

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR PAINTS AND COATINGS INDUSTRY

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What are Occupational Standards(OS)?

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

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Introduction

Qualifications Pack: Wood Polisher

SECTOR: PAINTS AND COATINGS

SUB-SECTOR: APPLICATION

OCCUPATION: Decorative Application

REFERENCE ID: PCS/Q5004

ALIGNED TO: NCO-2004/NIL, NCO-2015/7132.0600

Brief Job Description: The individual at work assesses the surface quality, advises the customer for any pre-treatment, prepares and cleans it, and then paints it using appropriate coatings, polishes and tools to achieve the desired finish as per company's standards or customer's requirements.

Personal Attributes: The job requires the individual to: undertake physical labour; work in a paint-redolent environment, have good eye-sight and no colour blindness and work in all types of weather conditions.



Job Details

Qualifications Pack Code	PCS/Q5004		
Job Role	Wood Polisher		
Credits(NSQF)	TBD	Version number	1.0
Sector	Paints and Coatings	Drafted on	17/02/16
Sub-sector	Application	Last reviewed on	25/07/17
Occupation	Decorative Paint Application	Next review date	24/07/19
NSQC Clearance on	NA		

Job Role	Wood Polisher Also known as Wood Painter
Role Description	Painting wooden surfaces, particularly used for furniture and decorative purposes
NSQF level	4
Minimum Educational Qualifications	Preferably 5 th standard
Maximum Educational Qualifications	12 th Standard
Training (Suggested but not mandatory)	Not Applicable
Minimum Job Entry Age	18 years
Experience	Minimum preferable 3 years a Helper to Wood Polisher
Applicable National Occupational Standards (NOS)	Compulsory: <ol style="list-style-type: none"> PCS/N5006 Engage with customer for wood polishing service PCS/N5007 Prepare and paint or polish the wooden surface PCS/N5013 Conduct entrepreneurial activities for decorative painting PCS/N9901 Coordinate with colleagues and/or customers PCS/N9902 Maintain standards of product/ service quality PCS/N9903 Maintain OH&S standards and follow environmental norms
Performance Criteria	As described in the relevant OS units



Qualifications Pack For Wood Polisher

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.



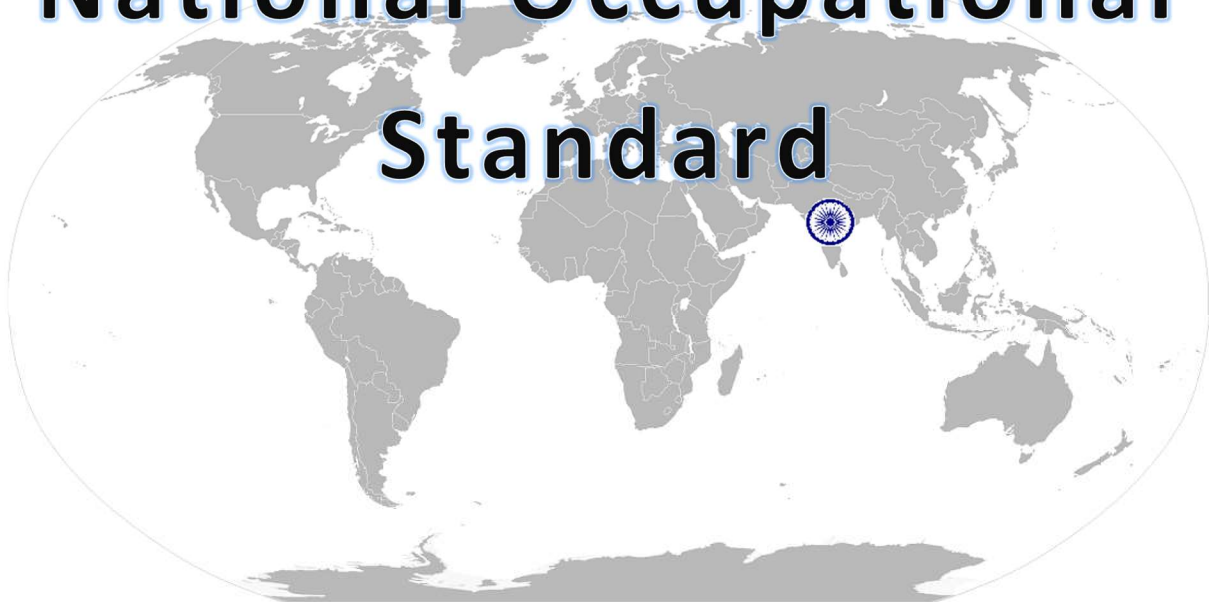
Qualifications Pack For Wood Polisher

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 engaging with the customer, inspecting the surface to be painted or polished and estimating the requirements of supplies and equipment.



PCS/N5006

Engage with customer for wood polishing service

National Occupational Standard

Unit Code	PCS /N5006
Unit Title (Task)	Engage with customer for wood polishing service
Description	This OS unit is about engaging with the customer, inspecting the surface to be painted or polished and estimating the requirements of supplies and equipments
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Engage with the customer Inspect the surface to be painted or polished Estimate time, cost, supplies and equipment required
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Engaging with the customer	<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 customers' home or business premises</p> <p>PC3. note down customer's requirements of colour, finish, filling, low-VOC, etc.</p>
Inspecting surface to be painted or polished	<p>To be competent, the user/ individual must be able to:</p> <p>PC4. assess the type of wood to be painted</p> <p>PC5. check moisture content of the wood to assess too dry or too wet</p> <p>PC6. find if there is any flaw in the wood e.g. scratches, dents, etc. To be filled</p> <p>PC7. inspect the wood if it has paint, oil, grease, etc., on its surface</p>
Estimating time, cost, supplies and equipment required	<p>To be competent, the user/ individual must be able to:</p> <p>PC8. determine the effort required for preparing the surface, painting and polishing</p> <p>PC9. measure area and dimensions to be painted</p> <p>PC10. calculate material, chemical, tools and equipment requirements, for the job</p> <p>PC11. Provide and agree on estimated cost and time required for the job to customer</p> <p>PC12. respond to customers' questions and concerns</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. customer interaction, home visit, cost and time estimations, discounts and schemes</p> <p>KA3. company's personnel management and incentives rules</p> <p>KA4. importance of the individual's role in the workflow</p> <p>KA5. reporting structure</p> <p>KA6. occupational health and safety standards</p>



PCS/N5006

Engage with customer for wood polishing service

B. Technical Knowledge	<p>The individual on the job needs to know and understand:</p> <p>KB1. different types of paint and varnish finishes e.g., walnut, melamine, glossy, satin, matt</p> <p>KB2. different types of paints and their suitability for various surfaces and weather conditions, e.g., poor quality wood requires more expensive polish for same kind of finish as good quality wood</p> <p>KB3. techniques for wood polishing such as sanding, primer application, other coating, painting, filling and final sanding</p> <p>KB4. the types of sand paper and their use for coarse to fine sanding while avoiding wastage beyond accepted levels</p> <p>KB5. use of hand or polishing machine for required finish</p> <p>KB6. application using spray guns and significance of spray clarity</p> <p>KB7. new market and industry trends in wood painting</p> <p>KB8. new types of paints products available in the market</p> <p>KB9. use of moisture meter</p> <p>KB10. Various techniques for estimating customer service standards in the market and benchmarks</p> <p>KB11. how to educate customer on products, materials, pricing and processes</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:</p> <p>SA1. to read company's work instructions and quality policy</p> <p>SA2. to read instructions printed on paints and solutions containers</p> <p>Writing Skills</p> <p>The user/individual on the job needs to know and understand how:</p> <p>SA3. to maintain records as per company's policy</p> <p>SA4. to note down customer's requirements accurately</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. listen to customers to capture their requirements</p> <p>SA6. answer the queries of customers in language they understand</p> <p>SA7. communicate with customers in pleasant, polite, calm and clear way</p> <p>SA8. provide a list of equipment, materials and aids that would be used as consumables as per company's standards</p>
B. Professional Skills	<p>Decision Making</p> <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 company's standards</p>



PCS/N5006

Engage with customer for wood polishing service

	SB2. to provide a detailed schedule to customer as per company's standards
	Plan and Organize
	The user/individual on the job needs to know and understand how: SB3. to schedule the sequence of work process SB4. to arrange for materials and equipment required to do the work SB5. to interact with persons involved in the process as per company's standards SB6. to carry documents as per company's standards
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB7. ensure the completion of work as per the schedule given to the customer at the start of the work
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB8. resolve work related problems such as related to materials shortage, helper support, change in customer expectation, either by communicating politely but effectively or by escalating to superior
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB9. estimate the time required to do the job SB10. assess effort required for wood painting SB11. assess and estimate the materials and equipment required for the type of wood and surface to be painted SB12. calculate the cost for wood painting SB13. calculate the material quantity based on the type and surface area
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB14. check reading in moisture meter is or not suitable for painting

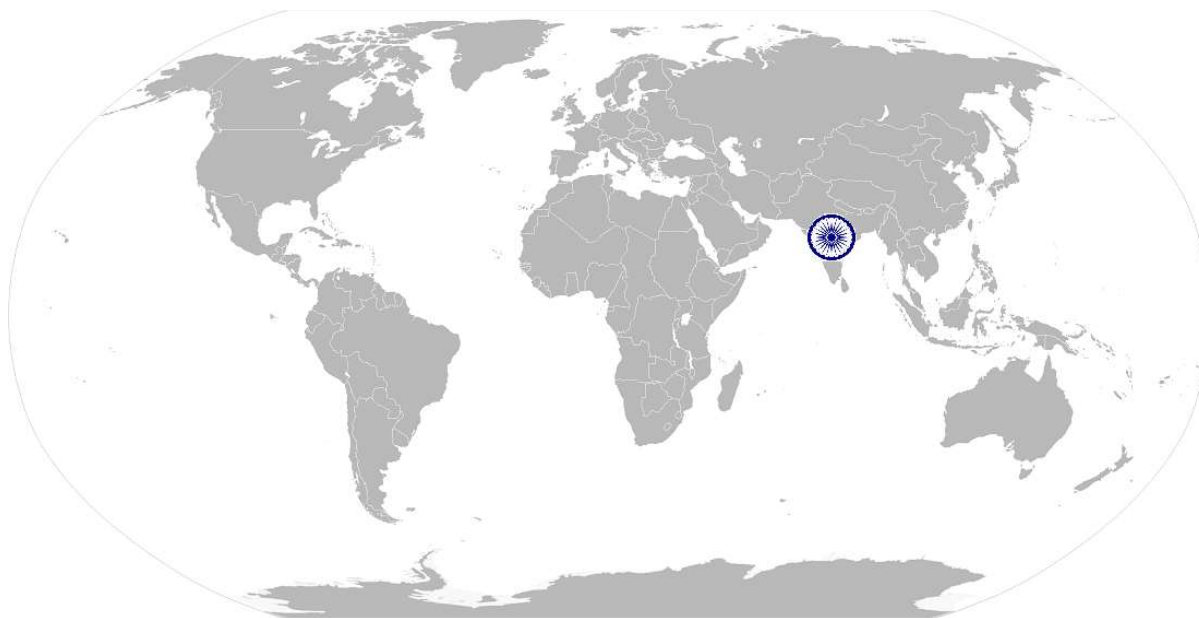


PCS/N5006

Engage with customer for wood polishing service

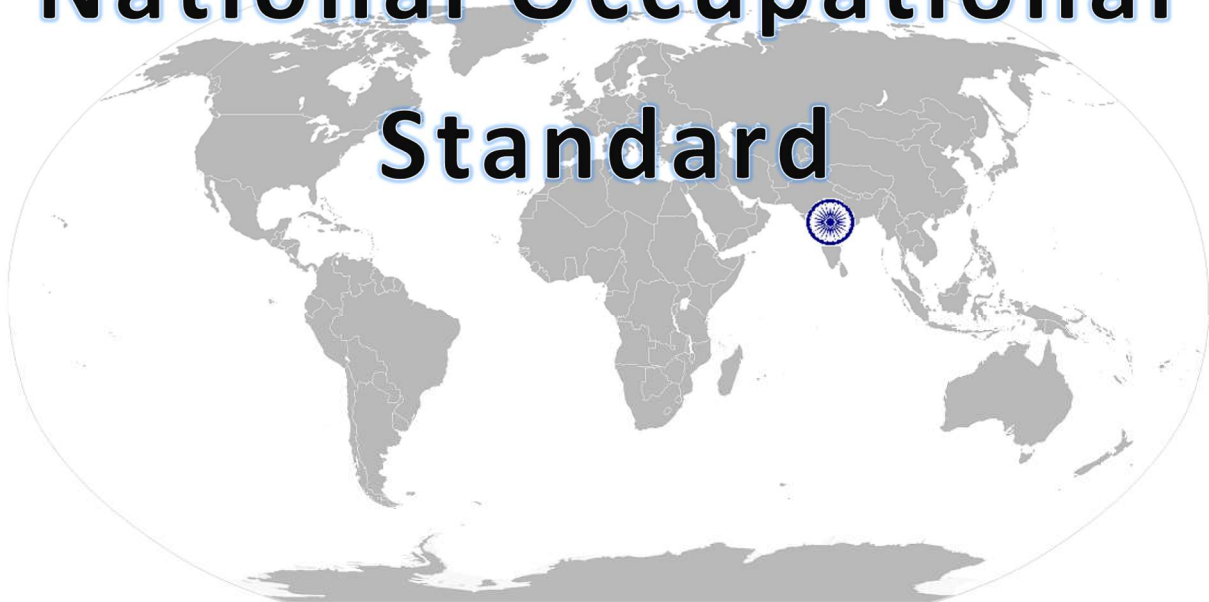
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NOS Code	PCS/N5006		
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Industry	Paints and Coatings	Drafted on	17/02/16
Industry Sub-sector	Application	Last reviewed on	25/07/17
Occupation	Decorative Application	Next review date	24/07/19





National Occupational Standard



Overview

This unit is about preparing surface, painting and polishing a wooden surface, especially used in furniture or decorative items.



Prepare and paint or polish the wooden surface

Unit Code	PCS /N5007
Unit Title (Task)	Prepare and paint or polish the wooden surface
Description	This OS unit is about preparing surface, painting and polishing a wooden surface, especially used in furniture or decorative items
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Prepare wooden surface • Paint wooden surface • Finish wooden surface
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Preparing wooden surface	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. clean the wooden surface</p> <p>PC2. sand the wooden surface with sand paper to remove any paint, grease. etc., from the surface</p> <p>PC3. apply wood filler to fill any holes, dents, etc.,</p> <p>PC4. sand the wood surface to a required smoothness level as per company's standards</p> <p>PC5. wipe-off the dust or residue from the surface</p> <p>PC6. mask with a tape any parts of the wood or other surface of the item that need not be painted</p> <p>PC7. apply primer on the wooden surface in the required quantity and as per company's standards</p>
Painting wooden surface	<p>To be competent, the user/ individual must be able to:</p> <p>PC8. mix paint, thinner and hardener as per company standards</p> <p>PC9. apply paint on the wood surface with brush/spray gun as per company's standards</p>
Finishing wooden surface	<p>To be competent, the user/ individual must be able to:</p> <p>PC10. apply sealer or clear topcoat on the paint as per company's standards</p> <p>PC11. provide required finish to the surface as per customer's requirement or company's standards</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The individual on the job needs to know and understand:</p> <p>KA1. company's policy and work instructions on quality standards</p> <p>KA2. customer interaction, home visit, cost and time estimations, discounts and schemes</p> <p>KA3. company's personnel management and incentives</p> <p>KA4. importance of the individual's role in the workflow</p> <p>KA5. reporting structure</p>



PCS/N5007 Prepare and paint or polish the wooden surface

	KA6. occupational health and safety standards
B. Technical Knowledge	<p>The individual on the job needs to know and understand:</p> <p>KB1. different types of paint and varnish finishes e.g., walnut, melamine, glossy, satin, matt</p> <p>KB2. different types of paints and their suitability for various surfaces and weather conditions, e.g., poor quality wood requires more expensive polish for same kind of finish as good quality wood</p> <p>KB3. Different types of sand paper and their use for coarse to fine sanding while avoiding wastage beyond accepted levels</p> <p>KB4. use of hand or polishing machine for required finish</p> <p>KB5. techniques of effective wood polishing, e.g., sanding, filling, coating, painting, etc.</p> <p>KB6. coarseness/ smoothness of surface required for adhesion as per company standards</p> <p>KB7. common causes of poor paint application</p> <p>KB8. common symptoms of poor paint applications</p> <p>KB9. common complaints post application</p> <p>KB10. significance of correct selection of paint, primer and other coatings for the surface</p> <p>KB11. correct mixing ratio of paints, thinners and hardeners</p> <p>KB12. use of brush or spray for different techniques</p> <p>KB13. different types of paints and coatings</p> <p>KB14. drying time of paints and coatings</p> <p>KB15. thickness of paint required for different types of wood and weathering condition</p> <p>KB16. drying time of final paint coat, before applying sealer or clear topcoat for finish</p> <p>KB17. need for upkeep of equipment and tools</p> <p>KB18. significance of cleaning the work area after completing the polishing work</p> <p>KB19. safe disposal of waste and residual consumables in designated bins or disposal units</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 work instructions and quality policy</p> <p>SA2. to read instructions displayed on the chemical containers</p>
	Writing Skills



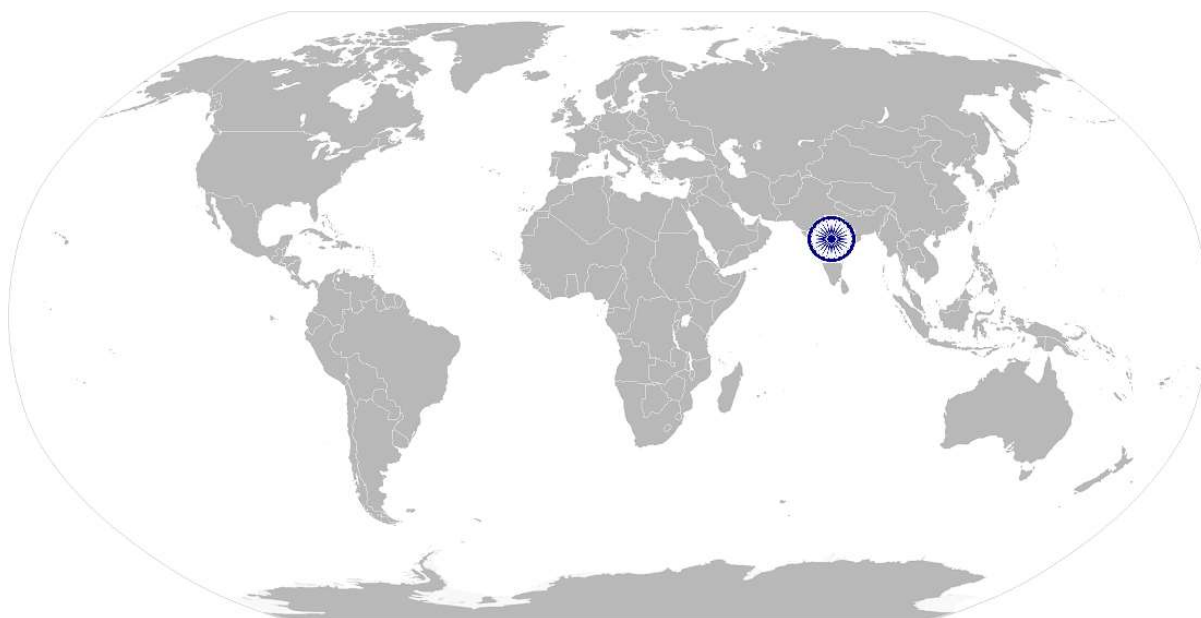
PCS/N5007 Prepare and paint or polish the wooden surface

	<p>The user/individual on the job needs to know and understand how:</p> <p>SA3. to maintain records as per company's policy</p> <p>SA4. to note down customer's requirements accurately</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. listen to customers to register their requirements</p> <p>SA6. answer the queries of customers in language they understand</p> <p>SA7. communicate with customers in pleasant, polite, calm and clear way</p>
B. Professional Skills	<p>Decision Making</p>
	<p>The user/individual on the job needs to know and understand how:</p> <p>SB1. to assess materials and consumables required</p> <p>SB2. to select the right materials and tools for painting as per the surface, type of painting required and company's standards</p> <p>SB3. to provide a detailed schedule to customer as per company's standards</p>
	<p>Plan and Organize</p>
	<p>The user/individual on the job needs to know and understand how:</p> <p>SB4. to arrange for paint, tools and other chemicals ready before use</p> <p>SB5. to prioritize the work to complete as per agreed schedule</p> <p>SB6. work in coordination with co-workers to do the quality work in time</p>
	<p>Customer Centricity</p>
	<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 given schedule and quantity of materials provided to the customer at the start of the work</p>
	<p>Problem Solving</p>
	<p>The user/individual on the job needs to know and understand how:</p> <p>SB8. to sand till grease, stains, etc., are removed from the wooden surface</p> <p>SB9. to fill all holes, scratches etc with body filler so that imperfections are not visible</p> <p>SB10. to resolve any concerns related to work or customer's requirement by communicating politely and effectively or escalating the issue to designated superior</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how:</p> <p>SB11. to select brush or spray gun depending on the surface to be painted</p> <p>SB12. to avoid wastage of paint while painting</p> <p>SB13. how to hold brush and load brush with right amount of paint for good coverage</p>



PCS/N5007 Prepare and paint or polish the wooden surface

	SB14. to find number of coats to be applied to achieve required thickness
	Critical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB15. create surface smooth, but rough enough to make paint adhere to it</p> <p>SB16. paint carefully so that no bubbles, breaks, etc., are seen on the surface</p> <p>SB17. maintaining constant distance between spray gun and wooden surface</p> <p>SB18. sand surface after topcoat till desired smoothness and finish are attained</p>





Prepare and paint or polish the wooden surface

NOS Version Control

NOS Code	PCS/N5007		
Credits(NSQF)	TBD	Version number	1.0
Industry	Paints and Coatings	Drafted on	17/02/16
Industry Sub-sector	Application	Last reviewed on	25/07/17
Occupation	Decorative Application	Next review date	24/07/19





National Occupational Standard



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

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 their 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 in order check profit margin regularly</p> <p>PC14. must be able to 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> <p>KA4. tax payment norms</p>



PCS/N5013

Conduct entrepreneurial activities for decorative painting

organization and its processes)	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 double entry 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)
	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
B. Professional Skills	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 individual capacity to handle
	Plan and Organise



PCS/N5013

Conduct entrepreneurial activities for decorative painting

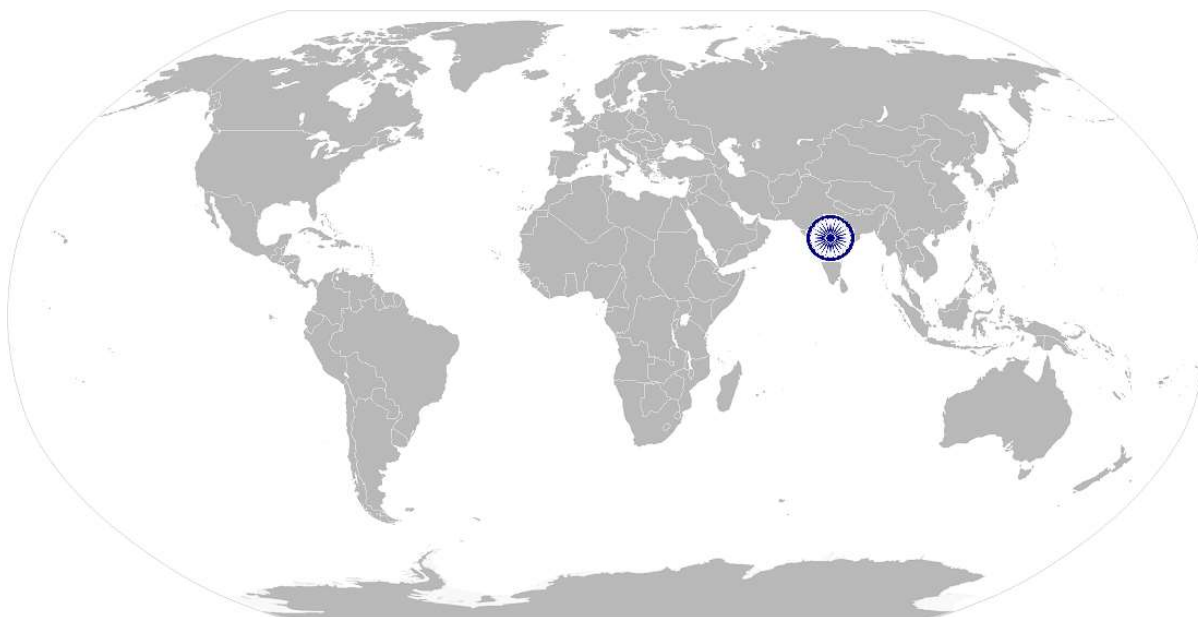
	<p>The user/individual on the job needs to know and understand how:</p> <p>SB4. to schedule the sequence of work process</p> <p>SB5. to arrange for materials, equipment and helpers required to do the work</p> <p>SB6. to plan for contingencies</p>
	Problem Solving
	<p>The user/individual on the job needs 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 or effective time management</p> <p>SB16. find profitable ways for services provided</p> <p>SB17. find cost-effective ways of marketing</p>



Conduct entrepreneurial activities for decorative painting

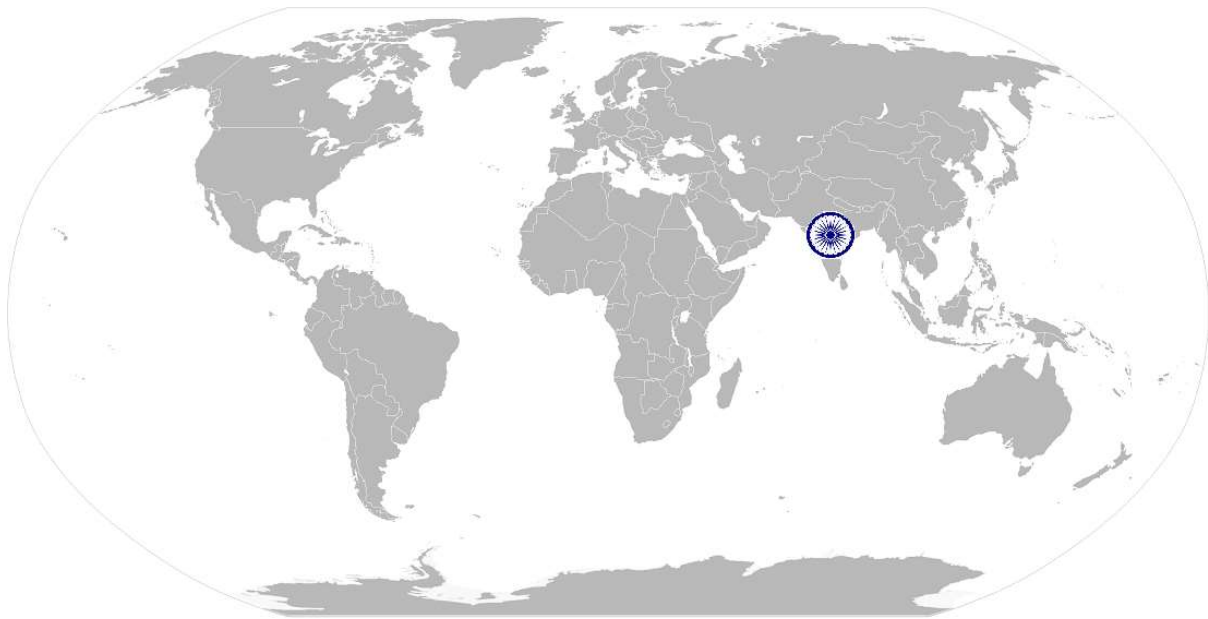
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Credits(NSQF)	TBD	Version number	1.0
Industry	Paints and Coatings	Drafted on	17/02/16
Industry Sub-sector	Application	Last reviewed on	25/07/17
Occupation	Decorative Application	Next review date	24/07/19





National Occupational Standard



Overview

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

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, 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>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 other colleagues on timely basis</p> <p>PC14. maintain the etiquette, use polite language, demonstrate responsible and disciplined behaviors to the colleagues</p> <p>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</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 others performance</p>
Communicating effectively with customers, if required	<p>To be competent, the user/ individual must be able to:</p> <p>PC19. ask more questions to the customers and identify their needs</p> <p>PC20. possess strong 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>



PCS/N9901

Coordinate with colleagues and/or customers

	<p>PC24. ensure the appropriate language and tone are used with customers</p> <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 the appropriate products and services</p> <p>PC28. understand the customer dissatisfaction and address or escalate their complaints effectively</p> <p>PC29. maintain a positive, sensible and cooperative manner all time</p> <p>PC30. ensure to maintain a proper body language, dress code, gestures and etiquettes towards the customers</p> <p>PC31. avoid interrupting the customers while they talk</p> <p>PC32. ensure to 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. ensure to respond back to the customer immediately for their 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>



PCS/N9901

Coordinate with colleagues and/or customers

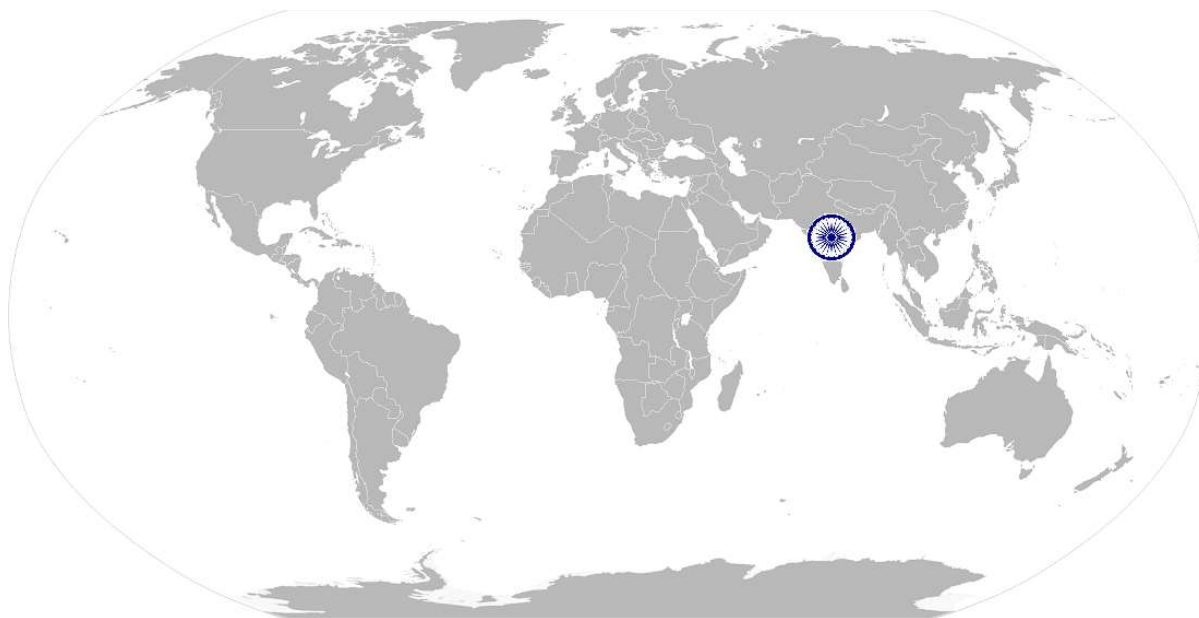
	<p>KA15. how to demonstrate ethics and convey discipline to the customers?</p> <p>KA16. how to build effective working relationship with mutual trust and respect within the team</p> <p>KA17. importance of dealing with grievances effectively and in time</p>
Skills (S)	
A. Core Skills/ Generic Skills	Reading 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. fill up documentation pertaining to job requirement
B. Professional Skills	Oral Communication (Listening and Speaking skills)
	The user/ individual on the job needs to know and understand how to:
	SA4. interact with team members to work efficiently
	SA5. communicate effectively with superior to achieve smooth workflow
	SA6. communicate effectively with the customers to build a good rapport with them
	SA7. use language that the customer or colleague understands
B. Professional Skills	SA8. use the communications systems of the company, e.g., telephone, fax, public announcement systems
	SA9. E-mail and use Internet for communicating
	SA10. use of audio-visual aids to communicate complex issues
	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
B. Professional Skills	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:
B. Professional Skills	SB4. practice patient listening, careful talking and paraphrasing in order to avoid misunderstanding
	Problem Solving
B. Professional Skills	The user/ individual on the job needs to know and understand how to:
	SB5. coordinate with different departments and multi-task as necessary



PCS/N9901

Coordinate with colleagues and/or customers

	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 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

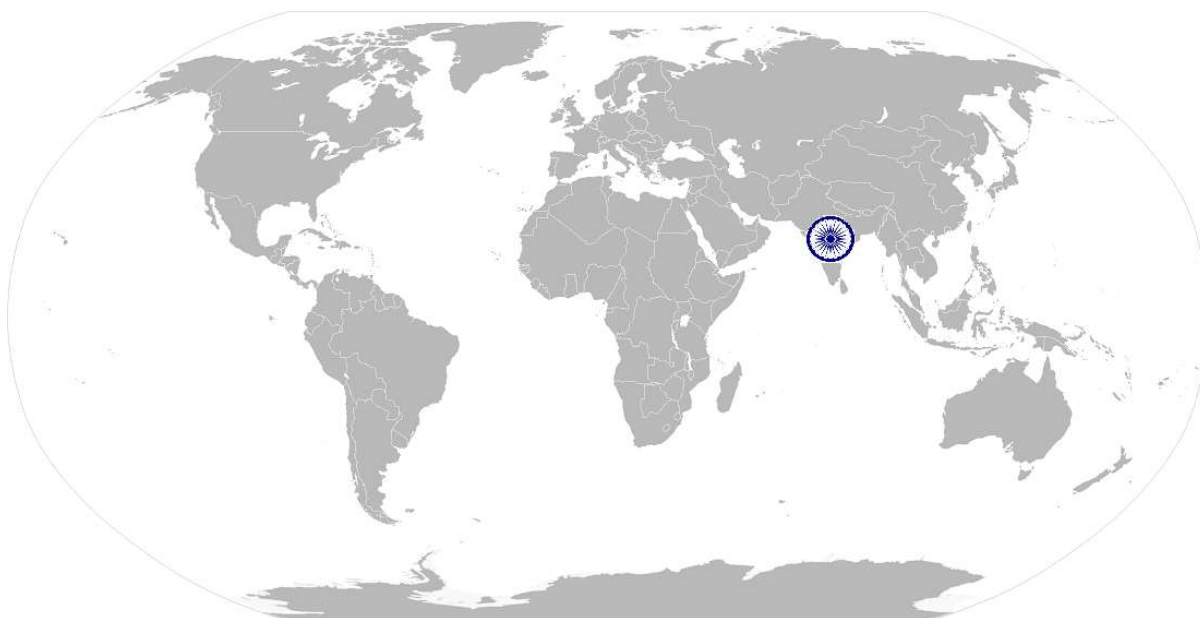
Coordinate with colleagues and/or customers

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 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>



PCS/N9902

Maintain standards of product/ service quality

	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 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>

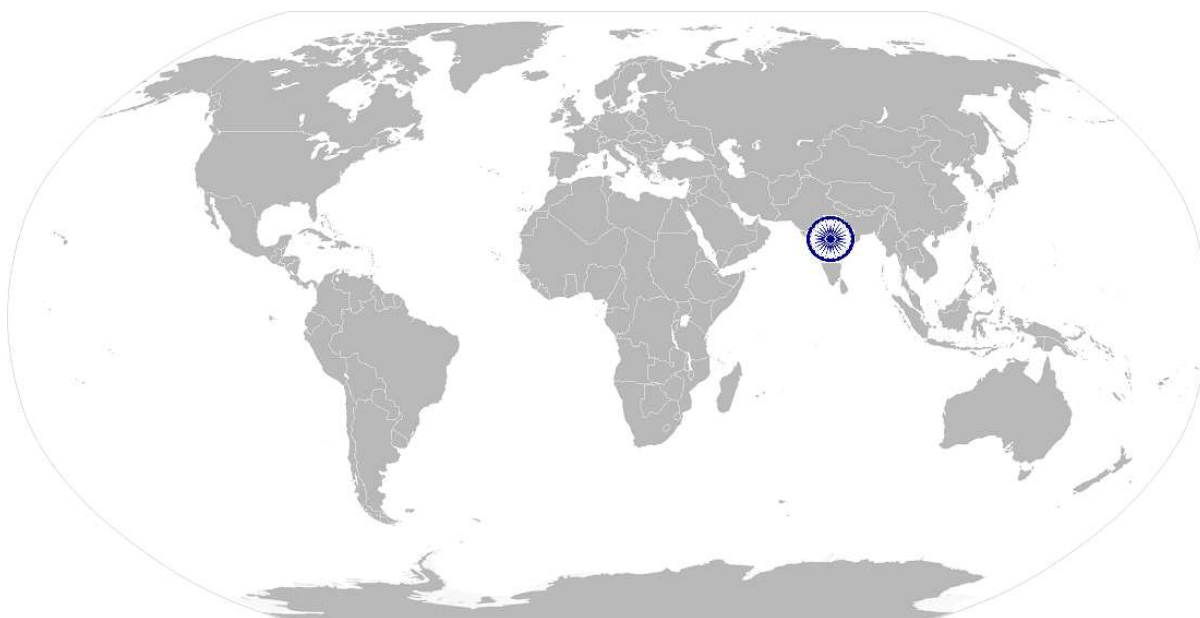


PCS/N9902

Maintain standards of product/ service quality

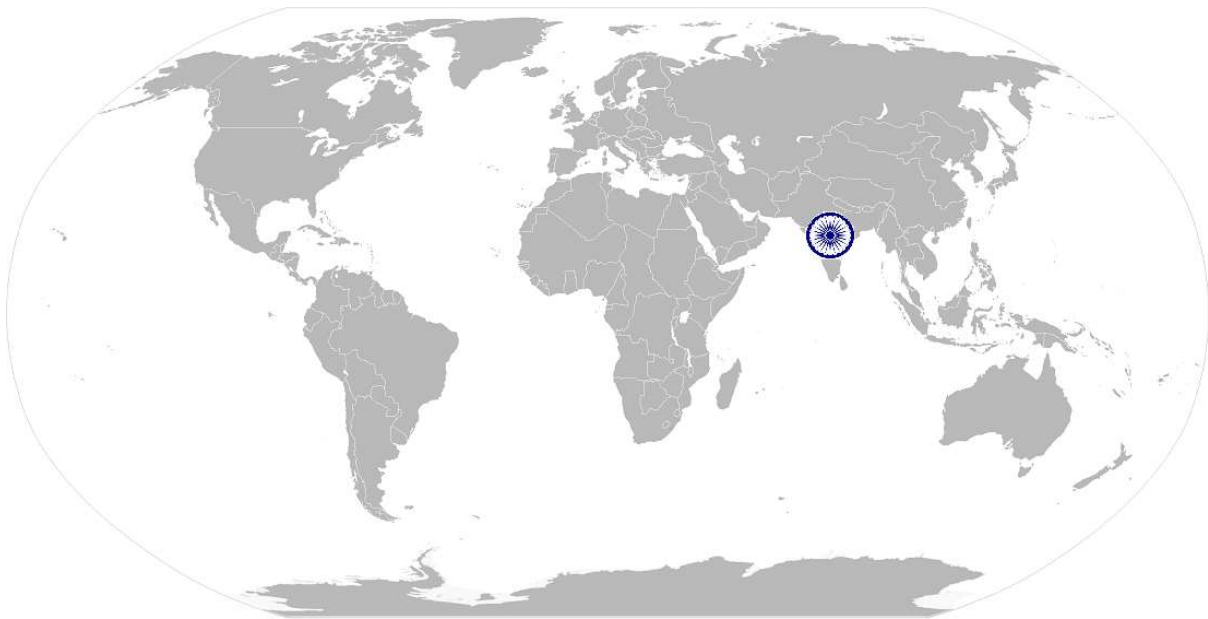
NOS Version Control

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 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.



Maintain OH&S standards and follow environmental norms

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

	<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

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	Reading Skills
	<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>
	Writing Skills
	<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>
	Oral Communication (Listening and Speaking skills)
	<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

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

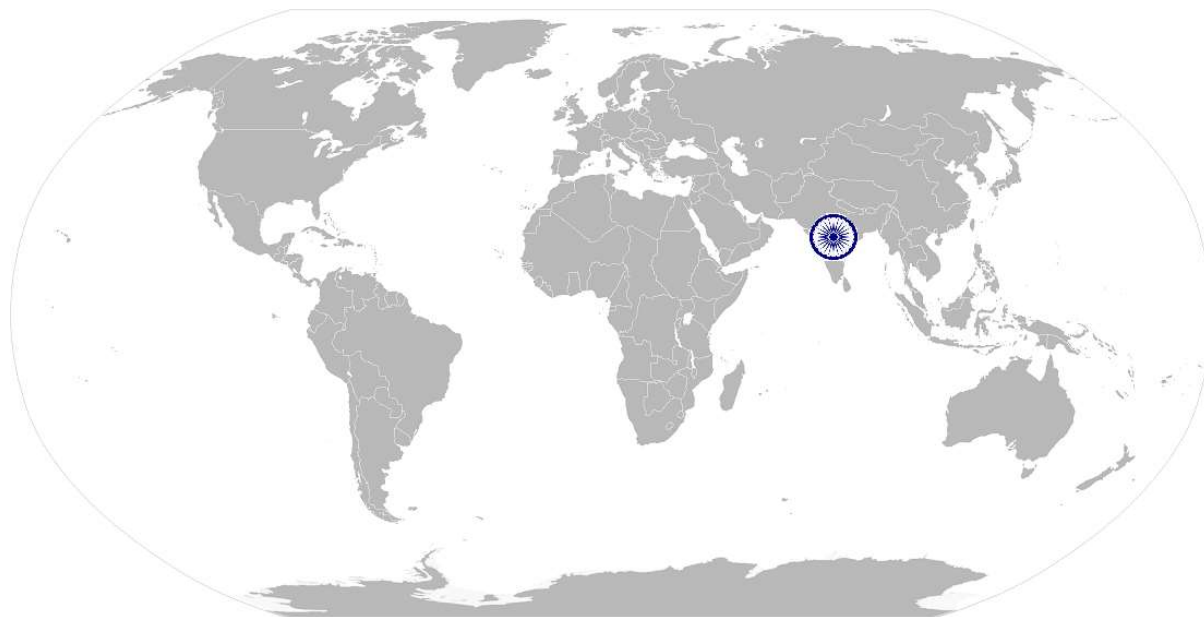


PCS/N9903

Maintain OH&S standards and follow environmental norms

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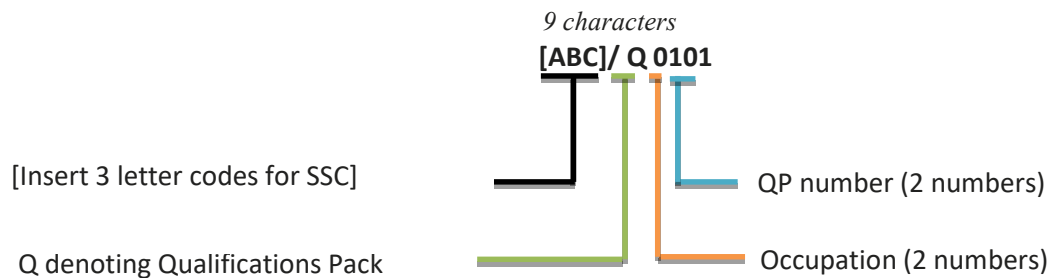
NOS Code	PCS/N9903		
Credits(NSQF)	TBD	Version number	1.0
Industry	Paints and Coatings	Drafted on	17/02/16
Industry Sub-sector	Manufacturing and Application	Last reviewed on	31/03/16
Occupation	Decorative Paint Application	Next review date	31/03/18



Annexure

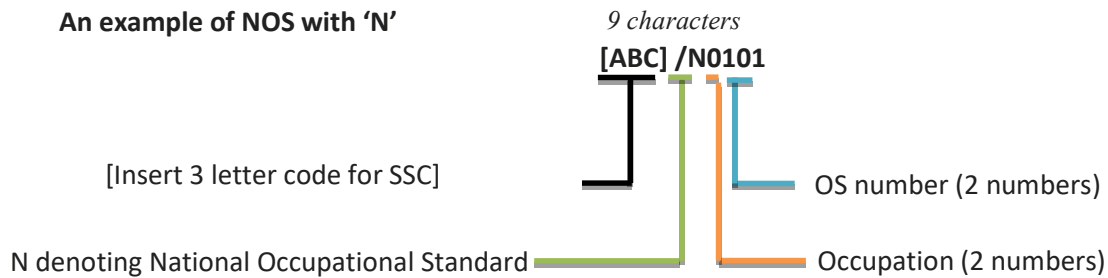
Nomenclature for QP and NOS

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 : Wood Polisher Qualification Pack : PCS/Q5004 Sector Skill Council : Paints and Coatings
<ol style="list-style-type: none"> 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. The assessment for the theory part will be based on knowledge bank of questions created by the SSC. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below) Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria To pass the Qualification Pack , every trainee should score a minimum of 60% in every NOS 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 (300)	Out of	Theory	Skills Practical
PCS/N5006 Engage with customer for wood paint application service	PC1. check with customer about the appropriate time for visit	50	2.5	1.0	1.5
	PC2. visit customers' home / business premises		2.5	1.0	1.5
	PC3. capture customer's requirements eg colour, finish etc		5.5	0.5	5.0
	PC4. assess the type of wood to be painted		2.5	1.0	1.5
	PC5. check moisture content of the wood		2.5	1.0	1.5
	PC6. find if there is any flaw in the wood e.g. scratches, dents etc		1.5	0.5	1.0
	PC7. inspect the wood if it has paint, oil, grease etc on its surface		5.5	0.5	5.0
	PC8. determine the effort required for preparing the surface, painting and polishing		5.5	0.5	5.0
	PC9. measure area dimensions to be painted		5.5	1.0	4.5
	PC10. calculate material; chemical, tools and equipment requirements, for the job		5.5	0.5	5.0
	PC11. provide and agree on estimated cost and time required for the job		5.5	0.5	5.0
	PC12. respond to customers' questions and concerns		5.5	1.0	4.5
	POINTS		50	12	38
	TOTAL POINTS		50		



	Performance Criteria	Total Marks (300)	Out of	Theory	Skills Practical
PCS/N5007 Prepare and paint or polish the wooden surface	PC1. clean the wood surface	50	2.0	0.0	2.0
	PC2. sand the wood surface with sand paper to remove any paint, grease etc from the surface		7.0	0.5	6.5
	PC3. apply wood filler to fill any holes, dents etc		4.0	0.5	3.5
	PC4. sand the wood surface to a required smoothness level		6.0	0.5	5.5
	PC5. wipe-off the dust or residue from the surface		2.5	0.0	2.5
	PC6. Tape off any parts of the wood that need not to be painted		2.5	0.5	2.0
	PC7. apply primer on the wood surface		5.0	0.5	4.5
	PC8. mix paint, thinner and hardener as per company standards		5.5	1.0	4.5
	PC9. apply paint on the wood surface with brush/spray machine		7.0	1.0	6.0
	PC10. apply sealer or clear topcoat on the paint		2.5	0.5	2.0
	PC11. provide required finish to the surface		6.0	0.5	5.5
	POINTS		50	5.5	44.5
	TOTAL POINTS			50	

	Performance Criteria	Total Marks (300)	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 their visiting card		2	0.5	1.5
	PC7. build customer loyalties to receive word-of-mouth publicity		3	0.5	2.5
	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 in order check profit margin regularly		3	1	2
	PC14. must be able to 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
	POINTS		50	15.5	34.5
	TOTAL POINTS			50	

	Performance Criteria	Total Marks (300)	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		1.0	0.25	0.75



	Performance Criteria	Total Marks (300)	Out of	Theory	Skills Practical
	team and understand the nature of their work				
	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 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



	Performance Criteria	Total Marks (300)	Out of	Theory	Skills Practical
	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
	POINTS		50	10	40
	TOTAL POINTS			50	

	Performance Criteria	Total Marks (300)	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



	Performance Criteria	Total Marks (300)	Out of	Theory	Skills Practical
	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
	POINTS		50	13	37
	TOTAL POINTS			50	

	Performance Criteria	Total Marks (300)	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



	Performance Criteria	Total Marks (300)	Out of	Theory	Skills Practical
	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
	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



	Performance Criteria	Total Marks (300)	Out of	Theory	Skills Practical
	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
	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	300			