

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR PAINTS AND COATINGS INDUSTRY

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Introduction

Qualifications Pack: Shop Tinting Assistant

SECTOR: PAINTS AND COATINGS

SUB-SECTOR: APPLICATION

OCCUPATION: Decorative and Industrial Paint Application

REFERENCE ID: PCS/Q5007

ALIGNED TO: NCO-2004/ NIL

The Shop Tinting Assistant is responsible for colour matching of the paint using the recommended base and colourants, as per customer's requirement, handling sales and managing inventory.

Brief Job Description: The individual at work prepares paint in the colour mixing or tinting machine as per paint-company's shade card, colour code or matching panel, undertakes retail-counter sale and service and manages inventory at the shop.

Personal Attributes: The job requires the individual to: work in a paint-redolent environment, have good eye-sight and no colour blindness.

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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Job Details

| | | | |
|--------------------------|---|------------------|----------|
| Qualifications Pack Code | PCS/Q5007 | | |
| Job Role | Shop Tinting Assistant | | |
| Credits(NSQF) | TBD | Version number | 1.0 |
| Sector | Paints and Coatings | Drafted on | 17/02/16 |
| Sub-sector | Application | Last reviewed on | 31/03/16 |
| Occupation | Decorative and Industrial Paint Application | Next review date | 31/03/18 |
| NSQC Clearance on | NA | | |

| | |
|--|--|
| Job Role | Shop Tinting Assistant |
| Role Description | Preparing paint, handling sales and managing inventory |
| NSQF level | 4 |
| Minimum Educational Qualifications | Preferably 8 th standard |
| Maximum Educational Qualifications | 12 th standard |
| Training (Suggested but not mandatory) | Not Applicable |
| Minimum Job Entry Age | 18 years |
| Experience | Not Applicable |
| Applicable National Occupational Standards (NOS) | <p>Compulsory:</p> <ol style="list-style-type: none"> 1. PCS/N5008 Perform colour mixing and matching 2. PCS/N5009 Undertake counter sales and manage inventory 3. PCS/N9901 Coordinate with colleagues and/or customers 4. PCS/N9902 Maintain standards of product/ service quality 5. PCS/N9903 Maintain OH&S standards and follow environmental norms <p>Optional:</p> <ol style="list-style-type: none"> 1. NA |
| Performance Criteria | As described in the relevant OS units |

Qualifications Pack For Shop Tinting Assistant

Definitions

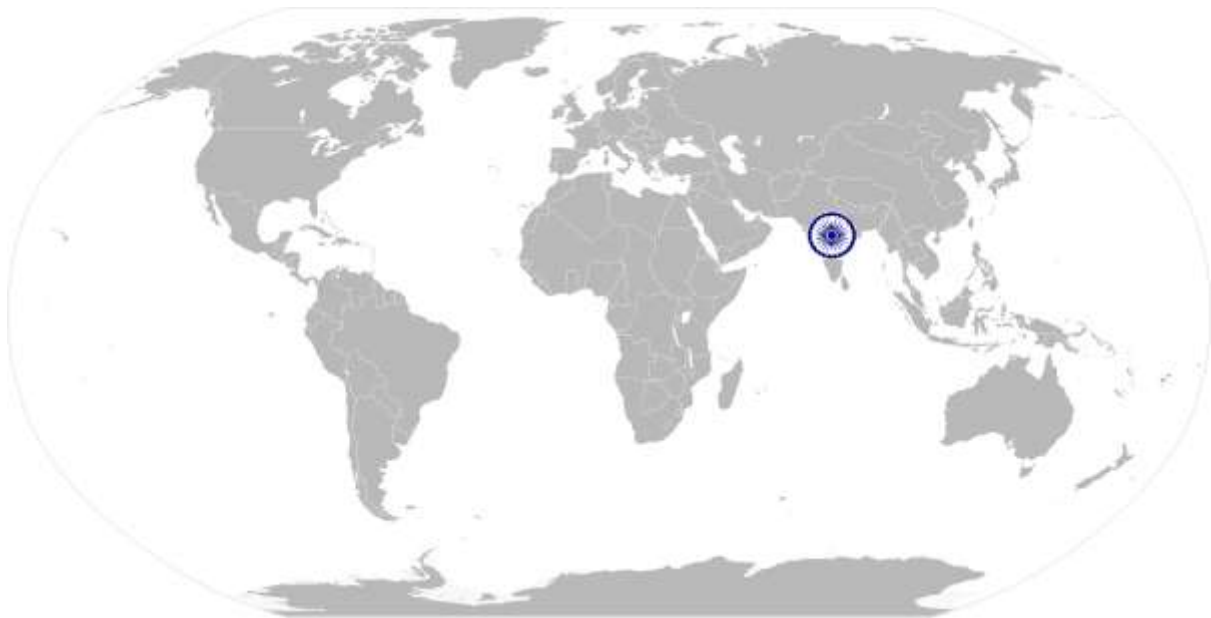
| Keywords /Terms | Description |
|---------------------------------------|--|
| Core Skills/Generic Skills | Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the NOS, 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 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. |
| 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. |
| 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. |

Qualifications Pack For Shop Tinting Assistant

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 mixing colour to base and matching it to a shade card or panel in order to prepare accurate colour for the painter and as per customer requirement and company's standards.

PCS/N5008

Perform colour mixing and matching

National Occupational Standard

| | |
|--|---|
| Unit Code | PCS /N5008 |
| Unit Title (Task) | Perform colour mixing and matching |
| Description | This OS unit is about mixing colour to base and matching it to a shade card or panel in order to prepare accurate colour for the painter and as per customer requirement and company's standards |
| Scope | <p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Set parameters on the colour mixing machine Operate the colour mixing machine Match the colour Undertake preventive maintenance of the colour machine Achieve productivity and quality standards <p>Range: The individual may work at Dealer's shop and should be able to operate Tinting Machine</p> |
| Performance Criteria(PC) w.r.t. the Scope | |
| Element | Performance Criteria |
| Setting parameters on the colour mixing machine | <p>To be competent, the user/ individual must be able to:</p> <p>PC1. check the working condition of the colour mixing machine</p> <p>PC2. understand the colour matching requirement as per shade card or sample panel</p> <p>PC3. understand the operation of the machine as per operating manual or company's standards</p> <p>PC4. set the machine parameters in order to begin the colour mixing process</p> |
| Operating the colour mixing machine | <p>To be competent, the user/ individual must be able to:</p> <p>PC5. switch on the colour mixing machine</p> <p>PC6. feed in required colour and parameters for recommended composition of the colours as per the company's mixing instructions</p> <p>PC7. operate the colour mixing machine</p> <p>PC8. check the accuracy of the colour with two similar shades of a colour</p> <p>PC9. add more tinters, base colours, etc., if the required colour is not achieved</p> <p>PC10. repeat the process until the desired colour is achieved</p> |
| Matching the colour | <p>To be competent, the user/ individual must be able to:</p> <p>PC11. accurately assess any colour difference as per the company's specifications</p> <p>PC12. add and mix the pigments, tinters or base colours with paints, enamels or lacquers in exact proportion in order to match colours</p> <p>PC13. ensure that exact raw materials are mixed and as per specified amounts</p> <p>PC14. diligently follow the formula and standard colour samples in order to avoid wastage and mismatch</p> <p>PC15. compare samples using colorimeter</p> <p>PC16. repeat operation and make shade adjustments until the specified shade is</p> |

PCS/N5008

Perform colour mixing and matching

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| | <p>obtained</p> <p>PC17. test the colour obtained to match the specifications</p> <p>PC18. interpret the test results and calculate the required colour adjustments/ additions</p> <p>PC19. analyze and resolve any return complaints on colour</p> <p>PC20. maintain status of complaints in database such as complaint analysis, action on complaints, etc.</p> <p>PC21. ensure to wear suitable personal protective equipment and use the specified environmental safety equipment</p> <p>PC22. clean and maintain the work area and equipment</p> <p>PC23. maintain detailed records of work orders, formulae and the amount of ingredients added or mixed to obtain the desired colour</p> |
| Undertaking preventive maintenance of the machine | <p>To be competent, the user/ individual must be able to:</p> <p>PC24. ensure general maintenance and upkeep of the colour mixing machine</p> <p>PC25. ensure no shut down of machines due to improper maintenance</p> <p>PC26. perform regular cleaning process as prescribed by manufacturer</p> |
| Achieving productivity and quality standards | <p>To be competent, the user/ individual must be able to:</p> <p>PC27. ensure to meet 100%, the established colour standards and quality</p> <p>PC28. ensure compliance to meet specified laboratory procedures for any quality check by the paint company</p> <p>PC29. ensure to complete the colour matching in target time</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 policy and work instructions on quality standards,</p> <p>KA2. company's personnel management and incentives rules</p> <p>KA3. importance of the individual's role in the workflow</p> <p>KA4. reporting structure</p> <p>KA5. occupational health and safety standards</p> |
| B. Technical Knowledge | <p>The individual on the job needs to know and understand:</p> <p>KB1. paint manufacture process</p> <p>KB2. types of paint products</p> <p>KB3. various kinds of raw materials involved in the process</p> <p>KB4. use of tinting machine, colour spectro-photometer, equipment and materials</p> <p>KB5. materials to be mixed to the paint</p> <p>KB6. estimating the appropriate amount of mix material</p> <p>KB7. achieving the accuracy of the desired colour</p> <p>KB8. adjustments and additions as required for colour matching</p> <p>KB9. analyzing the customer complaints</p> <p>KB10. proficiency in in-house software for recording the job details</p> <p>KB11. maintaining the equipments and machine for colour matching</p> <p>KB12. ensuring the stock of raw materials required</p> <p>KB13. safety standards and precautions to be taken</p> <p>KB14. quality standards to be maintained</p> |

PCS/N5008

Perform colour mixing and matching

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| | <p>KB15. standard operating procedure</p> <p>KB16. market trend and customer preferences</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 work instructions, customer requirement and quality policy |
| | SA2. to read instructions on use of colour mixing/ tinting machine |
| | Writing Skills |
| | The user/individual on the job needs to know and understand how: |
| B. Professional Skills | SA3. to maintain the record of job completed as per company's policy |
| | Oral Communication (Listening and Speaking skills) |
| | The user/individual on the job needs to know and understand how to: |
| | SA4. communicate with supervisor to report on any issues and understand the work order |
| | SA5. interact with other departments and team members to work efficiently |
| | Decision Making |
| | The user/individual on the job needs to know and understand how: |
| | SB1. to select the right amount of tinter and other materials as required to obtain the colour |
| | Plan and Organize |
| | The user/individual on the job needs to know and understand how: |
| | SB2. to schedule and plan for meeting the target |
| | SB3. to arrange for materials requirement |
| | Customer Centricity |
| | The user/individual on the job needs to know and understand how to: |
| | SB4. ensure the completion of work obtaining the customer desired colour |
| | Problem Solving |
| | The user/individual on the job needs to know and understand how to: |
| | SB5. resolve issues related to material, tinting machine, etc. |
| | Analytical Thinking |
| | The user/individual on the job needs to know and understand how to: |
| | SB6. estimate the time taken for colour matching |
| | SB7. analyze the material requirement |
| | Critical Thinking |
| | The user/individual on the job needs to know and understand how to: |
| | SB8. spot process disruptions and delays |

PCS/N5008

Perform colour mixing and matching

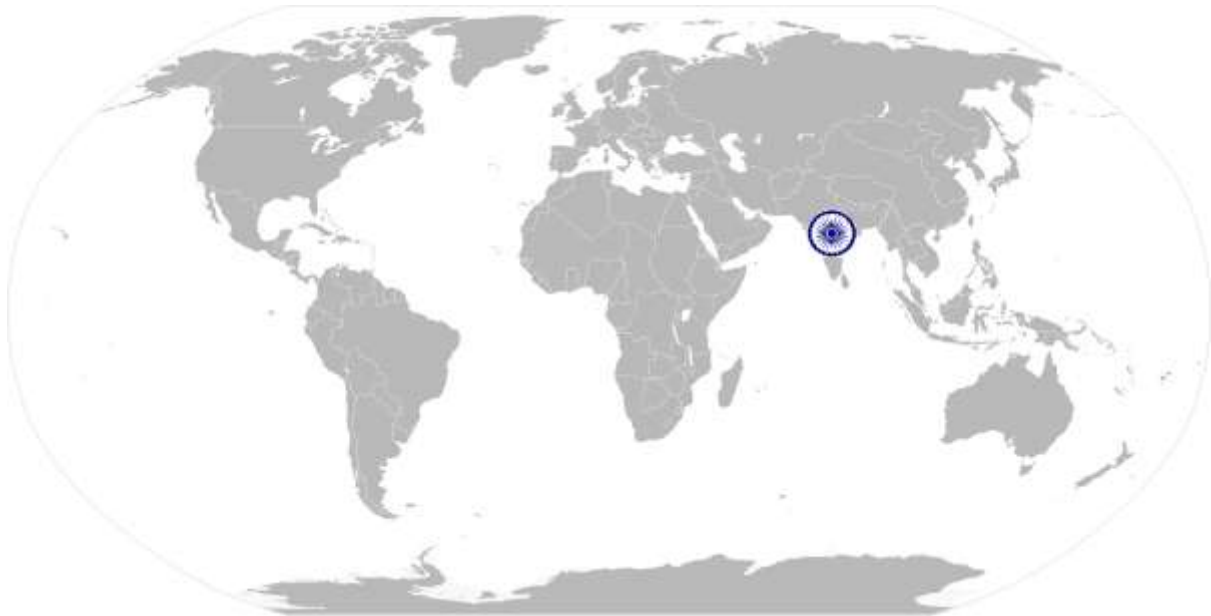
NOS Version Control

| NOS Code | PCS/N5008 | | |
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| Occupation | Decorative and Industrial Paint Application | Next review date | 31/03/18 |





National Occupational Standard



Overview

This unit is about working on the retail sales counter, supervising the loading and unloading of materials, inspecting storage area, counting materials and reporting and discrepancy to superior.

PCS/N5009

Undertake counter sales and manage inventory

National Occupational Standard

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|---|---|
| Unit Code | PCS/N5009 |
| Unit Title (Task) | Undertake counter sales and manage inventory |
| Description | This OS unit is about working on the retail sales counter, supervising the loading and unloading of materials, inspecting storage area, counting materials and reporting and discrepancy to superior |
| Scope | <p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Work on the retail sales counter • Supervise loading and unloading of materials • Inspect storage area • Count materials and report discrepancy to superior <p>Range: The individual may work at Dealer's shop and should be able to operate Tinting Machine</p> |
| Performance Criteria(PC) w.r.t. the Scope | |
| Element | Performance Criteria |
| Working on retail sales counter | <p>To be competent, the user/ individual must be able to:</p> <p>PC1. attend to customer queries on paints and painting service</p> <p>PC2. display shade cards, booklets and samples</p> <p>PC3. assist customer in calculating paint and material required for a given area</p> <p>PC4. arrange for painting contractor or job workers as demanded by customer</p> <p>PC5. check availability of paint and materials as demanded by painting contractor or customer</p> <p>PC6. share information on latest paints and tools with customer or contractor or job worker</p> <p>PC7. arrange for painter training organised by paint company</p> <p>PC8. make a sale, collect cash and enter transaction on computer</p> <p>PC9. prepare invoice and bill</p> <p>PC10. negotiate credit and return terms with painting contractor or job worker</p> |
| Supervise loading and unloading of materials | <p>To be competent, the user/ individual must be able to:</p> <p>PC11. receive order list from the superior or dealer as per customer's/ contractor's bill of material and enter into computer</p> <p>PC12. count the number of items to be dispatched as per order and match the items to be loaded with the order list</p> <p>PC13. arrange for the recommended material handling equipment for loading</p> <p>PC14. receive stock list from the superior or dealer for storage and enter into computer</p> <p>PC15. receive the stock from suppliers</p> <p>PC16. count the number of items to be unloaded</p> <p>PC17. match the items and count of items to be unloaded with the list provided</p> <p>PC18. instruct helpers to unload/ unload the items</p> |

PCS/N5009

Undertake counter sales and manage inventory

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| Inspecting storage area | To be competent, the user/ individual must be able to: PC19. inspect the storage area for spillage, breakage or any other safety issues PC20. check stability of storage racks PC21. check stacking of materials as recommended PC22. ensure storage area is clean |
| Counting materials and reporting discrepancy to supervisor | To be competent, the user/ individual must be able to: PC23. count materials in the storage area PC24. match the numbers with the count in computer data entries PC25. identify any missing items and report missing items to the supervisor PC26. maintain record of inward and outward material movement as per dealer's policy |
| Knowledge and Understanding (K) | |
| A. Organizational Context (Knowledge of the company / organization and its processes) | The user/individual on the job needs to know and understand: KA1. dealer's policy and work instructions on quality standards KA2. dealer's personnel management and incentives rules KA3. importance of the individual's role in the workflow KA4. credit and retrns policy of dealer KA5. occupational health and safety standards |
| B. Technical Knowledge | The user/individual on the job needs to know and understand: KB1. making data entries in computer KB2. inventory management of stock keeping units (SKU) KB3. about material handling equipment used for moving items KB4. technical specification of painting materials KB5. calculating paint and material requirement, invoicing and billing KB6. market trends, new paints and materials KB7. painting contractors and job workers available in the local market and their expertise and rates KB8. different paint companies selling in the market and selling products KB9. discount, rewards and incentives provided by companies on meeting sales targets KB10. common customer complaints about paints or service and reasons for complaints KB11. significance of maintaining stock inventory in order to ensure fast selling products are stocked more than the slower ones or premium ones are displayed as per company's standards |
| Skills (S) | |
| A. Core Skills/ Generic Skills | Reading Skills |
| | The user/ individual on the job needs to know and understand how to: SA1. read order list or bill of materials SA2. Read notes/comments from the superior |

PCS/N5009

Undertake counter sales and manage inventory

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| | Writing Skills |
| | The user/ individual on the job needs to know and understand how to: SA3. fill up data entries at the time of loading and unloading of materials SA4. writing report on storage items and discrepancies found |
| | Oral Communication (Listening and Speaking skills) |
| | The user/ individual on the job needs to know and understand how to: SA5. interact with team members to work efficiently SA6. communicate effectively with superior to achieve smooth workflow SA7. communicate effectively with the customers to build a good rapport with them SA8. use language that the customer or colleague understands SA9. use the communications systems of the company, e.g., telephone, fax, public announcement systems SA10. e-mail and use Internet for communicating SA11. use of 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. optimise product storage and display in order to achieve greater sales and meeting targets SB2. use manpower to load and unload materials depending on number of items SB3. assess capacity of storage for storing items |
| | Plan and Organize |
| | The user/ individual on the job needs to know and understand how to: SB4. plan communication strategy in order to avoid conflicts and work disruption SB5. submit reports on timely manner |
| | Customer Centricity |
| | The user/ individual on the job needs to know and understand how to: SB6. 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: SB7. identify and address errors during inventory counting process |
| | Analytical Thinking |
| | The user/ individual on the job needs to know and understand how to: SB8. perform counting in a systematic manner SB9. optimise usage of storage area |
| | Critical Thinking |
| | The user/ individual on the job needs to know and understand how to: SB10. pay attention to details SB11. count carefully and without distraction |

PCS/N5009

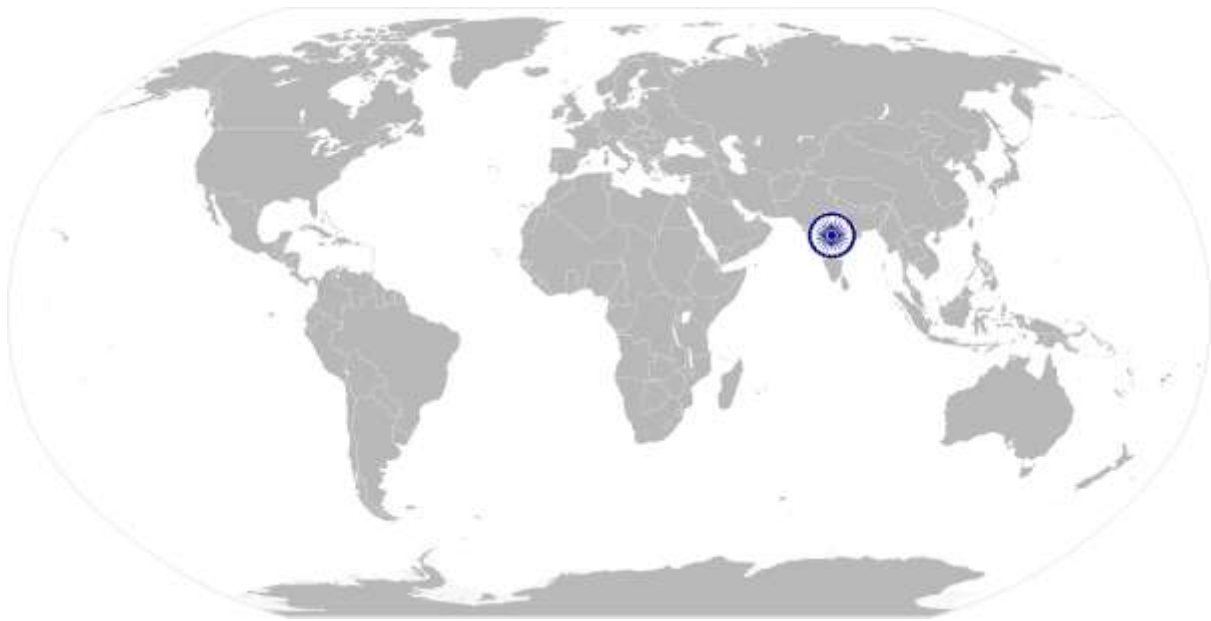
Undertake counter sales and manage inventory

NOS Version Control

| NOS Code | PCS/N5009 | | |
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| Occupation | Decorative and Industrial Paint Application | Next review date | 31/03/18 |



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

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| 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, if required |
| 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>PC27. receive job order and instructions from reporting superior</p> <p>PC28. understand the work output requirements, targets, performance indicators and incentives</p> <p>PC29. deliver quality work on time and report any anticipated reasons for delays</p> <p>PC30. escalate unresolved problems or complaints to the relevant senior</p> <p>PC31. communicate maintenance and repair schedule proactively to the superior</p> <p>PC32. receive feedback on work standards</p> <p>PC33. 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>PC34. exhibit trust, support and respect to all the colleagues in the workplace</p> <p>PC35. aim to achieve smooth workflow</p> <p>PC36. help and assist colleagues with information and knowledge</p> <p>PC37. seek assistance from the colleagues when required</p> <p>PC38. identify the potential and existing conflicts with the colleagues and resolve</p> <p>PC39. pass on essential information to other colleagues on timely basis</p> <p>PC40. maintain the etiquette, use polite language, demonstrate responsible and disciplined behaviors to the colleagues</p> <p>PC41. interact with colleagues from different functions clearly and effectively on all aspects to carry out the work among the team and understand the nature of their work</p> <p>PC42. put team over individual goals and multi task or share work where necessary supporting the colleagues</p> <p>PC43. highlight any errors of colleagues, help to rectify and ensure quality output</p> <p>PC44. work with cooperation, coordination, communication and collaboration, with shared goals and supporting each others performance</p> |
| Communicating effectively with customers, if required | <p>To be competent, the user/ individual must be able to:</p> <p>PC45. ask more questions to the customers and identify their needs</p> <p>PC46. possess strong knowledge on the product, services and market</p> <p>PC47. brief the customers clearly on potential costs and hazards</p> <p>PC48. communicate with the customers in a polite, professional and friendly manner</p> <p>PC49. build effective but impersonal relationship with the customers</p> |

PCS/N9901

Coordinate with colleagues and/or customers

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| | <p>PC50. ensure the appropriate language and tone are used with customers</p> <p>PC51. listen actively and have a two way communication</p> <p>PC52. be sensitive to the gender, cultural and social differences such as modes of greeting, formality, etc.</p> <p>PC53. understand the customer expectations correctly and provide the appropriate products and services</p> <p>PC54. understand the customer dissatisfaction and address or escalate their complaints effectively</p> <p>PC55. maintain a positive, sensible and cooperative manner all time</p> <p>PC56. ensure to maintain a proper body language, dress code, gestures and etiquettes towards the customers</p> <p>PC57. avoid interrupting the customers while they talk</p> <p>PC58. ensure to avoid negative questions and statements to the customers</p> <p>PC59. inform the customers on any issues or problems before hand and also on the developments involving them</p> <p>PC60. ensure to respond back to the customer immediately for their voice messages, e-mails, apps, etc.</p> <p>PC61. develop good rapport with the customers and promote other products and services</p> <p>PC62. seek feedback from the customers on their understanding to what was discussed</p> <p>PC63. explain the terms and conditions clearly</p> |
| Knowledge and Understanding (K) | |
| <p>B. Organizational</p> <p>Context (Knowledge of the company / organization and its processes)</p> | <p>The user/individual on the job needs to know and understand:</p> <p>KA6. company's policies on personnel management, effective team work at workplace</p> <p>KA7. company's HR policies</p> <p>KA8. company's reporting structure</p> <p>KA9. company's documentation policy</p> <p>KA10. company's customer profile</p> <p>KA11. occupational health and safety standards</p> |
| <p>B. Technical Knowledge</p> | <p>The user/individual on the job needs to know and understand:</p> <p>KA12. methods for effective communication with various categories of people and the different departments in the organization</p> <p>KA13. significance of team coordination and productivity targets of the organisation</p> <p>KA14. how to record the job activity as required on various types of documents?</p> <p>KA15. how to use computer or smartphone to communicate effectively and productively?</p> <p>KA16. significance of helping colleagues with specific issues and problems</p> <p>KA17. importance of meeting quality and time standards as a team</p> <p>KA18. how to practice effective listening and talking</p> <p>KA19. effective use of voice tone and pitch for communication</p> <p>KA20. how to demonstrate ethics and convey discipline to the customers?</p> |

PCS/N9901

Coordinate with colleagues and/or customers

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| | <p>KA21. how to build effective working relationship with mutual trust and respect within the team</p> <p>KA22. importance of dealing with grievances effectively and in time</p> |
| Skills (S) | |
| A. Core Skills/ Generic Skills | Reading Skills |
| | <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</p> <p>SA2. read notes/comments from the supervisor</p> |
| | Writing Skills |
| | <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA3. fill up documentation pertaining to job requirement</p> |
| | Oral Communication (Listening and Speaking skills) |
| | <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA4. interact with team members to work efficiently</p> <p>SA5. communicate effectively with superior to achieve smooth workflow</p> <p>SA6. communicate effectively with the customers to build a good rapport with them</p> <p>SA7. use language that the customer or colleague understands</p> <p>SA8. use the communications systems of the company, e.g., telephone, fax, public announcement systems</p> <p>SA9. E-mail and use Internet for communicating</p> <p>SA10. use of audio-visual aids to communicate complex issues</p> |
| B. Professional Skills | Decision Making |
| | <p>The user/ individual on the job needs to know and understand how to:</p> <p>SB1. spot and communicate potential areas of disruptions to work process and report the same</p> <p>SB2. report to supervisor and deal with a colleague individually, depending on the type of concern</p> |
| | Plan and Organize |
| | <p>The user/ individual on the job needs to know and understand how to:</p> <p>SB3. plan communication strategy in order to avoid conflicts and work disruption</p> |
| | Customer Centricity |
| | <p>The user/ individual on the job needs to know and understand how to:</p> <p>SB4. practice patient listening, careful talking and paraphrasing in order to avoid misunderstanding</p> |
| | Problem Solving |
| | <p>The user/ individual on the job needs to know and understand how to:</p> <p>SB5. coordinate with different departments and multi-task as necessary</p> <p>SB6. contribute to quality of team work and achieve smooth workflow</p> <p>SB7. share work load as required</p> |



PCS/N9901

Coordinate with colleagues and/or customers

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| | SB8. delegate work in consultation with superior or as necessary instead of 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

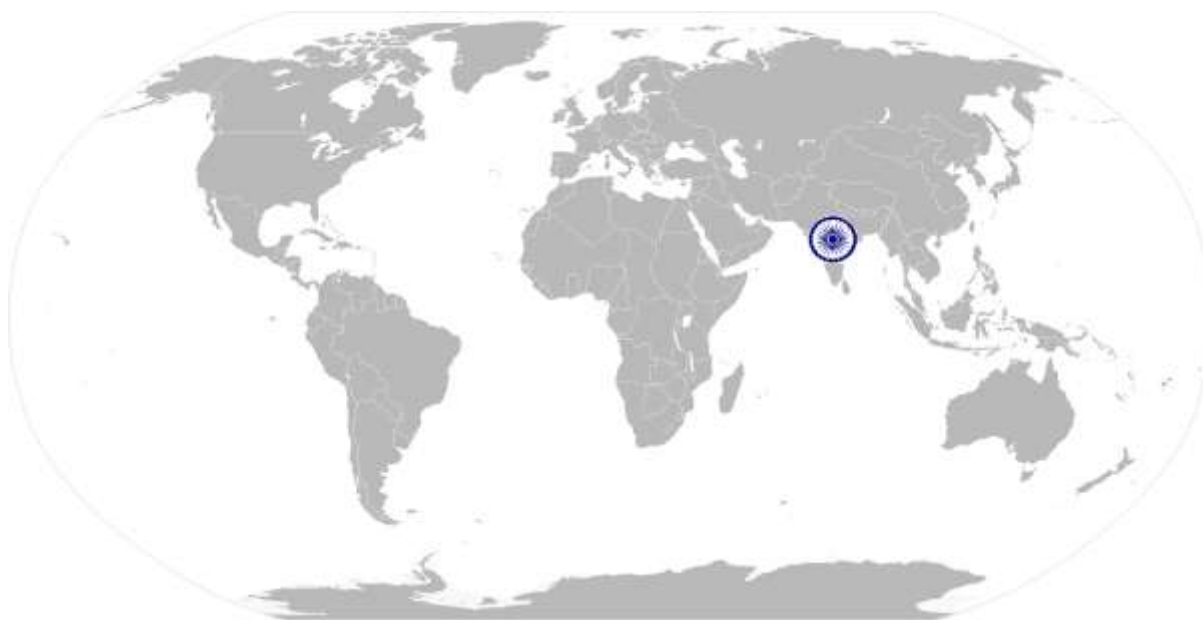
NOS Version Control

| 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 and Industrial Paint 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 accepted levels of 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 from regularly</p> <p>PC4. aim to build a good connect with the customers through quality product/ service</p> <p>PC5. keep tab on frequent discussions with regular customers on general likes and dislikes 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. if necessary, compulsively seek customer rating of product/ service in order to help develop a set of regularly improved procedures</p> <p>PC8. demonstrate quality orientation at all level</p> <p>PC9. aim to gain their long lasting 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 user/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 user/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 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. significance 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. fill up documentation pertaining to one's role in customer satisfaction</p> <p>Oral Communication (Listening and Speaking skills)</p> |

PCS/N9902

Maintain standards of product/ service quality

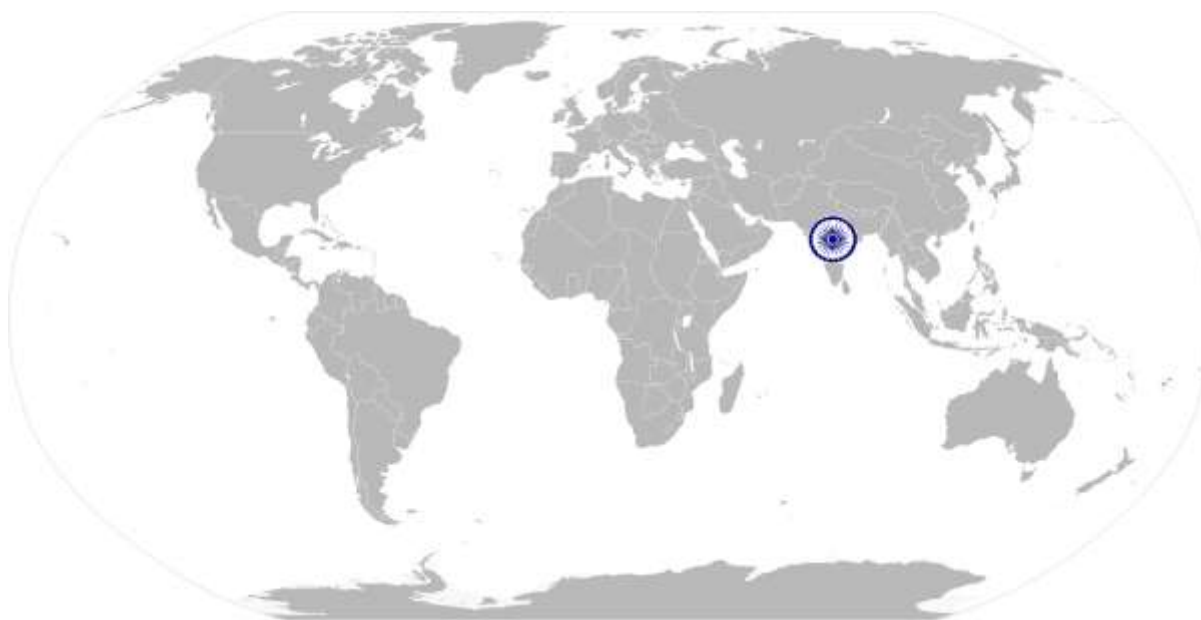
| | |
|-------------------------------|--|
| | <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA4. interact with team members to achieve quality standards</p> <p>SA5. communicate effectively with customers in field jobs</p> <p>SA6. engage with customer to understand their 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 of 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 the complaints and handle the dissatisfied the 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 in order 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. act upon constructively on any problems as pointed by customers</p> <p>SB12. handle personality clashes effectively</p> |

PCS/N9902

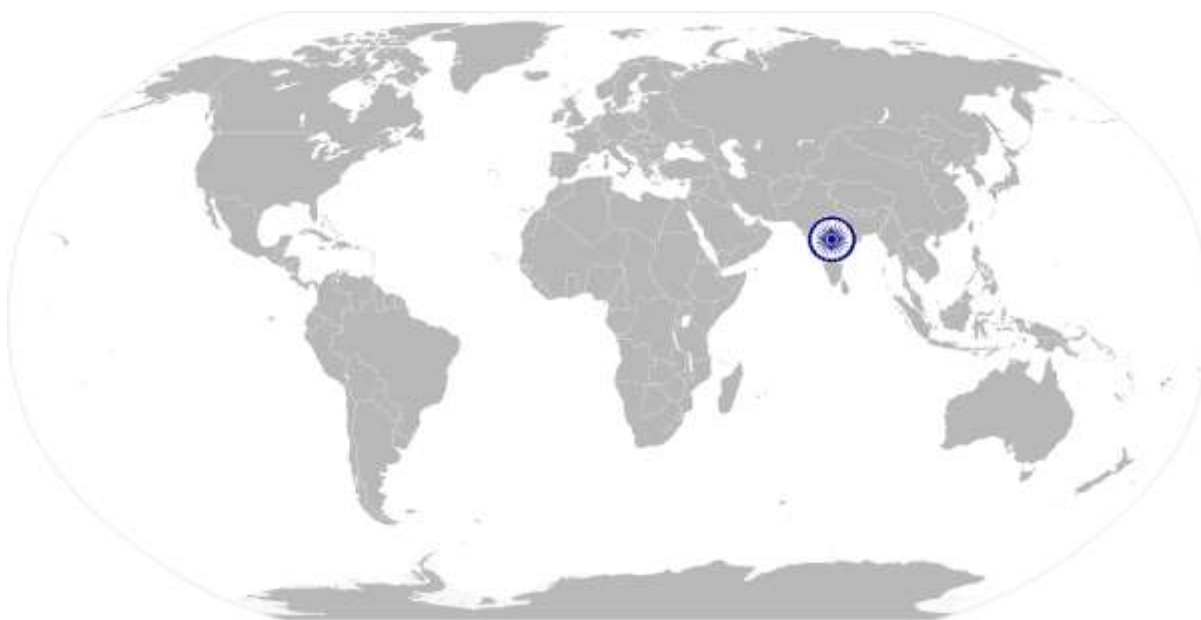
Maintain standards of product/ service quality

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 | Application | Last reviewed on | 31/03/16 |
| Occupation | Decorative and Industrial Paint 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.

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 necessary 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. be 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 from handling procedures at the storage areas</p> <p>PC14. ensure to be safe while handling materials, tools, acids, chemicals, equipment, etc.</p> <p>PC15. store the chemicals and acids in a well-ventilated and locked areas with warning signs displayed</p> <p>PC16. ensure safe techniques while moving furniture and fixtures</p> <p>PC17. ensure to reduce 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. ensure safety from injuries of cuts to loss of fingers, while handling sharp</p> |

PCS/N9903

Maintain OH&S standards and follow environmental norms

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|---|--|
| | <p>hazardous tools and equipment</p> <p>PC23. use flat surfaces, secure holding and protective wear while using such sharp 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, bending, or 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 health, safety and environmental impacts caused by them</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 to use</p> <p>PC31. ensure to 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. ensure to display safety signs at places where necessary for people to be cautious</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. ensure 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

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|---|---|
| B. Technical Knowledge | <p>The individual on the job needs to know and understand:</p> <p>KB1. the purpose and usage of protective gears such as gloves , protective goggles, masks, etc. while working</p> <p>KB2. use of first aid at workplace</p> <p>KB3. significance of accidental 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 accidental 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> |
| 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> <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> |

PCS/N9903

Maintain OH&S standards and follow environmental norms

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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 |

PCS/N9903

Maintain OH&S standards and follow environmental norms

NOS Version Control

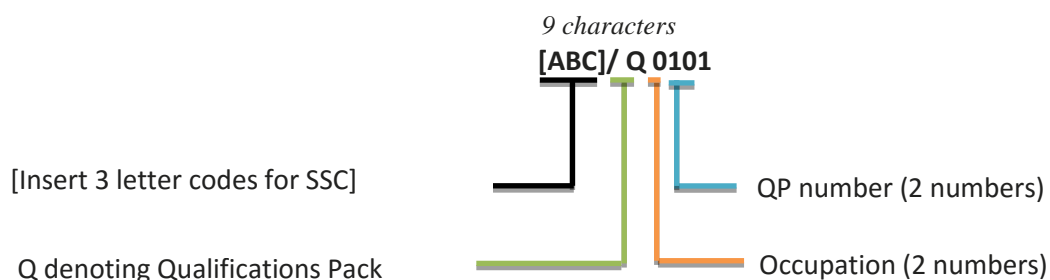
| NOS Code | PCS/N9903 | | |
|---------------------|---|------------------|----------|
| Credits(NSQF) | TBD | Version number | 1.0 |
| Industry | Paints and Coatings | Drafted on | 17/02/16 |
| Industry Sub-sector | Manufacturing and Application | Last reviewed on | 31/03/16 |
| Occupation | Decorative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



Annexure

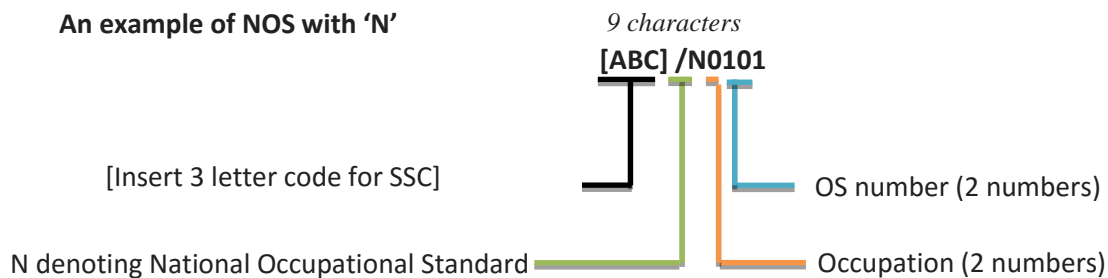
Nomenclature for QP and NOS

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 |

ASSESSMENT CRITERIA

Job Role : Shop Tinting Assistant

Qualification Pack : PCS/Q5007

Sector Skill Council : Paints and Coatings

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 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 criteria
5. To pass the Qualification Pack , every trainee should score a minimum of 60% in every 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 (250) | Out of | Theory | Skills Practical |
|---|--|-------------------|--------|--------|------------------|
| PCS/N5008 Perform colour mixing and matching | PC1. check the working condition of the colour mixing machine | 50 | 1.5 | 0.5 | 1 |
| | PC2. understand the colour matching requirement as per shade card or sample panel | | 1.5 | 0.5 | 1 |
| | PC3. understand the operation of the machine as per operating manual or company's standards | | 1.5 | 0.5 | 1 |
| | PC4. set the machine parameters in order to begin the colour mixing process | | 1.5 | 0.5 | 1 |
| | PC5. switch on the colour mixing machine | | 1.5 | 0.5 | 1 |
| | PC6. feed in required colour and parameters for recommended composition of the colours as per the company's mixing instructions | | 1.5 | 0.5 | 1 |
| | PC7. operate the colour mixing machine | | 1.5 | 0.5 | 1 |
| | PC8. check the accuracy of the colour with two similar shades of a colour | | 1.5 | 0.5 | 1 |
| | PC9. add more tinters, base colours, etc., if the required colour is not achieved | | 1.5 | 0.5 | 1 |
| | PC10. repeat the process until the desired colour is achieved | | 1.5 | 0.5 | 1 |
| | PC11. accurately assess any colour difference as per the company's specifications | | 1.5 | 0.5 | 1 |
| | PC12. add and mix the pigments, tinters or base colours with paints, enamels or lacquers in exact proportion in order to match colours | | 1.5 | 0.5 | 1 |



Qualifications Pack For Shop Tinting Assistant

| | Performance Criteria | Total Marks (250) | Out of | Theory | Skills Practical |
|--|--|-------------------|-----------|-------------|------------------|
| | PC13. ensure that exact raw materials are mixed and as per specified amounts | | 1.5 | 0.5 | 1 |
| | PC14. diligently follow the formula and standard colour samples in order to avoid wastage and mismatch | | 1.5 | 0.5 | 1 |
| | PC15. compare samples using colorimeter | | 1.5 | 0.5 | 1 |
| | PC16. repeat operation and make shade adjustments until the specified shade is obtained | | 1.5 | 0.5 | 1 |
| | PC17. test the colour obtained to match the specifications | | 2 | 0.5 | 1.5 |
| | PC18. interpret the test results and calculate the required colour adjustments/ additions | | 2 | 0.5 | 1.5 |
| | PC19. analyze and resolve any return complaints on colour | | 2 | 0.5 | 1.5 |
| | PC20. maintain status of complaints in database such as complaint analysis, action on complaints, etc. | | 2 | 0.5 | 1.5 |
| | PC21. ensure to wear suitable personal protective equipment and use the specified environmental safety equipment | | 2 | 0.5 | 1.5 |
| | PC22. clean and maintain the work area and equipment | | 2 | 0.5 | 1.5 |
| | PC23. maintain detailed records of work orders, formulae and the amount of ingredients added or mixed to obtain the desired colour | | 2 | 0.5 | 1.5 |
| | PC24. ensure general maintenance and upkeep of the colour mixing machine | | 2 | 0.5 | 1.5 |
| | PC25. ensure no shut down of machines due to improper maintenance | | 2 | 0.5 | 1.5 |
| | PC26. perform regular cleaning process as prescribed by manufacturer | | 2 | 0.5 | 1.5 |
| | PC27. ensure to meet 100%, the established colour standards and quality | | 2 | 0.5 | 1.5 |
| | PC28. ensure compliance to meet specified laboratory procedures for any quality check by the paint company | | 2 | 0.5 | 1.5 |
| | PC29. ensure to complete the colour matching in target time | | 2 | 0.5 | 1.5 |
| | POINTS | | 50 | 14.5 | 35.5 |
| | TOTAL POINTS | | | | 50 |

Qualifications Pack For Shop Tinting Assistant

| | Performance Criteria | Total Marks (250) | Out of | Theory | Skills Practical |
|---|---|-------------------|--------|--------|------------------|
| PCS/N5009 Undertake counter sales and manage inventory | PC1. attend to customer queries on paints and painting service | 50 | 1.5 | 0.5 | 1 |
| | PC2. display shade cards, booklets and samples | | 1.5 | 0.5 | 1 |
| | PC3. assist customer in calculating paint and material required for a given area | | 1.5 | 0.5 | 1 |
| | PC4. arrange for painting contractor or job workers as demanded by customer | | 1.5 | 0.5 | 1 |
| | PC5. check availability of paint and materials as demanded by painting contractor or customer | | 2 | 0.5 | 1.5 |
| | PC6. share information on latest paints and tools with customer or contractor or job worker | | 2 | 0.5 | 1.5 |
| | PC7. arrange for painter training organised by paint company | | 2 | 0.5 | 1.5 |
| | PC8. make a sale, collect cash and enter transaction on computer | | 2 | 0.5 | 1.5 |
| | PC9. prepare invoice and bill | | 2 | 0.5 | 1.5 |
| | PC10. negotiate credit and return terms with painting contractor or job worker | | 2 | 0.5 | 1.5 |
| | PC11. receive order list from the superior or dealer as per customer's/ contractor's bill of material and enter into computer | | 2 | 0.5 | 1.5 |
| | PC12. count the number of items to be dispatched as per order and match the items to be loaded with the order list | | 2 | 0.5 | 1.5 |
| | PC13. arrange for the recommended material handling equipment for loading | | 2 | 0.5 | 1.5 |
| | PC14. receive stock list from the superior or dealer for storage and enter into computer | | 2 | 0.5 | 1.5 |
| | PC15. receive the stock from suppliers | | 2 | 0.5 | 1.5 |
| | PC16. count the number of items to be unloaded | | 2 | 0.5 | 1.5 |
| | PC17. match the items and count of items to be unloaded with the list provided | | 2 | 0.5 | 1.5 |
| | PC18. instruct helpers to unload/ unload the items | | 2 | 0.5 | 1.5 |
| | PC19. inspect the storage area for spillage, breakage or any other safety issues | | 2 | 0.5 | 1.5 |
| | PC20. check stability of storage racks | | 2 | 0.5 | 1.5 |
| | PC21. check stacking of materials as recommended | | 2 | 0.5 | 1.5 |
| | PC22. ensure storage area is clean | | 2 | 0.5 | 1.5 |
| | PC23. match the numbers with the count in computer data entries | | 2 | 0.5 | 1.5 |

Qualifications Pack For Shop Tinting Assistant

| | Performance Criteria | Total Marks (250) | Out of | Theory | Skills Practical |
|--|--|-------------------|-----------|-----------|------------------|
| | PC24. maintain record of inward and outward material movement as per dealer's policy | | 2 | 0.5 | 1.5 |
| | PC25. match the numbers with the count in computer data entries | | 2 | 0.5 | 1.5 |
| | PC26. maintain record of inward and outward material movement as per dealer's policy | | 2 | 0.5 | 1.5 |
| | POINTS | | 50 | 13 | 37 |
| | TOTAL POINTS | | | 50 | |

| | Performance Criteria | Total Marks (250) | 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 other colleagues on timely basis | | 1.0 | 0.0 | 1.0 |
| | PC14. maintain the etiquette, use polite language, demonstrate responsible and disciplined behaviours to the colleagues | | 2.0 | 0.5 | 1.5 |
| | PC15. interact with colleagues from different functions clearly and effectively on all aspects to carry out the work among the team and understand the nature of their work | | 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 |



Qualifications Pack For Shop Tinting Assistant

| | Performance Criteria | Total Marks (250) | Out of | Theory | Skills Practical |
|--|---|-------------------|--------|--------|------------------|
| | 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 more questions to the customers and identify their needs | | 1.0 | 0.25 | 0.75 |
| | PC20. possess strong 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 the 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 the appropriate products and services | | 2.0 | 0.5 | 1.5 |
| | PC28. understand the customer 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 to maintain 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. ensure to 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. ensure to respond back to the customer immediately for their 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 |

Qualifications Pack For Shop Tinting Assistant

| | Performance Criteria | Total Marks (250) | Out of | Theory | Skills Practical |
|--|----------------------|-------------------|-----------|-----------|------------------|
| | POINTS | | 50 | 10 | 40 |
| | TOTAL POINTS | | | 50 | |

| | Performance Criteria | Total Marks (250) | 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 on frequent discussions with regular customers on general likes and dislikes 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. if necessary, compulsively seek customer rating of product/ service in order to help develop a set of regularly improved procedures | | 2.0 | 0.5 | 1.5 |
| | PC8. demonstrate quality orientation at all level | | 4.0 | 1.5 | 2.5 |
| | PC9. aim to gain their long lasting 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 |

Qualifications Pack For Shop Tinting Assistant

| | Performance Criteria | Total Marks (250) | Out of | Theory | Skills Practical |
|--|---|-------------------|-----------|-----------|------------------|
| | 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 |
| | POINTS | | 50 | 13 | 37 |
| | TOTAL POINTS | | | 50 | |

| | Performance Criteria | Total Marks (250) | 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 necessary 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 |
| | 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. be 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 from handling procedures at the storage areas | | 1.5 | 0.4 | 1.1 |

Qualifications Pack For Shop Tinting Assistant

| | Performance Criteria | Total Marks (250) | Out of | Theory | Skills Practical |
|--|--|-------------------|--------|--------|------------------|
| | PC14. ensure to be safe while handling materials, tools, acids, chemicals, equipment, etc. | | 1.0 | 0.4 | 0.6 |
| | PC15. store the chemicals and acids in a well-ventilated and locked areas with warning signs displayed | | 1.5 | 0.4 | 1.1 |
| | PC16. ensure safe techniques while moving furniture and fixtures | | 1.5 | 0.4 | 1.1 |
| | PC17. ensure to reduce 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. ensure safety from injuries of cuts to loss of fingers, 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, bending, or 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 health, safety and environmental impacts caused by them | | 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. ensure to 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 |

Qualifications Pack For Shop Tinting Assistant

| | Performance Criteria | Total Marks (250) | Out of | Theory | Skills Practical |
|--|---|-------------------|-----------|-----------|------------------|
| | PC32. ensure to display safety signs at places where necessary for people to be cautious | | 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. ensure 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 |
| | POINTS | | 50 | 14 | 36 |
| | TOTAL POINTS | | | 50 | |
| | GRAND TOTAL | 250 | | | |