

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR PAINTS AND COATINGS INDUSTRY

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: Supervisor – Decorative Application

SECTOR: PAINTS AND COATINGS

SUB-SECTOR: APPLICATION

OCCUPATION: Decorative Application

REFERENCE ID: PCS/Q5001

ALIGNED TO: NCO-2015/ 3123.0700

Brief Job Description: The individual at work ensures that the paint application work is undertaken and completed as per agreed delivery standards of quality, time, safety and cleanliness, thereby, achieving full customer satisfaction.

Personal Attributes: The job requires the individual to: organise people and materials; work in a paint-redolent environment, have no colour blindness, have good hand-eye coordination and ability to work in all weather conditions.



Job Details

Qualifications Pack Code	PCS/Q5001		
Job Role	Supervisor – Decorative Application		
Credits(NSQF)	TBD	Version number	1.0
Sector	Paints and Coatings	Drafted on	17/02/16
Sub-sector	Application	Last reviewed on	23/08/17
Occupation	Decorative Application	Next review date	22/08/19
NSQC Clearance on	NA		

Job Role	Supervisor – Decorative Application
Role Description	Ensuring that the paint application work is undertaken and completed as per agreed delivery standards of quality, time, safety and cleanliness, thereby, achieving full customer satisfaction
NSQF level	5
Minimum Educational Qualifications	5 th standard
Maximum Educational Qualifications	NA
Training (Suggested but not mandatory)	Not Applicable
Minimum Job Entry Age	18 years
Experience	Minimum preferable 3 years as Painter.
Applicable National Occupational Standards (NOS)	Compulsory: <ol style="list-style-type: none"> 1. PCS/N5010 Engage with customer for decorative painting service 2. PCS/N5011 Supervise decorative painting 3. PCS/N5013 Conduct entrepreneurial activities for decorative painting 4. PCS/N9901 Coordinate with colleagues and/or customers 5. PCS/N9902 Maintain standards of product/ service quality 6. PCS/N9903 Maintain OH&S standards and follow environmental norms
Performance Criteria	As described in the relevant OS units

Qualifications Pack For Supervisor – Decorative Application

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.
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.
Sub-Sector	Sub-sector is derived from a further breakdown based on the characteristics



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	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

A grayscale world map is centered behind the title. A small Indian national flag is positioned over the Indian subcontinent.

Overview

This unit is about engaging with the customer for understanding the customer's requirements; agreeing on the delivery specifications; estimating the supplies, equipment, costing; and invoicing.

PCS/N5010

Engage with customer for decorative painting service

National Occupational Standard

Unit Code	PCS/N5010
Unit Title (Task)	Engage with customer for decorative painting service
Description	This OS unit is about engaging with the customer for understanding the customer's requirements; agreeing on the delivery specifications; estimating the supplies, equipment, costing; and invoicing
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Understand customer's wall, door, window or wood painting requirements Inspect the surface to be painted Estimate time, supplies, painters, helpers and equipment Prepare fact file and invoice
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Understanding the customer's wall, door, window or wood paint requirements	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. check with customer about the appropriate time for visit</p> <p>PC2. visit customer's site, home or business premises as scheduled</p> <p>PC3. note down the type of painting requirements, e.g., wall, door, window, textured, or wood polish</p> <p>PC4. note down customer's requirements of colour, finish, type of paint such as low-volatile organic compound (VOC) paint, etc.</p> <p>PC5. note down customer's preference for painting manually or using machines</p> <p>PC6. understand the customer's budget</p> <p>PC7. show paint booklets to demonstrate the colour combinations and finish available</p> <p>PC8. demonstrate new designs or design modifications for textures, if necessary</p>
Inspecting surface to be painted	<p>To be competent, the user/ individual must be able to:</p> <p>PC9. assess the type of surface to be painted</p> <p>PC10. check moisture content, pH value using measuring meters, check visually for pests</p> <p>PC11. inform if any pre-treatment needs to be done by the customer prior to starting the paint work such as water-proofing, pest control, etc.</p> <p>PC12. check for any damage to the wall that the painting process cannot rectify</p> <p>PC13. inform the customer about fallout of not doing the required pretreatment, e.g., flaking, bubble formation, poor smoothness, etc.</p> <p>PC14. check the level of paint, dust, grease or grime to be removed while preparing the surface</p> <p>PC15. assess the lighting condition of the room and its effect on the selected finish</p>
Estimating time, supplies, painters, helpers and equipment	<p>To be competent, the user/ individual must be able to:</p> <p>PC16. determine the time and effort required for preparing the surface, coating and finishing</p> <p>PC17. measure the dimensions of the area to be painted</p>



PCS/N5010

Engage with customer for decorative painting service

	<p>PC18. calculate tools, material, machines, chemicals and equipment requirements</p> <p>PC19. agree on the number of painters and helpers that would be deployed and for how many days</p> <p>PC20. respond to customers' queries and concerns</p>
Preparing fact file and invoicing	<p>To be competent, the user/ individual must be able to:</p> <p>PC21. reach an agreement with customer on estimated cost and time required</p> <p>PC22. prepare a fact file defining the scope of work in detail and get it signed by the customer</p> <p>PC23. prepare an invoice detailing the labour cost, material cost and any other cost/ tax that would be charged to the client</p> <p>PC24. agree on the advance and post work payment details</p> <p>PC25. draw up a broad contract with details such as job to be executed, quality specifications and timelines</p> <p>PC26. negotiate penalties where necessary</p> <p>PC27. negotiate final price</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The individual on the job needs to know and understand:</p> <p>KA1. customer's or paint company's instructions and acceptable quality standards</p> <p>KA2. any discounts and scheme offerings</p> <p>KA3. dealer's/ company's personnel management</p> <p>KA4. incentives rules for painters</p> <p>KA5. importance of the individual's role in the workflow</p> <p>KA6. reporting structure, if any</p> <p>KA7. occupational health and safety standards</p>
B. Technical Knowledge	<p>The individual on the job needs to know and understand:</p> <p>KB1. different types of finishes e.g., matt, glossy, satin, textured</p> <p>KB2. difference between stencil and hand tool textures</p> <p>KB3. new texture designs creation and stencils or hand tools</p> <p>KB4. difference between manual and machine painting</p> <p>KB5. use of related tools or machines such as brush, roller, spray or sanders</p> <p>KB6. types of brushes and rollers used for different types of paints</p> <p>KB7. suitability of various paints for different surfaces (exterior or interior) and weather conditions, durability and pricing</p> <p>KB8. availability of paint stock with company or dealer</p> <p>KB9. major ingredients of paints and role of pigment, binder, extender</p> <p>KB10. process of wall and window painting such as sanding, sealing and cleaning, putty/ primer application, top coat application</p> <p>KB11. the types of sand paper and their use for coarse to fine sanding</p> <p>KB12. common defects post painting and precautions to be taken</p> <p>KB13. colour combinations and different shades available for a colour and their numbering</p> <p>KB14. importance of required textured or other types of finish</p> <p>KB15. process of computerised colour tinting and matching</p>



PCS/N5010

Engage with customer for decorative painting service

	<p>KB16. impact of lighting on finish and final outcome against the proposed design</p> <p>KB17. new market and industry trends in textured painting</p> <p>KB18. new types of paint products available in the market</p> <p>KB19. use of moisture meter, pH meter, measuring tapes</p> <p>KB20. dilution ratio and drying time</p> <p>KB21. various techniques for estimating customer service standards in the market and benchmarks</p> <p>KB22. importance of safety at work, especially, from dust inhalation</p> <p>KB23. importance of cleaning post painting for complete customer satisfaction</p> <p>KB24. use of mobile application based paint calculator and quotation generation, where available</p> <p>KB25. use of scaffolding, ladders, covers and slings for painting on exterior and high surfaces</p> <p>KB26. safe disposal of paints and used materials as per standard norms</p>
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	<p>The user/individual on the job needs to know and understand how:</p> <p>SA1. to read company's instructions on phone apps</p> <p>SA2. to read instructions printed on paint and solution containers</p>
	Writing Skills
	<p>The user/individual on the job needs to know and understand how:</p> <p>SA3. to maintain records as per company's/dealer's policy</p> <p>SA4. to note down customer's requirements accurately</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. listen to customers to capture their requirements</p> <p>SA6. answer the queries of customers in a language they understand</p> <p>SA7. communicate with customers in a pleasant, polite, calm and clear manner</p> <p>SA8. provide a list of equipment, materials and aids that would be used as consumables as per company's standards</p> <p>SA9. educate customer on the surface treatment requirements that are extraneous to the painter's job</p> <p>SA10. negotiate price and terms of service</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how:</p> <p>SB1. to select the right materials and tools for painting as per the surface, type of painting required and market/company's standards</p> <p>SB2. to provide a detailed schedule to customer as per company's standards</p>
	Plan and Organize

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Engage with customer for decorative painting service

	<p>The user/individual on the job needs to know and understand how:</p> <p>SB3. to schedule the sequence of work process</p> <p>SB4. to arrange for materials and equipment required to do the work</p> <p>SB5. to interact with persons involved in the process as per company's standards</p> <p>SB6. to carry documents as per company's standards</p>
	Customer Centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. ensure the completion of work as per the schedule given to the customer and as agreed</p>
	Problem Solving
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. resolve work related problems such as material shortage, helper support, change in customer expectation, etc.</p>
	Analytical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. estimate the time required to do the job</p> <p>SB10. assess effort required for painting</p> <p>SB11. assess and estimate the materials and equipment required for the type of surface to be painted</p> <p>SB12. calculate the cost of painting</p> <p>SB13. calculate the material quantity based on the type and surface area</p>
	Critical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB14. check reading in moisture meter or pH meter and decide if the surface is suitable for painting</p> <p>SB15. take into account any contingencies that may disrupt smooth workflow</p>

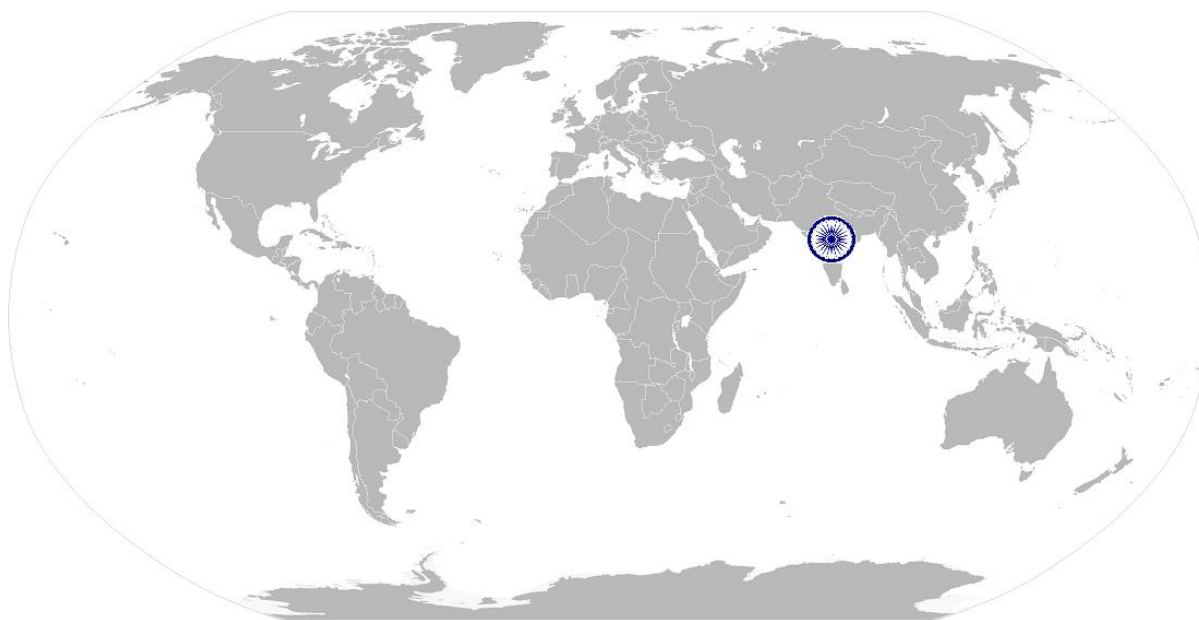


PCS/N5010

Engage with customer for decorative painting service

NOS Version Control

NOS Code	PCS/N5010		
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 Application	Next review date	22/08/19





National Occupational Standard



Overview

This unit is about supervising the painters and helpers involved in painting work in order to deliver work as per agreed terms with the customer.



Supervise decorative painting

Unit Code	PCS/N5011
Unit Title (Task)	Supervise decorative painting
Description	This OS unit is about supervising the painters and helpers involved in painting work in order to deliver work as per agreed terms with the customer
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Arrange for materials and personnel required for painting • Supervise the painting process and post painting cleanup • Check quality, handover and receive job completion certificate • Receive payment
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Arranging for materials and personnel required for painting	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. coordinate with paint dealer or company, equipment and tools suppliers</p> <p>PC2. coordinate with painters or painting contractors for adequately trained painters and helpers</p> <p>PC3. check quality of materials acquired for achieving the painting outcomes</p> <p>PC4. arrange for required safety gear for painters and helpers such as masks, nose covers, goggles, gloves, caps, boots, aprons, ladders, slings, scaffolding, disposal bins, water, etc.</p>
Supervising painting process and post painting cleanup	<p>To be competent, the user/ individual must be able to:</p> <p>PC5. instruct painters and helpers on the surface preparation or sanding process and outcomes required in terms of level of smoothness/ coarseness as well as removal of old paint, grease, dust, etc.</p> <p>PC6. instruct on masking</p> <p>PC7. instruct on type of finish required, e.g., gloss, matt, textured, machined, etc.</p> <p>PC8. instruct on mixing ratio of water or thinner to putty, primer or paint</p> <p>PC9. instruct on the combination of tools and machines to be used at different stages of preparation and painting for the desired finish</p> <p>PC10. instruct on methodology for application of putty, primer or top coat</p> <p>PC11. instruct about paint quality, e.g., drying time, spillage, wastage, etc.</p> <p>PC12. instruct about the quality standards to be achieved</p> <p>PC13. instruct about cleaning standards and disposal of leftover consumables</p> <p>PC14. instruct about moving furniture, cleaning fixtures, without causing damage</p>
Checking quality, handing over and receiving job completion certificate	<p>To be competent, the user/ individual must be able to:</p> <p>PC15. check quality of work at different stages such as after pre-treatment, surface preparation, putty/ primer application, top coat application, texturing and finishing</p> <p>PC16. check final finish after drying</p> <p>PC17. check quality of post painting clean-up</p> <p>PC18. handover the premises to customer</p> <p>PC19. address concerns and conduct any necessary rework</p>



PCS/N5011

Supervise decorative painting

	PC20. seek job completion certificate/ customer feedback as per company's or dealer's standards
Receiving payment	<p>To be competent, the user/ individual must be able to:</p> <p>PC21. prepare final bill and serve to customer</p> <p>PC22. receive payment and give receipt as per company's/ dealer's billing standards and close the transaction</p> <p>PC23. issue any warranty certificate as per company's or dealer's policy</p> <p>PC24. retain communication links with a happy customer for future repainting work or referrals</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The individual on the job needs to know and understand:</p> <p>KA1. customer's or paint company's instructions and acceptable quality standards</p> <p>KA2. any discounts and scheme offerings</p> <p>KA3. dealer's/ company's personnel management policy</p> <p>KA4. incentives rules for painters and helpers</p> <p>KA5. importance of the individual's role in the workflow</p> <p>KA6. reporting structure, if any</p> <p>KA7. occupational health and safety standards</p>
B. Technical Knowledge	<p>The individual on the job needs to know and understand:</p> <p>KB1. people management, especially, job workers</p> <p>KB2. different types of finishes e.g., matt, glossy, satin, textured</p> <p>KB3. difference between stencil and hand tool textures</p> <p>KB4. new texture designs creation and stencils or hand tools</p> <p>KB5. difference between manual and machine painting</p> <p>KB6. use of related tools or machines such as brush, roller, spray or sanders</p> <p>KB7. types of brushes and rollers used for different types of paints</p> <p>KB8. suitability of various paints for different surfaces (exterior or interior) and weather conditions, durability and pricing</p> <p>KB9. availability of paint with contractor or company or dealer</p> <p>KB10. major ingredients of paints and role of pigment, binder, extender</p> <p>KB11. process of wall and window painting such as sanding, sealing and cleaning, putty/ primer application, top coat application</p> <p>KB12. the types of sand paper and their use for coarse to fine sanding</p> <p>KB13. common defects post painting and mistakes to avoid</p> <p>KB14. colour combinations and different shades available for a colour and their numbering</p> <p>KB15. importance of required textured finish</p> <p>KB16. process of computerised colour tinting and matching</p> <p>KB17. impact of lighting on finish and final outcome against the proposed design</p> <p>KB18. new market and industry trends in textured painting</p> <p>KB19. new types of paints products available in the market</p> <p>KB20. use of moisture meter, pH meter, measuring tapes</p> <p>KB21. dilution ratio and drying time</p> <p>KB22. various techniques for estimating customer service standards in the market</p>



PCS/N5011

Supervise decorative painting

	<p>and benchmarks</p> <p>KB23. importance of safety at work, especially, from dust inhalation</p> <p>KB24. importance of cleaning post painting for complete customer satisfaction</p> <p>KB25. use of mobile application based paint calculator and quotation generation, where available</p> <p>KB26. use of scaffolding, ladders, covers and slings for painting on exterior and high surfaces</p> <p>KB27. safe disposal of paints and used materials as per standard norms</p>
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	<p>The user/individual on the job needs to know and understand how:</p> <p>SA1. to read company's / dealer's instructions and quality policy</p> <p>SA2. to read instructions displayed on the paints and coats containers</p>
	Writing Skills
	<p>The user/individual on the job needs to know and understand how:</p> <p>SA3. to prepare fact file and contracts</p> <p>SA4. to maintain records as per company's/ contractor's policy</p> <p>SA5. to note down customer's requirements accurately</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. listen to customers and register their requirements</p> <p>SA7. answer the queries of customers in a language they understand</p> <p>SA8. communicate with customers in a pleasant, polite, calm and clear manner</p> <p>SA9. update customers on potential undesirable outcomes and safeguards required to avoid them</p> <p>SA10. instruct and manage painters and helpers</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how:</p> <p>SB1. to decide whether to proceed without any pre-treatment or not</p> <p>SB2. to assess materials and consumables required</p> <p>SB3. to select the right materials and tools for painting as per the surface, type of painting required and company's standards</p> <p>SB4. to provide a detailed schedule to customer as per company's/ dealer's standards</p> <p>SB5. to pay painters and helpers as per agreed terms, after the job is done to full customer satisfaction</p>
	Plan and Organize
	<p>The user/individual on the job needs to know and understand how:</p> <p>SB6. to arrange for paint, tools and other chemicals on time for use</p> <p>SB7. to prioritize the work to complete as per agreed schedule</p> <p>SB8. work in coordination with co-workers to do quality work on time</p>



PCS/N5011

Supervise decorative painting

	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB9. ensure the completion of work as per the given schedule and quantity of materials provided to the customer at the start of the work
	Problem Solving
	The user/individual on the job needs to know and understand how: SB10. to resolve any concerns related to work or customer's requirement by communicating politely and effectively
	Analytical Thinking
	The user/individual on the job needs to know and understand how: SB11. to avoid wastage SB12. to manage time of multiple job work by efficient work allocation SB13. to estimate the consummable requirement accurately
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB14. achieve 100% customer satisfaction SB15. anticipate potential causes for work disruption and address them SB16. resolve worker conflicts





NOS Version Control

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Occupation	Decorative Application	Next review date	22/08/19





National Occupational Standard

A grayscale world map is centered behind the title text. The map shows the continents of North America, South America, Africa, Europe, Asia, and Australia. A small Indian flag is visible over the Indian subcontinent.

Overview

This unit is about the entrepreneurial activities to be performed in order to run decorative paint service business which includes wood polishing and wall painting

Conduct entrepreneurial activities for decorative painting

National Occupational Standard

Unit Code	PCS/N5013
Unit Title (Task)	Conduct entrepreneurial activities for decorative painting
Description	This OS unit is about the entrepreneurial activities to be performed in order to run decorative paint service business which includes wood polishing and wall painting
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Understand the customer profile • Market painting/polishing services • Operate the cash counter for billing and maintaining accounts • Comply with statutory standards
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Understanding customer profile	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. survey the local area for nearby projects: commercial or residential to identify prospective customers</p> <p>PC2. understand new market trends to provide updated service to customers</p> <p>PC3. understand fluctuation in demand depending on seasons, festivals, etc. and plan the revenue and costs accordingly</p>
Marketing painting/polishing services	<p>To be competent, the user/ individual must be able to:</p> <p>PC4. distribute pamphlets in targeted areas</p> <p>PC5. advertise in local directories</p> <p>PC6. put small boards near dealer shops and give them visiting card</p> <p>PC7. build customer loyalties to receive word-of-mouth publicity</p> <p>PC8. build good relations with dealers in local area</p>
Operating the cash counter for billing and maintaining accounts	<p>To be competent, the user/ individual must be able to:</p> <p>PC9. generate bill for the services provided</p> <p>PC10. take cash, count and return change or use machine for it</p> <p>PC11. maintain accounts for the orders executed</p> <p>PC12. account for daily wages to be paid to helpers or painters</p> <p>PC13. keep book for the day, week or month to check profit margin regularly</p> <p>PC14. manage competitive pricing after reasonable profit</p>
Complying with statutory standards	<p>To be competent, the user/ individual must be able to:</p> <p>PC15. comply with workplace safety as stipulated by local bodies or authorities</p> <p>PC16. ensure compliance of rules related to payment of taxation and duties</p> <p>PC17. ensure compliance of norms related to child labour prohibition</p> <p>PC18. pay minimum wages and benefits to helpers or painters, as stipulated</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company /	<p>The individual on the job needs to know and understand:</p> <p>KA1. company's/ dealer's policy and work instructions on quality standards,</p> <p>KA2. importance of the individual's role in the workflow</p> <p>KA3. occupational health and safety standards</p>



PCS/N5013

Conduct entrepreneurial activities for decorative painting

organization and its processes)	KA4. tax payment norms KA5. wage norms and benefits of targeted incentives KA6. use of apps and standard paint labels for calculating area and costing
B. Technical Knowledge	The individual on the job needs to know and understand: KB1. basics of book-keeping KB2. accounting standards followed KB3. basics of costing, pricing and inventory management KB4. basics of marketing KB5. calculation of profit margins KB6. use the billing machine to generate printed bills KB7. customer care standards KB8. minimum wages of states and compulsory benefits KB9. basics of retailing, pricing and marketing
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	The user/individual on the job needs to know and understand how: SA1. to read instructions on paint cans SA2. to read government's rules and regulations SA3. to read and check what is written on pamphlets, boards for promotion and visiting cards
	Writing Skills
	The user/individual on the job needs to know and understand how: SA4. to write and maintain the record of supplies and materials received and used SA5. to prepare lists and notes necessary for keeping track of materials used every day SA6. to maintain daily accounts SA7. to generate bill for the services provided
	Communication Skills (Oral and Listening)
B. Professional Skills	The user/individual on the job needs to know and understand how: SA8. to interact with dealers and customers SA9. to communicate the day's work requirements to the helpers SA10. to connect with other painters in the area for common causes and measures SA11. to interact with local authorities
	Decision Making
	The user/individual on the job needs to know and understand: SB1. the accurate quantities of supply and material to be bought SB2. how to provide a detailed schedule to customer as per market standards SB3. who to seek help from on concerns beyond one's capacity to handle
	Plan and Organise



PCS/N5013

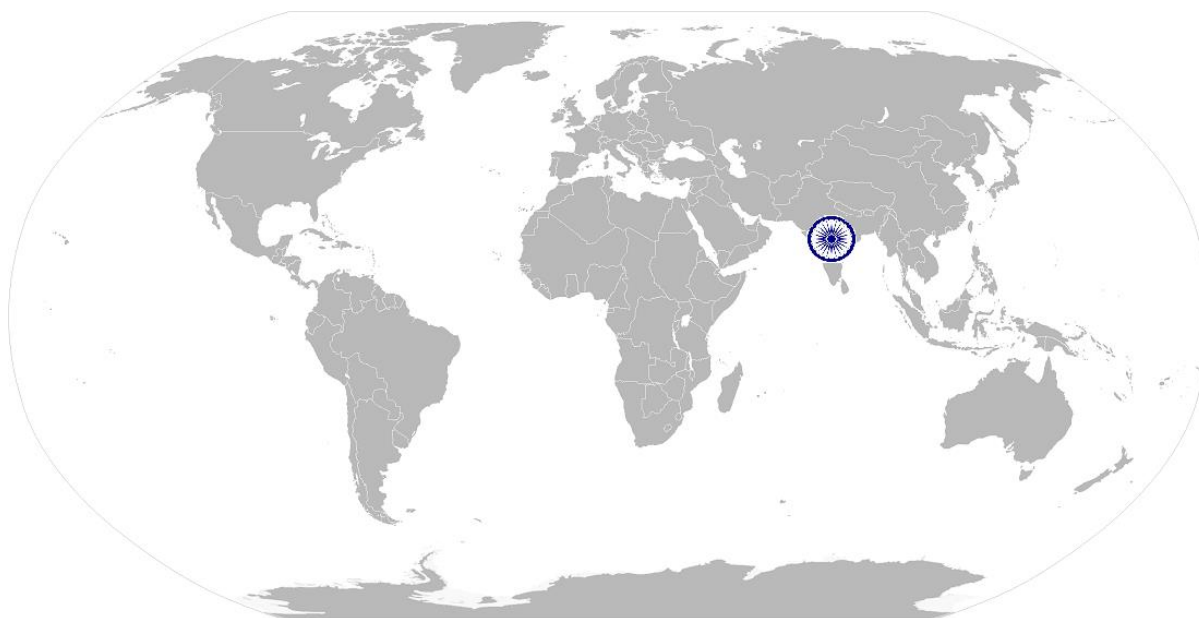
Conduct entrepreneurial activities for decorative painting

	<p>The user/individual on the job needs to know and understand how:</p> <p>SB4. to schedule the sequence of work process</p> <p>SB5. to arrange for materials, equipment and helpers required to do the work</p> <p>SB6. to plan for contingencies</p>
	Problem Solving
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. resolve work problems related to materials shortage, helper support, change in customer expectation, either by communicating politely but effectively or by escalating to dealer/ company</p>
	Customer Centricity
	<p>The user/individual on the job needs to know and understand how:</p> <p>SB8. how to build good interpersonal relationships with dealers, fellow painters and helpers</p> <p>SB9. how to build good customer relations over time</p>
	Analytical Skills
	<p>The user/individual on the job needs to know and understand how:</p> <p>SB10. to avoid accidents or mishaps by following work safety rules</p> <p>SB11. to improve daily work processes to maximise customer satisfaction and profitability</p> <p>SB12. to estimate the quantity of various items required</p> <p>SB13. to estimate the time required to complete the work</p> <p>SB14. to estimate the number of helpers required</p>
	Critical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB15. set the sequence of work cycle for effective time management</p> <p>SB16. find profitable opportunities for services provided</p> <p>SB17. find cost-effective ways of marketing</p>



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	Manufacturing and Application	Last reviewed on	23/08/17
Occupation	Decorative Application	Next review date	22/08/19





National Occupational Standard

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

Overview

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

PCS/N9901

Coordinate with colleagues and/or customers

National Occupational Standard

Unit Code	PCS/N9901
Unit Title (Task)	Coordinate with colleagues and/or customers
Description	This OS unit is about communicating effectively with superiors, colleagues and customer to achieve a smooth workflow
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Interact with superior • Communicate with colleagues • Communicate effectively with customers
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Interacting with superior	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. receive job order and instructions from reporting superior</p> <p>PC2. understand the work output requirements, targets, performance indicators and incentives</p> <p>PC3. deliver quality work on time and report any anticipated reasons for delays</p> <p>PC4. escalate unresolved problems or complaints to the relevant senior</p> <p>PC5. communicate maintenance and repair schedule proactively to the superior</p> <p>PC6. receive feedback on work standards</p> <p>PC7. document the completed work schedule and handover to the superior</p>
Communicating with colleagues	<p>To be competent, the user/ individual must be able to:</p> <p>PC8. exhibit trust, support and respect to all the colleagues in the workplace</p> <p>PC9. aim to achieve smooth workflow</p> <p>PC10. help and assist colleagues with information and knowledge</p> <p>PC11. seek assistance from the colleagues when required</p> <p>PC12. identify the potential and existing conflicts with the colleagues and resolve</p> <p>PC13. pass on essential information to colleagues on timely basis</p> <p>PC14. maintain work etiquette, use polite language, demonstrate responsible and disciplined behavior with colleagues</p> <p>PC15. interact with colleagues from different functions clearly and effectively to understand the nature of their work and work effectively as a team</p> <p>PC16. put team over individual goals and multi task or share work where necessary supporting the colleagues</p> <p>PC17. highlight any errors of colleagues, help to rectify and ensure quality output</p> <p>PC18. work with cooperation, coordination, communication and collaboration, with shared goals and supporting each other's performance</p>
Communicating effectively with customers, if required	<p>To be competent, the user/ individual must be able to:</p> <p>PC19. ask relevant questions to the customers and identify their needs</p> <p>PC20. possess adequate knowledge on the product, services and market</p> <p>PC21. brief the customers clearly on potential costs and hazards</p> <p>PC22. communicate with the customers in a polite, professional and friendly manner</p> <p>PC23. build effective but impersonal relationship with the customers</p> <p>PC24. ensure that appropriate language and tone are used with customers</p>



PCS/N9901

Coordinate with colleagues and/or customers

	<p>PC25. listen actively and have a two way communication</p> <p>PC26. be sensitive to the gender, cultural and social differences such as modes of greeting, formality, etc.</p> <p>PC27. understand the customer expectations correctly and provide appropriate products and services</p> <p>PC28. understand customer's dissatisfaction and address or escalate their complaints effectively</p> <p>PC29. maintain a positive and cooperative manner at all times</p> <p>PC30. ensure proper body language, dress code, gestures and etiquettes towards the customers</p> <p>PC31. avoid interrupting the customers while they talk</p> <p>PC32. avoid negative questions and statements to the customers</p> <p>PC33. inform the customers on any issues or problems before hand and also on the developments involving them</p> <p>PC34. respond promptly to customer's voice messages, e-mails, apps, etc.</p> <p>PC35. develop good rapport with the customers and promote other products and services</p> <p>PC36. seek feedback from the customers on their understanding to what was discussed</p> <p>PC37. explain the terms and conditions clearly</p>
Knowledge and Understanding (K)	
<p>A. Organizational</p> <p>Context (Knowledge of the company / organization and its processes)</p>	<p>The individual on the job needs to know and understand:</p> <p>KA1. company's policies on personnel management, effective team work at workplace</p> <p>KA2. company's HR policies</p> <p>KA3. company's reporting structure</p> <p>KA4. company's documentation policy</p> <p>KA5. company's customer profile</p> <p>KA6. occupational health and safety standards</p>
<p>B. Technical Knowledge</p>	<p>The individual on the job needs to know and understand:</p> <p>KA7. methods for effective communication with various categories of people and the different departments in the organization</p> <p>KA8. significance of team coordination and productivity targets of the organisation</p> <p>KA9. how to record the job activity as required on various types of documents</p> <p>KA10. how to use computer or smartphone to communicate effectively and productively</p> <p>KA11. significance of helping colleagues with specific issues and problems</p> <p>KA12. importance of meeting quality and time standards as a team</p> <p>KA13. how to practice effective listening and talking</p> <p>KA14. effective use of voice tone and pitch for communication</p> <p>KA15. how to demonstrate ethics and discipline during interaction with customers</p> <p>KA16. how to build effective working relationship with mutual trust and respect</p>



PCS/N9901

Coordinate with colleagues and/or customers

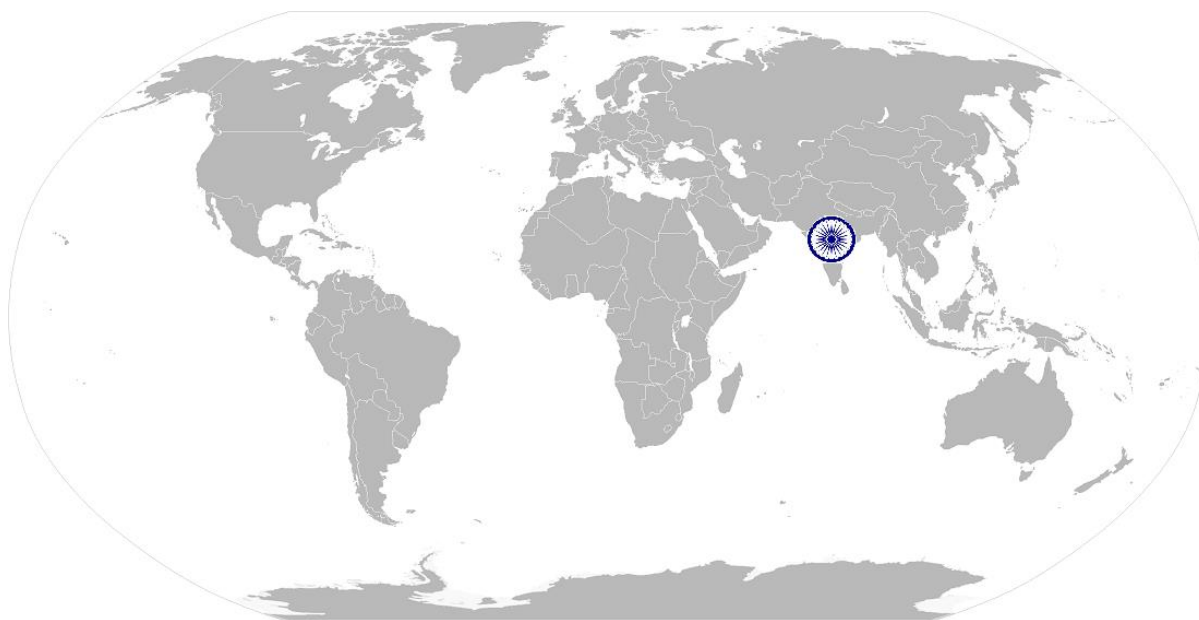
	<p>within the team</p> <p>KA17. importance of dealing with grievances effectively and on time</p>
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	The user/ individual on the job needs to know and understand how to:
	SA1. read job sheets, company policy documents and information displayed at the workplace
	SA2. read notes/comments from the supervisor
	Writing Skills
	The user/ individual on the job needs to know and understand how to:
	SA3. complete documentation required at the job
	Oral Communication (Listening and Speaking skills)
	The user/ individual on the job needs to know and understand how to:
	<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 and build a good rapport with them</p> <p>SA7. use language that the customer or colleague understands</p> <p>SA8. effectively use the communications systems of the company, e.g., telephone, fax, public announcement systems</p> <p>SA9. use E-mail and Internet for communicating</p> <p>SA10. use audio-visual aids to communicate complex issues</p>
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
	SB7. share work load as required
	SB8. delegate work in consultation with superior or as necessary instead of



PCS/N9901

Coordinate with colleagues and/or customers

	allowing work to pile up
	Analytical Thinking
	The user/ individual on the job needs to know and understand how to: SB9. resolve recurring inter-personal conflicts by clear and two-way dialogue
	Critical Thinking
	The user/ individual on the job needs to know and understand how to: SB10. improve work processes by interacting with others and adopting best practices



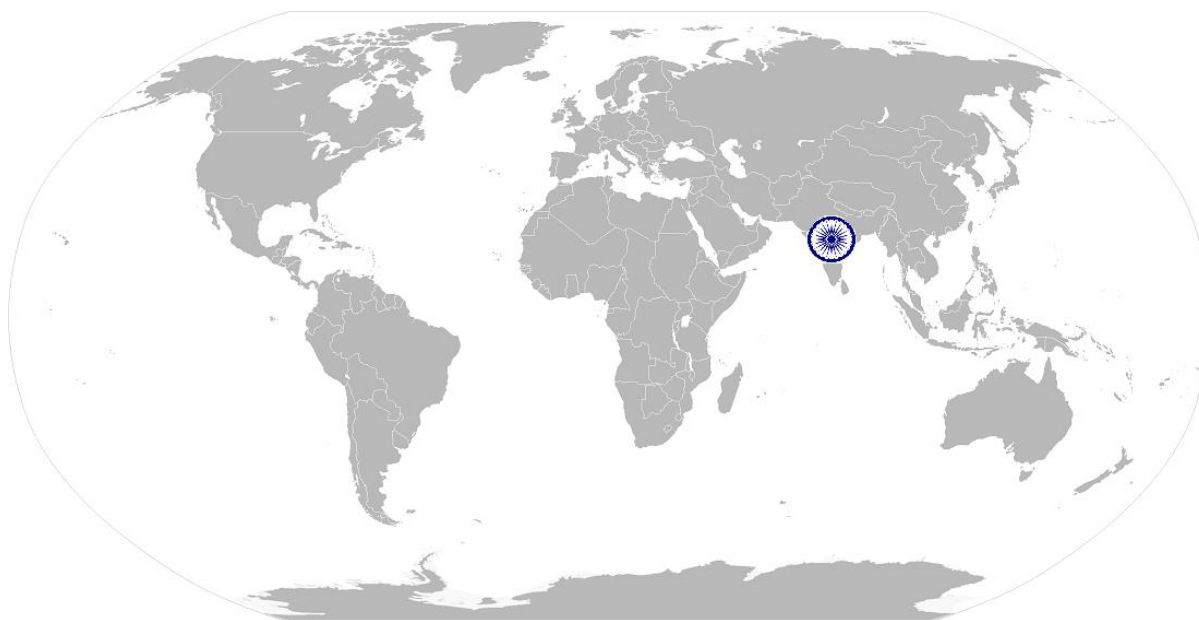


PCS/N9901

Coordinate with colleagues and/or customers

NOS Version Control

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





National Occupational Standard



Overview

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

PSC/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 customer preferences in the market, latest trends, customer expectations, etc.</p> <p>PC6. receive updates on regular feedbacks from the clients on current service, complaints, and improvements to be made, etc.</p> <p>PC7. seek customer rating of product/ service in order to help improve procedures</p> <p>PC8. demonstrate quality orientation at all levels</p> <p>PC9. aim to gain long lasting customer loyalty through satisfaction</p>
Achieving 100% customer satisfaction for given quality	<p>To be competent, the user/ individual must be able to:</p> <p>PC10. ensure 100% customer satisfaction via product/ service quality</p> <p>PC11. treat the customers fairly and with due respect</p> <p>PC12. focus on executing company's marketing strategies and product development needs</p> <p>PC13. focus on enhancing brand value of company by maintaining or enhancing quality standards</p>
Fulfilling customer requirement	<p>To be competent, the user/ individual must be able to:</p> <p>PC14. ensure that customer expectations are met</p> <p>PC15. learn to read customers' needs and wants</p> <p>PC16. willingly accept and implement new and innovative products and services that help improve customer satisfaction</p> <p>PC17. communicate feedback of customer to senior, especially, the negative feedback</p> <p>PC18. maintain close contact with the customers and focus groups</p>

PCS/N9902

Maintain standards of product/ service quality

	<p>PC19. offer promotions to improve product satisfaction level to the customers periodically</p> <p>PC20. weigh the cost of fulfilling unscheduled customer requests, consult with senior and advise the customer on alternatives</p>
Knowledge and Understanding (K)	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The individual on the job needs to know and understand:</p> <p>KA1. company's quality standards policy</p> <p>KA2. company's HR policies</p> <p>KA3. company's reporting structure</p> <p>KA4. company's documentation policy for quality compliance</p> <p>KA5. company's end-customer profile</p>
<p>B. Technical Knowledge</p>	<p>The individual on the job needs to know and understand:</p> <p>KA6. significance of maintaining or enhancing company's quality standards</p> <p>KA7. significance of treating the customers with respect and in a professional way</p> <p>KA8. different types of parameters tested for quality</p> <p>KA9. test pass/ fail criteria and acceptable tolerance levels</p> <p>KA10. equipment used for quality tests</p> <p>KA11. importance of gaining customer loyalty</p> <p>KA12. methods of engaging with the customers effectively and professionally, for customer facing activities</p> <p>KA13. ways to improve company's customer satisfaction rating</p> <p>KA14. prevailing market standards of customer satisfaction</p> <p>KA15. standard operating procedure (SOP)</p> <p>KA16. the variety of common and unscheduled requests to expect in customer facing activities</p> <p>KA17. importance of being transparent and courteous under all circumstances involving customer interaction without losing composure</p>
Skills (S)	
<p>A. Core Skills/ Generic Skills</p>	<p>Reading Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. read job sheets, company policy documents and information displayed at the workplace about quality standards</p> <p>SA2. read notes/comments from the supervisor</p>
	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA3. complete documentation pertaining to customer satisfaction</p>
	<p>Oral Communication (Listening and Speaking skills)</p>

PCS/N9902

Maintain standards of product/ service quality

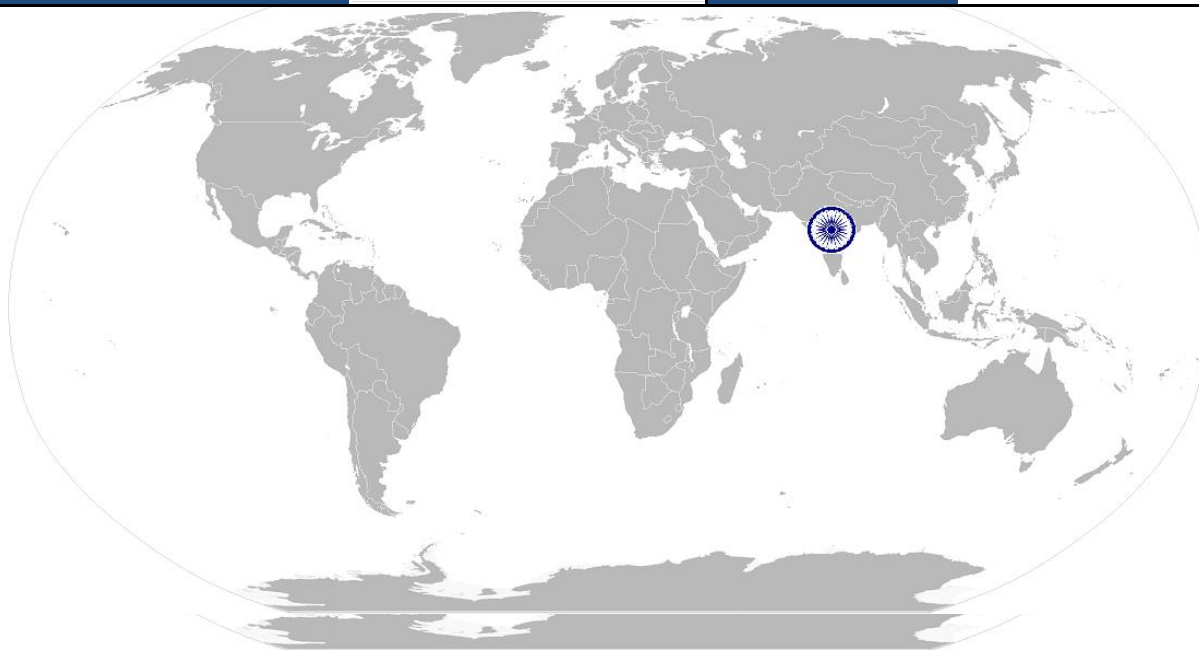
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA4. interact with team members to achieve quality standards</p> <p>SA5. communicate effectively with customers in field jobs</p> <p>SA6. engage with customer to understand their expectations in field jobs</p> <p>SA7. company standards and effectiveness improvements pattern</p> <p>SA8. resolve customer's concerns satisfactorily within timeframe stipulated by the company or as agreed with customer or colleague</p> <p>SA9. use Internet for updating on current quality related practices</p> <p>SA10. use audio-visual aids to communicate recurring quality concerns</p>
B. Professional Skills	Decision Making
	<p>The user/ individual on the job needs to know and understand:</p> <p>SB1. how to spot and when to report potential areas of recurring quality concerns</p> <p>SB2. how to address complaints and handle dissatisfied customers</p>
	Plan and Organize
	<p>The user/ individual on the job needs to know and understand:</p> <p>SB3. how to plan workflow to achieve/ deliver 100% quality in the given time and with given equipment</p>
	Customer Centricity
	<p>The user/ individual on the job needs to know and understand:</p> <p>SB4. how to earn full customer loyalty</p>
	Problem Solving
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB5. coordinate with different departments 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. constructively act upon any problems pointed out by customers</p> <p>SB12. handle personality clashes effectively</p>

PCS/N9902

Maintain standards of product/ service quality

NOS Version Control

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





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

National Occupational Standard



Overview

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

PCS/N9903

Maintain OH&S standards and follow environmental norms

National Occupational Standard

Unit Code	PCS/N9903
Unit Title (Task)	Maintain OH&S standards and follow environmental norms
Description	This OS unit is about complying with workplace health, hygiene, safety and environmental standards to have a hazard-free environment and avoid downtime. It is also about following government laid norms for waste treatment and disposal
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Take precautionary measures to avoid work hazards and environmental damage • Follow standard health, safety and environmental policies and procedures • Use safety tools and/ or personal protective equipment • Achieve health, safety and environmental standards
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Taking precautionary measures to avoid health, safety and environmental hazards	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. assess the various health, safety and environmental hazards in the work areas</p> <p>PC2. take steps to eliminate or minimize the hazards</p> <p>PC3. analyze the causes of accidents at the workplace</p> <p>PC4. suggest measures to prevent such accidents from taking place</p> <p>PC5. take preventive measures to avoid risk of burns and other injury due to contact with hot surfaces, gas, fire, hot fluids/ liquids, etc.</p> <p>PC6. suggest methods to improve the existing safety procedures at the workplace</p> <p>PC7. dispose waste in the designated areas safely as per company's policies and rules</p> <p>PC8. maintain appropriate ventilation in the rooms while there is more exposure to paint vapours</p> <p>PC9. avoid dumping unused cans to safeguard the environment</p>
Following standard health, safety and environmental policies and procedure	<p>To be competent, the user/individual must be able to:</p> <p>PC10. stay aware of the locations of fire extinguishers, emergency exits, etc.</p> <p>PC11. practice correct emergency procedures</p> <p>PC12. check and review the storage areas frequently</p> <p>PC13. stack items in an organized way and use safe lifting techniques to reduce risk of injuries while handling materials</p> <p>PC14. handle materials, tools, acids, chemicals, equipment, etc. safely</p> <p>PC15. store the chemicals and acids in well-ventilated and locked areas with warning signs displayed</p> <p>PC16. adopt safe techniques while moving furniture and fixtures</p> <p>PC17. avoid risk of injury from use of electrical tools</p> <p>PC18. read the manufacturer's manual carefully before use of any equipment</p> <p>PC19. unplug the electrical equipment before performing maintenance</p> <p>PC20. keep the floors free from oil, water and grease to avoid slippery surface</p> <p>PC21. use rubber mats in the places where floors are constantly wet</p> <p>PC22. avoid injuries while handling sharp hazardous tools and equipment</p> <p>PC23. use flat surfaces, secure holding and protective wear while using such sharp</p>

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

	<p>tools</p> <p>PC24. use health, safety and environmental protection practices for storing, cleaning, and maintaining tools, equipment, and supplies</p> <p>PC25. practice ergonomic lifting and bending techniques while moving equipment and supplies</p> <p>PC26. identify the requirement for maintaining environmental norms</p> <p>PC27. comply with the environmental safety norms while on work to prevent accidents and health hazards</p> <p>PC28. follow company policies and rules regarding use of hazardous materials to avoid adverse health, safety and environmental impacts</p>
Using safety tools or Personal Protective Equipment	<p>To be competent, the user/individual must be able to:</p> <p>PC29. ensure the employees have access to first aid kit when needed</p> <p>PC30. ensure all equipment and tools are stored and maintained properly and safe for use</p> <p>PC31. always use personal protective equipment and safety gear such as gloves, mask, headwear, footwear, glasses, goggles, etc. for specific tasks and work conditions where required</p> <p>PC32. display safety signs where required to warn co-workers and others</p> <p>PC33. ensure electrical precautions such as insulated clothing, adequate equipment insulation, dry work area, switch off the power supply when not required, etc.</p> <p>PC34. ensure availability of general health and safety equipment such as fire extinguishers, first aid equipment, safety equipment, clothing, safety installations such as fire exits, exhaust fans, etc.</p>
Achieving health, safety and environmental standards	<p>To be competent, the user/individual must be able to:</p> <p>PC35. document all the first aid treatments, inspections, etc., conducted to keep track of the safety measures undertaken</p> <p>PC36. document all the environmental hazards caused and the measures undertaken to comply with the established safety procedures of the workplace</p> <p>PC37. report to the supervisor on any problems and hazards identified and any breach of environmental procedures.</p> <p>PC38. work at all times towards achieving zero accident at workplace</p> <p>PC39. adhere to safety standards and ensure no material damage</p> <p>PC40. take necessary action and correct any environmental hazards caused</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The individual on the job needs to know and understand:</p> <p>KA1. company's policies on health, safety and environmental procedures at the workplace</p> <p>KA2. company's reporting structure</p> <p>KA3. company's documentation policy</p> <p>KA4. occupational health, safety and environmental standards.</p>

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

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

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

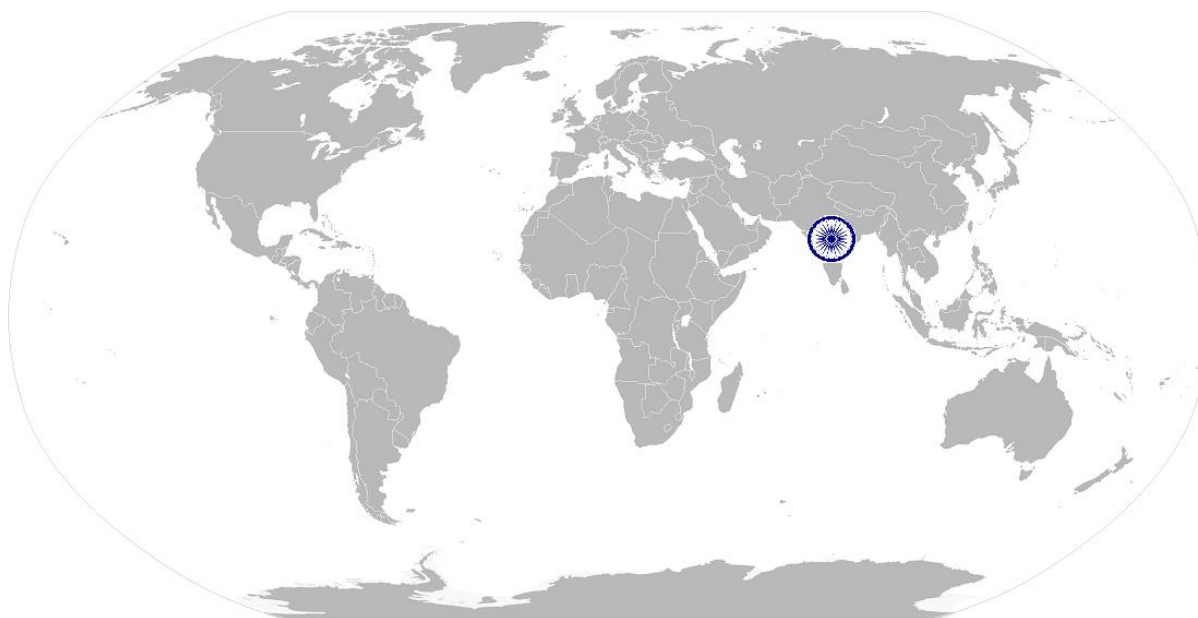
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to:
	SB1. take preventive measures for the identified hazards
	SB2. select appropriate hand tools and personal protection equipment
	SB3. identify first aid needs in case of an injury
	Plan and Organize
	The user/individual on the job needs to know and understand how to:
	SB4. incorporate elements of health, safety and environment in daily work practices
	Customer Centricity
	The user/ individual on the job needs to know and understand how to:
	SB5. ensure targeted product/ service delivery by practicing stipulated standards of occupational health safety and environmental measures
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB6. take care of personal and equipment protection
	SB7. identify the hazards and suggest possible solutions
	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
	SB8. use safety equipment such as fire extinguisher during fire accidents
	SB9. store chemicals and tools in a safe way
	SB10. use tools and equipment without causing any injury to fellow workers
	SB11. analyse the seriousness of the hazards
	Critical Thinking
	The user/individual on the job needs to know and understand how to:
	SB12. evolve smooth workflow by avoiding hazards at workplace
	SB13. evaluate and apply the possible solutions for the hazards, as necessary



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

NOS Version Control

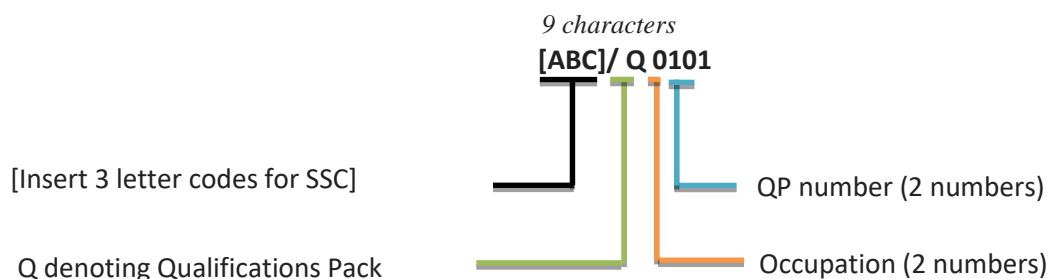
NOS Code	PCS/N9903		
Credits(NSQF)	TBD	Version number	1.0
Industry	Paints and Coatings	Drafted on	07/03/16
Industry Sub-sector	Manufacturing and Application	Last reviewed on	31/03/16
Occupation	Decorative Application	Next review date	31/03/18



Annexure

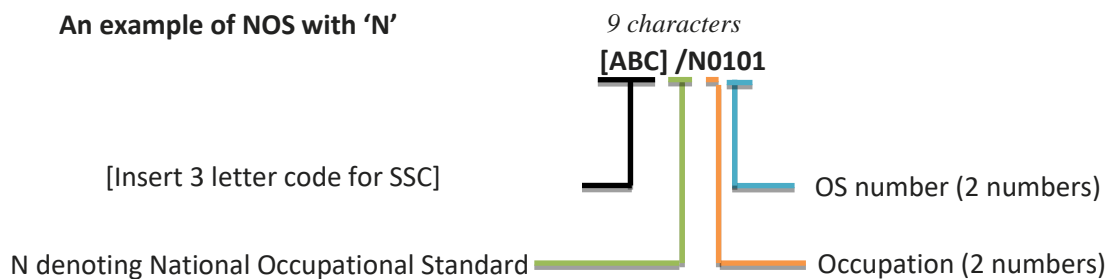
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



[Back to top...](#)

Qualifications Pack For Supervisor – Decorative Application

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	THC
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 : Supervisor - Decorative Application

Qualification Pack : PCS/Q5001

Sector Skill Council : Paints and Coatings

Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criterion.
5. To pass the Qualification Pack, every trainee should score a minimum of 60% of aggregate marks to successfully clear the assessment.
6. In case of *unsuccessful completion*, the trainee may seek reassessment on the Qualification Pack.

Compulsory NOS				Marks Allocation	
Total Marks: 300					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
PCS/N5010 Engage with customer for decorative painting service	PC1. check with customer about the appropriate time for visit	50	1.5	0.5	1
	PC2. visit customer’s site, home or business premises as scheduled		1.5	0.5	1
	PC3. note down the type of painting requirements, e.g., wall, door, window, textured, or wood polish		1.5	0.5	1
	PC4. note down customer’s requirements of colour, finish, type of paint such as low-volatile organic compound (VOC) paint, etc.		1.5	0.5	1
	PC5. note down customer’s preference for painting manually or using machines		1.5	0.5	1
	PC6. understand the customer’s budget		1.5	0.5	1
	PC7. show paint booklets to demonstrate the colour combinations and finish available		1.5	0.5	1
	PC8. demonstrate new designs or design modifications for textures, if necessary		1.5	0.5	1
	PC9. assess the type of surface to be painted		2	0.5	1.5
	PC10. check moisture content, pH value		2	0.5	1.5

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Compulsory NOS				Marks Allocation	
Total Marks: 300					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
	using measuring meters and check visually for pests.				
	PC11. inform if any pre-treatment needs to be done by the customer prior to starting the paint work such as water-proofing, pest control, etc.		2	0.5	1.5
	PC12. check for any damage to the wall that the painting process cannot rectify		2	0.5	1.5
	PC13. inform the customer about fallout of not doing the required pretreatment, e.g., flaking, bubble formation, poor smoothness, etc.		2	0.5	1.5
	PC14. check the level of paint, dust, grease or grime to be removed while preparing the surface		2	0.5	1.5
	PC15. assess the lighting condition of the room and its effect on the selected finish		2	0.5	1.5
	PC16. determine the time and effort required for preparing the surface, coating and finishing		2	0.5	1.5
	PC17. measure dimensions of the area to be painted		2	0.5	1.5
	PC18. calculate tools, material, machines, chemicals and equipment requirements		2	0.5	1.5
	PC19. agree on the number of painters and helpers that would be deployed and for how many days		2	0.5	1.5
	PC20. respond to customers' queries and concerns		2	0.5	1.5
	PC21. reach an agreement with customer on estimated cost and time required		2	0.5	1.5
	PC22. prepare a fact file defining the scope of work in detail and get it signed by the customer		2	0.5	1.5
	PC23. prepare an invoice detailing the labour cost, material cost and any other cost/ tax that would be charged to the client		2	0.5	1.5
	PC24. agree on the advance and post work payment details		2	0.5	1.5
	PC25. draw up a broad contract with details such as job to be executed, quality specifications and timeline		2	0.5	1.5
	PC26. negotiate penalties where necessary		2	0.5	1.5
	PC27. negotiate final price		2	0.5	1.5

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Compulsory NOS				Marks Allocation	
Total Marks: 300					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
	Total		50	13.5	36.5

Compulsory NOS				Marks Allocation	
Total Marks: 300					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
PCS/N5011 Supervise decorative painting	PC1. coordinate with paint dealer or company, equipment and tools suppliers	50	2	0.5	1.5
	PC2. coordinate with painters or painting contractors for adequately trained painters and helpers		2	0.5	1.5
	PC3. check quality of materials acquired for achieving the painting outcomes		2	0.5	1.5
	PC4. arrange for required safety gear for painters and helpers such as masks, nose covers, goggles, gloves, caps, boots, aprons, ladders, slings, scaffolding, disposal bins, water, etc.		2	0.5	1.5
	PC5. instruct painters and helpers on the surface preparation or sanding process and outcomes required in terms of level of smoothness/ coarseness as well as removal of old paint, grease, dust, etc.		2	0.5	1.5
	PC6. instruct on masking		2	0.5	1.5
	PC7. instruct on type of finish required, e.g., gloss, matt, textured, machined, etc.		2	0.5	1.5
	PC8. instruct on mixing ratio of water or thinner to putty, primer or paint		2	0.5	1.5
	PC9. instruct on the combination of tools and machines to be used at different stages of preparation and painting for the desired finish		2.5	0.5	2
	PC10. instruct on methodology for application of putty, primer or top coat		2.5	0.5	2
	PC11. instruct about paint quality, e.g., drying time, spillage, wastage, etc.		2.5	0.5	2
	PC12. instruct about the quality standards to be achieved		2.5	0.5	2
	PC13. instruct about cleaning standards and disposal of leftover consumables		2	0.5	1.5
	PC14. instruct about moving furniture, cleaning fixtures, without causing damage		2	0.5	1.5

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Compulsory NOS				Marks Allocation	
Total Marks: 300					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
	PC15. check quality of work at different stages such as after pre-treatment, surface preparation, putty/ primer application, top coat application, texturing and finishing		2	0.5	1.5
	PC16. check final finish after drying		2	0.5	1.5
	PC17. check quality of post painting clean-up		2	0.5	1.5
	PC18. handover the premises to customer		2	0.5	1.5
	PC19. address concerns and conduct any necessary rework		2	0.5	1.5
	PC20. seek job completion certificate/ customer feedback as per company's or dealer's standards		2	0.5	1.5
	PC21. prepare final bill and serve to customer		2	0.5	1.5
	PC22. receive payment and give receipt as per company's/ dealer's billing standards and close the transaction		2	0.5	1.5
	PC23. issue any warranty certificate as per company's or dealer's policy		2	0.5	1.5
	PC24. retain communication links with a happy customer for future repainting work or referrals		2	0.5	1.5
	Total		50	12	38

Compulsory NOS				Marks Allocation	
Total Marks: 300					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
PCS/N5013 Conduct entrepreneurial activities for decorative painting	PC1. survey the local area for nearby projects: commercial or residential to identify prospective customers	50	3	1.5	1.5
	PC2. understand new market trends to provide updated service to customers		3	1	2
	PC3. understand fluctuation in demand depending on seasons, festivals, etc. and plan the revenue and costs accordingly		3	1	2
	PC4. distribute pamphlets in targeted areas		2	0.5	1.5
	PC5. advertise in local directories		2	0.5	1.5
	PC6. put small boards near dealer shops and give them visiting card		2	0.5	1.5
	PC7. build customer loyalties to receive		3	0.5	2.5

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Compulsory NOS				Marks Allocation	
Total Marks: 300					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
	word-of-mouth publicity				
	PC8. build good relations with dealers in local area		3	0.5	2.5
	PC9. generate bill for the services provided		3	0.5	2.5
	PC10. take cash, count and return change or use machine for it		2	0.5	1.5
	PC11. maintain accounts for the orders executed		3	1	2
	PC12. account for daily wages to be paid to helpers or painters		3	1.5	1.5
	PC13. keep book for the day, week or month to check profit margin regularly		3	1	2
	PC14. manage competitive pricing after reasonable profit		3	1	2
	PC15. comply with workplace safety as stipulated by local bodies or authorities		3	1	2
	PC16. ensure compliance of rules related to payment of taxation and duties		3	1	2
	PC17. ensure compliance of norms related to child labour prohibition		3	1	2
	PC18. pay minimum wages and benefits to helpers or painters, as stipulated		3	1	2
	Total		50	15.5	34.5

Compulsory NOS				Marks Allocation	
Total Marks: 300					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
PCS/N9901 Coordinate with colleagues and/or customers	PC1. receive job order and instructions from reporting superior	50	0.5	0.0	0.5
	PC2. understand the work output requirements, targets, performance indicators and incentives		2.0	0.5	1.5
	PC3. deliver quality work on time and report any anticipated reasons for delays		2.0	0.5	1.5
	PC4. escalate unresolved problems or complaints to the relevant senior		2.0	0.5	1.5
	PC5. communicate maintenance and repair schedule proactively to the superior		2.0	0.5	1.5
	PC6. receive feedback on work standards		1.0	0.0	1.0
	PC7. document the completed work schedule and handover to the superior		2.0	0.5	1.5



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Compulsory NOS				Marks Allocation	
Total Marks: 300					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
	PC8. exhibit trust, support and respect to all the colleagues in the workplace		1.0	0.25	0.75
	PC9. aim to achieve smooth workflow		2.0	0.5	1.5
	PC10. help and assist colleagues with information and knowledge		1.0	0.0	1.0
	PC11. seek assistance from the colleagues when required		1.0	0.25	0.75
	PC12. identify the potential and existing conflicts with the colleagues and resolve		1.0	0.25	0.75
	PC13. pass on essential information to colleagues on timely basis		1.0	0.0	1.0
	PC14. maintain work etiquette, use polite language, demonstrate responsible and disciplined behaviour with colleagues		2.0	0.5	1.5
	PC15. interact with colleagues from different functions clearly and effectively to understand the nature of their work and work effectively as a team		1.0	0.25	0.75
	PC16. put team over individual goals and multi task or share work where necessary supporting the colleagues		2.0	0.0	2.0
	PC17. highlight any errors of colleagues, help to rectify and ensure quality output		1.0	0.25	0.75
	PC18. work with cooperation, coordination, communication and collaboration, with shared goals and supporting each other's performance		1.0	0.0	1.0
	PC19. ask relevant questions to the customers and identify their needs		1.0	0.25	0.75
	PC20. possess adequate knowledge on the product, services and market		2.0	0.5	1.5
	PC21. brief the customers clearly on potential costs and hazards		1.0	0.25	0.75
	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

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Compulsory NOS				Marks Allocation	
Total Marks: 300					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
	PC27. understand the customer expectations correctly and provide appropriate products and services		2.0	0.5	1.5
	PC28. understand customer's dissatisfaction and address or escalate their complaints effectively		2.0	0.5	1.5
	PC29. maintain a positive, sensible and cooperative manner all time		1.0	0.25	0.75
	PC30. ensure a proper body language, dress code, gestures and etiquettes towards the customers		1.0	0.25	0.75
	PC31. avoid interrupting the customers while they talk		1.0	0.0	1.0
	PC32. avoid negative questions and statements to the customers		1.0	0.0	1.0
	PC33. inform the customers on any issues or problems before hand and also on the developments involving them		2.0	0.5	1.5
	PC34. respond promptly to customer's voice messages, e-mails, apps, etc.		1.0	0.0	1.0
	PC35. develop good rapport with the customers and promote other products and services		2.0	0.5	1.5
	PC36. seek feedback from the customers on their understanding to what was discussed		1.0	0.0	1.0
	PC37. explain the terms and conditions clearly		2.0	0.5	1.5
	Total		50	10	40

Compulsory NOS				Marks Allocation	
Total Marks: 300					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
PCS/N9902 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

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Compulsory NOS				Marks Allocation	
Total Marks: 300					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
	PC5. keep tab through frequent discussions with regular customers on general customer preferences in the market, latest trends, customer expectations, etc.		2.0	0.5	1.5
	PC6. receive updates on regular feedbacks from the clients on current service, complaints, and improvements to be made, etc.		2.0	0.5	1.5
	PC7. seek customer rating of product/ service in order to help improve procedures		2.0	0.5	1.5
	PC8. demonstrate quality orientation at all levels		4.0	1.5	2.5
	PC9. aim to gain long lasting customer loyalty through satisfaction		3.0	1.0	2.0
	PC10. ensure 100% customer satisfaction via product/ service quality		3.0	0.5	2.5
	PC11. treat the customers fairly and with due respect		3.0	0.5	2.5
	PC12. focus on executing company's marketing strategies and product development needs		3.0	1.0	2.0
	PC13. focus on enhancing brand value of company by maintaining or enhancing quality standards		3.0	1.0	2.0
	PC14. ensure that customer expectations are met		2.0	0.5	1.5
	PC15. learn to read customers' needs and wants		2.0	0.5	1.5
	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

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Compulsory NOS				Marks Allocation	
Total Marks: 300					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
PCS/N9903 Maintain O&HS standards and follow environmental norms	PC1. assess the various health, safety and environmental hazards in the work areas	50	1.5	0.4	1.1
	PC2. take steps to eliminate or minimize the hazards		1.0	0.4	0.6
	PC3. analyse the causes of accidents at the workplace		1.5	0.4	1.1
	PC4. suggest measures to prevent such accidents from taking place		1.5	0.4	1.1
	PC5. take preventive measures to avoid risk of burns and other injury due to contact with hot surfaces, gas, fire, hot fluids/ liquids, etc.		1.5	0.4	1.1
	PC6. suggest methods to improve the existing safety procedures at the workplace		1.5	0.4	1.1
	PC7. dispose waste in the designated areas safely as per company's policies and rules		1.5	0.4	1.1
	PC8. maintain appropriate ventilation in the rooms while there is more exposure to paint vapours		1.0	0.4	0.6
	PC9. avoid dumping unused cans to safeguard the environment		1.0	0.0	1.0
	PC10. stay aware of the locations of fire extinguishers, emergency exits, etc.		1.0	0.4	0.6
	PC11. practice correct emergency procedures		1.5	0.4	1.1
	PC12. check and review the storage areas frequently		1.5	0.4	1.1
	PC13. stack items in an organized way and use safe lifting techniques to reduce risk of injuries while handling materials		1.5	0.4	1.1
	PC14. handle materials, tools, acids, chemicals, equipment, etc. safely		1.0	0.4	0.6
	PC15. store the chemicals and acids in well-ventilated and locked areas with warning signs displayed		1.5	0.4	1.1
	PC16. adopt safe techniques while moving furniture and fixtures		1.5	0.4	1.1
	PC17. avoid risk of injury from use of electrical tools		1.5	0.4	1.1
	PC18. read the manufacturer's manual carefully before use of any equipment		1.0	0.0	1.0
	PC19. unplug the electrical equipment before performing maintenance		1.0	0.4	0.6

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PC20. keep the floors free from oil, water and grease to avoid slippery surface	1.0	0.4	0.6
PC21. use rubber mats in the places where floors are constantly wet	1.0	0.0	1.0
PC22. avoid injuries while handling sharp hazardous tools and equipment	1.5	0.4	1.1
PC23. use flat surfaces, secure holding and protective wear while using such sharp tools	1.5	0.4	1.1
PC24. use health, safety and environmental protection practices for storing, cleaning, and maintaining tools, equipment, and supplies	1.5	0.4	1.1
PC25. practice ergonomic lifting and bending techniques while moving equipment and supplies	1.5	0.4	1.1
PC26. identify the requirement for maintaining environmental norms	1.0	0.4	0.6
PC27. comply with the environmental safety norms while on work to prevent accidents and health hazards	1.0	0.4	0.6
PC28. follow company policies and rules regarding use of hazardous materials to avoid adverse health, safety and environmental impacts	1.0	0.4	0.6
PC29. ensure the employees have access to first aid kit when needed	1.0	0.0	1.0
PC30. ensure all equipment and tools are stored and maintained properly and safe for use	1.0	0.4	0.6
PC31. always use personal protective equipment and safety gear such as gloves, mask, headwear, footwear, glasses, goggles, etc. for specific tasks and work conditions where required	1.5	0.4	1.1
PC32. display safety signs where required to warn co-workers and others	1.5	0.4	1.1
PC33. ensure electrical precautions such as insulated clothing, adequate equipment insulation, dry work area, switch off the power supply when not required, etc.	1.5	0.4	1.1
PC34. ensure availability of general health and safety equipment such as fire extinguishers, first aid equipment, safety equipment, clothing, safety installations such as fire exits, exhaust fans, etc.	1.5	0.4	1.1
PC35. document all the first aid treatments, inspections, etc., conducted to keep track of the safety measures undertaken	1.0	0.4	0.6

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	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
	POINTS		50	14	36