



Model Curriculum

1. Technical Sales Representative

SECTOR: PAINTS AND COATINGS
SUB-SECTOR: MANUFACTURING
OCCUPATION: SALES AND MARKETING
REF ID: PCS/Q0102, V1.0
NSQF LEVEL: 5



 Skill India सौभाग्यं भारत - कुशलं भवतु	<p>PAINTS AND COATINGS SKILL COUNCIL</p> 	 N · S · D · C National Skill Development Corporation Transforming the skill landscape
<h2>Certificate</h2>		
<h3>CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS</h3>		
is hereby issued by the		
PAINTS AND COATINGS SKILL COUNCIL		
for		
MODEL CURRICULUM		
Complying to National Occupational Standards of Job Role/ Qualification Pack: 'Technical Sales Representative' QP No. 'PCS/Q0102 NSQF Level 5'		
Date of Issuance:	December 27th , 2016	 Authorised Signatory (Paints and Coatings Skill Council)
Valid up to*:	March 31 st , 2018	
*Valid up to the next review date of the Qualification Pack or the 'Valid up to' date mentioned above (whichever is earlier)		



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Technical Sales Representative

CURRICULUM / SYLLABUS

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

Program Name	Technical Sales Representative		
Qualification Pack Name & Reference ID. ID	PCS/Q0102, v1.0		
Version No.	1.0	Version Update Date	
Pre-requisites to Training	B Sc (Chemistry)		
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 different types of liquid and powder paints and its uses with advantages and disadvantages • Know about the major ingredients of liquid and powder paint • Know about paint and powder manufacturing in general and the manufacturing process flow. • Understand the customer’s requirement as per the specification and any other special requirement • Understand the customer’s application process and recommend suitable products • Resolve customer problems related to product and application and offer alternate products/ solutions • Advice the customer on the paint system to achieve the best results at the lowest cost • Document and show all the test results to the customer to convince the customer regarding the suitability of the product/ system • 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 		



This course encompasses 6 out of 6 National Occupational Standards (NOS) of “Technical Sales Representative” Qualification Pack issued by “Paints and Coatings Skill Council”.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<p>Introduction</p> <p>Theory Duration (hh:mm) 6:00</p> <p>Practical Duration (hh:mm) 00:00</p> <p>Corresponding NOS Code Bridge Module</p>	<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 liquid and powder paint segment Advantages and benefits and features of various liquid and powder paints as well as its uses and shortcomings Learn and Practice Basic skills of communication 	Laptop, white board, marker, projector
2	<p>Provide technical sales support to industrial customers</p> <p>Theory Duration (hh:mm) 35:00</p> <p>Practical Duration (hh:mm) 65:00</p> <p>Corresponding NOS Code PCS/No101</p>	<ul style="list-style-type: none"> Understand the different types of liquid and powder paints, their characteristics and where they are used Compare and explain differences between water based and solvent based paints Compare, understand and explain the differences between the various resin systems used Understand the components of liquid paints and powder paints and their chemistry Understand general chemistry of the major paint ingredients Learn basics of liquid and powder paint manufacture Learn the tests to be conducted on different finished goods Learn to read and understand the customer specifications and application process Identify tests to be conducted to demonstrate suitability of the product/system for the given process conditions Conduct trials on customer line to demonstrate product/system suitability Provide results of long term tests like corrosion resistance, durability to demonstrate suitability of product/system Provide technical support to resolve customer problems Maintain the data base of the customer application process condition, problems faced and solutions implemented Suggest corrective and preventive actions for meeting requirement 	<p>Laptop, white board, marker, projector, first aid kit.</p> <p>Various test instruments.</p>



Sr. No.	Module	Key Learning Outcomes	Equipment Required
3	<p>Provide technical support to dealers and institutional customers</p> <p>Theory Duration (hh:mm) 20:00</p> <p>Practical Duration (hh:mm) 50:00</p> <p>Corresponding NOS Code PCS/No102</p>	<ul style="list-style-type: none"> Communicate with colleagues/supervisor regarding the operation at each stage Understand the different types of liquid and powder paints and their characteristics, used by dealers and institutional customers Conduct training programs for dealer's and institutional customer's painters and users Educate the dealer/ institutional customer regarding the right quality of paint for the substrate, its correct usage and performance Conduct trials at customer site to demonstrate product/ system suitability Provide results of long term tests like corrosion resistance, durability to demonstrate suitability of product/ system Provide technical support to resolve customer problems Maintain the data base of the customer application process condition, problems faced and solutions implemented Suggest corrective and preventive actions for meeting requirement Communicate with colleagues/supervisor regarding the operation at each stage 	<p>Laptop, white board, marker, projector, first aid kit.</p> <p>Various test instruments.</p>
4	<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>
5	<p>Maintain standards of product / service quality</p> <p>Theory Duration (hh:mm) 12:00</p> <p>Practical Duration (hh:mm)</p>	<ul style="list-style-type: none"> Learn about quality requirements for manufacturing 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>



Sr. No.	Module	Key Learning Outcomes	Equipment Required
	10:00 Corresponding NOS Code PCS/N9902		
6	Maintain OH&S standards and follow environmental standards Theory Duration (hh:mm) 6:00 Practical Duration (hh:mm) 16:00 Corresponding NOS Code PCS/N9903	<ul style="list-style-type: none"> Learn about health hazards of chemicals/ ingredients used in paint manufacturing Learn the use and importance of personal protective equipment Learn to handle chemical, powder materials, tools and equipment in a safe manner Minimising risks of inhalation injury Become aware of hazards in liquid paint manufacturing process and how to prevent/eliminate them Understand methods and precautions to be taken for safe disposal of waste generated in the process Learn about safety signs in a plant environment and how to interpret and adhere to them 	Laptop, white board, marker, projector
7	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: “Technical Sales Representative” mapped to Qualification Pack: “PCS/Q0102, v1.0”

Sr. No.	Area	Details
1	Description	A Technical Sales Representative is an individual who interacts with customers, understands their paint performance requirements, helps select the most appropriate paint, trains on application process, collects feedback on previously sold paint, and offers the most suitable paint solution for a purpose.
2	Personal Attributes	A Technical Sales Representative should have a pleasing personality, ability to express technical information in common language and willingness to travel out of town.
3	Minimum Educational Qualifications	B Sc (Chemistry/ Paint Technology)
4a	Domain Certification	Certified for Job Role: “ <u>Technical Sales Representative</u> ” mapped to QP: “ <u>PCS/Q0102, 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 70%.
5	Experience	<ul style="list-style-type: none"> 2-year experience of project/ industrial selling/ project management and relevant training or teaching experience.



Annexure: Assessment Criteria

Assessment Criteria	
Job Role	Technical Sales Representative
Qualification Pack	PCS/Q0102, 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 criteria
5	To pass the Qualification Pack, every trainee should score a minimum of 60% in aggregate and 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 (300)	Out of	Theory	Skills Practical
PCS/N0101 Provide technical sales support to industrial paint customers	PC1. check with customer about their specific and special performance requirement of the industrial paint to be used	50	1.5	0.5	1
	PC2. understand the regular and new demand of the customer		1.5	0.5	1
	PC3. distinguish whether the query is on paint's chemical characteristics or its application process		1.5	0.5	1
	PC4. address queries with most suitable technical explanation for the performance or application requirement		1.5	0.5	1
	PC5. provide example from previous experiences which required similar outcomes		1.5	0.5	1
	PC6. provide existing customer references for validation by new or potential customer		1.5	0.5	1
	PC7. if necessary, visit customer's site for a thorough understanding of specific requirements for the given surface or substrate or ambient conditions, etc.		1.5	0.5	1
	PC8. involve R&D team for higher level queries that may require more detailed analysis and solution		1.5	0.5	1
	PC9. explain about new products or product combinations in the market or of the company to help resolve specific queries		1.5	0.5	1



	Performance Criteria	Total Marks (300)	Out of	Theory	Skills Practical
	PC10. provide logical explanation on why the paint or undercoat is most suited for the performance desired by the customer, e.g., chemical properties and reactions of material composition of paint		2.5	1	1.5
	PC11. provide advice or solution in terms of best form of pre-treatment of surface or substrate for the desired result		2.5	1	1.5
	PC12. advice on the types of checks to be undertaken on the surface or substrate before any surface preparation or pre-treatment		2.5	1	1.5
	PC13. advice on the undercoats to be used in combination with top-coat for maximum performance, say, durability, water proofing or fire proofing		2.5	1	1.5
	PC14. advice on the most economical combination of paint and coats available in the market		2.5	1	1.5
	PC15. inform about likely setbacks and precautions to be taken for best outcomes		2.5	1	1.5
	PC16. educate about limitations of the paint, undercoat or application process		2.5	1	1.5
	PC17. educate about elements beyond the control of the company's products or services		2.5	1	1.5
	PC18. collect comprehensive information on paint or undercoat performance from existing customers, as per company's standard procedure		2.5	1	1.5
	PC19. capture data and information related to unexpected performance related parameters and the ambient conditions for such outcomes		2.5	1	1.5
	PC20. capture any performance related complaints for a given paint or coat		2.5	1	1.5
	PC21. document all information and data gathered from customer interaction in a coherent form as per company's standard documentation process		1.5	0.5	1
	PC22. document and share in such a way that it helps sales, manufacturing and R&D teams for future product or process improvements		1.5	0.5	1
	PC23. record changing market trends and customer demands for future product development requirements and corresponding chemistry of paints		1.5	0.5	1



	Performance Criteria	Total Marks (300)	Out of	Theory	Skills Practical
	PC24. document the economics of diverse industrial paint application process for future reference on costing and margins for developing new products		1.5	0.5	1
	PC25. convince the customer about the company's paint product that most suits the performance requirement		1.5	0.5	1
	PC26. work with the sales team to offer a winning sale that suits the customer in terms of performance required, delivery requirements and pricing		1.5	0.5	1
	POINTS		50	18.5	31.5
	TOTAL POINTS		50		

	Performance Criteria	Total Marks (300)	Out of	Theory	Skills Practical
PCS/N0102 Provide technical support to dealers and institutional customers	PC1. coordinate with paint dealer for technical support training	50	2.5	1	1.5
	PC2. document and resolve queries of dealers and their associated with respect to paint performance		2.5	1	1.5
	PC3. educate dealer or associate on paint application process, coats and tools/ equipment to be used		3	1	2
	PC4. coordinate with painters or painting contractors for conducting their training on new products and application process		3	1	2
	PC5. make the dealer and/or associate aware of best practices and emerging trends		3	1	2
	PC6. interact with professionals and bulk customers such as architects, builders, and large painting contractors		3	1	2
	PC7. advise on best possible paint to be used for the required purpose		3	1	2
	PC8. answer technical queries of customers		3	1	2
	PC9. educate customer on most appropriate application process and undercoat to be applied for new or existing paint products		3	1	2
	PC10. educate on the combination of tools and machines to be used at different stages of preparation and painting for the desired finish		3	1	2
	PC11. provide logical explanation on why the paint or undercoat is most		3	1	2



	Performance Criteria	Total Marks (300)	Out of	Theory	Skills Practical
	suitable for the performance desired by the customer, e.g., chemical properties and reactions of material composition of paint				
	PC12. provide advice or solution in terms of best form of pre-treatment of surface for the desired result		3	1	2
	PC13. advice on the types of checks to be undertaken on the surface before any surface preparation		3	1	2
	PC14. inform about likely setbacks and precautions to be taken for best outcomes		3	1	2
	PC15. educate about limitations of the paint, undercoat or application process		3	1	2
	PC16. educate about elements beyond the control of the company's products or services		3	1	2
	PC17. educate dealer/ institutional customer on compliance of display, documentation and reporting procedure of the company as per agreed terms		3	1	2
	POINTS		50	17	33
	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



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



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



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



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



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

	Performance Criteria	Total Marks (300)	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



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