

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR PAINTS AND COATINGS INDUSTRY



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What are Occupational Standards(OS)?

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

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Introduction

Qualifications Pack: Painting Helper

SECTOR: PAINTS AND COATINGS

SUB-SECTOR: APPLICATION

OCCUPATION: Decorative and Industrial Application

REFERENCE ID: PCS/Q5005

ALIGNED TO: NCO-2015/ 7132.0900

Brief Job Description: The individual at work follows instructions of the painter and assists in: shifting furniture or equipment, handling materials and tools, masking, preparing the surface, applying the coats, disposing of waste and cleaning post painting.

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



Job Details

Qualifications Pack Code	PCS/Q5005		
Job Role	Painting Helper		
Credits(NSQF)	TBD	Version number	1.0
Sector	Paints and Coatings	Drafted on	27/07/17
Sub-sector	Application	Last reviewed on	23/08/17
Occupation	Decorative and Industrial Application	Next review date	22/08/19
NSQC Clearance on	NA		

Job Role	Painting Helper Also known as Assistant Painter
Role Description	Assisting the painter in the paint application process
NSQF level	2
Minimum Educational Qualifications	5 th Standard
Maximum Educational Qualifications	Not Applicable
Training (Suggested but not mandatory)	Not Applicable
Minimum Job Entry Age	18 years
Experience	NA
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> PCS/N5012 Assist in the painting process PCS/N9901 Coordinate with colleagues and/or customers PCS/N9902 Maintain standards of product/ service quality PCS/N9903 Maintain OH&S standards and follow environmental norms
Performance Criteria	As described in the relevant OS units

Qualifications Pack For Painting Helper

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 needs 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 Painting Helper

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 done



National Occupational Standard

Overview

This unit is about handling, shifting, storing materials and painting tools; masking areas not to be painted; shifting and covering the furniture; as well as assisting painters in surface preparation; preparing putty, primer and paint for application; application of putty and primer to fill up surface imperfections; smoothing and preparing the surface for final painting; and disposing off waste and maintaining cleanliness at the work place.



PCS/N5012

Assist in the painting process

National Occupational Standard

Unit Code	PCS /N5012
Unit Title (Task)	Assist in the painting process
Description	This OS unit is about handling, shifting, storing materials and painting tools; masking areas not be painted; shifting and covering the furniture; disposing off waste and maintaining cleanliness at the work place as well as assisting painter in surface preparation; preparing putty, primer and paint for application; application of putty and primer to fill up surface imperfections; smoothening and preparing the surface for final painting
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Follow given instructions • Identify and use basic tools and materials used in painting • Handle and store painting materials • Assist the painter • Disposal of waste and cleaning workplace
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Following given instructions	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. understand given instructions</p> <p>PC2. follow given instructions</p> <p>PC3. assist spontaneously and perform tasks as instructed</p>
Identifying and use basic tools and materials used in painting	<p>To be competent, the user/ individual must be able to:</p> <p>PC4. identify and select painting materials relevant for work such as various type of paints, thinners, primers, putty, sand papers, etc.</p> <p>PC5. classify materials on the basis of their type and use</p> <p>PC6. identify and select tools relevant for work such as sanders, spreaders, buffers, brush, rollers, spray guns etc</p>
Handling and store painting materials	<p>To be competent, the user/ individual must be able to:</p> <p>PC7. deliver, place and store paints and painting materials</p> <p>PC8. handle and place painting tools and equipment</p> <p>PC9. stack materials depending on their properties and as per company's standards</p>
Assisting the painter	<p>To be competent, the user/ individual must be able to:</p> <p>PC10. identify and mask areas not to be painted</p> <p>PC11. remove all wall hangings and fixtures and store safely</p> <p>PC12. move and cover all furniture and cover the exposed floor</p> <p>PC13. sand and prepare the surface for painting</p> <p>PC14. prepare the putty, primer and paint for application as per manufacturer's instructions</p> <p>PC15. apply the putty and primer to the prepared surface as per manufacturer's recommendations</p> <p>PC16. smoothen the wall for final painting by sanding with recommended sand</p>

PCS/N5012

Assist in the painting process

	paper
Disposal of waste and cleaning workplace	To be competent, the user/ individual must be able to: PC17. dispose waste material as per company's disposal standards PC18. dispose hazardous materials as per company's disposal standards PC19. clean workplace after painting PC20. clean and maintain tools after use
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The individual on the job needs to know and understand: KA1. company's policy and work instructions on quality standards KA2. company's personnel management and incentives rules KA3. importance of the individual's role in the workflow KA4. reporting structure KA5. occupational health and safety standards KA6. hygiene and environmental standards
B. Technical Knowledge	The individual on the job needs to know and understand: KB1. properties of different types of paints and painting materials, e.g., liquid and powder; drying time, exterior or interior use, uv or heat insulation, etc. KB2. different types of painting tools and equipment KB3. process and technique involved in decorative and industrial paint applications KB4. classification of materials depending on their type and use KB5. handling different types of paints and painting materials KB6. use of painting tools and equipment for different surfaces and purposes KB7. different types of paint application tools and equipment such as brush, roller pin, sprayers, electrostatic spray guns KB8. precautions to be taken and finish to be achieved KB9. different tools and equipment used for decorative and industrial paint applications KB10. stacking methods for storing painting materials depending on their properties KB11. methods of disposing hazardous and non-hazardous wastes KB12. safe disposal of waste as per company's or government's norms KB13. housekeeping procedures required for workplace KB14. cleaning and maintaining tools
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 work instructions and quality policy SA2. to read instructions printed on paints and solutions containers
	Writing Skills
	The user/individual on the job needs to know and understand how: SA3. to maintain records as per company's policy

PCS/N5012

Assist in the painting process

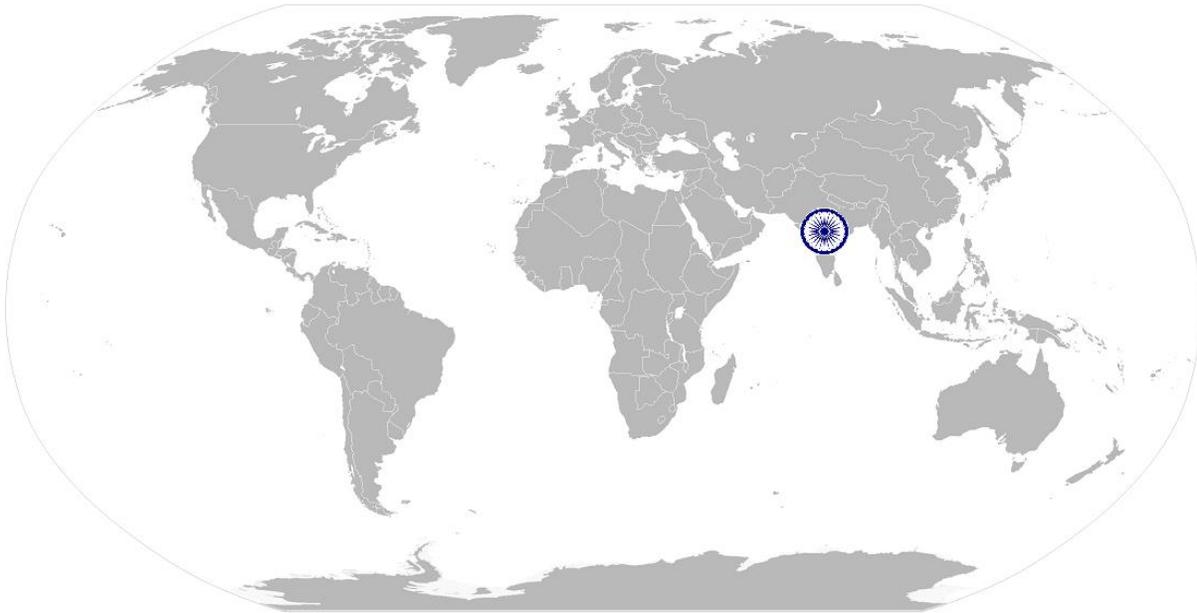
	SA4. to note down instructions accurately
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA5. listen to supervisors or painters carefully SA6. communicate with colleagues and customers in pleasant, polite, calm and clear way
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. evaluate complexity of instructions to determine if any assistance is required from seniors
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB2. plan work as instructed by supervisor or painter
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB3. ensure the completion of work as per the schedule given at the start of the work
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB4. undertake basic maintenance of tools and equipment to ensure that there is no work disruption
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB5. learn the painting process on the job
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB6. store hazardous and non-hazardous materials separately

PCS/N5012

Assist in the painting process

NOS Version Control

NOS Code	PCS/N5012		
Credits(NSQF)	TBD	Version number	1.0
Industry	Paints and Coatings	Drafted on	17/02/16
Industry Sub-sector	Application	Last reviewed on	23/08/17
Occupation	Decorative and Industrial Application	Next review date	22/08/19





National Occupational Standard



Overview

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



PCS/N9901

Coordinate with colleagues and/or customers

National Occupational Standard

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 behaviour 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 relative 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, sensible and cooperative manner all time</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 the 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>
<p>Knowledge and Understanding (K)</p>	
<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 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 the customers</p>



PCS/N9901

Coordinate with colleagues and/or customers

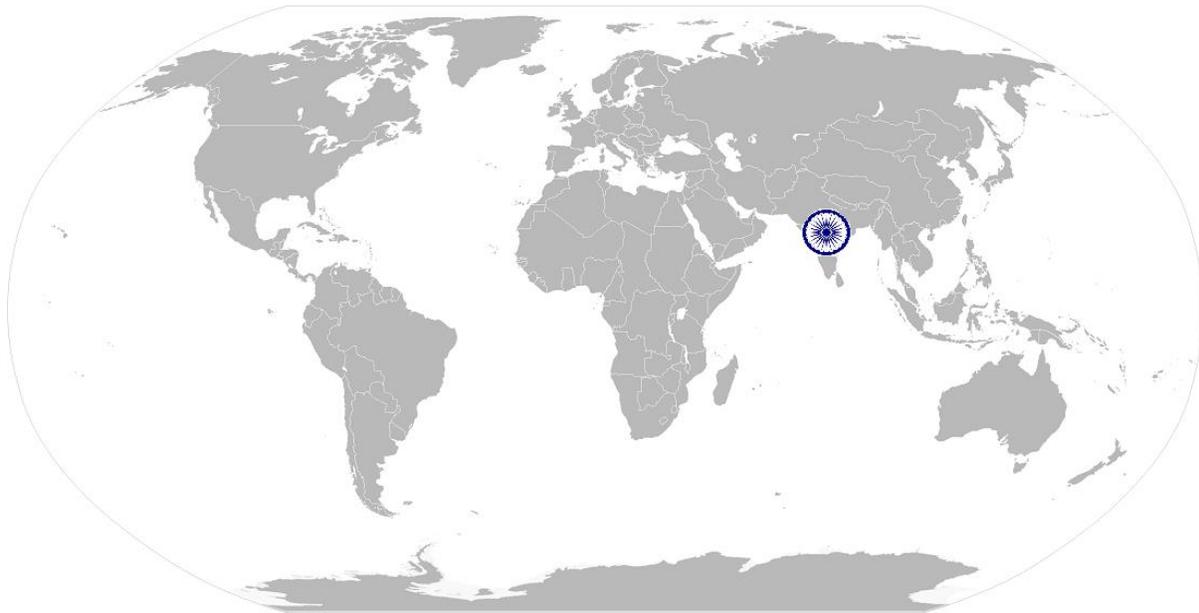
	<p>KA16. how to build effective working relationship with mutual trust and respect within the team</p> <p>KA17. importance of dealing with grievances effectively and on time</p>
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	The user/ individual on the job needs to know and understand how 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 in order 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 in order 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	



PCS/N9901

Coordinate with colleagues and/or customers

	<p>SB7. share work load as required</p> <p>SB8. delegate work in consultation with superior or as necessary instead of allowing work to pile up</p>
	<p>Analytical Thinking</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SB9. resolve recurring inter-personal conflicts by clear and two-way dialogue</p>
	<p>Critical Thinking</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SB10. improve work processes by interacting with others and adopting best practices</p>



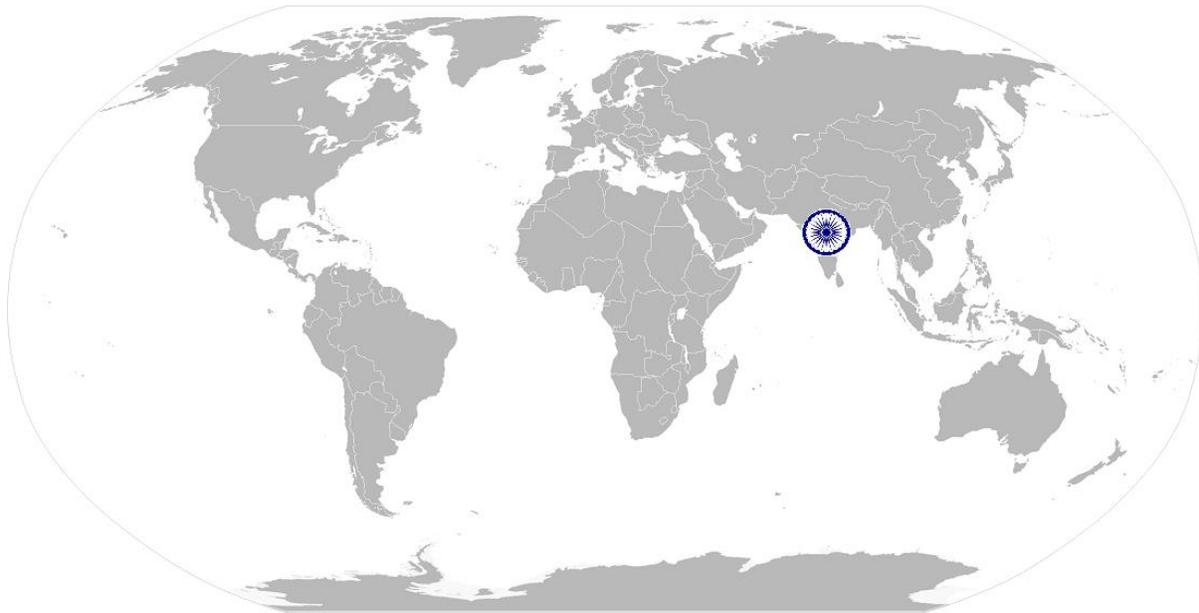


PCS/N9901

Coordinate with colleagues and/or customers

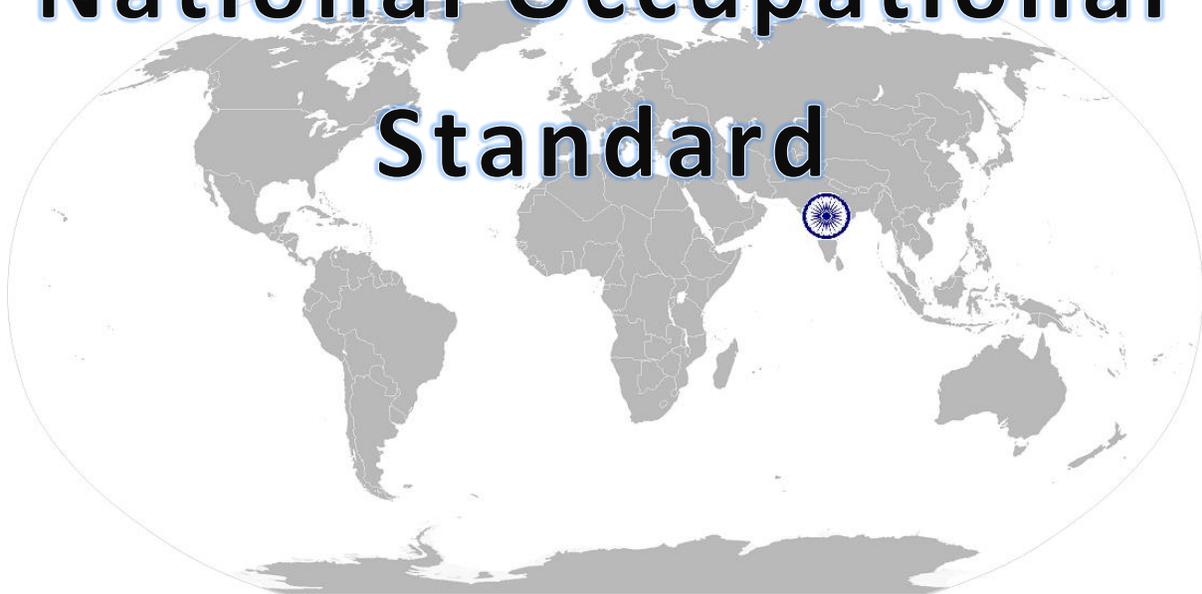
NOS Version Control

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 and Industrial Application	Next review date	31/03/18





National Occupational Standard



Overview

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



PCS/N9902

Maintain standards of product/ service quality

National Occupational Standard

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 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> <p>PC19. offer promotions to improve product satisfaction level to the customers</p>

PCS/N9902

Maintain standards of product/ service quality

	<p>periodically</p> <p>PC20. weigh the cost of fulfilling unscheduled customer requests, consult with senior and advise the customer on alternatives</p>
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 manner</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> <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>

PCS/N9902

Maintain standards of product/ service quality

	<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
	The user/ individual on the job needs to know and understand:
	SB1. how to spot and when to report potential areas of recurring quality concerns
	SB2. how to address complaints and handle dissatisfied customers
	Plan and Organize
	The user/ individual on the job needs to know and understand:
	SB3. how to plan workflow to achieve/ deliver 100% quality in the given time and with given equipment
	Customer Centricity
	The user/ individual on the job needs to know and understand:
	SB4. how to earn full customer loyalty
	Problem Solving
	The user/ individual on the job needs to know and understand how to:
SB5. coordinate with different departments in order to service the customer better	
SB6. contribute to quality of team work and achieve smooth workflow	
SB7. share work load as required	
Analytical Thinking	
The user/ individual on the job needs to know and understand how to:	
SB8. communicate new product quality standards to different stakeholders in the market and train colleagues for quality, if required	
Critical Thinking	
The user/ individual on the job needs to know and understand how to:	
SB9. improve work processes by interacting with customers and adopting best practices	
SB10. resolve recurring inter-personal or system related conflicts with colleagues that hinder customer service	
SB11. constructively act upon on any problems pointed out by customers	
SB12. handle personality clashes effectively	

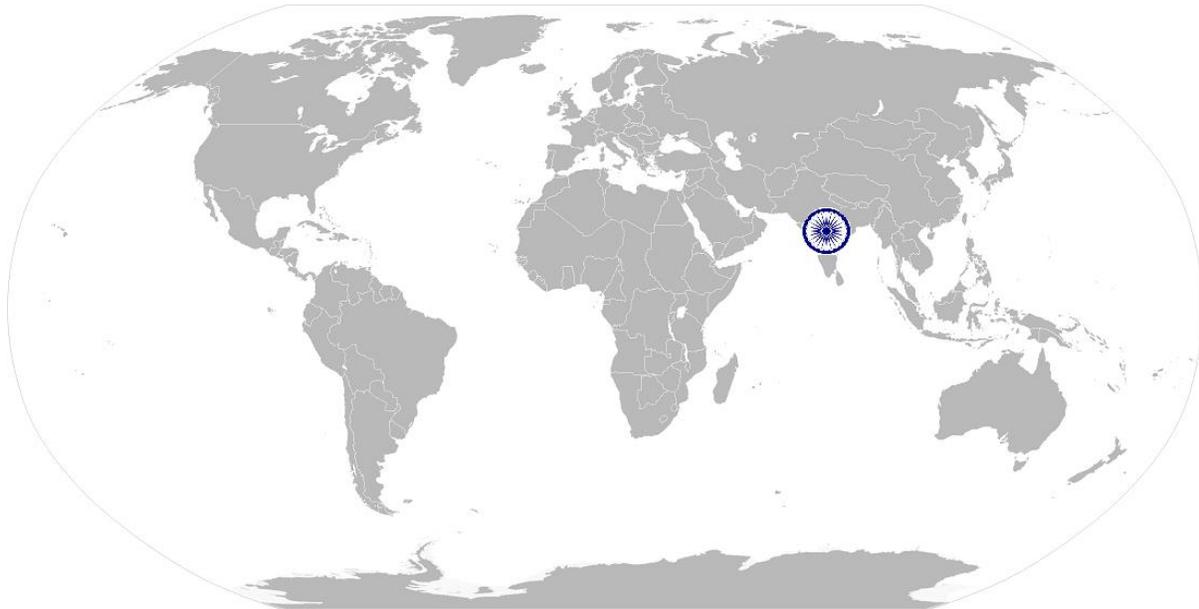


PCS/N9902

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 and Industrial Application	Next review date	31/03/18





National Occupational Standard



Overview

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



PCC/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 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. safely handle materials, tools, acids, chemicals, equipment, etc.</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>



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



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



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B. 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

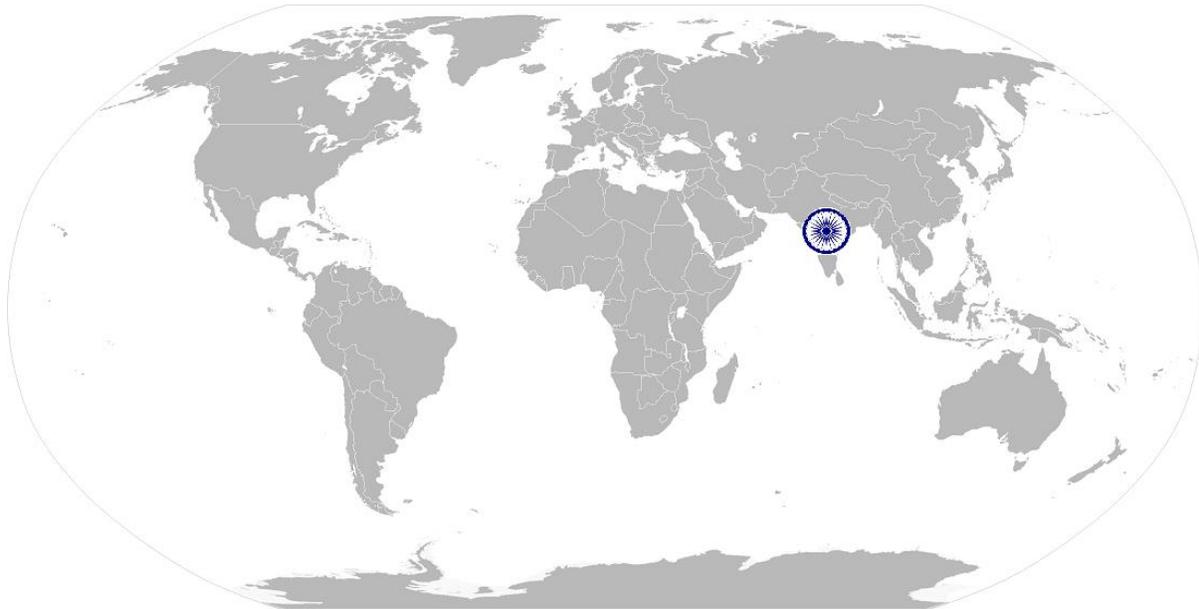


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Maintain OH&S standards and follow environmental norms

NOS Version Control

NOS Code	PCS/N9903		
Credits(NSQF)	TBD	Version number	1.0
Industry	Paints and Coatings	Drafted on	17/02/16
Industry Sub-sector	Manufacturing and Application	Last reviewed on	31/03/16
Occupation	Decorative and Industrial Application	Next review date	31/03/18

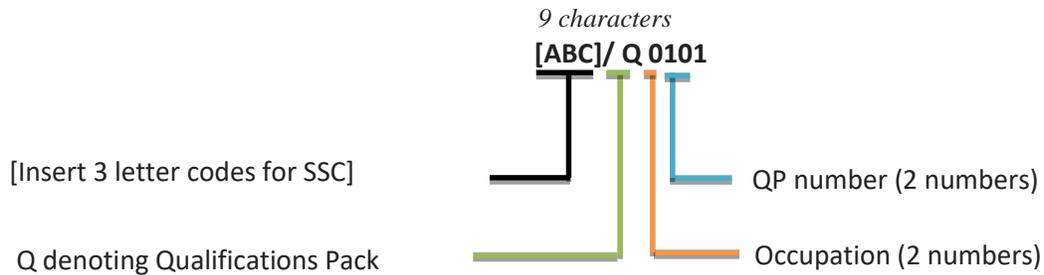




Annexure

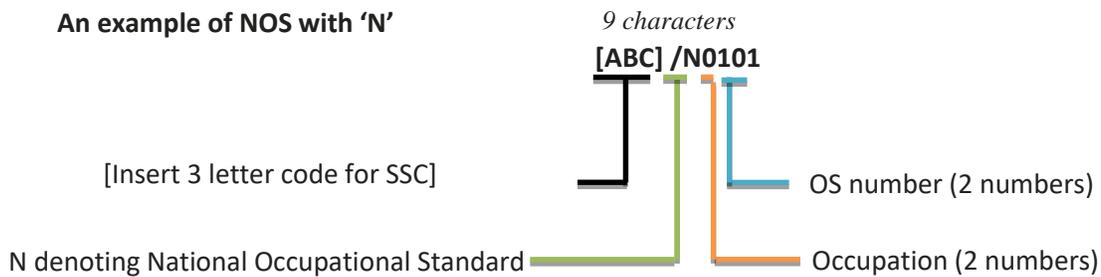
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



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

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

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



Criteria For Assessment Of Trainees

Job Role : Painting Helper

Qualification Pack : PCS/Q5005

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: 200					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
PCS/N5012 Assist in the painting process	PC1. understand given instructions	50	1.5	0.5	1
	PC2. follow given instructions		1.5	0.5	1
	PC3. assist spontaneously and perform tasks as instructed		1.5	0.5	1
	PC4. identify and select painting materials relevant for work such as various type of paints, thinners, primers, putty, sand papers, etc.		2.5	0.5	1
	PC5. classify materials on the basis of their type and use		2.0	0.5	1.5
	PC6. identify and select tools relevant for work such as sanders, spreaders, buffers, brush, rollers, spray guns etc		3	1	2
	PC7. deliver, place and store paints and painting materials		3	1	2
	PC8. handle and place painting tools and equipment		3	1	2
	PC9. stack materials depending on their properties and as per company's standards		3	1	2
	PC10. identify and mask areas not to be painted		3	1	2
	PC11. remove all wall hangings and fixtures and store safely		3	1	2



Compulsory NOS				Marks Allocation	
Total Marks: 200					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
	PC12. move and cover all furniture and cover the exposed floor		3	1	2
	PC13. sand and prepare the surface for painting		3	1	2
	PC14. prepare the putty, primer and paint for application as per manufacturer's instructions		3	1	2
	PC15. apply the putty and primer to the prepared surface as per manufacturer's recommendations		3	1	2
	PC16. smoothen the wall for final painting by sanding with recommended sand paper		3	1	2
	PC17. dispose waste material as per company's disposal standards		3	1	2
	PC18. dispose hazardous materials as per company's disposal standards		2	0.5	1.5
	PC19. clean workplace after painting		2	0.5	1.5
	PC20. clean and maintain tools after use		2	0.5	1.5
	Total		50	16.00	34.00

Compulsory NOS				Marks Allocation	
Total Marks: 200					
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		1.0	0.25	0.75



Compulsory NOS				Marks Allocation	
Total Marks: 200					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
	when required				
	PC12. identify the potential and existing conflicts with the colleagues and resolve		1.0	0.25	0.75
	PC13. pass on essential information to colleagues on timely basis		1.0	0.0	1.0
	PC14. maintain work etiquette, use polite language, demonstrate responsible and disciplined behaviour with colleagues		2.0	0.5	1.5
	PC15. interact with colleagues from different functions clearly and effectively to understand the nature of their work and work effectively as a team		1.0	0.25	0.75
	PC16. put team over individual goals and multi task or share work where necessary supporting the colleagues		2.0	0.0	2.0
	PC17. highlight any errors of colleagues, help to rectify and ensure quality output		1.0	0.25	0.75
	PC18. work with cooperation, coordination, communication and collaboration, with shared goals and supporting each other's performance		1.0	0.0	1.0
	PC19. ask relevant questions to the customers and identify their needs		1.0	0.25	0.75
	PC20. possess adequate knowledge on the product, services and market		2.0	0.5	1.5
	PC21. brief the customers clearly on potential costs and hazards		1.0	0.25	0.75
	PC22. communicate with the customers in a polite, professional and friendly manner		1.0	0.25	0.75
	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 proper body language, dress code, gestures and etiquettes towards the		1.0	0.25	0.75



Compulsory NOS				Marks Allocation	
Total Marks: 200					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
	customers				
	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
	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: 200					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
PCS/N9902 Maintain standards of product/ service quality	PC1. keep in mind the profiles of expected customers	50	2.0	0.5	1.5
	PC2. understand the target customers and their product/ service quality requirements as defined by the company		3.0	0.5	2.5
	PC3. receive superior's/ customer feedback regularly		2.0	0.0	2.0
	PC4. aim to build a good connect with the customers through quality product/ service		2.0	0.5	1.5
	PC5. keep tab through frequent discussions with regular customers on general 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



Compulsory NOS				Marks Allocation	
Total Marks: 200					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
	PC10. ensure 100% customer satisfaction via product/ service quality		3.0	0.5	2.5
	PC11. treat the customers fairly and with due respect		3.0	0.5	2.5
	PC12. focus on executing company's marketing strategies and product development needs		3.0	1.0	2.0
	PC13. focus on enhancing brand value of company by maintaining or enhancing quality standards		3.0	1.0	2.0
	PC14. ensure that customer expectations are met		2.0	0.5	1.5
	PC15. learn to read customers' needs and wants		2.0	0.5	1.5
	PC16. willingly accept and implement new and innovative products and services that help improve customer satisfaction		3.0	1.0	2.0
	PC17. communicate feedback of customer to senior, especially, the negative feedback		2.0	0.5	1.5
	PC18. maintain close contact with the customers and focus groups		2.0	0.5	1.5
	PC19. offer promotions to improve product satisfaction level to the customers periodically		3.0	1.0	2.0
	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: 200					
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. analyze 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



Compulsory NOS				Marks Allocation	
Total Marks: 200					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
	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. safely handle materials, tools, acids, chemicals, equipment, etc.		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		1.5	0.4	1.1



Compulsory NOS				Marks Allocation	
Total Marks: 200					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
	and supplies				
	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 to 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

Compulsory NOS				Marks Allocation	
Total Marks: 200					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
	Total		50	14	36