

NSQF QUALIFICATION FILE GUIDANCE

Version 6: Draft of 08 March 2016

NSDA Reference
To be added by NSDA

CONTACT DETAILS OF SUBMITTING BODY

Name and address of submitting body:

Paints and Coatings Skill Council,

105, Kakad Chambers, 132, Dr. Annie Besant Road, Worli, Mumbai – 400 018

Name and contact details of individual dealing with the submission

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List of documents submitted in support of the Qualifications File

1. Occupation Map
2. RFP for development of National Occupational Standards
3. GC Resolution for formation of NOS Sub-committee and its composition.
4. Approval of QP/ NOSs
5. List of companies and Industry associations participated and validated QP/NOS
6. Mapping of Manpower skills in the Paints and Coatings Industry
7. Function Analysis

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SUMMARY

Qualification Title	Painting Helper
Qualification Code	PCS/Q5005
Nature and purpose of the qualification	Qualification Pack (QP) based on National Occupational Standards (NOS). -To get unemployed people into work - To upgrade the skills of people already in work
Body/bodies which will award the qualification	Paints and Coatings Skill Council
Body which will accredit providers to offer courses leading to the qualification	Paints and Coatings Skill Council
Body/bodies which will carry out assessment of learners	Paints and Coatings Skill Council. Accredited assessment bodies.
Occupation(s) to which the qualification gives access:	Decorative and Industrial Paint Application The Painting Helper assists the painter in the paint application process. The individual at work 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. The job requires the individual to: undertake physical labour; work in a paint-redolent environment, have good eye-sight free of colour blindness and work in all weather conditions.
Licensing requirements	NA
Proposed level of the qualification in the NSQF:	2
Anticipated volume of training/learning required to complete the qualification:	240 hours.
Entry requirements / recommendations:	5 th Standard. Minimum Age:18 years.
Progression from the qualification:	Painting Helper, with experience can become Wood Polisher or Decorative Painter
Planned arrangements for the recognition of Prior Learning (RPL)	Will be done at a place where required lab facility is available.
International comparability where known:	Not established.
Date of planned review of the qualification	July 31, 2019

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Formal structure of the qualification:			
Title of the component and identification of the code	Mandatory/ Optional	Estimated size (learning hours)	Level
PCS/N5012 Assist in the painting process	Mandatory	184	2
PCS/N9901 Coordinate with colleagues and/ or customers	Mandatory	12	2
PCS/N9902 Maintain standards of product/ service quality	Mandatory	22	2
PCS/N9903 Maintain OH&S standards and follow environmental norms	Mandatory	22	2

Please attach any document giving further detail about the structure of the qualification – eg a Curriculum or Qualification Pack.

Give details of the document here: Qualification pack Annexure 1, Model curriculum Annexure 2

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SECTION 1 **ASSESSMENT**

Body/Bodies which will carry out assessment:

Aspiring Minds, Cindrel, Cocubes, MCG

How will RPL assessment be managed and who will carry it out?

RPL will be based on the same Qualification Pack and Assessment Criteria mentioned in the QP.

Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, consistent and fair and show that these are in line with the requirements of the NSQF:

Standardised assessment criteria developed by PCSC.

Selected Assessment bodies have been vetted for capability and robust system/ procedure.

Question bank of Assessment bodies reviewed and vetted by technical experts/ SMEs employed by PCSC.

Assessment to be done only by certified assessors who have undergone ToA program.

To follow tablet based assessments except when this is not possible (example due to poor net access, digital illiteracy).

Video evidence of the assessment.

Please attach any documents giving further information about assessment and/or RPL.

Give details of the document(s) here:

Refer page 1 for the list of attachments.

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ASSESSMENT EVIDENCE

Complete a grid for each grouping of NOS, assessment unit or other component as listed in the entry on the structure of the qualification on page 1.

<p>Job Role : Painting Helper Qualification Pack : PCS/Q5005 Sector Skill Council : Paints and Coatings</p>
<p><u>Guidelines for Assessment</u></p> <ol style="list-style-type: none"> Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC. The assessment for the theory part will be based on knowledge bank of questions created by the SSC. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below) Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria To pass the Qualification Pack , every trainee should score a minimum of 60% in every NOS In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

PCS/N5012 Assist in the painting process					
	Performance Criteria	Total Marks (200)	Out of	Theory	Skills Practical
Following given instructions	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
Identifying and use basic tools and materials used in painting	PC4. identify and select painting materials relevant for work such as various type of paints, thinners, primers, putty, sand papers, etc.		1.5	0.5	1
	PC5. classify materials on the basis of their type and use		2	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
Handling and	PC7. deliver, place and store paints and painting materials		3	1	2

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store painting materials	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
Assisting the painter	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
	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
Disposal of waste and cleaning workplace	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	34
	TOTAL POINTS				50

PCS/N9901 Coordinate with colleagues and/or customers					
	Performance Criteria	Total Marks (200)	Out of	Theory	Skills Practical
Interacting with superior	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		2.0	0.5	1.5

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	schedule and handover to the superior				
Communicating with colleagues	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	
Communicating effectively with customers, if required	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	

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	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

PCS/N9902 Maintain standards of product/ service quality					
	Performance Criteria	Total Marks (200)	Out of	Theory	Skills Practical
Engaging with superior or customers to understand product/ service quality requirements	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

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	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
Achieving 100% customer satisfaction for given quality	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
Fulfilling customer requirement	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

PCS/N9903 Maintain O&HS standards and follow environmental norms					
	Performance Criteria	Total Marks (200)	Out of	Theory	Skills Practical
Taking precautionary measures to avoid health, safety and	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		1.5	0.4	1.1

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environmental hazards	workplace			
	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
Following standard health, safety and environmental policies and procedure	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

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	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
Using safety tools or Personal Protective Equipment	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
Achieving health, safety and environmental standards	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		1.0	0.4	0.6

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	breach of environmental procedures.				
	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			

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SECTION 2

SUMMARY EVIDENCE OF LEVEL

Option A

Title/Name of qualification/component: Painting Helper PCS/Q5005		Level: 2	
NSQF Domain	Outcomes of the Qualification/Component	How the outcomes relates to the NSQF level descriptors	NSQF Level
Process	Understand the instructions given by painter/ supervisor, mask areas not to be painted, apply putty and paint on the surface, clean work area and dispose waste.	Prepares person to carry out processes that are repetitive, on a regular basis, with little application of understanding, more of practice.	2
Professional knowledge	Knowledge of different types of painting tools, application of putty and paint, housekeeping procedures and cleaning and maintaining of tools.	Material, tools and applications in a limited context, understands context of work and quality.	2
Professional skill	Practical skills to identify and use painting tools and equipment, putty and paint application without undulations and cleaning and maintaining tools for use, under supervision of the painter/ supervisor.	Limited service skills used in limited context, select and apply tools, assist in professional works with no variables, differentiate good and bad quality.	2
Core skill	Read, understand and follow instructions given by the painter/ supervisor.	Receive and transmit written and oral messages, basic arithmetic, personal financing, understanding of social, political and religious diversity, hygiene and environment	2
Responsibility	Responsible for assisting in: shifting furniture or equipment, handling materials and tools, masking, preparing the surface, applying the coats, disposing of waste and cleaning post painting.	No responsibility. Works under instruction and close supervision	2

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SECTION 3

EVIDENCE OF NEED

What evidence is there that the qualification is needed?

Information was gathered from industry interactions and data from desk research to arrive at metrics for estimation of current and future employment in the sub-sector and its further break-down for each job role including this one. Please refer to meetings notes and occupation maps. This enabled prioritization of the development of the qualification packs.

What is the estimated uptake of this qualification and what is the basis of this estimate?

Information gathered from industry interactions, Occupation Map and Functional Analysis for the skill gap between the industry demand institutional supply - provide the basis for estimated uptake. This is the basis for planning training with the industry and training providers.

What steps were taken to ensure that the qualification(s) does/do not duplicate already existing or planned qualifications in the NSQF?

NSDC QRC has already checked this.

What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated?

NOS Sub-committee inputs are sought from time-to-time as needed to check the relevance of QP/NOSs, and the revision exercise is undertaken, as needed.

The qualification will be revised or updated on 31st July,2019

Please attach any documents giving further information about any of the topics above.

Give details of the document(s) here:

Refer page 1 for the list of attachments.

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SECTION 4

EVIDENCE OF RECOGNITION AND PROGRESSION

What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?

Vertical mobility options are available in the Occupation map. Painting Helper, with experience can become Wood Polisher or Decorative Painter.

Please attach any documents giving further information about any of the topics above.
Give details of the document(s) here:

Occupation Map

Refer page 1 for the list of attachments