



Model Curriculum

1. Painting Helper

SECTOR: PAINTS AND COATINGS
SUB-SECTOR: APPLICATION
OCCUPATION: DECORATIVE PAINT APPLICATION
REF ID: PCS/Q5005, V1.0
NSQF LEVEL: 2

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Painting Helper

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a "Painting Helper", in the "Paints and Coatings" Sector/Industry and aims at building the following key competencies amongst the learner

Program Name	Painting Helper		
Qualification Pack Name & Reference ID. ID	PCS/Q5005, v1.0		
Version No.	1.0	Version Update Date	
Pre-requisites to Training	5 th Standard		
Training Outcomes	<p>After completing this programme, participants will be able to:</p> <ul style="list-style-type: none"> • Know about the sector: Discuss the Paints and Coatings sector in India and its sub-sectors • Know about Painting: What is Decorative/Wood/Industrial Coating; its benefits and features • Know about the different types of paint and varnish finishes and its suitability for various surfaces and weather conditions • New trends in painting and different products available in the market. • Understand and follow the instructions of the painter/ supervisor. • Identify and select the relevant painting materials and tools for the various substrates and application methods. • Handle and store materials based on its properties and use. • Assist the painter by masking areas not to be painted, removing wall fixtures, covering the furniture and floor. • Inspect the substrate to be coated/ painted. Check the surface, moisture content, identify any flaws in the surface and identify if the surface has been previously painted. • Prepare the surface for painting. Clean the surface with sand paper to remove old paint, grease, etc. • Fill holes and dents with recommended fillers/ putty and sand the surface to the desired smoothness. • Apply primer on the prepared surface, in the required quantity. • Mix the base, hardener and thinner or prepare the paint for application, as recommended by the manufacturer. • Have knowledge of causes of common application defects and its rectification • Comply with statutory requirements • Maintain tools, equipment and materials required: Identification and handling of tools and materials • Demonstrate various skills: Performance of behavioural, professional, technical and communication skills • Understand safety: Work in a safe manner without endangering your health and that of your colleagues 		

	<ul style="list-style-type: none">• Significance of the maintaining the work area clean• Safe disposal of waste and residual consumables as per recommendation.
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Trainer Prerequisites for Job role: “Painting Helper” mapped to Qualification Pack: “PCS/Q5005, v1.0”

Sr. No.	Area	Details
1	Description	A Painting Helper is an individual who follows instructions of the painter and assists in: shifting furniture or equipment, handling materials and tools, masking, preparing the surface, applying the coats, disposing of waste and cleaning post painting.
2	Personal Attributes	A Painting Helper should be able 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.
3	Minimum Educational Qualifications	12 th standard
4a	Domain Certification	Certified for Job Role: “Painting Helper” mapped to QP: “PCS/Q5005, v1.0”. Minimum accepted score is 80%
4b	Platform Certification	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “SSC/Q1402”. Minimum accepted % as per respective SSC guidelines is 80%.
5	Experience	2-year experience in the paint industry.



Annexure: Assessment Criteria

Assessment Criteria	
Job Role	Painting Helper
Qualification Pack	PCS/Q5005, v1.0
Sector Skill Council	Paints and Coatings

Sr. No.	Guidelines for Assessment
1	Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2	The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3	Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below)
4	Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criterion
5	To pass the Qualification Pack, every trainee should score a minimum of 60% in each NOS
6	In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

	Performance Criteria	Total Marks (200)	Out of	Theory	Skills Practical
PCS/N5012 Assist in the painting process	PC1. understand given instructions	50	1.5	0.5	1
	PC2. follow given instructions		1.5	0.5	1
	PC3. spontaneous in assisting and performing tasks as instructed		1.5	0.5	1
	PC4. identify and select painting materials relevant for work such as various type of paints, thinners, primers, putty, sand papers, etc.		2.5	0.5	1
	PC5. classify materials on the basis of their type and use		2.0	0.5	1.5
	PC6. identify and select tools relevant for work such as sanders, spreaders, buffers, brush, rollers, spray guns etc		3	1	2
	PC7. deliver, place and store paints and painting materials		3	1	2
	PC8. handle and place painting tools and equipment		3	1	2
	PC9. stack materials depending on their properties and as per company's standards		3	1	2
	PC10. identify and mask areas not be painted		3	1	2
	PC11. remove all wall hangings and fixtures and store safely		3	1	2
	PC12. move and cover all furniture and cover the exposed floor		3	1	2
	PC13. sand and prepare the surface for painting		3	1	2



	Performance Criteria	Total Marks (200)	Out of	Theory	Skills Practical
	PC14. prepare the putty, primer and paint for application as per manufacturer's instructions		3	1	2
	PC15. apply the putty and primer to the prepared surface as per manufacturer's recommendations		3	1	2
	PC16. smoothen the wall for final painting by sanding by recommended sand paper		3	1	2
	PC17. dispose waste material as per company's disposal standards		3	1	2
	PC18. dispose hazardous materials as per company's disposal standards		2	0.5	1.5
	PC19. clean workplace after painting		2	0.5	1.5
	PC20. clean and maintain tools after use		2	0.5	1.5
	POINTS		50	16.00	34.00
	TOTAL POINTS				50

	Performance Criteria	Total Marks (200)	Out of	Theory	Skills Practical
PCS/N9901 Coordinate with colleagues and/or customers	PC1. receive job order and instructions from reporting superior	50	0.5	0.0	0.5
	PC2. understand the work output requirements, targets, performance indicators and incentives		2.0	0.5	1.5
	PC3. deliver quality work on time and report any anticipated reasons for delays		2.0	0.5	1.5
	PC4. escalate unresolved problems or complaints to the relevant senior		2.0	0.5	1.5
	PC5. communicate maintenance and repair schedule proactively to the superior		2.0	0.5	1.5
	PC6. receive feedback on work standards		1.0	0.0	1.0
	PC7. document the completed work schedule and handover to the superior		2.0	0.5	1.5
	PC8. exhibit trust, support and respect to all the colleagues in the workplace		1.0	0.25	0.75
	PC9. aim to achieve smooth workflow		2.0	0.5	1.5
	PC10. help and assist colleagues with information and knowledge		1.0	0.0	1.0
	PC11. seek assistance from the colleagues when required		1.0	0.25	0.75
	PC12. identify the potential and existing conflicts with the colleagues and resolve		1.0	0.25	0.75
	PC13. pass on essential information to other colleagues on timely basis		1.0	0.0	1.0



PC14. maintain the etiquette, use polite language, demonstrate responsible and disciplined behaviours to the colleagues	2.0	0.5	1.5
PC15. interact with colleagues from different functions clearly and effectively on all aspects to carry out the work among the team and understand the nature of their work	1.0	0.25	0.75
PC16. put team over individual goals and multi task or share work where necessary supporting the colleagues	2.0	0.0	2.0
PC17. highlight any errors of colleagues, help to rectify and ensure quality output	1.0	0.25	0.75
PC18. work with cooperation, coordination, communication and collaboration, with shared goals and supporting each other's performance	1.0	0.0	1.0
PC19. ask more questions to the customers and identify their needs	1.0	0.25	0.75
PC20. possess strong knowledge on the product, services and market	2.0	0.5	1.5
PC21. brief the customers clearly on potential costs and hazards	1.0	0.25	0.75
PC22. communicate with the customers in a polite, professional and friendly manner	1.0	0.25	0.75
PC23. build effective but impersonal relationship with the customers	0.5	0.25	0.25
PC24. ensure the appropriate language and tone are used with customers	1.0	0.25	0.75
PC25. listen actively and have a two-way communication	1.0	0.25	0.75
PC26. be sensitive to the gender, cultural and social differences such as modes of greeting, formality, etc.	1.0	0.25	0.75
PC27. understand the customer expectations correctly and provide the appropriate products and services	2.0	0.5	1.5
PC28. understand the customer dissatisfaction and address or escalate their complaints effectively	2.0	0.5	1.5
PC29. maintain a positive, sensible and cooperative manner all time	1.0	0.25	0.75
PC30. ensure to maintain a proper body language, dress code, gestures and etiquettes towards the customers	1.0	0.25	0.75
PC31. avoid interrupting the customers while they talk	1.0	0.0	1.0
PC32. ensure to avoid negative questions and statements to the customers	1.0	0.0	1.0
PC33. inform the customers on any issues or problems before hand and also on the developments involving them	2.0	0.5	1.5



	PC34. ensure to respond back to the customer immediately for their voice messages, e-mails, apps, etc.		1.0	0.0	1.0
	PC35. develop good rapport with the customers and promote other products and services		2.0	0.5	1.5
	PC36. seek feedback from the customers on their understanding to what was discussed		1.0	0.0	1.0
	PC37. explain the terms and conditions clearly		2.0	0.5	1.5
	POINTS		50	10	40
	TOTAL POINTS				50

	Performance Criteria	Total Marks (200)	Out of	Theory	Skills Practical
PCS/N9902 Maintain standards of product/ service quality	PC1. keep in mind the profiles of expected customers	50	2.0	0.5	1.5
	PC2. understand the target customers and their product/ service quality requirements as defined by the company		3.0	0.5	2.5
	PC3. receive superior's/ customer feedback regularly		2.0	0.0	2.0
	PC4. aim to build a good connect with the customers through quality product/ service		2.0	0.5	1.5
	PC5. keep tab on frequent discussions with regular customers on general likes and dislikes in the market, latest trends, customer expectations, etc.		2.0	0.5	1.5
	PC6. receive updates on regular feedbacks from the clients on current service, complaints, and improvements to be made, etc.		2.0	0.5	1.5
	PC7. if necessary, compulsively seek customer rating of product/ service in order to help develop a set of regularly improved procedures		2.0	0.5	1.5
	PC8. demonstrate quality orientation at all level		4.0	1.5	2.5
	PC9. aim to gain their long lasting loyalty through satisfaction		3.0	1.0	2.0
	PC10. ensure 100% customer satisfaction via product/ service quality		3.0	0.5	2.5
	PC11. treat the customers fairly and with due respect		3.0	0.5	2.5
	PC12. focus on executing company's marketing strategies and product development needs		3.0	1.0	2.0
	PC13. focus on enhancing brand value of company by maintaining or enhancing quality standards		3.0	1.0	2.0



	PC14. ensure that customer expectations are met		2.0	0.5	1.5
	PC15. learn to read customers' needs and wants		2.0	0.5	1.5
	PC16. willingly accept and implement new and innovative products and services that help improve customer satisfaction		3.0	1.0	2.0
	PC17. communicate feedback of customer to senior, especially, the negative feedback		2.0	0.5	1.5
	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 (200)	Out of	Theory	Skills Practical
PCS/N9903 Maintain O&HS standards and follow environmental norms	PC1. assess the various health, safety and environmental hazards in the work areas	50	1.5	0.4	1.1
	PC2. take necessary steps to eliminate or minimize the hazards		1.0	0.4	0.6
	PC3. analyze the causes of accidents at the workplace		1.5	0.4	1.1
	PC4. suggest measures to prevent such accidents from taking place		1.5	0.4	1.1
	PC5. take preventive measures to avoid risk of burns and other injury due to contact with hot surfaces, gas, fire, hot fluids/ liquids, etc.		1.5	0.4	1.1
	PC6. suggest methods to improve the existing safety procedures at the workplace		1.5	0.4	1.1
	PC7. dispose waste in the designated areas safely as per company's policies and rules		1.5	0.4	1.1
	PC8. maintain appropriate ventilation in the rooms while there is more exposure to paint vapours		1.0	0.4	0.6
	PC9. avoid dumping unused cans to safeguard the environment		1.0	0.0	1.0
	PC10. be aware of the locations of fire extinguishers, emergency exits, etc.		1.0	0.4	0.6
	PC11. practice correct emergency procedures		1.5	0.4	1.1
	PC12. check and review the storage areas frequently		1.5	0.4	1.1
	PC13. stack items in an organized way and use safe lifting techniques to reduce risk of		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	200			