



Model Curriculum

QP Name: Technical Sales Representative

QP Code: PCS/Q0102

QP Version: 2.0

NSQF Level: 5

Model Curriculum Version: 1.0

Paints and Coatings Skill Council | G-3 Shreya House Premises Co-Op Society Ltd., Pereira Hill Road,
Off Andheri Kurla Road, Opposite Guru Nanak Petrol Pump, Andheri East,
Mumbai – 400099, Maharashtra, India.

Table of Contents

Training Parameters.....	2
Program Overview	4
Compulsory Modules	4
Module Details.....	7
Module 1: Introduction to the sector and the job role of Technical Sales Representative	7
Module 2: Address customer's technical queries on the paint performance, recommend the most suited paint/ paint system for the customer's application method.....	8
Module 3: Seek feedback on specific paint or coating product, document for future reference and help close the sale.....	9
Module 4: Advise and/ or train dealers, their associates and institutional customers	10
Module 5: Provide technical support to existing customers	11
Module 6: Coordinate with Supervisors, Colleagues, and Customers.....	12
Module 7: Achieve Customer Satisfaction for given quality.....	13
Module 8: Achieve Health, Safety, and Environmental Standards.....	14
Module 9: Introduction to Employability Skills	15
Module 10: Constitutional Values - Citizenship.....	15
Module 11: Becoming a Professional in the 21 st Century	15
Module 12: Basic English Skills.....	15
Module 13: Career Development & Goal Setting	15
Module 14: Communication Skills.....	16
Module 15: Diversity and Inclusion	16
Module 16: Financial and Legal Literacy	16
Module 17: Essential Digital Skills	16
Module 18: Entrepreneurship	17
Module 19: Customer Service	17
Module 20: Getting ready for Apprenticeship and jobs.....	17
Annexure	18
Trainer Requirements.....	18
Assessor Requirements.....	19
Assessment Strategy	20
References	21
Glossary.....	21
Acronyms and Abbreviations.....	22



Training Parameters

Sector	PAINTS AND COATINGS
Sub-Sector	Manufacturing
Occupation	Sales and Marketing
Country	India
NSQF Level	5
Aligned to NCO/ISCO/ISIC Code	NCO 2015 - 3322.0101
Minimum Educational Qualification and Experience	<p>Graduation in the relevant field</p> <p>Or</p> <p>3-year Diploma (after 12th class) in the relevant field</p> <p>Or</p> <p>Graduation in any field and 1 year experience</p> <p>Or</p> <p>3-year Diploma (after 12th class) in any field and 1 year experience</p> <p>Or</p> <p>2-year Diploma (after 12th class) in relevant field and 1 year experience</p> <p>Or</p> <p>10th + ITI (after 10th Class) in the relevant field and 2 years' experience</p> <p>Or</p> <p>3-year Diploma (after 10th) in the relevant field and 2 years' experience</p> <p>Or</p> <p>1 year Diploma (after 12th class) in relevant field and 2 years' experience</p> <p>Or</p> <p>12th class pass and 4 years' experience</p> <p>Or</p> <p>Certified for Decorative Painter/ Powder Coater/ General Industrial (Liquid) Painter/ Protective and Marine Painter (NSQF level 4) and 2 years' experience</p>
Prerequisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	17/11/2022
Next Review Date	16/11/2025



NSQC Approval Date	17/11/2022
Version	2.0
Model Curriculum Creation Date	17/11/2022
Model Curriculum Valid Up to Date	16/11/2025
Model Curriculum Version	1.0
Minimum Duration of the Course	570 Hours, 0 Minutes
Maximum Duration of the Course	570 Hours, 0 Minutes



Program Overview

This section summarises the end objectives of the program along with its duration.

Training Outcomes

At the end of the program, the learner should have acquired the listed knowledge and skills

- Explain the nature of work across the Paints and Coatings industry, the various subsectors, and their evolution.
- Identify the role and responsibilities of a Technical Sales Representative.
- Develop product knowledge including product purpose and use, key features of the product and competitors' equivalent product's strengths and weaknesses.
- Explain how to interact with the customer and address their technical queries regarding the performance of the recommended paints/ paint system.
- Demonstrate how to study and provide a solution for improving the line performance of the existing paint/ paint system or recommend new products and process.
- Demonstrate how to record and document all problems arising during quality analysis and the solutions provided.
- Recognize the importance of educating and training dealers, their associates and institutional customers.
- Discuss how to comply with current health, safety and environmental policies and procedures.
- Discuss a plan of learning and development activities to address learning needs with appropriate people.

Compulsory Modules

The table lists the modules and their duration corresponding to the Compulsory NOS of the QP.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
PCS/N0101. Provide technical sales support to industrial paint customers NOS Version No. 2.0 NSQF Level 5	75:00	90:00	45:00	00:00	210:00
Module 1 - Introduction to the sector and the job role of Technical Sales Representative	04:00	00:00	00:00	00:00	04:00
Module 2 – Address customer's technical queries on the paint performance, recommend the most suited paint/ paint system, for the customer's application method	41:00	60:00	30:00	00:00	131:00



Module 3 – Seek feedback on specific paint or coating product, document for future reference and help close the sale.	30:00	30:00	15:00	00:00	75:00
PCS/N0102 – Provide technical support to dealers and institutional customers NOS Version No. 2.0 NSQF Level 5	30:00	90:00	60:00	00:00	180:00
Module 4 – Advise and/ or train dealers and their associates and institutional customers	15:00	45:00	30:00	00:00	90:00
Module 5 – Provide technical support to existing customers	15:00	45:00	30:00	00:00	90:00
PCS/N9901 – Co-ordinate with Colleagues and Customers NOS Version No. 2.0 NSQF Level 4	10:00	20:00	00:00	00:00	30:00
Module 6 - Coordinate with supervisors, colleagues, and customers	10:00	20:00	00:00	00:00	30:00
PCS/N9902 – Maintain Standards of Product/ Service Quality NOS Version No. 2.0 NSQF Level 4	10:00	20:00	00:00	00:00	30:00
Module 7 - Achieve customer satisfaction for given quality	10:00	12:00	00:00	00:00	22:00
PCS/N9903 – Maintain OH&S Standards and Follow Environmental Norms NOS Version No. 2.0 NSQF Level 4	10:00	20:00	00:00	00:00	30:00
Module 8 - Achieve Health, Safety, and Environmental Standards	10:00	20:00	00:00	00:00	30:00
DGT/VSQ/N0103 – Employability Skills (90 hours) NOS Version No. 1 NSQF Level 5	36:00	54:00	00:00	00:00	90:00
Module 9 – Introduction to Employability Skills	01:00	02:00	00:00	00:00	03:00
Module 10 – Constitutional Values – Citizenship	00:50	01:00	00:00	00:00	01:50
Module 11 – Becoming a Professional in the 21st century	02:00	03:00	00:00	00:00	05:00
Module 12 – Basic English Skills	04:00	06:00	00:00	00:00	10:00
Module 13 – Career development and goal setting	01:50	02:50	00:00	00:00	04:00



Module 14 – Communication Skills	04:00	06:00	00:00	00:00	10:00
Module 15 – Diversity and Inclusion	01:00	01:50	00:00	00:00	02:50
Module 16 – Financial and Legal Literacy	04:00	06:00	00:00	00:00	10:00
Module 17 – Essential Digital Skills	08:00	12:00	00:00	00:00	20:00
Module 18 – Entrepreneurship	03:00	04:00	00:00	00:00	07:00
Module 19 – Customer Service	04:00	05:00	00:00	00:00	09:00
Module 20 – Getting ready for apprenticeship and jobs	03:00	05:00	00:00	00:00	08:00
Total Duration	171:00	294:00	105:00	00:00	570:00

Module Details

Module 1: Introduction to the sector and the job role of Technical Sales Representative

Terminal Outcomes:

- Discuss the Paints and Coatings sector in India.
- Identify the role and responsibilities of a Technical Sales Representative.

Duration: 04:00	Duration: 00:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the role and the importance of the Paints and Coatings industry in India. • List the various sub-sectors and occupations in the Paints and Coatings sector. • Discuss the industrial paints product range supplied by the major paint companies in India. • Discuss the current and future trends in the Paints and Coatings sector. • Discuss the features including advantages of various industrial and decorative paints. • Describe the skills and competencies required for a Technical Sales Representative. • Define the role and the career progression chart of a Technical Sales Representative. 	
Classroom Aids:	
Laptop, Whiteboard, Marker, Projector	



Module 2: Address customer's technical queries on the paint performance, recommend the most suited paint/ paint system for the customer's application method

Mapped to NOS PCS/N0101 v2.0

Terminal Outcomes:

- Discuss the steps to address customer's technical queries and recommend the most suited paint/ paint system meeting the customer's performance requirements.

Duration: 41:00	Duration: 60:00; <i>Mandatory OJT:</i> 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the steps to gain product knowledge, it's purpose and use, key features and the strength and weakness against competitor's products. • Explain how to identify the customer's specific and special performance requirements. • List the steps to identify a paint/ paint system, suitable for meeting the customer's performance requirements. • Explain the steps to convince the customer regarding the suitability of the recommended paint/ paint system on the customer's line. 	<ul style="list-style-type: none"> • Demonstrate, by means of a role play, interaction with the customer, to understand their specific and special performance requirements. • Conduct tests, in the laboratory/ simulation booth, on the recommended product/ systems to establish it's suitability to meet the customer's performance requirement. • Display the tests results, conducted using the recommended paint/ paint system, to the customer, to confirm its suitability. • Share the experience and performance of the recommended paints/ paint system, on a similar application system, of another customer. • Demonstrate the performance of the recommended paint/ paint system meeting the customer's requirement by conducting trials at the customer's facility.
Classroom Aids:	
Laptop, Whiteboard, Marker, Projector, Tools for learning activities – Intranet, Email, IMs, Learning Management System (for example, Moodle, Blackboard, etc.) to enable blended learning	
Tools, Equipment and Other Requirements	
Paint samples, Painting area/ substrate, Goggles, Dust masks, Gloves, Masking sheet, Painter's tape, Drop cloths, Stepladder, Flat scraper tool, Sanding tool, Sandpaper (various grits), Wire brush, Putty knife, Broad putty knife, Painting brush, Roller, Spray gun, High pressure water jet, Airless spray equipment, Long-handled brush, Scrub brush, Sanding block, Broom, Dustpan, Spatula, Electric/ pneumatic stirrer, Power sander with dust collector, Automatic roller.	



Module 3: Seek feedback on specific paint or coating product, document for future reference and help close the sale.

Mapped to NOS PCS/N0101 v2.0

Terminal Outcomes:

- Explain the importance of seeking feedback on the paint/ paint system performance for continuous improvement and document the same for future reference.

Duration: 30:00	Duration: 30 :00; <i>Mandatory OJT:</i> 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss how to seek feedback on the paint/ paint system performance at the customer's facility. • Explain the process of gathering the data of the application parameters while conducting trials on customer's line. • Discuss the importance of capture of all data from the customer for improvement of the paint/ paint system. • Explain how to convince the customer and close the sale, by providing reports, and exhibits, meeting the performance. 	<ul style="list-style-type: none"> • Show the preparation of a sample format for seeking customer feedback • Demonstrate the process of seeking feedback of the paint/ paint system performance at the customer's facility, in a role play. • Demonstrate how to capture the relevant data and application parameters maintained during line trials and link it to the performance. • Capture data regarding the paint, paint system, application parameters, ambient temperature and % relative humidity, during the line trials.
Classroom Aids:	
Laptop, Whiteboard, Marker, Projector, Tools for learning activities – Intranet, Email, IMs, Learning Management System (for example, Moodle, Blackboard, etc.) to enable blended learning	
Tools, Equipment and Other Requirements	
Paint samples, Painting area/ substrate, Goggles, Dust masks, Gloves, Masking sheet, Painter's tape, Drop cloths, Stepladder, Flat scraper tool, Sanding tool, Sandpaper (various grits), Wire brush, Putty knife, Broad putty knife, Painting brush, Roller, Spray gun, High pressure water jet, Airless spray equipment, Long-handled brush, Scrub brush, Sanding block, Broom, Dustpan, Spatula, Electric/ pneumatic stirrer, Power sander with dust collector, Automatic roller.	



Module 4: Advise and/ or train dealers, their associates and institutional customers

Mapped to NOS PCS/N0102 v2.0

Terminal Outcomes:

- Discuss the training programs designed to train dealers, their associates and Institutional customers.

Duration: 15:00	Duration: 45:00; Mandatory OJT: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Identify the training needs and plan training programs to educate/ upskill dealers, their associates, and institutional customers. • Plan training for dealers and institutional customers to familiarize with the features of new products and application tools. 	<ul style="list-style-type: none"> • Conduct training programs for dealers, their associates, and institutional customers to educate on the surface preparation, application and features of the products. • Demonstrate the performance of the products vis-à-vis competitors' products. • Prepare a test report along with test panels of the recommended paint products to demonstrate the features. • Educate/ upskill on new tools and equipment to improve productivity and quality. • Demonstrate the features and application process for new products developed by the manufacturer.
Classroom Aids:	
Laptop, Whiteboard, Marker, Projector, Tools for learning activities – Intranet, Email, IMs, Learning Management System (for example, Moodle, Blackboard, etc.) to enable blended learning	
Tools, Equipment and Other Requirements	
Paint samples, Painting area/ substrate, Goggles, Dust masks, Gloves, Masking sheet, Painter's tape, Drop cloths, Stepladder, Flat scraper tool, Sanding tool, Sandpaper (various grits), Wire brush, Putty knife, Broad putty knife, Painting brush, Roller, Spray gun, High pressure water jet, Airless spray equipment, Long-handled brush, Scrub brush, Sanding block, Broom, Dustpan, Spatula, Electric/ pneumatic stirrer, Power sander with dust collector, Automatic roller.	

Module 5: Provide technical support to existing customers

Mapped to NOS PCS/N0102 v2.0

Terminal Outcomes:

- Explain the technical support to be provided to the existing customers.

Duration: 15:00	Duration: 45:00 ; Mandatory OJT : 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the process to gain an understanding of the customer's complaint and technical requirement. • Explain the root cause analysis process to identify the cause of customer complaints and resolve it. 	<ul style="list-style-type: none"> • Demonstrate the process to identify the root cause of the customer's complaint and the preventive steps taken to address the customer's complaint. • Show the performance of the new product developed to meet the revised requirements of the customer.
eClassroom Aids:	
Laptop, Whiteboard, Marker, Projector, Tools for learning activities – Intranet, Email, IMs, Learning Management System (for example, Moodle, Blackboard, etc.) to enable blended learning	
Tools, Equipment and Other Requirements	
Paint samples, Painting area/ substrate, Goggles, Dust masks, Gloves, Masking sheet, Painter's tape, Drop cloths, Stepladder, Flat scraper tool, Sanding tool, Sandpaper (various grits), Wire brush, Putty knife, Broad putty knife, Painting brush, Roller, Spray gun, High pressure water jet, Airless spray equipment, Long-handled brush, Scrub brush, Sanding block, Broom, Dustpan, Spatula, Electric/ pneumatic stirrer, Power sander with dust collector, Automatic roller.	



Module 6: Coordinate with Supervisors, Colleagues, and Customers

Mapped to NOS PCS/N9901 v2.0

Terminal Outcomes:

- Demonstrate effective communication with supervisors, colleagues and customers.

Duration: 10:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the importance of effective communication and interpersonal skills. • Identify the common causes of interpersonal conflicts and ways to manage them effectively. • Explain the importance of Standard Operating Procedure (SOP) of the company with respect to quality, privacy, confidentiality and security. • Explain the need for implementing guidelines and practices pertaining to gender sensitivity at the workplace. • Explain different gender concepts such as gender roles, gender as a social construct, gender power relations etc. • Discuss the provisions of Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. • Identify the need for implementing guidelines and practices pertaining to sensitivity towards Persons with Disabilities (PwD). • Explain the schemes available for PwD. • Explain the ways to help persons with disability overcome challenges. 	<ul style="list-style-type: none"> • Demonstrate, via role play, effective working with colleagues and customers. • Demonstrate active listening skills in a role play. • Create sample reports as per standard templates • Draw a table to list the dos and don'ts of customer service • Demonstrate use of appropriate behaviour and language that is respectful of disability and gender.
Classroom Aids:	
Laptop, Whiteboard, Marker, Projector, Tools for learning activities – Intranet, Email, IMs, Learning Management System (for example, Moodle, Blackboard, etc.) to enable blended learning	
Tools, Equipment and Other Requirements	
Cases for study and analysis, Sample job order, Sample SOP comprising work output requirements, Quality standards, Delivery schedule, Targets, Performance indicators and Incentive policies	

Module 7: Achieve Customer Satisfaction for given quality

Mapped to NOS PCS/N9902 v2.0

Terminal Outcomes:

- Apply practices for customer satisfaction
- Demonstrate escalation of customer complaints and grievances to higher authorities, if required

Duration: 10:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the steps involved in capturing customer expectations. • Explain the process for collecting customer feedback. • Discuss standard practices in customer orientation and quality adherence. • Discuss the importance of meeting quality standards and timelines in a team. 	<ul style="list-style-type: none"> • Demonstrate understanding of customer expectations using role play. • Demonstrate collection of customer feedback using verbal and non-verbal communication. • Create a sample complaint register to record customer complaints. • Create a sample workflow to report customer issues/complaints to the concerned authorities and supervisors. • Demonstrate steps of escalating negative feedback to the supervisor or concerned authorities. • Perform lab tests to ensure quality adherence of the products. • Prepare a sample product quality test report.
Classroom Aids:	
Laptop, Whiteboard, Marker, Projector, Tools for learning activities – Intranet, Email, IMs, Learning Management System (for example, Moodle, Blackboard, etc.) to enable blended learning	
Tools, Equipment and Other Requirements	
Cases for study and analysis, Sample SOP comprising customer handling policies, Sample SOP comprising organisational policies related to inclusive practices, Sample quality policy documents, Samples of good and bad quality products	



Module 8: Achieve Health, Safety, and Environmental Standards

Mapped to NOS PCS/N9903 v2.0

Terminal Outcomes:

- Apply health and safety practices at the workplace
- Explain the pandemic precautions and guidelines

Duration: 10:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the composition of a basic first aid kit. • List the daily safety instructions and other safety procedures for work. • Explain the types of fire and the correct extinguishers to be used. • Identify eco-friendly products, tools and equipment. • Explain the importance and methods for efficient use of materials, water and energy. • Discuss the methods of waste segregation and disposal. • Explain the safety procedures for handling and use of hazardous materials, tools and equipment. • Explain the importance of following COVID-19/ pandemic safety guidelines • Discuss the components and use of a MSDS (Material Safety Data Sheet) • List the personal protective equipment required for protective and marine painting. • Explain the steps to be followed for prevention of workplace accident. 	<ul style="list-style-type: none"> • Demonstrate, in a mock situation, the procedure to administer first aid. • Demonstrate fire-fighting techniques and evacuation process. • Demonstrate, in a role play, steps for eliminating or minimising health, safety and environmental hazards in the work areas. • Demonstrate ways of optimising the usage of resources (water, electricity, fuel, etc.). • Segregate waste into different categories (recyclable, non-recyclable, hazardous, etc.) • Demonstrate disposal of hazardous materials and waste as per local environmental norms/ company's policies. • Create a sample record all incidents/ accidents and first aid treatments. • Demonstrate the process of lifting and storing items to reduce the risk of injuries. • Demonstrate the measures to prevent the spread of the pandemic.
Classroom Aids:	
Laptop, Whiteboard, Marker, Projector, Tools for learning activities – Intranet, Email, IMs, Learning Management System (for example, Moodle, Blackboard, etc.) to enable blended learning	
Tools, Equipment and Other Requirements	
A sample of health and safety policy document, Material Safety Data Sheets (MSDS), Personal Protective Equipment (PPE) like Protective gloves, Insulated clothing, Safety mask, Hard helmet, Safety shoes, Safety goggles, etc., Instruction manual for safe handling and routine cleaning of tools, machines, and equipment, Samples of various categories of waste, Colour-coded bins and containers, Various symbols representing hazardous waste, Containers for disposing of chemical waste, Wastewater treatment/recycling unit, COVID-19 safety manual, Hazard reporting form, Accident reporting form, First-aid kit, Emergency broadcast system and Mock emergency signage in the appropriate areas of the training institute, Cases for study and analysis	



Module 9: Introduction to Employability Skills

Mapped to NOS DGT/VSQ/N0103 v1.0

Duration: 01:00	Duration: 02:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss the Employability Skills required for jobs in various industries 	
<ul style="list-style-type: none"> List different learning and employability related GOI and private portals and their usage 	

Module 10: Constitutional Values - Citizenship

Mapped to NOS DGT/VSQ/N0103 v1.0

Duration: 00:50	Duration: 01:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen 	
<ul style="list-style-type: none"> Show how to practice different environmentally sustainable practices. 	

Module 11: Becoming a Professional in the 21st Century

Mapped to NOS DGT/VSQ/N0103 v1.0

Duration: 02:00	Duration: 03:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss importance of relevant 21st century skills. 	
<ul style="list-style-type: none"> Exhibit 21st century skills like Self-Awareness, Behavior Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life. 	
<ul style="list-style-type: none"> Describe the benefits of continuous learning 	

Module 12: Basic English Skills

Mapped to NOS DGT/VSQ/N0103 v1.0

Duration: 04:00	Duration: 06:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Show how to use basic English sentences for everyday conversation in different contexts, in person and over the telephone. 	
<ul style="list-style-type: none"> Read and interpret text written in basic English. 	
<ul style="list-style-type: none"> Write a short note/paragraph / letter/e -mail using basic English. 	

Module 13: Career Development & Goal Setting

Mapped to NOS DGT/VSQ/N0103 v1.0

Duration: 02:00	Duration: 02:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Create a career development plan with well-defined short- and long-term goals 	



Module 14: Communication Skills

Mapped to NOS DGT/VSQ/N0103 v1.0

Duration: 04:00	Duration: 06:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette. 	
<ul style="list-style-type: none"> Explain the importance of active listening for effective communication 	
<ul style="list-style-type: none"> Discuss the significance of working collaboratively with others in a team 	

Module 15: Diversity and Inclusion

Mapped to NOS DGT/VSQ/N0103 v1.0

Duration: 01:00	Duration: 01:50
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Demonstrate how to behave, communicate, and conduct oneself appropriately with all genders and PwD 	
<ul style="list-style-type: none"> Discuss the significance of escalating sexual harassment issues as per POSH act. 	

Module 16: Financial and Legal Literacy

Mapped to NOS DGT/VSQ/N0103 v1.0

Duration: 04:00	Duration: 06:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Outline the importance of selecting the right financial institution, product, and service 	
<ul style="list-style-type: none"> Demonstrate how to carry out offline and online financial transactions, safely and securely 	
<ul style="list-style-type: none"> List the common components of salary and compute income, expenditure, taxes, investments etc. 	
<ul style="list-style-type: none"> Discuss the legal rights, laws and aids 	

Module 17: Essential Digital Skills

Mapped to NOS DGT/VSQ/N0103 v1.0

Duration: 08:00	Duration: 12:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Describe the role of digital technology in today's life 	
<ul style="list-style-type: none"> Demonstrate how to operate digital devices and use the associated applications and features, safely and securely 	
<ul style="list-style-type: none"> Discuss the significance of displaying responsible online behaviour while browsing, using various social media platforms, e-mails, etc., safely and securely 	
<ul style="list-style-type: none"> Create sample word documents, excel sheets and presentations using basic features 	
<ul style="list-style-type: none"> utilize virtual collaboration tools to work effectively 	



Module 18: Entrepreneurship

Mapped to NOS DGT/VSQ/N0103 v1.0

Duration: 03:00	Duration: 04:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Explain the types of entrepreneurship and enterprises 	
<ul style="list-style-type: none"> Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan 	
<ul style="list-style-type: none"> Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement 	
<ul style="list-style-type: none"> Create a sample business plan, for the selected business opportunity 	Describe the role of digital technology in today's life

Module 19: Customer Service

Mapped to NOS DGT/VSQ/N0103 v1.0

Duration: 04:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Describe the significance of analyzing different types and needs of customers 	
<ul style="list-style-type: none"> Explain the significance of identifying customer needs and responding to them in a professional manner. 	
<ul style="list-style-type: none"> Discuss the significance of maintaining hygiene and dressing appropriately 	

Module 20: Getting ready for Apprenticeship and jobs

Mapped to NOS DGT/VSQ/N0103 v1.0

Duration: 03:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Create a professional Curriculum Vitae (CV) 	
<ul style="list-style-type: none"> Use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals respectively 	
<ul style="list-style-type: none"> Discuss the significance of maintaining hygiene and confidence during an interview 	
<ul style="list-style-type: none"> Perform a mock interview 	
<ul style="list-style-type: none"> List the steps for searching and registering for apprenticeship opportunities 	



Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Graduate	Any discipline	5	Paint manufacturing and/ or application	2	Paint manufacturing and/ or application	Training experience preferable but not mandatory

Trainer Certification	
Domain Certification	Platform Certification
Certified for the job role "Technical Sales Representative", mapped to the Qualification Pack "PCS/Q0102, V 2.0", issued by Paints and Coatings Skill Council. Minimum accepted score in SSC Assessment is 80%.	Recommended that the Trainer is certified for the Job Role: "Trainer", mapped to the Qualification Pack: "MEP/Q2601, v3". Minimum accepted score is 80%.

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialisation	Relevant Industry Experience		Training/Assessment Experience		Remarks
		Years	Specialisation	Years	Specialisation	
Graduate	Any discipline	5	Paint manufacturing and/ or application	2	Paint manufacturing and/ or application	Training experience preferable but not mandatory

Assessor Certification	
Domain Certification	Platform Certification
Certified for the job role "Technical Sales Representative", mapped to the Qualification Pack "PCS/Q0102, V 2.0", issued by Paints and Coatings Skill Council. Minimum accepted score in SSC Assessment is 80%.	Recommended that the assessor is certified for the job role "Assessor" mapped to the Qualification Pack "MEP/Q2701,v3". Minimum accepted score is 80%.



Assessment Strategy

1. Assessment System Overview:

- Batches are assigned to the assessment agencies for conducting the assessment on SIP or email.
- Assessment agencies send the assessment confirmation to VTP/TC looping SSC.
- Assessment agency deploys the ToA certified Assessor for conducting the assessment.
- SSC monitors the assessment process via video conferencing/ surprise visits and records.

2. Testing Environment:

- Confirm that the centre is available at the same address as mentioned on SIP or email.
- Check the duration of the training.
- Check the Assessment Start and End time to be as 9 A.M. and 6 P.M.
- If the batch size is more than 30, then there should be 2 Assessors.
- Check that the allotted time to the candidates to complete Theory and Practical Assessment is correct.
- Check the mode of assessment—Online (TAB/ Computer/ Smart Phone or Blended or Offline (OMR/PP).
- Confirm the number of TABs on the ground are correct to execute the Assessment smoothly.
- Check the availability of the Lab Equipment for the particular Job Role.

3. Assessment Quality Assurance levels/Framework:

- Question papers created by the Subject Matter Experts (SME).
- Question papers created by the SME verified by the other subject Matter Experts.
- Questions are mapped with NOS and PC.
- Question papers are prepared considering that levels 1 to 3 are for the unskilled and semi-skilled individuals, and level 4 and above are for the skilled, supervisor and higher management.
- Assessor must be ToA certified and trainer must be ToT certified.
- Assessment agency must follow the assessment guidelines to conduct the assessment.

4. Types of evidence or evidence-gathering protocol:

- Time-stamped and geotagged reporting of the assessor from assessment location.
- Centre photographs with signboards and scheme specific branding.
- Biometric or manual attendance sheet (stamped by TP) of the trainees during the training period.
- Time-stamped and geotagged assessment (Theory + Viva + Practical) photographs and videos.

5. Method of verification or validation:

- Surprise visit to the assessment location.
- Random audit of the batch.
- Random audit of any candidate.

6. Method for assessment documentation, archiving, and access

- Hard copies of the documents are stored
- Soft copies of the documents and photographs of the assessment are uploaded/accessed from Cloud Storage
- Soft copies of the documents and photographs of the assessment are stored in the Hard Drives



References

Glossary

Term	Description
Declarative Knowledge	Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.
Key Learning Outcome	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
OJT (M)	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
OJT (R)	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
Procedural Knowledge	Procedural knowledge addresses how to do something, or how to perform a task. It is the ability to work, or produce a tangible work output by applying cognitive, affective or psychomotor skills.
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training .
Terminal Outcome	Terminal outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module . A set of terminal outcomes help to achieve the training outcome.

Acronyms and Abbreviations

Term	Description
QP	Qualification Pack
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards