



Model Curriculum

1. Supervisor Decorative Application

SECTOR: PAINTS AND COATINGS
SUB-SECTOR: APPLICATION
OCCUPATION: DECORATIVE APPLICATION
REF ID: PCS/Q5001, V1.0
NSQF LEVEL: 5



Certificate

CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

PAINTS AND COATINGS SKILL COUNCIL

for

MODEL CURRICULUM

Complying to National Occupational Standards of
Job Role/Qualification Pack: 'Supervisor Decorative Application' QP No. 'PCS/Q5001 NSQF Level 5'

Date of Issuance: **July 03rd, 2017**

Valid up to*: **June 30th, 2019**

*Valid up to the next review date of the Qualification Pack or the
'Valid up to' date mentioned above (whichever is earlier)

Authorised Signatory
(Paints and Coatings Skill Council)

TABLE OF CONTENTS

1. Curriculum	01
2. Trainer Prerequisites	07
3. Annexure: Assessment Criteria	08

Supervisor Decorative Application

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “Supervisor Decorative Application”, in the “Paints and Coatings” Sector/Industry and aims at building the following key competencies amongst the learner

Program Name	Supervisor Decorative Application		
Qualification Pack Name & Reference ID. ID	PCS/Q5001, v1.0		
Version No.	1.0	Version Update Date	
Pre-requisites to Training	5 th Standard. Minimum preferable 3 years experience as Painter.		
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 • Know about the texture coatings and different methods to achieve the texture coating, use of stencils and hand tools. • New trends in painting and different products available in the market. • 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. • Estimate the time, equipment, material, manpower required to complete the job in the agreed schedule. • Estimate the cost and inform the customer. • 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. • Wipe off the surface, mask with a tape any parts of the surface that need not be painted. • Apply primer on the prepared surface, in the required quantity. • Mix and prepare the paint by mixing the base, hardener (if recommended) and thinner as recommended by the manufacturer. • Apply a sealer coat or topcoat, as recommended, to achieve the desired appearance. • Demonstrate how to apply the paint on the prepared surface, using either a brush/ roller or a spray gun. 		



	<ul style="list-style-type: none">• Execute tasks such as correct application with a spray gun, curing the article appropriately to achieve desired finish• Understand excellence in painting/ coating: Recognise good quality finish and identify defects• 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• Significance of the maintaining the work area clean• Safe disposal of waste and residual consumables as per recommendation.• Prepare customer quote/ estimate and final invoice after completion of the job.• Maintain records of required materials, equipment and tools received, consumed and in inventory.• Maintain record of manpower available and employed on a daily basis.
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This course encompasses 2 out of 2 National Occupational Standards (NOS) of “Supervisor Decorative Application” Qualification Pack issued by “Paints and Coatings Skill Council”.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	Introduction Theory Duration (hh:mm) 04:00 Practical Duration (hh:mm) 00:00 Corresponding NOS Code Bridge Module	<ul style="list-style-type: none"> • Understand General Discipline in the class room (Do’s & Don’ts) • Understand the scope of the Paints and Coatings sector in India with its sub sectors • Understand the Architectural paint application segment • Understand the role of an Architectural Painter in the industry • Advantages and benefits and features of different coatings as well as its shortcomings • Discuss the different methods for application – brush and spray • Relative merits and demerits of different methods of application • Learn to inspect substrates and the importance of such inspection • Learn to identify defects and problems of the prepared surface and how these can be overcome • Learn the importance of following standard operating procedures for painting • Learn and Practice Basic skills of communication 	Laptop, white board, marker, projector
2	Engage with customer for decorative painting service Theory Duration (hh:mm) 11:00 Practical Duration (hh:mm) 10:00 Corresponding NOS Code PCS/N5010	<ul style="list-style-type: none"> • Visit the customer’s site after scheduling the visit. • Understand the type/s of substrates to be painted. • Understand the customer’s requirements wrt colour, finish, quality, texture/ design for each type of substrate and cost. • Assess the type of substrate to be painted. • Check the moisture content and flaws in the surface. • Inspect the surface for any old paint, oil, grease etc. • Inform the customer regarding any pretreatment required to be carried out prior to painting. • Explain the need for pretreatment • Understand and describe different finish, texture and designs and specifications • Determine the time and effort required for preparing, coating and finishing the surface, by measuring the area to be painted and inform the customer. 	Laptop, white board, marker, projector, first aid kit. Different types of surface used for painting. Moisture content measuring meter



Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> Calculate and estimate the chemicals, materials, tools and equipment required to complete the work as per the schedule. Agree on advance and post job payment schedule. Prepare an invoice. 	
3	<p>Supervise decorative painting</p> <p>Theory Duration (hh:mm) 26:00</p> <p>Practical Duration (hh:mm) 51:00</p> <p>Corresponding NOS Code PCS/N5011</p>	<ul style="list-style-type: none"> Estimate paint – quality and quantity required for completing the job. Coordinate with paint dealer/ manufacturer to get the requisite supplies. Estimate equipment and tools – brush, roller, putty applicator, spray gun, etc. required and arrange for the same. Estimate consumables - sand paper, masking tape, floor/ furniture covering, etc. required and arrange for the same. Estimate requirement of ladders/ scaffolding to apply paint at heights, if required. Arrange required PPEs – gloves, goggles, mask, etc. and ensure painters use these during the job Give clear oral/ written instructions regarding the surface to be painted, surface preparation method and the level of smoothness expected. Give clear oral/ written instructions on areas to be masked. Give clear oral/ written instructions on the paint quality and finish required, tools and equipment to be used. Give clear oral/ written instructions on application method, drying/ curing time, re-coating interval. Give clear instructions on maintaining work place hygiene, use of PPEs, disposal of used containers and waste and post painting cleanliness. Check the quality of the work at every stage. Rectify, if required, before proceeding to the next stage. Check the final quality of the job before handing over to the customer. Prepare the invoice and collect payment from the customer. 	<p>Laptop, white board, marker, projector</p> <p>Spray booth/ painting area Sand paper and cotton rag. Putty/ Filler and Primer, Paint, Texture paint with hardener (if required) and thinner. Brush Spray gun Stirrer Test instruments PPE's Goggles Solvent Mask Hand Gloves Protective Coverall Safety shoes Ear plugs</p>
4	<p>Conduct entrepreneurial activities for decorative painting</p> <p>Theory Duration (hh:mm) 25:00</p>	<ul style="list-style-type: none"> Understand customer profile by conducting a survey of the nearby projects – both commercial and residential – to identify prospective customers Understand market trends and seasonal demand Advertise, distribute pamphlets, tie up 	<p>Laptop, white board, marker, projector</p> <p>Computer Accounting Software</p>



Sr. No.	Module	Key Learning Outcomes	Equipment Required
	<p>Practical Duration (hh:mm) 49:00</p> <p>Corresponding NOS Code PCS/N5013</p>	<p>with dealer shops for marketing painting/ polishing service.</p> <ul style="list-style-type: none"> • Build customer loyalty and get word of mouth publicity • Maintain proper accounts of income and expense. • Maintain inventory. • Generate customer invoice. • Comply with legal requirements. • Comply with safety regulations. 	<p>PPE's Goggles Solvent Mask Hand Gloves Protective Coverall Safety shoes Ear plugs</p>
5	<p>Co-ordinate with colleagues and/or customers</p> <p>Theory Duration (hh:mm) 08:00</p> <p>Practical Duration (hh:mm) 04:00</p> <p>Corresponding NOS Code PCS/N9901</p>	<ul style="list-style-type: none"> • Understand customer requirements and specifications • Learn about various performance indicators, meaning of targets and timelines and how to communicate about these with your colleagues and customers • Learn appropriate behavioural skills whilst dealing with colleagues/co-workers • Learn how you can contribute to improving customer satisfaction 	<p>Laptop, white board, marker, projector</p>
6	<p>Maintain standards of product / service quality</p> <p>Theory Duration (hh:mm) 12:00</p> <p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code PCS/N9902</p>	<ul style="list-style-type: none"> • Learn about quality requirements for decorative application process • Understand how quality is defined, various tests and their acceptance criteria, and how standards can be achieved • Learn about various equipment used for quality tests and how to use them • Learn to meet and exceed quality requirements of a customer 	<p>Laptop, white board, marker, projector</p>
7	<p>Maintain OH&S standards and follow environmental standards</p> <p>Theory Duration (hh:mm) 06:00</p> <p>Practical Duration (hh:mm)</p>	<ul style="list-style-type: none"> • Learn about health hazards of chemicals and paints used in decorative paint application process as well as the paint materials. • Learn the use and importance of personal protective equipment • Learn to handle chemical, paint materials, tools and equipment in a safe manner • Minimising risks of inhalation injury 	<p>Laptop, white board, marker, projector</p>



Sr. No.	Module	Key Learning Outcomes	Equipment Required
	16:00 Corresponding NOS Code PCS/N9903	<ul style="list-style-type: none"> • Become aware of hazards in decorative paint application process and how to prevent/eliminate them • Understand methods and precautions to be taken for safe disposal of waste generated in the coating process • Learn about safety signs in a plant environment and how to interpret and adhere to them 	
8	Maintain IPR of organisation and customers Theory Duration (hh:mm) 04:00 Practical Duration (hh:mm) 04:00 Corresponding NOS Code PCS/N9904	<ul style="list-style-type: none"> • Learn to explain the meaning of IPR and the various confidential information and trade secrets in an organisation • Understand why protection of IPR and trade secrets are critical for a business • Learn about your responsibilities in maintaining IPR and trade secrets of your organisation and customers 	Laptop, white board, marker, projector
	Total Duration Theory Duration 96:00 Practical Duration 144:00	Unique Equipment Required: First aid kit	

Grand Total Course Duration: **240Hours, 0 Minutes**

(This syllabus/ curriculum has been approved by [Paints and Coatings Skill Council](#))

Trainer Prerequisites for Job role: “Supervisor Decorative Application” mapped to Qualification Pack: “PCS/Q5001, v1.0”

Sr. No.	Area	Details
1	Description	A Supervisor Decorative Application is an individual who captures customer’s painting requirements including basic or textured or wood polish, arranges for tools, materials, machines, painters and helpers with requisite expertise and instructs them to complete the work as per agreed delivery standards.
2	Personal Attributes	A Supervisor Decorative Application should be able to organise people and materials; work in a paint-redolent environment, have good eyesight free of colour blindness, have good hand-eye coordination and ability work in all weather conditions.
3	Minimum Educational Qualifications	12 th standard
4a	Domain Certification	Certified for Job Role: “ <u>Supervisor Decorative Application</u> ” mapped to QP: “ <u>PCS/Q5001, v1.0</u> ”. 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	Supervisor Decorative Application
Qualification Pack	PCS/Q5001, 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 (350)	Out of	Theory	Skills Practical
PCS/N5010 Engage with customer for decorative painting service	PC1. check with customer about the appropriate time for visit	50	1.5	0.5	1
	PC2. visit customer's site, home or business premises as scheduled		1.5	0.5	1
	PC3. note down the type painting requirements, e.g., wall, door, window, textured, or wood polish		1.5	0.5	1
	PC4. note down customer's requirements of colour, finish, type of paint such as low-volatile organic compound (VOC) paint, etc.		1.5	0.5	1
	PC5. note down customer's preference for painting manually or using machines		1.5	0.5	1
	PC6. understand the customer's budget		1.5	0.5	1
	PC7. show paint booklets to demonstrate the colour combinations and finish available		1.5	0.5	1
	PC8. demonstrate new designs or design modifications for textures, if necessary		1.5	0.5	1
	PC9. assess the type of surface to be painted		2	0.5	1.5
	PC10. check moisture content, pH value using measuring meters and check visually for pests.		2	0.5	1.5
	PC11. inform if any pre-treatment needs to be done by the customer prior to starting the paint work such as water-proofing, pest control, etc.		2	0.5	1.5



	Performance Criteria	Total Marks (350)	Out of	Theory	Skills Practical
	PC12. check for any damage to the wall that the painting process cannot rectify		2	0.5	1.5
	PC13. inform the customer about fallout of not doing the required pretreatment, e.g., flaking, bubble formation, poor smoothness, etc.		2	0.5	1.5
	PC14. check the level of paint, dust, grease or grime to be removed while preparing the surface		2	0.5	1.5
	PC15. assess the lighting condition of the room and its effect on the selected finish		2	0.5	1.5
	PC16. determine the time and effort required for preparing the surface, coating and finishing		2	0.5	1.5
	PC17. measure area dimensions to be painted		2	0.5	1.5
	PC18. calculate tools, material, machines, chemicals and equipment requirements		2	0.5	1.5
	PC19. agree on the number of painters and helpers that would be deployed and for how many days		2	0.5	1.5
	PC20. respond to customers' queries and concerns		2	0.5	1.5
	PC21. reach an agreement with customer on estimated cost and time required		2	0.5	1.5
	PC22. prepare a fact file defining the scope of work in detail and get it signed by the customer		2	0.5	1.5
	PC23. prepare an invoice detailing the labour cost, material cost and any other cost/ tax that would be charged to the client		2	0.5	1.5
	PC24. agree on the advance and post work payment details		2	0.5	1.5
	PC25. draw up broad contract details such as job to be executed, quality specifications and timeline		2	0.5	1.5
	PC26. negotiate penalties where necessary		2	0.5	1.5
	PC27. negotiate final price		2	0.5	1.5
	POINTS		50	13.5	36.5
	TOTAL POINTS				50

	Performance Criteria	Total Marks (350)	Out of	Theory	Skills Practical
PCS/N5011	PC1. coordinate with paint dealer or company, equipment and tools suppliers	50	2	0.5	1.5



	Performance Criteria	Total Marks (350)	Out of	Theory	Skills Practical
Supervise decorative painting	PC2. coordinate with painters or painting contractors for adequately trained painters and helpers		2	0.5	1.5
	PC3. check quality of materials acquired for achieving the painting outcomes		2	0.5	1.5
	PC4. arrange for required safety gear for painters and helpers such as masks, nose covers, goggles, gloves, caps, boots, aprons, ladders, slings, scaffolding, disposal bins, water, etc.		2	0.5	1.5
	PC5. instruct painters and helpers on the surface preparation or sanding process and outcomes required in terms of level of smoothness/ coarseness as well as removal of old paint, grease, dust, etc.		2	0.5	1.5
	PC6. instruct on masking		2	0.5	1.5
	PC7. instruct on type of finish required, e.g., gloss, matt, textured, machined, etc.		2	0.5	1.5
	PC8. instruct on mixing ratio of water or thinner to putty, primer or paint		2	0.5	1.5
	PC9. instruct on the combination of tools and machines to be used at different stages of preparation and painting for the desired finish		2.5	0.5	2
	PC10. instruct on methodology for application of putty, primer or top coat		2.5	0.5	2
	PC11. instruct about paint quality, e.g., drying time, spilling, wastage, etc.		2.5	0.5	2
	PC12. instruct about the quality standards to be achieved		2.5	0.5	2
	PC13. instruct about cleaning standards and disposal of leftover consumables		2	0.5	1.5
	PC14. instruct about moving furniture, cleaning fixtures, without causing damage		2	0.5	1.5
	PC15. check quality of work at different stages such as after pre-treatment, surface preparation, putty/ primer application, top coat application, texturing and finishing		2	0.5	1.5
	PC16. check final finish after drying		2	0.5	1.5
	PC17. check quality of post painting clean-up		2	0.5	1.5
	PC18. handover the premises to customer		2	0.5	1.5
	PC19. address concerns and conduct any necessary rework		2	0.5	1.5
	PC20. seek job completion certificate/ customer feedback as per company's or dealer's standards		2	0.5	1.5



	Performance Criteria	Total Marks (350)	Out of	Theory	Skills Practical
	PC21. prepare final bill and serve to customer		2	0.5	1.5
	PC22. receive payment and give receipt as per company's/ dealer's billing standards and close the transaction		2	0.5	1.5
	PC23. issue any warranty certificate as per company's or dealer's policy		2	0.5	1.5
	PC24. Retain communication links with a happy customer for future repainting work or referrals		2	0.5	1.5
	POINTS		50	12	38
	TOTAL POINTS				50

	Performance Criteria	Total Marks (350)	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 (350)	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 colleagues on timely basis		1.0	0.0	1.0
	PC14. maintain work etiquette, use polite language, demonstrate responsible and disciplined behaviour with colleagues		2.0	0.5	1.5
	PC15. interact with colleagues from different functions clearly and effectively to understand the nature of their work and work effectively as a team		1.0	0.25	0.75
	PC16. put team over individual goals and multi task or share work where necessary supporting the colleagues		2.0	0.0	2.0
	PC17. highlight any errors of colleagues, help to rectify and ensure quality output		1.0	0.25	0.75
	PC18. work with cooperation, coordination, communication and collaboration, with shared goals and supporting each other's performance		1.0	0.0	1.0



	Performance Criteria	Total Marks (350)	Out of	Theory	Skills Practical
	PC19. ask relevant questions to the customers and identify their needs		1.0	0.25	0.75
	PC20. possess adequate knowledge on the product, services and market		2.0	0.5	1.5
	PC21. brief the customers clearly on potential costs and hazards		1.0	0.25	0.75
	PC22. communicate with the customers in a polite, professional and friendly manner		1.0	0.25	0.75
	PC23. build effective but impersonal relationship with the customers		0.5	0.25	0.25
	PC24. ensure that appropriate language and tone are used with customers		1.0	0.25	0.75
	PC25. listen actively and have a two way communication		1.0	0.25	0.75
	PC26. be sensitive to the gender, cultural and social differences such as modes of greeting, formality, etc.		1.0	0.25	0.75
	PC27. understand the customer expectations correctly and provide appropriate products and services		2.0	0.5	1.5
	PC28. understand customer's dissatisfaction and address or escalate their complaints effectively		2.0	0.5	1.5
	PC29. maintain a positive, sensible and cooperative manner all time		1.0	0.25	0.75
	PC30. ensure a proper body language, dress code, gestures and etiquettes towards the customers		1.0	0.25	0.75
	PC31. avoid interrupting the customers while they talk		1.0	0.0	1.0
	PC32. avoid negative questions and statements to the customers		1.0	0.0	1.0
	PC33. inform the customers on any issues or problems before hand and also on the developments involving them		2.0	0.5	1.5
	PC34. respond promptly to customer's voice messages, e-mails, apps, etc.		1.0	0.0	1.0
	PC35. develop good rapport with the customers and promote other products and services		2.0	0.5	1.5
	PC36. seek feedback from the customers on their understanding to what was discussed		1.0	0.0	1.0
	PC37. explain the terms and conditions clearly		2.0	0.5	1.5
	POINTS		50	10	40
	TOTAL POINTS				50



	Performance Criteria	Total Marks (350)	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 through frequent discussions with regular customers on general customer preferences in the market, latest trends, customer expectations, etc.		2.0	0.5	1.5
	PC6. receive updates on regular feedbacks from the clients on current service, complaints, and improvements to be made, etc.		2.0	0.5	1.5
	PC7. seek customer rating of product/ service in order to help improve procedures		2.0	0.5	1.5
	PC8. demonstrate quality orientation at all levels		4.0	1.5	2.5
	PC9. aim to gain long lasting customer loyalty through satisfaction		3.0	1.0	2.0
	PC10. ensure 100% customer satisfaction via product/ service quality		3.0	0.5	2.5
	PC11. treat the customers fairly and with due respect		3.0	0.5	2.5
	PC12. focus on executing company's marketing strategies and product development needs		3.0	1.0	2.0
	PC13. focus on enhancing brand value of company by maintaining or enhancing quality standards		3.0	1.0	2.0
	PC14. ensure that customer expectations are met		2.0	0.5	1.5
	PC15. learn to read customers' needs and wants		2.0	0.5	1.5
	PC16. willingly accept and implement new and innovative products and services that help improve customer satisfaction		3.0	1.0	2.0
	PC17. communicate feedback of customer to senior, especially, the negative feedback		2.0	0.5	1.5
	PC18. maintain close contact with the customers and focus groups		2.0	0.5	1.5
	PC19. offer promotions to improve product satisfaction level to the customers periodically		3.0	1.0	2.0
	PC20. weigh the cost of fulfilling unscheduled customer requests, consult with senior and advise the customer on alternatives		2.0	0.5	1.5



	Performance Criteria	Total Marks (350)	Out of	Theory	Skills Practical
	POINTS		50	13	37
	TOTAL POINTS			50	

	Performance Criteria	Total Marks (350)	Out of	Theory	Skills Practical
PCS/N9903 Maintain O&HS standards and follow environmental norms	PC1. assess the various health, safety and environmental hazards in the work areas	50	1.5	0.4	1.1
	PC2. take steps to eliminate or minimize the hazards		1.0	0.4	0.6
	PC3. analyse the causes of accidents at the workplace		1.5	0.4	1.1
	PC4. suggest measures to prevent such accidents from taking place		1.5	0.4	1.1
	PC5. take preventive measures to avoid risk of burns and other injury due to contact with hot surfaces, gas, fire, hot fluids/ liquids, etc.		1.5	0.4	1.1
	PC6. suggest methods to improve the existing safety procedures at the workplace		1.5	0.4	1.1
	PC7. dispose waste in the designated areas safely as per company's policies and rules		1.5	0.4	1.1
	PC8. maintain appropriate ventilation in the rooms while there is more exposure to paint vapours		1.0	0.4	0.6
	PC9. avoid dumping unused cans to safeguard the environment		1.0	0.0	1.0
	PC10. stay aware of the locations of fire extinguishers, emergency exits, etc.		1.0	0.4	0.6
	PC11. practice correct emergency procedures		1.5	0.4	1.1
	PC12. check and review the storage areas frequently		1.5	0.4	1.1
	PC13. stack items in an organized way and use safe lifting techniques to reduce risk of injuries while handling materials		1.5	0.4	1.1
	PC14. handle materials, tools, acids, chemicals, equipment, etc. safely		1.0	0.4	0.6
	PC15. store the chemicals and acids in well-ventilated and locked areas with warning signs displayed		1.5	0.4	1.1
	PC16. adopt safe techniques while moving furniture and fixtures		1.5	0.4	1.1
	PC17. avoid risk of injury from use of electrical tools		1.5	0.4	1.1
	PC18. read the manufacturer's manual carefully before use of any equipment		1.0	0.0	1.0
	PC19. unplug the electrical equipment before performing maintenance		1.0	0.4	0.6



PC20. keep the floors free from oil, water and grease to avoid slippery surface	1.0	0.4	0.6
PC21. use rubber mats in the places where floors are constantly wet	1.0	0.0	1.0
PC22. avoid injuries while handling sharp hazardous tools and equipment	1.5	0.4	1.1
PC23. use flat surfaces, secure holding and protective wear while using such sharp tools	1.5	0.4	1.1
PC24. use health, safety and environmental protection practices for storing, cleaning, and maintaining tools, equipment, and supplies	1.5	0.4	1.1
PC25. practice ergonomic lifting and bending techniques while moving equipment and supplies	1.5	0.4	1.1
PC26. identify the requirement for maintaining environmental norms	1.0	0.4	0.6
PC27. comply with the environmental safety norms while on work to prevent accidents and health hazards	1.0	0.4	0.6
PC28. follow company policies and rules regarding use of hazardous materials to avoid adverse health, safety and environmental impacts	1.0	0.4	0.6
PC29. ensure the employees have access to first aid kit when needed	1.0	0.0	1.0
PC30. ensure all equipment and tools are stored and maintained properly and safe for use	1.0	0.4	0.6
PC31. always use personal protective equipment and safety gear such as gloves, mask, headwear, footwear, glasses, goggles, etc. for specific tasks and work conditions where required	1.5	0.4	1.1
PC32. display safety signs where required to warn co-workers and others	1.5	0.4	1.1
PC33. ensure electrical precautions such as insulated clothing, adequate equipment insulation, dry work area, switch off the power supply when not required, etc.	1.5	0.4	1.1
PC34. ensure availability of general health and safety equipment such as fire extinguishers, first aid equipment, safety equipment, clothing, safety installations such as fire exits, exhaust fans, etc.	1.5	0.4	1.1
PC35. document all the first aid treatments, inspections, etc., conducted to keep track of the safety measures undertaken	1.0	0.4	0.6
PC36. document all the environmental hazards caused and the measures undertaken to comply with the established safety procedures of the workplace	1.0	0.0	1.0



	PC37. report to the supervisor on any problems and hazards identified and any breach of environmental procedures.		1.0	0.4	0.6
	PC38. work at all times towards achieving zero accident at workplace		1.0	0.4	0.6
	PC39. adhere to safety standards and ensure no material damage		1.0	0.4	0.6
	PC40. take necessary action and correct any environmental hazards caused		1.0	0.4	0.6
	POINTS		50	14	36
	TOTAL POINTS				50
	GRAND TOTAL	350			

	Performance Criteria	Total Marks (350)	Out of	Theory	Skills Practical
PCS/N9904 Maintain IPR of organisation and customer	PC1. prevent leak of new plans and designs to competitors by reporting on time	50	7.0	0.0	7.0
	PC2. be aware of any of company's product or design patents		8.0	1.0	7.0
	PC3. report IPR violations observed in the market, to supervisor or company head		8.0	2.0	6.0
	PC4. read copyright clause of the material published on the internet and any other printed material		8.0	0.5	7.5
	PC5. protect infringement upon customer's business or design plans		8.0	2.0	6.0
	PC6. consult supervisor or senior management when in doubt about using information available from customer		6.0	0.0	6.0
	PC7. report any infringement observed by anyone in the company		5.0	0.0	5.0
	POINTS		50	5.5	44.5
	TOTAL POINTS				50
	GRAND TOTAL	350			