



# Model Curriculum

## 1. Decorative Painter

SECTOR: PAINTS AND COATINGS  
SUB-SECTOR: APPLICATION  
OCCUPATION: DECORATIVE APPLICATION  
REF ID: PCS/Q5002, V1.0  
NSQF LEVEL: 4



PAINTS AND  
COATINGS  
SKILL COUNCIL



## Certificate

### CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

PAINTS AND COATINGS SKILL COUNCIL

for

### MODEL CURRICULUM

Complying to National Occupational Standards of  
Job Role/ Qualification Pack: 'Decorative Painter' QP No. 'PCS/Q5002 NSQF Level 4'

Date of Issuance: July 27<sup>th</sup>, 2017

Valid up to\*: July 31<sup>st</sup>, 2019

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

Authorised Signatory  
(Paints and Coatings Skill Council)



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# Decorative Painter

## CURRICULUM / SYLLABUS

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

<b>Program Name</b>	<b>Decorative Painter</b>		
<b>Qualification Pack Name &amp; Reference ID. ID</b>	PCS/Q5002, v1.0		
<b>Version No.</b>	1.0	<b>Version Update Date</b>	
<b>Pre-requisites to Training</b>	5 <sup>th</sup> Standard. Minimum 3years experience as Helper to Decorative painter.		
<b>Training Outcomes</b>	<p><b>After completing this programme, participants will be able to:</b></p> <ul style="list-style-type: none"> <li>• Know about the sector: Discuss the Paints and Coatings sector in India and its sub-sectors</li> <li>• Know about Painting: What is Decorative/Metal/Wood Coating; its benefits and features</li> <li>• Know about the different types of paint and coating finishes and its suitability for various surfaces and weather conditions</li> <li>• New trends in painting and different products available in the market.</li> <li>• Inspect the substrate to be painted. Check the surface, moisture content, identify any flaws in the surface and identify if the surface has been previously painted.</li> <li>• Estimate the time, material and equipment required.</li> <li>• Prepare the surface for painting. Clean the surface with sand paper to remove old paint, grease, etc.</li> <li>• Fill holes and dents with recommended fillers/ putty and sand the surface to the desired smoothness.</li> <li>• Wipe off the surface, mask with a tape any parts of the surface that need not be painted.</li> <li>• Apply primer on the prepared surface, in the required quantity.</li> <li>• Mix and prepare the paint by mixing the base, hardener (if recommended) and thinner as recommended by the manufacturer.</li> <li>• Apply a primer surfacer coat or topcoat, as recommended, to achieve the desired appearance.</li> <li>• Apply a texture finish/ design using hand tool or stencil.</li> <li>• Demonstrate how to apply the paint on the prepared surface, using either a brush/ roller or a spray gun.</li> <li>• Execute tasks such as correct application with a spray gun, curing the article appropriately to achieve desired finish</li> <li>• Understand excellence in painting/ coating: Recognise good quality finish and identify defects</li> <li>• Have knowledge of causes of common application defects and its rectification</li> <li>• Comply with statutory requirements</li> </ul>		



	<ul style="list-style-type: none"> <li>• Maintain tools, equipment and materials required: Identification and handling of tools and materials</li> <li>• Demonstrate various skills: Performance of behavioural, professional, technical and communication skills</li> <li>• Understand safety: Work in a safe manner without endangering your health and that of your colleagues</li> <li>• Significance of the maintaining the work area clean</li> <li>• Safe disposal of waste and residual consumables as per recommendation.</li> </ul>
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This course encompasses 2 out of 2 National Occupational Standards (NOS) of “Decorative Painter” Qualification Pack issued by “Paints and Coatings Skill Council”.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<p><b>Introduction</b></p> <p><b>Theory Duration</b> (hh:mm) 06:00</p> <p><b>Practical Duration</b> (hh:mm) 00:00</p> <p><b>Corresponding NOS Code</b> Bridge Module</p>	<ul style="list-style-type: none"> <li>Understand General Discipline in the class room (Do's &amp; Don'ts)</li> <li>Understand the scope of the Paints and Coatings sector in India with its sub sectors</li> <li>Understand the Decorative/ Architectural paint application segment</li> <li>Understand the role of a Decorative Painter in the industry</li> <li>Advantages, benefits and features of different coatings as well as its shortcomings</li> <li>Discuss the different methods for application – brush, roller and spray</li> <li>Relative merits and demerits of different methods of application</li> <li>Learn to inspect substrate and the importance of such inspection</li> <li>Learn to identify defects and problems of the prepared surface and how these can be rectified</li> <li>Learn the importance of following standard operating procedures for painting</li> <li>Learn and practice basic skills of communication</li> </ul>	Laptop, white board, marker, projector
2	<p><b>Manage interaction with customer during painting</b></p> <p><b>Theory Duration</b> (hh:mm) 11:00</p> <p><b>Practical Duration</b> (hh:mm) 10:00</p> <p><b>Corresponding NOS Code</b> PCS/N5001</p>	<ul style="list-style-type: none"> <li>Understand specific concerns and preferences on conduct during painting</li> <li>Visit the customer's premises as scheduled.</li> <li>Note the customer's painting service requirement.</li> <li>Understand the type/s of substrates to be painted.</li> <li>Understand the customer's requirements wrt colour, finish, quality and cost.</li> <li>Understand customer's preference for texture/ design</li> <li>Understand and describe different finish and specifications</li> <li>Understand the customer's concern regarding conduct during painting</li> <li>Understand the customer's preference for sequence of painting the different area</li> <li>Understand the customer's expectation of discipline, cleanliness and hygiene during painting</li> <li>Assess the quality of surface to be painted.</li> </ul>	Laptop, white board, marker, projector, first aid kit. Different types of surface used for painting. Moisture content measuring meter Measuring Tape



Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> <li>Check the surface to be painted for any flaws/ defects. Rectify/ inform the customer to get it rectified, before commencing painting</li> <li>Inspect the surface for any old paint, oil, grease etc.</li> <li>Determine the time and effort required for preparing, coating and finishing the surface, by measuring the area to be painted and inform the customer.</li> <li>Calculate and estimate the material, tools and equipment required to complete the work as per the schedule.</li> <li>Agree on advance and post job payment schedule.</li> </ul>	
3	<p><b>Paint the wall and/ or doors and window surface manually</b></p> <p><b>Theory Duration</b> (hh:mm) 28:00</p> <p><b>Practical Duration</b> (hh:mm) 52:00</p> <p><b>Corresponding NOS Code</b> PCS/N5004</p>	<ul style="list-style-type: none"> <li>Clean and sand the surface with recommended sand paper to remove old paint/ coating, grease, etc.</li> <li>Sand the surface to the required smoothness as per the manufacturer/ company's recommendation.</li> <li>Wipe off dust or residue from the surface, mask areas of the surface not requiring paint/ coating, with a masking tape.</li> <li>Apply primer on the prepared surface as per manufacturer/ company's recommendations.</li> <li>Mix putty and primer as recommended and apply to fill holes/ dents on the surface. Sand the surface to the required smoothness.</li> <li>Mix and prepare the paint, by adding the paint, hardener (in case of 2K systems) and thinner in the ratio recommended by the manufacturer.</li> <li>Apply paint on the surface with a brush/ roller/ manual spray gun to achieve the recommended dry film thickness and appearance.</li> </ul>	<p>Laptop, white board, marker, projector</p> <p>Spray booth/ painting area Sand paper and cotton rag. Putty and Primer, with appropriate hardener and thinner (if required). Brush Spray gun Stirrer Topcoat paint Test instruments PPE's Goggles Solvent Mask Hand Gloves Protective Coverall Safety shoes Ear plugs</p>
4	<p><b>Paint the wall and/ or doors and window surface using machines</b></p> <p><b>Theory Duration</b> (hh:mm) 25:00</p> <p><b>Practical Duration</b> (hh:mm) 52:00</p>	<ul style="list-style-type: none"> <li>Understand and use the sanding machine/ rotary sander and understand its operation.</li> <li>Understand and use multipurpose mixer for putty and texture coatings. Mix at regulated speed as specified by the manufacturer.</li> <li>Understand and use high pressure washers to clean the surface.</li> <li>Apply primer and paint using an auto brush/ roller or an airless spray gun.</li> </ul>	<p>Laptop, white board, marker, projector</p> <p>Rotary sander/ sanding machine. Putty mixer High pressure washer Auto brush/ roller Airless spray gun and accessories.</p>



Sr. No.	Module	Key Learning Outcomes	Equipment Required
	<b>Corresponding NOS Code</b> PCS/N5005		
5	<b>Paint the wall texture using hand tools or stencil</b>  <b>Theory Duration (hh:mm)</b> 55:00  <b>Practical Duration (hh:mm)</b> 104:00  <b>Corresponding NOS Code</b> PCS/N5002	<ul style="list-style-type: none"> <li>Use stencil to evenly create patterns on the wall, as agreed with the customer.</li> <li>Use hand tools with coordinated motion and even pressure to create patterns of equal texture.</li> <li>Discuss the different methods for application and texture pattern formation – brush and spray, hand tools and stencil.</li> <li>Relative merits and demerits of the above different methods of application</li> </ul>	Laptop, white board, marker, projector  Spray booth/ painting area Sand paper and cotton rag. Putty, primer, topcoat and texture coat, with appropriate hardener (if required) and thinner. Brush, Roller, Spray gun, Stencil, hand tools Stirrer Test instruments PPE's Goggles Solvent Mask Hand Gloves Protective Coverall Safety shoes Ear plugs
6	<b>Co-ordinate with colleagues and/or customers</b>  <b>Theory Duration (hh:mm)</b> 08:00  <b>Practical Duration (hh:mm)</b> 04:00  <b>Corresponding NOS Code</b> PCS/N9901	<ul style="list-style-type: none"> <li>Understand customer requirements and specifications</li> <li>Learn about various performance indicators, meaning of targets and timelines and how to communicate about these with your colleagues and customers</li> <li>Learn appropriate behavioural skills whilst dealing with colleagues/co-workers</li> <li>Learn how you can contribute to improving customer satisfaction</li> </ul>	Laptop, white board, marker, projector
7	<b>Maintain standards of product / service quality</b>  <b>Theory Duration (hh:mm)</b> 12:00	<ul style="list-style-type: none"> <li>Learn about quality requirements for paint application process</li> <li>Understand how quality is defined, various tests and their acceptance criteria, and how standards can be achieved</li> <li>Learn about various equipment used for quality tests and how to use them</li> </ul>	Laptop, white board, marker, projector





Sr. No.	Module	Key Learning Outcomes	Equipment Required
	<p><b>Practical Duration</b> (hh:mm) 10:00</p> <p><b>Corresponding NOS Code</b> PCS/N9902</p>	<ul style="list-style-type: none"> <li>Learn to meet and exceed quality requirements of a customer</li> </ul>	
8	<p><b>Maintain OH&amp;S standards and follow environmental standards</b></p> <p><b>Theory Duration</b> (hh:mm) 06:00</p> <p><b>Practical Duration</b> (hh:mm) 16:00</p> <p><b>Corresponding NOS Code</b> PCS/N9903</p>	<ul style="list-style-type: none"> <li>Learn about health hazards of chemicals used in paint application process as well as paint materials</li> <li>Learn the use and importance of personal protective equipment</li> <li>Learn to handle chemical, paint, tools and equipment in a safe manner</li> <li>Minimising risks of inhalation injury</li> <li>Become aware of hazards in paint application process and how to prevent/eliminate them</li> <li>Understand methods and precautions to be taken for safe disposal of waste generated in the coating process</li> <li>Learn about safety signs in a plant environment and how to interpret and adhere to them</li> </ul>	Laptop, white board, marker, projector
	<p>Total Duration</p> <p>Theory Duration 96:00</p> <p>Practical Duration 144:00</p>	<p>Unique Equipment Required: First aid kit</p>	

Grand Total Course Duration: **240Hours, 0 Minutes**

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

## Trainer Prerequisites for Job role: “Decorative Painter” mapped to Qualification Pack: “PCS/Q5002, v1.0”

Sr. No.	Area	Details
1	Description	A Decorative Painter is an individual who inspects the surface, prepares and cleans it and then applies the primer and finishing or top coat using appropriate tools, coatings and paints, in order to achieve the desired finish, either manually or using machines. He also creates the desired texture/ design finish as per customer’s requirement, using stencil or hand tools.
2	Personal Attributes	A Decorative Painter should be able to undertake physical labour; work in a paint-redolent environment, have good eye sight with no colour blindness, have good hand-eye coordination and an ability work in all weather conditions.
3	Minimum Educational Qualifications	12 <sup>th</sup> standard
4a	Domain Certification	Certified for Job Role: “ <u>Decorative Painter</u> ” mapped to QP: “ <u>PCS/Q5002, v1.0</u> ”. Minimum accepted score is 80%
4b	Platform Certification	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “SSC/Q1402”. Minimum accepted % as per respective SSC guidelines is 80%.
5	Experience	2-year experience of paint industry.



## Annexure: Assessment Criteria

Assessment Criteria	
Job Role	Decorative Painter
Qualification Pack	PCS/Q5002, v1.0
Sector Skill Council	Paints and Coatings

Sr. No.	Guidelines for Assessment
1	Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2	The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3	Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below)
4	Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criterion
5	To pass the Qualification Pack, every trainee should score a minimum of 60% in each NOS
6	In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

	Performance Criteria	Total Marks (350)	Out of	Theory	Skills Practical
	PC1. visit customer's site, home or business premises as scheduled		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 booklets to demonstrate the colour combinations, finish and texture.		2	0.5	1.5
	PC10. demonstrate new designs or design modifications, if necessary		2	0.5	1.5



	Performance Criteria	Total Marks (350)	Out of	Theory	Skills Practical
	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
	<b>POINTS</b>		<b>50</b>	<b>12</b>	<b>38</b>
	<b>TOTAL POINTS</b>			<b>50</b>	

	Performance Criteria	Total Marks (350)	Out of	Theory	Skills Practical
<b>PCS/N5004</b> <b>Paint the wall and/or doors and window surface manually</b>	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 the surface		4	1.5	2.5
	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



	Performance Criteria	Total Marks (350)	Out of	Theory	Skills Practical
	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
	<b>POINTS</b>		<b>50</b>	<b>16.5</b>	<b>33.5</b>
	<b>TOTAL POINTS</b>			<b>50</b>	

	Performance Criteria	Total Marks (350)	Out of	Theory	Skills Practical
<b>PCS/N5005</b> <b>Paint the wall using machine</b>	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
	<b>POINTS</b>		<b>50</b>	<b>15</b>	<b>35</b>
	<b>TOTAL POINTS</b>			<b>50</b>	

	Performance Criteria	Total Marks (350)	Out of	Theory	Skills Practical
<b>PCS/N5002</b> <b>Paint the wall texture using hand tools or stencil</b>	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 in order to create patterns of equal texture across the area		7	1	6



	Performance Criteria	Total Marks (350)	Out of	Theory	Skills Practical
	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 in order 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
	<b>POINTS</b>		<b>50</b>	<b>7</b>	<b>43</b>
	<b>TOTAL POINTS</b>			<b>50</b>	

	Performance Criteria	Total Marks (350)	Out of	Theory	Skills Practical
<b>PCS/N9901 Coordinate with colleagues and/or customers</b>	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



	Performance Criteria	Total Marks (350)	Out of	Theory	Skills Practical
	PC16. put team over individual goals and multi task or share work where necessary supporting the colleagues		2.0	0.0	2.0
	PC17. highlight any errors of colleagues, help to rectify and ensure quality output		1.0	0.25	0.75
	PC18. work with cooperation, coordination, communication and collaboration, with shared goals and supporting each other's performance		1.0	0.0	1.0
	PC19. ask relevant questions to the customers and identify their needs		1.0	0.25	0.75
	PC20. possess adequate knowledge on the product, services and market		2.0	0.5	1.5
	PC21. brief the customers clearly on potential costs and hazards		1.0	0.25	0.75
	PC22. communicate with the customers in a polite, professional and friendly manner		1.0	0.25	0.75
	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 also 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



	Performance Criteria	Total Marks (350)	Out of	Theory	Skills Practical
	PC36. seek feedback from the customers on their understanding to what was discussed		1.0	0.0	1.0
	PC37. explain the terms and conditions clearly		2.0	0.5	1.5
	<b>POINTS</b>		<b>50</b>	<b>10</b>	<b>40</b>
	<b>TOTAL POINTS</b>				<b>50</b>

	Performance Criteria	Total Marks (350)	Out of	Theory	Skills Practical
<b>PCS/N9902</b> <b>Maintain standards of product/ service quality</b>	PC1. keep in mind the profiles of expected customers	50	2.0	0.5	1.5
	PC2. understand the target customers and their product/ service quality requirements as defined by the company		3.0	0.5	2.5
	PC3. receive superior's/ customer feedback regularly		2.0	0.0	2.0
	PC4. aim to build a good connect with the customers through quality product/ service		2.0	0.5	1.5
	PC5. keep tab through frequent discussions with regular customers on general customer preferences in the market, latest trends, customer expectations, etc.		2.0	0.5	1.5
	PC6. receive updates on regular feedbacks from the clients on current service, complaints, and improvements to be made, etc.		2.0	0.5	1.5
	PC7. seek customer rating of product/ service in order 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





	Performance Criteria	Total Marks (350)	Out of	Theory	Skills Practical
	PC16. willingly accept and implement new and innovative products and services that help improve customer satisfaction		3.0	1.0	2.0
	PC17. communicate feedback of customer to senior, especially, the negative feedback		2.0	0.5	1.5
	PC18. maintain close contact with the customers and focus groups		2.0	0.5	1.5
	PC19. offer promotions to improve product satisfaction level to the customers periodically		3.0	1.0	2.0
	PC20. weigh the cost of fulfilling unscheduled customer requests, consult with senior and advise the customer on alternatives		2.0	0.5	1.5
	<b>POINTS</b>		<b>50</b>	<b>13</b>	<b>37</b>
	<b>TOTAL POINTS</b>			<b>50</b>	

	Performance Criteria	Total Marks (350)	Out of	Theory	Skills Practical
<b>PCS/N9903 Maintain O&amp;HS standards and follow environmental norms</b>	PC1. assess the various health, safety and environmental hazards in the work areas	50	1.5	0.4	1.1
	PC2. take steps to eliminate or minimize the hazards		1.0	0.4	0.6
	PC3. analyse the causes of accidents at the workplace		1.5	0.4	1.1
	PC4. suggest measures to prevent such accidents from taking place		1.5	0.4	1.1
	PC5. take preventive measures to avoid risk of burns and other injury due to contact with hot surfaces, gas, fire, hot fluids/ liquids, etc.		1.5	0.4	1.1
	PC6. suggest methods to improve the existing safety procedures at the workplace		1.5	0.4	1.1
	PC7. dispose waste in the designated areas safely as per company's policies and rules		1.5	0.4	1.1
	PC8. maintain appropriate ventilation in the rooms while there is more exposure to paint vapours		1.0	0.4	0.6
	PC9. avoid dumping unused cans to safeguard the environment		1.0	0.0	1.0
	PC10. stay aware of the locations of fire extinguishers, emergency exits, etc.		1.0	0.4	0.6
	PC11. practice correct emergency procedures		1.5	0.4	1.1
	PC12. check and review the storage areas frequently		1.5	0.4	1.1
	PC13. stack items in an organized way and use safe lifting techniques to reduce risk of injuries while handling materials		1.5	0.4	1.1



PC14. handle materials, tools, acids, chemicals, equipment, etc. safely	1.0	0.4	0.6
PC15. store the chemicals and acids in well-ventilated and locked areas with warning signs displayed	1.5	0.4	1.1
PC16. adopt safe techniques while moving furniture and fixtures	1.5	0.4	1.1
PC17. avoid risk of injury from use of electrical tools	1.5	0.4	1.1
PC18. read the manufacturer's manual carefully before use of any equipment	1.0	0.0	1.0
PC19. unplug the electrical equipment before performing maintenance	1.0	0.4	0.6
PC20. keep the floors free from oil, water and grease to avoid slippery surface	1.0	0.4	0.6
PC21. use rubber mats in the places where floors are constantly wet	1.0	0.0	1.0
PC22. avoid injuries while handling sharp hazardous tools and equipment	1.5	0.4	1.1
PC23. use flat surfaces, secure holding and protective wear while using such sharp tools	1.5	0.4	1.1
PC24. use health, safety and environmental protection practices for storing, cleaning, and maintaining tools, equipment, and supplies	1.5	0.4	1.1
PC25. practice ergonomic lifting and bending techniques while moving equipment and supplies	1.5	0.4	1.1
PC26. identify the requirement for maintaining environmental norms	1.0	0.4	0.6
PC27. comply with the environmental safety norms while on work to prevent accidents and health hazards	1.0	0.4	0.6
PC28. follow company policies and rules regarding use of hazardous materials to avoid adverse health, safety and environmental impacts	1.0	0.4	0.6
PC29. ensure the employees have access to first aid kit when needed	1.0	0.0	1.0
PC30. ensure all equipment and tools are stored and maintained properly and safe for use	1.0	0.4	0.6
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 at all times towards achieving zero accident at workplace		1.0	0.4	0.6
	PC39. adhere to safety standards and ensure no material damage		1.0	0.4	0.6
	PC40. take necessary action and correct any environmental hazards caused		1.0	0.4	0.6
	<b>POINTS</b>		<b>50</b>	<b>14</b>	<b>36</b>
	<b>TOTAL POINTS</b>			<b>50</b>	
	<b>GRAND TOTAL</b>	<b>350</b>			