

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,

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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	Wood Polisher
Qualification Code	PCS/Q5004
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 Paint Application The Wood Polisher is responsible for painting wooden surfaces, particularly used for furniture and decorative purposes. The individual at work assesses the surface quality, advises the customer for any pre-treatment, prepares and cleans it, and then paints it using appropriate coatings, polishes and tools to achieve the desired finish as per company's standards or customer's requirements. The job requires the individual 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.
Licensing requirements	NA
Level of the qualification in the NSQF:	4
Anticipated volume of training/learning required to complete the qualification:	240 hours.
Entry requirements / recommendations	5 th Standard. Minimum Age: 18 years. Minimum preferable 3 years as Helper to Wood Polisher
Progression from the qualification	Wood Polisher, with experience can become Self-employed
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 24, 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/N5006 Engage with customer for wood polishing service	Mandatory	25	4
PCS/N5007 Prepare and paint or polish the wooden surface	Mandatory	85	4
PCS/N5012 Conduct entrepreneurial activities for decorative painting	Mandatory	74	4
PCS/N9901 Coordinate with colleagues and/ or customers	Mandatory	12	4
PCS/N9902 Maintain standards of product/ service quality	Mandatory	22	4
PCS/N9903 Maintain OH&S standards and follow environmental norms	Mandatory	22	4

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 : Wood Polisher Qualification Pack : PCS/Q5004 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/N5006 Engage with customer for wood paint application service					
	Performance Criteria	Total Marks (300)	Out of	Theory	Skills Practical
Engaging with the customer	PC1. check with customer about the appropriate time for visit	50	2.5	1	1.5
	PC2. visit customers' home or business premises		2.5	1	1.5
	PC3. note down customer's requirements of colour, finish, filling, low-VOC, etc.		5.5	1	4.5
Inspecting surface to be painted or polished	PC4. assess the type of wood to be painted		2.5	1	1.5
	PC5. check moisture content of the wood to assess too dry or too wet		2.5	1	1.5
	PC6. find if there is any flaw in the wood e.g. scratches, dents, etc. To be filled		1.5	1	0.5
	PC7. inspect the wood if it has paint, oil, grease, etc., on its surface		5.5	1	4.5
Estimating time, cost, supplies and equipment	PC8. determine the effort required for preparing the surface, painting and polishing		5.5	1	4.5
	PC9. measure area and dimensions to be painted		5.5	1	4.5

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required	PC10. calculate material, chemical, tools and equipment requirements, for the job		5.5	1	4.5
	PC11. Provide and agree on estimated cost and time required for the job to customer		5.5	1	4.5
	PC12. respond to customers' questions and concerns		5.5	1	4.5
	POINTS		50	12	38
	TOTAL POINTS				50

PCS/N5007 Prepare and paint or polish the wooden surface					
	Performance Criteria	Total Marks (300)	Out of	Theory	Skills Practical
Preparing wooden surface	PC1. clean the wood surface	50	2.0	0.0	2.0
	PC2. sand the wood surface with sand paper to remove any paint, grease etc from the surface		7.0	0.5	6.5
	PC3. apply wood filler to fill any holes, dents etc		4.0	0.5	3.5
	PC4. sand the wood surface to a required smoothness level		6.0	0.5	5.5
	PC5. wipe-off the dust or residue from the surface		2.5	0.0	2.5
	PC6. Tape off any parts of the wood that need not to be painted		2.5	0.5	2.0
	PC7. apply primer on the wood surface		5.0	0.5	4.5
Painting wooden surface	PC8. mix paint, thinner and hardener as per company standards		5.5	1.0	4.5
	PC9. apply paint on the wood surface with brush/spray machine		7.0	1.0	6.0
Finishing wooden surface	PC10. apply sealer or clear topcoat on the paint		2.5	0.5	2.0
	PC11. provide required finish to the surface		6.0	0.5	5.5
	POINTS		50	5.5	44.5
	TOTAL POINTS				50

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PCS/N5012 Conduct entrepreneurial activities for decorative painting					
	Performance Criteria	Total Marks (300)	Out of	Theory	Skills Practical
Understanding customer profile	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
Marketing painting/polishing services	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
Operating the cash counter for billing and maintaining accounts	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
Complying with statutory standards	PC15. comply with workplace safety as stipulated by local bodies or authorities		3	1	2

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	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	

PCS/N9901 Coordinate with colleagues and/or customers					
	Performance Criteria	Total Marks (300)	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 schedule and handover to the superior		2.0	0.5	1.5
Communicating with colleagues	PC8. exhibit trust, support and respect to all the colleagues in the workplace	50	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		1.0	0.25	0.75

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	team and understand the nature of their work				
	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
	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		1.0	0.0	1.0	

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	messages, e-mails, apps, etc.				
	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 (300)	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
	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		3.0	1.0	2.0

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	standards				
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 (300)	Out of	Theory	Skills Practical
Taking precautionary measures to avoid health, safety and environmental hazards	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

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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
	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	

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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 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	300			

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SECTION 2

SUMMARY EVIDENCE OF LEVEL

Option A

Title/Name of qualification/component: Wood Polisher PCS/Q5004		Level: 4	
NSQF Domain	Outcomes of the Qualification/Component	How the outcomes relates to the NSQF level descriptors	NSQF Level
Process	Understand work requirement, inspect the wooden surface to be painted, sand the surface, apply wood filler, paint and finish wood.	Work in familiar, predictable, routine situation of clear choice	4
Professional knowledge	Knowledge of different types of paint and varnish finishes, mixing ratio of paint, thinner and hardener, use of hand or polishing machine and safe disposal of waste and residual consumables.	Factual knowledge of field of knowledge or study.	4
Professional skill	Practical skills to engage with customer and understand work requirements; prepare, paint and polish surface; understand common cause and symptoms of poor paint application, work every time repetitively in a routine.	Recall and demonstrate practical skill, routine application, using appropriate rule and tool, using quality concepts	4
Core skill	Understand the quality requirements and process to be maintained as documented in the process sheet. Communicate quality issues to superiors.	Language to communicate written or oral with required clarity, skill to basic arithmetic and algebraic principles, basic understanding of social, political and natural environment	4
Responsibility	Responsible for assessing the surface quality, advising the customer for any pre-treatment, preparing and cleaning it, and then paint it using appropriate coating, polish and tools to achieve the desired finish.	Responsibility for own work and learning	4

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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 24th 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 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. Wood Polisher, with experience can become self-employed.

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