan and Organize
	<p>The user/individual on the job needs to know and understand how:</p> <p>SB3. to schedule the sequence of work</p> <p>SB4. to arrange for materials and equipment required to do the work</p> <p>SB5. to interact with persons involved in the process as per company's standards</p> <p>SB6. to carry documents as per company's standards</p>
	Customer Centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. ensure correct conduct and etiquette while at the customer's premises</p> <p>SB8. ensure the completion of work as per the schedule given to the customer at the start of the work</p>
	Problem Solving



PCS/N5001

Manage interaction with customer during painting

	The user/individual on the job needs to know and understand how to: SB9. resolve work related problems such as related to materials shortage, helper support, change in customer expectation, either by communicating politely but effectively or by escalating to superior
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB10. estimate the time required to do the job SB11. assess effort required for painting SB12. assess and estimate the materials and equipment required for the type of surface to be painted SB13. calculate the cost of painting SB14. calculate the material quantity based on the type and surface area
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB15. check the moisture content using the moisture meter and/ or pH using a pH meter and determine if the wall surface is suitable for painting





NOS Version Control

NOS Code	PCS/N5001		
Credits(NSQF)	TBD	Version number	1.0
Industry	Paints and Coatings	Drafted on	26/07/17
Industry Sub-sector	Application	Last reviewed on	23/08/17
Occupation	Decorative Application	Next review date	22/08/19





PCS/N5004 Paint the wall and/or doors and window surface manually

National Occupational Standard

Overview

This unit is about preparing surface, painting the exterior or interior wall and/or doors/window surfaces, manually.

PCS/N5004 Paint the wall and/or doors and window surface manually

National Occupational Standard

Unit Code	PCS /N5004
Unit Title (Task)	Paint the wall and/or doors and window surface manually
Description	This OS unit is about preparing surface, painting the exterior or interior wall and/or doors/ window surfaces, manually
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Prepare the surface • Apply putty or primer coat • Apply finishing coat
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Preparing the surface	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. sand the surface with sand paper to remove any paint, grease, dust, etc.</p> <p>PC2. sand the surface to a required smoothness level as per company's standards</p> <p>PC3. wipe-off the dust or residue from the surface</p> <p>PC4. mask with a tape any parts or other surface that need not be painted</p> <p>PC5. clean with cloth or water, as per instructions</p> <p>PC6. check suitability of the prepared surface for the type of paint finish desired</p>
Applying putty/ primer coat	<p>To be competent, the user/ individual must be able to:</p> <p>PC7. apply primer on the surface in the required quantity and as per company's standards</p> <p>PC8. mix putty/ primer, paint, thinner and hardener (if required as per company standards) as per instructions of paint manufacturer</p> <p>PC9. apply paint on the surface with brush/ roller/ spray gun as per company's standards or manufacturer's recommendations</p>
Applying finishing coat	<p>To be competent, the user/ individual must be able to:</p> <p>PC10. apply paint topcoat on the surface as per company's standards</p> <p>PC11. finish the surface as per customer's requirement or company's standards</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The individual on the job needs to know and understand:</p> <p>KA1. customer's or paint company's instructions and expected quality standards</p> <p>KA2. any discounts and scheme offerings</p> <p>KA3. contractor's/ dealer's/ company's personnel management</p> <p>KA4. incentives rules for painters</p> <p>KA5. importance of the individual's role in the workflow</p> <p>KA6. reporting structure, if any</p> <p>KA7. occupational health and safety standards</p>
B. Technical Knowledge	<p>The individual on the job needs to know and understand:</p> <p>KB1. different types of finishes e.g., matt, glossy, satin, textured</p>

PCS/N5004 Paint the wall and/or doors and window surface manually

	<p>KB2. difference between manual and machine painting</p> <p>KB3. use of related tools such as brush, roller, spray</p> <p>KB4. types of brushes and rollers used for different types of paints</p> <p>KB5. suitability for various paints on different surfaces (exterior or interior) and weather conditions, durability and pricing</p> <p>KB6. availability of paint with contractor or company or dealer</p> <p>KB7. major ingredients of paints and role of pigment, binder, extender</p> <p>KB8. process of various stages in wall and window 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 while avoiding wastage</p> <p>KB10. common defects post painting and mistakes to avoid</p> <p>KB11. colour combinations and different shades available for a colour and their numbering</p> <p>KB12. importance of smooth finish</p> <p>KB13. process of computerised colour tinting and matching</p> <p>KB14. impact of lighting on finish and final outcome against the shade card</p> <p>KB15. new trends in wall/ window painting</p> <p>KB16. new types of paints products available in the market</p> <p>KB17. use of moisture meter, ph meter, measuring tapes</p> <p>KB18. dilution ratio and drying time</p> <p>KB19. various techniques for estimating customer service standards in the market and benchmarks</p> <p>KB20. importance of safety at work, especially, from dust inhalation</p> <p>KB21. importance of cleaning post painting for complete customer satisfaction</p> <p>KB22. use of mobile application based paint calculator and quotation generation</p> <p>KB23. use of scaffolding, ladders, covers and slings for painting on exterior and high surfaces</p> <p>KB24. safe disposal of paints and used materials as per standard norms</p>
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	The user/individual on the job needs to know and understand how:
	SA1. to read instructions displayed on the paint containers
	Writing Skills
	The user/individual on the job needs to know and understand how:
	SA2. to maintain records as per company's/ contractor's policy
B. Professional Skills	SA3. to note down customer's requirements accurately
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA4. listen to customers and register their requirements
	SA5. answer the queries of customers in a language they understand
	SA6. communicate with customers in a pleasant, polite, calm and clear manner
Decision Making	

PCS/N5004 Paint the wall and/or doors and window surface manually

	The user/individual on the job needs to know and understand how: SB1. to determine whether any pre-treatment is required or not SB2. to assess materials and consummables required SB3. to select the right materials and tools for painting as per the surface, type of painting required and company's standards SB4. to provide a schedule of the painting job to be carried out
	Plan and Organize
	The user/individual on the job needs to know and understand how: SB5. to arrange for paint, tools and other chemicals on time SB6. to prioritize work so as to complete the job as per agreed schedule SB7. work in coordination with co-workers to do the quality work in time
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB8. ensure the completion of work as per the given schedule and quantity of materials provided to the customer at the start of the work
	Problem Solving
	The user/individual on the job needs to know and understand how: SB9. to resolve any concerns related to work or customer's requirement by communicating politely and effectively or escalating the issue to designated superior
	Analytical Thinking
	The user/individual on the job needs to know and understand how: SB10. to select the application method depending on the paint to be applied SB11. to avoid wastage of paint while painting SB12. to hold and load the sprayer with the right amount of paint for good and smooth coverage SB13. to estimate the number of coats to be applied to achieve the required thickness
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB14. surface smoothness required to make paint adhere to it SB15. precautions to avoid brush marks, bubbles, breaks, etc., on the surface SB16. distance to be maintained between the spray gun and the surface

PCS/N500 Paint the wall and/or doors and window surface manually

NOS Version Control

NOS Code	PCS/N5004		
Credits(NSQF)	TBD	Version number	1.0
Industry	Paints and Coatings	Drafted on	26/07/17
Industry Sub-sector	Application	Last reviewed on	23/08/17
Occupation	Decorative Application	Next review date	22/08/19





PCS/N5005 Paint the wall and/ or doors and window surface using machine

National Occupational Standard

Overview

This unit is about using machines for preparing the wall and/ or window surface, applying putty/ primer and top coat to achieve faster, efficient and dust free painting.

PCS/N5005 Paint the wall and/ or doors and window surface using machine

National Occupational Standard

Unit Code	PCS /N5005
Unit Title (Task)	Paint the wall and/ or window surface using machines
Description	This OS unit is about using machines for preparing the wall and/ or window surface, applying putty/ primer and top coat to achieve faster, efficient and dust free painting
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Prepare the surface using sanding machine, multipurpose mixer, high-pressure washer • Apply primer and top coat using auto roller/ air assisted or airless spray gun
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Preparing surface	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. use sanding machine and its knob controls</p> <p>PC2. use multipurpose mixer for putty, paint and texture mixing at regulated speeds, as specified by the company</p> <p>PC3. wash the surface using high pressure washer</p> <p>PC4. achieve a smooth surface suitable for superior finish</p>
Applying primer and top coat using auto roller, air assisted or airless spray gun	<p>To be competent, the user/ individual must be able to:</p> <p>PC5. mix paint, thinner and hardener as per company standards</p> <p>PC6. apply primer or paint using auto roller, air assisted or airless spray gun</p> <p>PC7. apply water-based primer and water-based top coat using airless spray gun</p>
Knowledge and Understanding (K)	
B. Organizational Context (Knowledge of the company / organization and its processes)	<p>The 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. any discounts and scheme offerings</p> <p>KA3. contractor's/ dealer's/ company's personnel management</p> <p>KA4. incentives rules for painters</p> <p>KA5. importance of the individual's role in the workflow</p> <p>KA6. reporting structure, if any</p> <p>KA7. occupational health and safety standards</p>
B. Technical Knowledge	<p>The individual on the job needs to know and understand:</p> <p>KB1. different types of paints and finishes for interiors and exteriors, and for first time painting and repainting</p> <p>KB2. difference between manual and machine painting</p> <p>KB3. use of related machines such as sanding machine, multipurpose mixer, auto roller, high-pressure washer, and airless paint sprayer</p> <p>KB4. efficiency in paint consumption and time taken using machines</p> <p>KB5. advantages of dust reduction and sparkling finish via machine painting</p> <p>KB6. varieties of sprayers or rollers used for different types of paints</p> <p>KB7. suitability of various paints for different surfaces (exterior or interior) and weather conditions, durability and pricing</p> <p>KB8. availability of paint with contractor or company or dealer</p>

PCS/N5005 Paint the wall and/ or doors and window surface using machine

	<p>KB9. major ingredients of paints and role of pigment, binder, extender</p> <p>KB10. various stages in process of wall painting such as sanding, sealing and cleaning, putty/ primer application, top coat application</p> <p>KB11. the types of sand paper and their use for coarse to fine sanding while avoiding wastage</p> <p>KB12. common defects post painting and mistakes to avoid</p> <p>KB13. colour combinations and different shades available for a colour and their numbering</p> <p>KB14. importance of smooth finish</p> <p>KB15. process of computerised colour tinting and matching</p> <p>KB16. impact of lighting on finish and final outcome against the shade card</p> <p>KB17. new trends in wall/ window painting</p> <p>KB18. new types of paints products available in the market</p> <p>KB19. use of moisture meter, pH meter, measuring tapes</p> <p>KB20. dilution ratio and drying time</p> <p>KB21. various techniques for estimating customer service standards in the market and benchmarks</p> <p>KB22. importance of safety at work, especially, from dust inhalation</p> <p>KB23. importance of cleaning post painting for complete customer satisfaction</p> <p>KB24. use of mobile application based paint calculator and quotation generation, wherever available.</p> <p>KB25. use of scaffolding, ladders, covers and slings for painting on exterior and high surfaces</p> <p>KB26. safe disposal of paints and used materials as per standard norms</p>
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	The user/individual on the job needs to know and understand how:
	SA1. to read company's machine operation manuals and instructions
	SA2. to read instructions displayed on the paint/ chemical containers
	Writing Skills
	The user/individual on the job needs to know and understand how:
B. Professional Skills	SA3. to maintain records as per company's policy
	SA4. to note down customer's requirements accurately
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA5. listen to register customer's requirements
	SA6. answer customer queries in a language they understand
B. Professional Skills	SA7. communicate with customer in a pleasant, polite, calm and clear manner
	Decision Making
	The user/individual on the job needs to know and understand how:
	SB1. to decide the right machine to use for each type of paint
B. Professional Skills	SB2. to select the right materials and tools for painting as per the surface, type of painting required and company's standards
	SB3. to provide a detailed schedule and cost saving to customer as per company's standards

PCS/N5005 Paint the wall and/ or doors and window surface using machine

	Plan and Organize
	The user/individual on the job needs to know and understand how:
	SB4. to arrange for paint, tools, machines and other chemicals on time
	SB5. to prioritize the work to complete as per agreed schedule
	SB6. work in coordination with co-workers to do the quality work in time
	Customer Centricity
	The user/individual on the job needs to know and understand how to:
	SB7. ensure the completion of work as per the given schedule and quantity of materials indicated to the customer at the start of the work
	Problem Solving
	The user/individual on the job needs to know and understand how:
	SB8. to maintain the machines for efficient and long service
	SB9. to resolve any concerns related to work or customer's requirement by communicating politely and effectively or by escalating the issue to designated superior
	Analytical Thinking
	The user/individual on the job needs to know and understand how:
	SB10. to use machines for greater efficiency and superior finish
	SB11. to estimate the number of coats to be applied to achieve required thickness
	Critical Thinking
	The user/individual on the job needs to know and understand:
	SB12. surface smoothness required to make paint adhere to it
	SB13. precautions to avoid brush marks, bubbles, breaks, etc., on the surface
	SB14. distance to be maintained between the spray gun and the surface



PCS/N5005 Paint the wall and/ or doors and window surface using machine

NOS Version Control

NOS Code	PCS/N5005		
Credits(NSQF)	TBD	Version number	1.0
Industry	Paints and Coatings	Drafted on	26/07/17
Industry Sub-sector	Application	Last reviewed on	23/08/17
Occupation	Decorative Application	Next review date	22/08/19





National Occupational Standard



Overview

This unit is about preparing surface, painting the exterior or interior wall and/or doors/window surfaces, and creating texture designs using hand tools or stencil.

PCS/N5002

Paint the wall texture using hand tools or stencil

National Occupational Standard

Unit Code	PCS /N5002
Unit Title (Task)	Paint the wall texture using hand tools or stencil
Description	This OS unit is about preparing surface, painting the exterior or interior wall and/or doors/ window surfaces, and creating texture designs using hand tools or stencil.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Create texture design on wall using stencil or hand tools
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Creating texture design on wall using stencil or hand tools	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. use stencil evenly to create patterns as agreed with customer</p> <p>PC2. use hand tools with coordinated motion and even pressure to create patterns of equal texture across the area</p> <p>PC3. apply paint colour combination layers as agreed</p> <p>PC4. avoid spilling or uneven intensity of paint application</p> <p>PC5. achieve a neat finish without aberrations</p> <p>PC6. cover separations to achieve a seamless design finish</p> <p>PC7. finish the surface as per customer's requirement or company's standards</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The individual on the job needs to know and understand:</p> <p>KA1. customer's or paint company's instructions and expected quality standards</p> <p>KA2. any discounts and scheme offerings</p> <p>KA3. contractor's/ dealer's/ company's personnel management</p> <p>KA4. incentives rules for painters</p> <p>KA5. importance of the individual's role in the workflow</p> <p>KA6. reporting structure, if any</p> <p>KA7. occupational health and safety standards</p>
B. Technical Knowledge	<p>The 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 stencil and hand tool textures</p> <p>KB3. new texture designs creation and stencils or hand tools</p> <p>KB4. difference between manual and machine painting</p> <p>KB5. use of related tools or machines such as brush, roller, and sanders</p> <p>KB6. types of brushes and rollers used for different types of paints</p> <p>KB7. suitability for various paints on different surfaces (exterior or interior) and weather conditions, durability and pricing</p> <p>KB8. availability of paint with contractor or company or dealer</p> <p>KB9. major ingredients of paints and role of pigment, binder, extender</p> <p>KB10. process of wall and window painting such as sanding, sealing and cleaning, putty/ primer application, top coat application</p>



PCS/N5002

Paint the wall texture using hand tools or stencil

	<p>KB11. the types of sand paper and their use for coarse to fine sanding while avoiding wastage</p> <p>KB12. common defects post painting and mistakes to avoid</p> <p>KB13. colour combinations and different shades available for a colour and their numbering</p> <p>KB14. importance of required textured finish</p> <p>KB15. booth painting simulation techniques</p> <p>KB16. process of computerised colour tinting and matching</p> <p>KB17. impact of lighting on finish and final outcome against the proposed design</p> <p>KB18. new trends in textured painting</p> <p>KB19. new types of paints products available in the market</p> <p>KB20. use of moisture meter, pH meter, measuring tapes</p> <p>KB21. dilution ratio and drying time</p> <p>KB22. various techniques for estimating customer service standards in the market and benchmarks</p> <p>KB23. importance of safety at work, especially, from dust inhalation</p> <p>KB24. importance of cleaning post painting for complete customer satisfaction</p> <p>KB25. use of mobile application based paint calculator and quotation generation, where available</p> <p>KB26. use of scaffolding, ladders, covers and slings for painting on exterior and high surfaces</p> <p>KB27. safe disposal of paints and used materials as per standard norms</p>
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	<p>The user/individual on the job needs to know and understand how:</p> <p>SA1. to read company's / contractor's instructions and quality policy</p> <p>SA2. to read instructions displayed on the paint containers</p>
	Writing Skills
	<p>The user/individual on the job needs to know and understand how:</p> <p>SA3. to maintain records as per company's/ contractor's policy</p> <p>SA4. to note down customer's requirements accurately</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. listen to register customer's requirements</p> <p>SA6. answer customer's queries in a language they understand</p> <p>SA7. communicate with customer in a pleasant, polite, calm and clear manner</p> <p>SA8. brief customer on potential for undesirable outcomes and safeguards required to avoid them</p>

PCS/N5002

Paint the wall texture using hand tools or stencil

B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how: SB1. to determine whether pre-treatment is required or not SB2. to assess materials and consummables required SB3. to select the right materials and tools for painting as per the surface, type of painting required and company's standards SB4. to provide a detailed schedule to customer as per company's/ contractor's standards
	Plan and Organize
	The user/individual on the job needs to know and understand how: SB5. to arrange for paint, tools and other chemicals in time for use SB6. to prioritize the work to complete as per agreed schedule SB7. work in coordination with co-workers to deliver good quality work on time
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB8. ensure the completion of work as per the given schedule and quantity of materials provided to the customer at the start of the work
	Problem Solving
	The user/individual on the job needs to know and understand how: SB9. to resolve any concerns related to work or customer's requirement by communicating politely and effectively or by escalating the issue to designated superior
	Analytical Thinking
	The user/individual on the job needs to know and understand how: SB10. to select the application method depending on the paint to be applied SB11. to avoid wastage of paint while painting SB12. to hold and load the sprayer with the right amount of paint for good and smooth coverage SB13. to estimate the number of coats to be applied to achieve the required thickness
	Critical Thinking
	The user/individual on the job needs to know and understand: SB14. surface smoothness to make paint adhere to it SB15. precautions to avoid brush marks, bubbles, breaks, flakes, etc., on the surface SB16. distance to be maintained between the spray gun and the surface

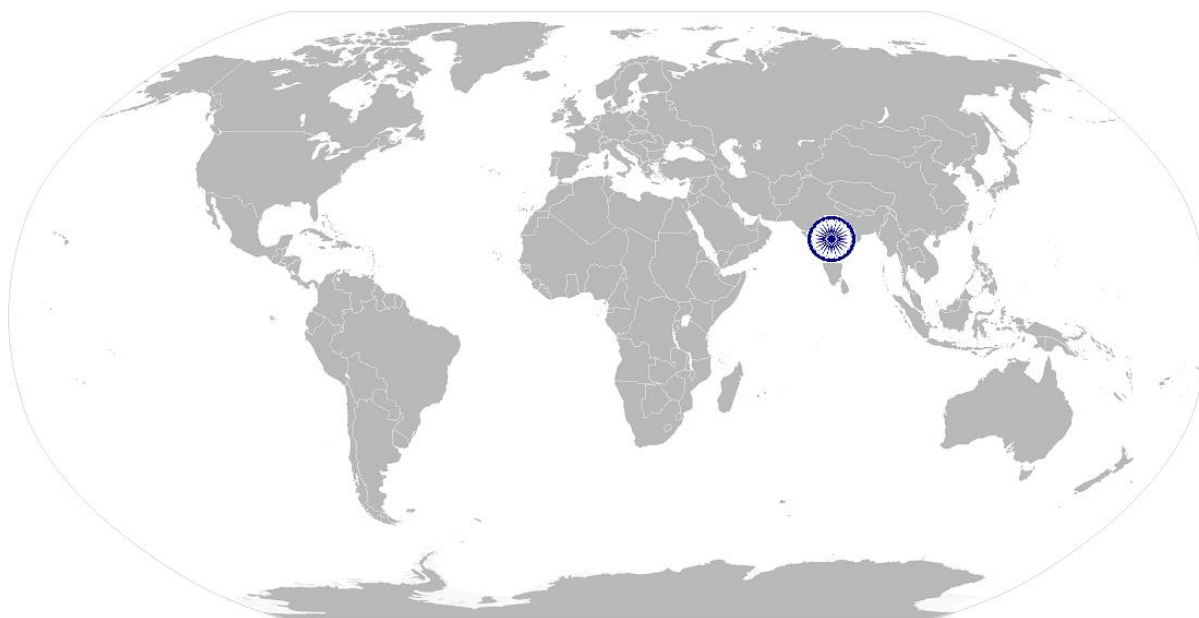


PCS/N5002

Paint the wall texture using hand tools or stencil

NOS Version Control

NOS Code	PCS/N5002		
Credits(NSQF)	TBD	Version number	1.0
Industry	Paints and Coatings	Drafted on	26/07/17
Industry Sub-sector	Application	Last reviewed on	23/08/17
Occupation	Decorative Application	Next review date	22/08/19





PCS/N9901

Coordinate with colleagues and/or customers

National Occupational Standard

A grayscale world map showing the continents. A small blue circular icon with a white star, representing the Indian flag, is placed over the country of India.

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

Unit Code	PCS/N9901
Unit Title (Task)	Coordinate with colleagues and/or customers
Description	This OS unit is about communicating effectively with superiors, colleagues and customer to achieve a smooth workflow
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Interact with superior • Communicate with colleagues • Communicate effectively with customers
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Interacting with superior	<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>
Communicating with colleagues	<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>
Communicating effectively with customers, if required	<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>
Knowledge and Understanding (K)	
<p>A. Organizational</p> <p>Context (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. Technical Knowledge</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

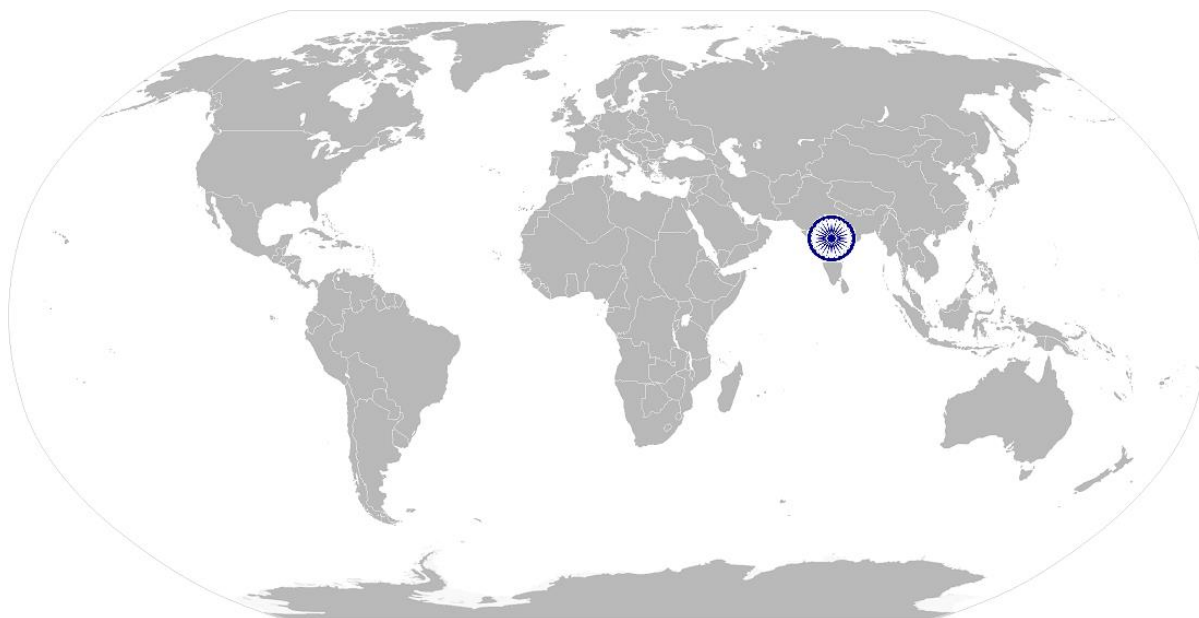
	<p>within the team</p> <p>KA17. importance of dealing with grievances effectively and on time</p>
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	The user/ individual on the job needs to know and understand how to:
	SA1. read job sheets, company policy documents and information displayed at the workplace
	SA2. read notes/comments from the supervisor
	Writing Skills
	The user/ individual on the job needs to know and understand how to:
	SA3. complete documentation required at the job
	Oral Communication (Listening and Speaking skills)
	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. Professional Skills	Decision Making
	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
	Plan and Organize
	The user/ individual on the job needs to know and understand how to:
	SB3. plan communication strategy to avoid conflicts and work disruption
	Customer Centricity
	The user/ individual on the job needs to know and understand how to:
	SB4. practice patient listening, careful talking and paraphrasing to avoid misunderstanding
	Problem Solving
	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
	Analytical Thinking
	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
	Critical Thinking
	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

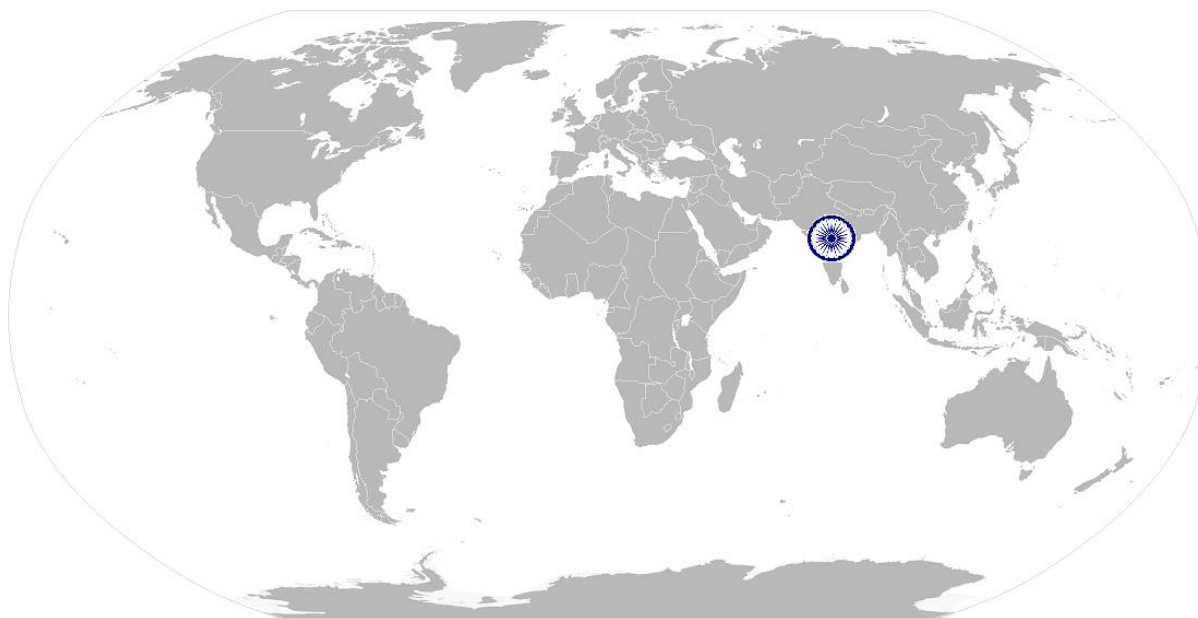


PCS/N9901

Coordinate with colleagues and/or customers

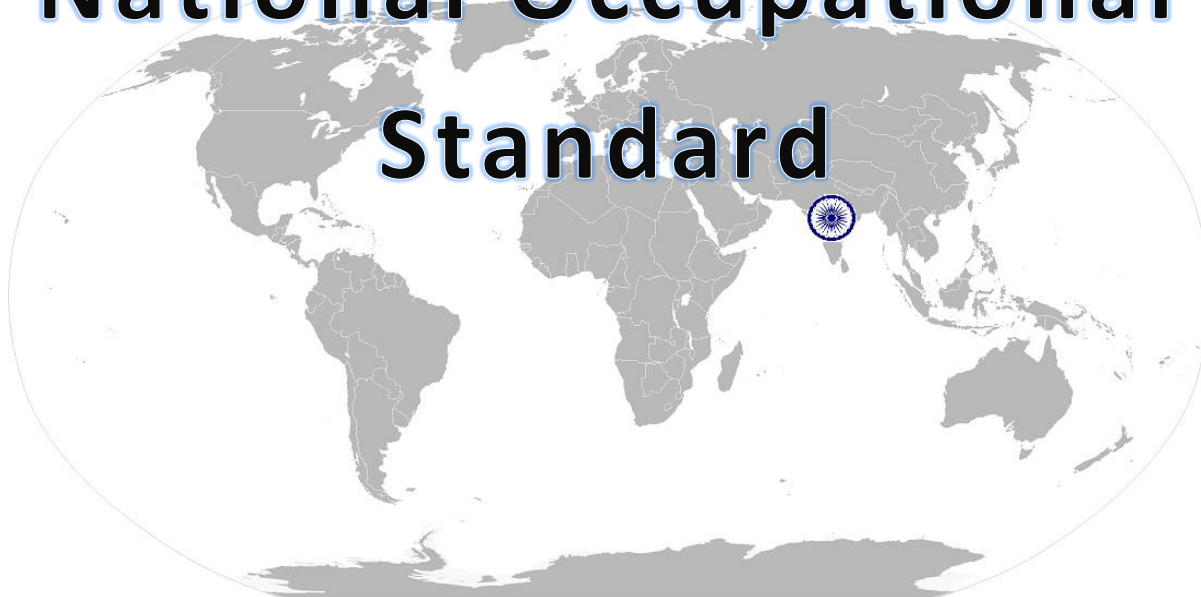
NOS Version Control

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





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.

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

National Occupational Standard

Unit Code	PCS/N9902
Unit Title (Task)	Maintain standards of product/ service quality
Description	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.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Engage with superior or customers to understand their product/service quality requirements Achieve 100% satisfaction for given quality Work to fulfil end-customers's expectations
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Engaging with superior or customers to understand product/ service quality requirements	<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>
Achieving 100% customer satisfaction for given quality	<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>
Fulfilling customer requirement	<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>

PCS/N9902

Maintain standards of product/ service quality

	<p>PC19. offer promotions to improve product satisfaction level to the customers periodically</p> <p>PC20. weigh the cost of fulfilling unscheduled customer requests, consult with senior and advise the customer on alternatives</p>
Knowledge and Understanding (K)	
<p>A. Organizational Context (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</p> <p>KA2. company's HR policies</p> <p>KA3. company's reporting structure</p> <p>KA4. company's documentation policy for quality compliance</p> <p>KA5. company's end-customer profile</p>
<p>B. Technical Knowledge</p>	<p>The individual on the job needs to know and understand:</p> <p>KA6. significance of maintaining or enhancing company's quality standards</p> <p>KA7. significance of treating the customers with respect and in a professional way</p> <p>KA8. different types of parameters tested for quality</p> <p>KA9. test pass/ fail criteria and acceptable tolerance levels</p> <p>KA10. equipment used for quality tests</p> <p>KA11. importance of gaining customer loyalty</p> <p>KA12. methods of engaging with the customers effectively and professionally, for customer facing activities</p> <p>KA13. ways to improve company's customer satisfaction rating</p> <p>KA14. prevailing market standards of customer satisfaction</p> <p>KA15. standard operating procedure (SOP)</p> <p>KA16. the variety of common and unscheduled requests to expect in customer facing activities</p> <p>KA17. importance of being transparent and courteous under all circumstances involving customer interaction without losing composure</p>
Skills (S)	
<p>A. Core Skills/ Generic Skills</p>	<p>Reading Skills</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</p> <p>SA2. read notes/comments from the supervisor</p>
	<p>Writing Skills</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>Oral Communication (Listening and Speaking skills)</p>

PCS/N9902

Maintain standards of product/ service quality

	<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</p> <p>SA5. communicate effectively with customers in field jobs</p> <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>
B. Professional Skills	Decision Making
	<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>
	Plan and Organize
	<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>
	Customer Centricity
	<p>The user/ individual on the job needs to know and understand:</p> <p>SB4. how to earn full customer loyalty</p>
	Problem Solving
	<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>
	Analytical Thinking
	<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>
	Critical Thinking
	<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

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





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

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

Unit Code	PCS/N9903
Unit Title (Task)	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	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Take precautionary measures to avoid work hazards and environmental damage • Follow standard health, safety and environmental policies and procedures • Use safety tools and/ or personal protective equipment • Achieve health, safety and environmental standards
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Taking precautionary measures to avoid health, safety and environmental hazards	<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>
Following standard health, safety and environmental policies and procedure	<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>
Using safety tools or Personal Protective Equipment	<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>
Achieving health, safety and environmental standards	<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>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<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>

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

B. Technical Knowledge	<p>The individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> KB1. the purpose and use of protective gear such as gloves, goggles, masks, etc. while working KB2. use of first aid at workplace KB3. significance of accident risks to the worker and productivity loss KB4. reporting procedure or hierarchy for signs of damage and potential hazards KB5. methods to minimize accident risks KB6. safe handling of chemicals, acids, etc. for cleaning KB7. material handling procedure KB8. standard operating procedure for safety drills and equipment maintenance KB9. precautionary activities to be followed for work place safety KB10. operation of tools and electrical equipment KB11. emergency procedures to be followed in case of an mishap such as fire, accidents, etc. KB12. government and company's environmental norms KB13. solid, liquid and gaseous waste disposal, treatment norms and equipment KB14. necessary action to be taken for the hazards identified KB15. methods to minimize environmental hazards KB16. precautionary activities to be followed to minimize environmental impacts
Skills (S)	
A. Core Skills/ Generic Skills	<p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SA1. read and interpret the relevant organisation policies, procedures and diagrams that identify health, safety and safe environmental practices. SA2. read job sheets, company policy documents and information displayed at the workplace for health, safety and environment. SA3. read notes/comments from the supervisor <p>Writing Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SA4. fill up documentation related to health, safety and environmental standards, if required <p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SA5. verbally report health, safety and environmental hazards and poor organisation practice. SA6. communicate to the supervisor about the work health, safety and environmental issues SA7. receive instructions from supervisor on minimizing the risks SA8. communicate with co-workers about the precautions to be taken for hazards free work

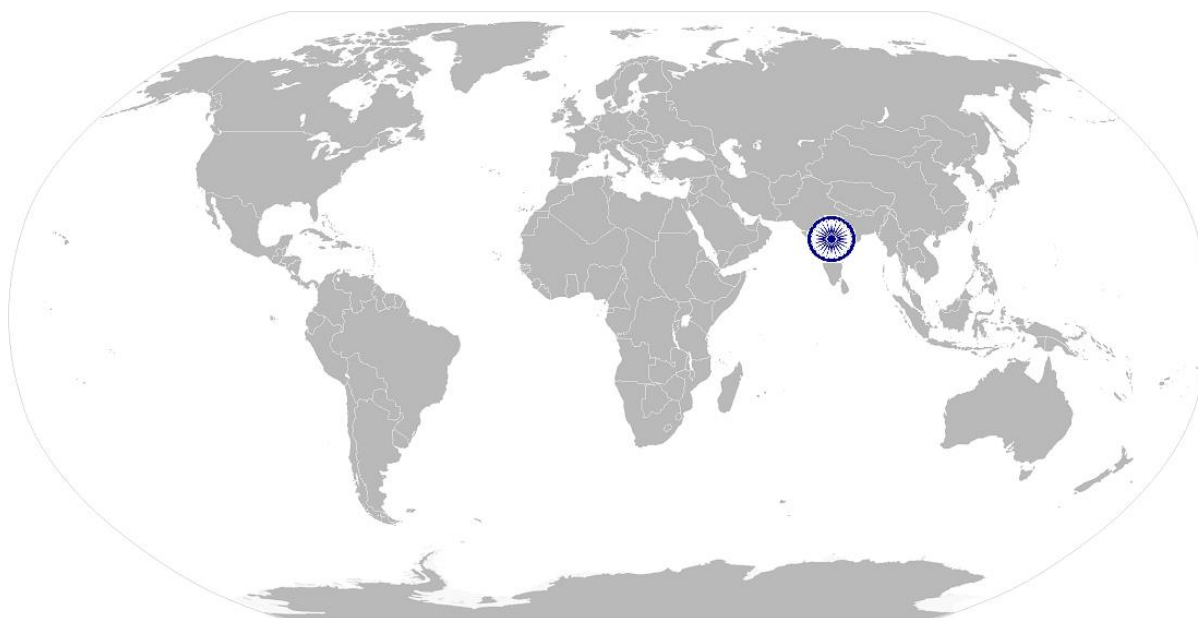
PCS/N9903 Maintain OH&S standards and follow environmental norms

B. Professional Skills	Decision Making
	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
	Plan and Organize
	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
	Customer Centricity
	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
	Problem Solving
	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
	Analytical Thinking
	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
	Critical Thinking
	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

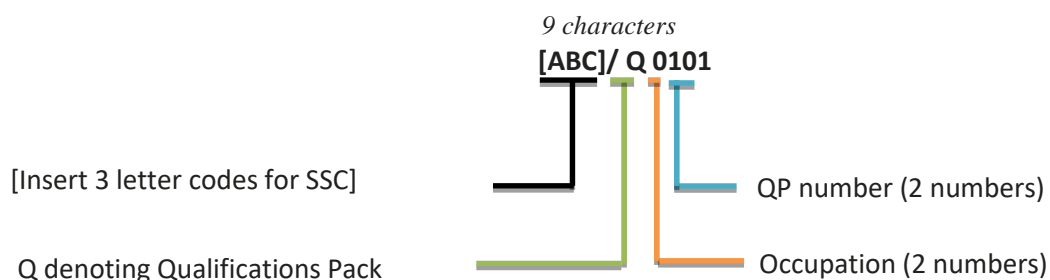
NOS Code	PCS/N9903		
Credits(NSQF)	TBD	Version number	1.0
Industry	Paints and Coatings	Drafted on	07/03/16
Industry Sub-sector	Manufacturing and Application	Last reviewed on	31/03/16
Occupation	Decorative Application	Next review date	31/03/18



Annexure

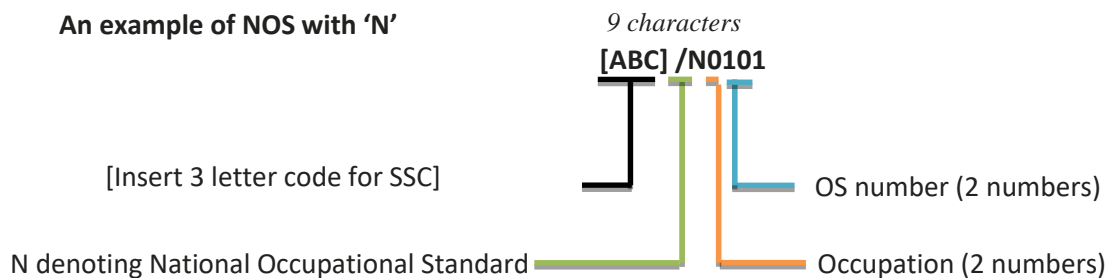
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



[Back to top...](#)



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



Qualifications Pack For Decorative Painter
Criteria For Assessment Of Trainees

Job Role : Decorative Painter

Qualification Pack : PCS/Q5002

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	
Total Marks: 300					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
PCS/N5001 Manage interaction with customer during painting	PC1. visit customer's site, home or business premises as scheduled	50	2	0.5	1.5
	PC2. note down the customer's painting service requirement		2	0.5	1.5
	PC3. understand customer's preferences and expectations wrt colour, finish, type of paint such as water-based paint, solvent-based paint, low-volatile organic compound (VOC) paint, etc.		2.5	0.5	2
	PC4. Understand the customer's requirement of type of texture/ design to be painted		2.5	0.5	2
	PC5. understand the customer's budget		2	0.5	1.5
	PC6. understand the customer's concern regarding conduct during painting at his premises		3	1	2
	PC7. understand the customer's preference for sequence of painting different area of the premises		3	1	2
	PC8. understand the expectation of maintaining discipline, cleanliness and hygiene during painting		2	0.5	1.5
	PC9. show shade cards, texture paint		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
	booklets to demonstrate the colour combinations, finish and texture.				
	PC10. demonstrate new designs or design modifications, if necessary		2	0.5	1.5
	PC11. assess the surface to be painted		2	0.5	1.5
	PC12. inform if any pre-treatment needs to be done by the customer prior to starting the paint work such as water-proofing, pest control, etc.		2	0.5	1.5
	PC13. check for any damage to the surface that the painting process cannot rectify		2	0.5	1.5
	PC14. make the customer aware of the consequences of not doing the required pretreatment, e.g., flaking, bubble formation, poor smoothness, etc.		2	0.5	1.5
	PC15. check the level of paint, dust, grease or grime to be removed while preparing the surface		3	0.5	2.5
	PC16. assess the time and effort required for preparing the surface, coating and finishing		3	0.5	2.5
	PC17. measure dimensions of the area to be painted		3	0.5	2.5
	PC18. calculate tools, material, chemicals and equipment requirements for the job		3	0.5	2.5
	PC19. respond to customers' queries and concerns		2	0.5	1.5
	PC20. mutually agree with the customer on job completion date, and total amount (including taxes) payable		2	0.5	1.5
	PC21. agree on the advance payment, payment against specific jobs completed and post work payment		3	1	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/N5004 Paint the wall and/or doors and window surface manually	PC1. sand the surface with sand paper to remove any paint, grease, dust, etc.	50	4	1.5	2.5
	PC2. sand the surface to a required smoothness level as per company's standards		4	1.5	2.5
	PC3. wipe-off the dust or residue from		4	1.5	2.5



Compulsory NOS				Marks Allocation	
Total Marks: 300					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
	the surface				
	PC4. mask with a tape any parts or other surface that need not be painted		4	1.5	2.5
	PC5. clean with cloth or water, as per instructions		4	1.5	2.5
	PC6. check suitability of the prepared surface for the type of paint finish desired		5	1	4
	PC7. apply primer on the surface in the required quantity and as per company's standards		5	1	4
	PC8. mix putty/ primer, paint, thinner and hardener (if required as per company's standards) as per instructions of paint manufacturer		6	2	4.0
	PC9. apply paint on the surface with brush/ roller/ spray gun as per company's standards or manufacturer's recommendations		6	2	4.0
	PC10. apply paint topcoat on the surface as per company's standards		4	1.5	2.5
	PC11. finish the surface as per customer's requirement or company's standards		4	1.5	2.5
	Total		50	16.5	33.5

Compulsory NOS				Marks Allocation	
Total Marks: 300					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
PCS/N5005 Paint the wall using machine	PC1. use sanding machine and its knob controls	50	7	2	5
	PC2. use multipurpose mixer for putty and texture mixing at regulated speeds as specified by the company		7	2	5
	PC3. wash the surface using high pressure washer		7	2	5
	PC4. achieve a smooth surface suitable for superior finish		7	2	5
	PC5. mix paint, thinner and hardener as per company standards		8	3	5
	PC6. apply primer or paint using auto roller, air assisted or airless spray gun		7	2	5
	PC7. apply water-based primer and water-based top coat using airless spray gun		7	2	5
	Total		50	15	35



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
	Total		50	10	40

Compulsory NOS				Marks Allocation	
Total Marks: 300					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
PCS/N9902	PC1. keep in mind the profiles of	50	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
Maintain standards of product/ service quality	expected customers				
	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
	PC19. offer promotions to improve		3.0	1.0	2.0



Compulsory NOS				Marks Allocation	
Total Marks: 300					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
	product satisfaction level to the customers periodically				
	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					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
PCS/N9903 Maintain O&HS 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



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



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



OPTIONS					
Option 1. ... Texture Painter					
Total Marks: 50				Marks Allocation	
Assessment outcomes	Assessment Criteria for outcomes	Total Mark	Out Of	Theory	Skills Practical
PCS/N5002 Paint the wall texture using hand tools or stencil	PC1. use stencil evenly to create patterns as agreed with customer	50	7	1	6
	PC2. use hand tools with coordinated motion and even pressure to create patterns of equal texture across the area		7	1	6
	PC3. apply paint colour combination layers as agreed		7	1	6
	PC4. avoid spilling or uneven intensity of paint application		7	1	6
	PC5. achieve a neat finish without aberrations		8	1	7
	PC6. cover separations to achieve a seamless design finish		8	1	7
	PC7. finish the surface as per customer's requirement or company's standards		6	1	5
	Total		50	7	43