Qualification Pack

Sales Officer - Plumbing and Sanitary Goods

QP Code: PSC/Q0302

Version: 2.0

NSQF Level: 4

Water Management and Plumbing Skill Council || Unit No-606, DLF Prime Tower Okhla Phase-1 New Delhi-110020

Contents

PSC/Q0302: Sales Officer - Plumbing and Sanitary Goods

Brief Job Description

A Sales Officer specializing in Plumbing and Sanitary Goods is responsible for promoting and selling a range of plumbing and sanitary products to customers, such as contractors, plumbers, builders, and construction companies. They play a crucial role in driving sales and achieving revenue targets for the company. This job requires a deep understanding of the plumbing and sanitary industry, along with excellent sales and customer service skills.

Personal Attributes

The Candidate trained under Sales Officer - Plumbing and Sanitary Goods should be able to work independently on his/her assignment. He/ She should have problems solving skills through creative and innovative thinking along with excellent communication skills, adequate product knowledge, customer focus and persuasiveness and influencing skills.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. PSC/N0304: Prepare for the Sale of Plumbing Products

2. PSC/N0305: Sell plumbing products to potential end users/customers

3. PSC/N0306: Sell plumbing products to wholesalers, retailers and plumbing contractors

4. PSC/N0307: Coordinate for the delivery and installation of plumbing products

5. PSC/N0136: Apply Health and Safety Practices at the Workplace

6. PSC/N0137: Work Effectively with Others

7. DGT/VSQ/N0102: Employability Skills (60 Hours)

Qualification Pack (QP) Parameters

Sector	Plumbing
Sub-Sector	Industrial / Non-Industrial Plumbing
Occupation	Sales
Country	India

NSQF Level	4
Credits	15
Aligned to NCO/ISCO/ISIC Code	NCO-2015/3322.5001
Minimum Educational Qualification & Experience	12th grade Pass OR Pursuing 1st year of UG (in any stream) OR Pursuing 1st year of 2- year diploma after 12th
Minimum Level of Education for Training in School	10th Class
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	NA
NSQC Approval Date	
Version	2.0

PSC/N0304: Prepare for the Sale of Plumbing Products

Description

This unit deals in detail with identifying work requirements, market requirements and preparing for sales pitch to conduct sale of plumbing products.

Scope

The scope covers the following :

- Identify work requirements
- Identify market requirements
- Prepare for the sales pitch
- Perform documentation for sales

Elements and Performance Criteria

Identify work requirements

To be competent, the user/individual on the job must be able to:

PC1.   clarify the monthly, quarterly and yearly sales target, area of operation and target population from supervisor

PC2.   identify the benefits, features and pricing of the plumbing products to be sold Plumbing products: Fixtures, fittings, pipes and accessories

PC3.   interpret the specifications and installation requirements of the plumbing products from the design drawing

PC4.   identify various sales and marketing methods and channels, existing suppliers, contractors, various sales and marketing methods and channels adopted by organisation, etc.

PC5.   identify various methods for gathering sales leads as per standard operating procedure (SOP)

PC6.   identify organisational processes for pre-sales, sales, after-sale services and handling of queries / problems from relevant sources

Identify market requirements

To be competent, the user/individual on the job must be able to:

PC7.   collect information on the demographics the region

PC8.   Identify similar plumbing products sold and bought in the region competing brands

PC9.   compare competitors' product and services with respect to pricing, features and benefits with own products and services

PC10.   report comparative assessment of company's products with competitor's products on technical and commercial aspects to the concerned authority

PC11.   implement a market survey for parameters such as market share, customer preferences, customer expectations and sales forecasting for the specified plumbing product

PC12.   analyse the impact of market information such as trends, changing market conditions, profitable deals on the business with the help of seniors

PC13.   analyse past sales data from various sales channels to identify important sales information such as market requirements, key growth drivers of the product in the region, sale

PC14. identify the major prospective user profiles of plumbing product in the region through relevant project documents such as customer records

PC15. identify customer purchase criteria such as price, discount, quality expectation, installation constraints and brand preferences regarding product or service

PC16. interact with sales channel partner executives to understand their concerns and their customer feedback

PC17. identify regional problems with respect to product use and installation

Prepare for the sales pitch

To be competent, the user/individual on the job must be able to:

PC18. identify the common queries and concerns of the target population while taking a decision to buy the product and/or service and how to handle them

PC19. plan a sale pitch for the plumbing product for a variety of consumers such as architects, plumbing contractors, building contractors, retailers, wholesalers, and the end customer

PC20. develop a sales strategy to promote customer's understanding of company product offerings

PC21. prepare a list of potential clients in the region to be approached for sale of plumbing product/s

PC22. prepare sales presentations to be presented in seminars and meetings

PC23. prepare a list of leads of customers according to their need of the product and prioritised them according to their need.

Perform documentation for sales

To be competent, the user/individual on the job must be able to:

PC24. fill forms for completion of sales and expected sales to achieve the target.

PC25. prepare meeting book/dairy for hot, warm and cold leads and format of reporting to supervisor.

PC26. develop and maintain an active proposal backlog that will support achieving the designated sales plan

PC27. prepare proposals that contain the detailed information about the product such as strength, cost and quality characteristics

PC28. prepare financial justifications and cost estimates in order to check whether the deal will be profitable for the organisation

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organisational quality procedures and processes within the context of sale of plumbing products

KU2. organisations policies on incentives, delivery standards, and personnel management

KU3. organisations sales, sales support and after-sales support policy

KU4. organisations reporting structure

KU5. individuals role in the workflow

KU6. organisations policy on products warranty and other terms and conditions

KU7. organisations line of business and product portfolio typical customer profile of the organization

KU8. organisations portfolio of products and that of competitors

KU9. basic knowledge about the technical configurations of organisations products and their unique selling proposition (USP)

KU10. types and applications of various types of plumbing products, their basic architecture and drawings Plumbing products: Fixtures, fittings, pipes and accessories

KU11. standards applicable to plumbing products

KU12. measurement procedure, standard of length, height and width of all fittings

KU13. the material used to manufacture various plumbing products

KU14. key drivers for growth for various types of plumbing products

KU15. documentation and reporting procedure followed in the organisation

KU16. internal process system such as enterprise resource planning (ERP) followed in the organisation

KU17. using information sources such as product specification sheets, drawings, plans and measurements

KU18. methods used for gathering sales leads

KU19. processes involved in the sales process

KU20. need for strategizing to achieve the sales target within agreed timelines

KU21. different types of selling and promotional methods for sales

KU22. details required for marketing and sales

KU23. benefits, features and pricing of the product to be sold

KU24. techniques to analyse sales data from channel sales partners

KU25. steps to perform sales forecasting for the plumbing product

KU26. techniques to interpret project documents such as customer records, product manuals, reference sheets etc.

KU27. process to conduct a market survey for identifying market requirement for sales

KU28. process to analyse the impact of market information on sales

KU29. key considerations to compare the competitors product with the product to be sold

KU30. considerations pertaining to usage and installation of plumbing products

KU31. techniques to analyse past sales pattern to study key growth drivers in the region

KU32. techniques to prepare a proposal for sales activities

KU33. elements of a sales presentation

KU34. importance of preparing before selling a plumbing product

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. read catalogue, trade journals and market reports

GS2. read different components quality specifications and user manuals

GS3. prepare notes and reports as required during the job

GS4. write business letters, emails and messages

GS5. plan and organize self to achieve sales targets

GS6. use probing skills and listening skills to establish customer requirements, concerns and preferences

GS7. apply influencing and negotiating skills to make sales

GS8. maintain proper etiquette with customer during conversation

GS9. display patience and courteousness with all types of customers under all circumstances

GS10. communicate quality specifications of different types of materials, their quantity and supply time required to the interested customers

GS11. ensure personal grooming, punctuality and discipline at work

GS12. solve work related problems

GS13. analyse data using Microsoft Excel tool

GS14. analyse trends in pricing and sales activity of ones organization and competition

GS15. evaluate adequacy of information available for sound decision making

GS16. co-ordinate with a range of team members and activities

GS17. plan work activities and communicate to others whose work plans and timelines may be affected

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Identify work requirements	**7**	**14**	**-**	**3**
PC1. clarify the monthly, quarterly and yearly sales target, area of operation and target population from supervisor	1	2	-	0.5
PC2. identify the benefits, features and pricing of the plumbing products to be sold Plumbing products: Fixtures, fittings, pipes and accessories	1	2	-	0.5
PC3. interpret the specifications and installation requirements of the plumbing products from the design drawing	2	3	-	0.5
PC4. identify various sales and marketing methods and channels, existing suppliers, contractors, various sales and marketing methods and channels adopted by organisation, etc.	1	3	-	0.5
PC5. identify various methods for gathering sales leads as per standard operating procedure (SOP)	1	2	-	0.5
PC6. identify organisational processes for pre-sales, sales, after-sale services and handling of queries / problems from relevant sources	1	2	-	0.5
Identify market requirements	**12**	**20**	**-**	**11**
PC7. collect information on the demographics the region	1	2	-	1
PC8. Identify similar plumbing products sold and bought in the region competing brands	1	2	-	1
PC9. compare competitors' product and services with respect to pricing, features and benefits with own products and services	1	2	-	1
PC10. report comparative assessment of company's products with competitor's products on technical and commercial aspects to the concerned authority	1	2	-	1
PC11. implement a market survey for parameters such as market share, customer preferences, customer expectations and sales forecasting for the specified plumbing product	1	2	-	1

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. analyse the impact of market information such as trends, changing market conditions, profitable deals on the business with the help of seniors	1	2	-	1
PC13. analyse past sales data from various sales channels to identify important sales information such as market requirements, key growth drivers of the product in the region, sale	2	2	-	1
PC14. identify the major prospective user profiles of plumbing product in the region through relevant project documents such as customer records	1	2	-	1
PC15. identify customer purchase criteria such as price, discount, quality expectation, installation constraints and brand preferences regarding product or service	1	2	-	1
PC16. interact with sales channel partner executives to understand their concerns and their customer feedback	1	1	-	1
PC17. identify regional problems with respect to product use and installation	1	1	-	1
Prepare for the sales pitch	**6**	**9**	**-**	**3**
PC18. identify the common queries and concerns of the target population while taking a decision to buy the product and/or service and how to handle them	1	1	-	0.5
PC19. plan a sale pitch for the plumbing product for a variety of consumers such as architects, plumbing contractors, building contractors, retailers, wholesalers, and the end customer	1	2	-	0.5
PC20. develop a sales strategy to promote customer's understanding of company product offerings	1	2	-	0.5
PC21. prepare a list of potential clients in the region to be approached for sale of plumbing product/s	1	1	-	0.5
PC22. prepare sales presentations to be presented in seminars and meetings	1	2	-	0.5

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC23. prepare a list of leads of customers according to their need of the product and prioritised them according to their need.	1	1	-	0.5
Perform documentation for sales	**5**	**7**	**-**	**3**
PC24. fill forms for completion of sales and expected sales to achieve the target.	1	1	-	0.5
PC25. prepare meeting book/dairy for hot, warm and cold leads and format of reporting to supervisor.	1	1	-	0.5
PC26. develop and maintain an active proposal backlog that will support achieving the designated sales plan	1	2	-	0.5
PC27. prepare proposals that contain the detailed information about the product such as strength, cost and quality characteristics	1	2	-	0.5
PC28. prepare financial justifications and cost estimates in order to check whether the deal will be profitable for the organisation	1	1	-	1
NOS Total	**30**	**50**	**-**	**20**

National Occupational Standards (NOS) Parameters

NOS Code	PSC/N0304
NOS Name	Prepare for the Sale of Plumbing Products
Sector	Plumbing
Sub-Sector	Industrial / Non-Industrial Plumbing
Occupation	Sales
NSQF Level	4
Credits	3
Version	1.0
Next Review Date	NA

PSC/N0305: Sell plumbing products to potential end users/customers

Description

This unit is about the activities that involve selling of the plumbing products to potential customers as per industry defined techniques.

Scope

The scope covers the following :

- Approach the potential customer for sales
- Complete the sales
- Manage the feedback from customers

Elements and Performance Criteria

Approach the potential customer for sales

To be competent, the user/individual on the job must be able to:

PC1. connect with prospective customers and schedule a meeting to discuss about company's product

PC2. follow appropriate etiquette while interacting with client

PC3. ensure that the number of calls and visits are conducted within the timelines proposed by the organization

PC4. collect information about the specific customer and customer requirements

PC5. calculate water supply and water usage at site to identify suitable product options

PC6. gather site information pertaining to factors such as location, environmental conditions and piping that can influence the selection of plumbing product

PC7. select the product that meets the customer's requirements and fulfills location, condition and usage specifications

Complete the sales

To be competent, the user/individual on the job must be able to:

PC8. pitch products and services in line with relevant product documents such as reference sheets, product manuals and work instructions

PC9. apply the AIDAS technique (Attention, Interest, Desire, Action and Satisfaction) for advertising the company's product and services

PC10. communicate the required information to the customer for decision making

PC11. resolve customer queries related to the plumbing product and service

PC12. handover documents such as invoice, warranty certificate and other relevant documents to the client as per organizational procedure

PC13. communicate product delivery related information such as date of delivery, transportation mode, delivery address, terms and conditions, warranty coverage etc. to the client.

PC14. identify new sales requirements by seeking new business opportunity from the existing clients

PC15. ensure that the sale transaction results in profit for the organization

PC16. communicate the mode of payment and third-party charges to the client

PC17. provide the required documents to the customer such as invoices as per organisational practice

PC18. submit the amount received for a sale to the concerned authority as per organisational practice

PC19. obtain the purchase order for the plumbing product along with the advance payment as per company's policy

PC20. develop a positive ongoing relationship with customers to ensure long-term customer loyalty

Manage the feedback from customers

To be competent, the user/individual on the job must be able to:

PC21. identify post purchase requirement of client such as delivery and installation preferences

PC22. maintain correct and complete records of all sales related activities as per organisational standard operating procedure (SOP)

PC23. follow organisational SOP for issue of order acknowledgement to customers

PC24. conduct checks as per organisational procedure to ensure that the customer details that have been recorded are correct

PC25. prepare management information system (MIS) reports sharing the details of the sale

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organisational quality procedures and processes within the context of sale of plumbing products

KU2. organisations policies on incentives, delivery standards, and personnel management

KU3. organisation sales, sales support and after-sales support policy

KU4. • organisations reporting structure
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KU5. individuals role in the workflow

KU6. organisations policy on products warranty and other terms and conditions

KU7. organisations line of business and product portfolio typical customer profile of the organization

KU8. organisations portfolio of products and that of competitors

KU9. basic knowledge about the technical configurations of organisations products and their unique selling proposition (USP)

KU10. standards applicable to plumbing products

KU11. how to conduct site survey to identify factors that could influence the specification of the product to be installed

KU12. specifications of piping to be installed in various types of plumbing systems

KU13. key considerations that decide the type and diameter of piping to be used

KU14. appropriate materials to be used in the piping as per application

KU15. measurements that are performed pertaining to plumbing systems installation

KU16. correct practice to read a plan for plumbing product installations

KU17. about computerized systems for sale activities

KU18. about tax implications or special taxes levied on sale of material

KU19. about pricing of different material and their industry trends

KU20. trends in pricing with respect to delivery time of products, credit terms, transportation, price, payment terms, etc.

KU21. the process of delivery of product, mode of delivery

KU22. information to be sought in a quotation

KU23. Enterprise Resource Planning (ERP) software for storing data related to sales activities

KU24. importance of Management Information Systems (MIS) reports for sales

KU25. process to advertise the companys product

KU26. behavioural aspects and etiquette to be followed at customers interaction

KU27. after sales support offerings of the company

KU28. maintenance procedures to be implemented for a given plumbing product

KU29. product knowledge on the product handled in depth

KU30. different type of selling and promotional methods

KU31. internal process system and their usage

KU32. analysis of data in Microsoft Excel tool

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. read catalogue, trade journals and market reports

GS2. read different components quality specifications and user manuals

GS3. prepare notes and reports as required during the job

GS4. write business letters, emails and messages

GS5. plan and organize self to achieve sales targets

GS6. use probing skills and listening skills to establish customer requirements, concerns and preferences

GS7. apply influencing and negotiating skills to make sales

GS8. maintain proper etiquette with customer during conversation

GS9. display patience and courteousness with all types of customers under all circumstances

GS10. communicate quality specifications of different types of materials, their quantity and supply time required to the interested customers

GS11. ensure personal grooming, punctuality and discipline at work

GS12. solve work related problems

GS13. analyse trends in pricing and sales activity of ones organization and competition

GS14. evaluate adequacy of information available for sound decision making

GS15. co-ordinate with a range of team members and activities

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Approach the potential customer for sales	**9**	**18**	**-**	**4**
PC1. connect with prospective customers and schedule a meeting to discuss about company's product	1	2	-	0.5
PC2. follow appropriate etiquette while interacting with client	1	2	-	0.5
PC3. ensure that the number of calls and visits are conducted within the timelines proposed by the organization	1	1	-	0.5
PC4. collect information about the specific customer and customer requirements	1	2	-	0.5
PC5. calculate water supply and water usage at site to identify suitable product options	2	5	-	0.5
PC6. gather site information pertaining to factors such as location, environmental conditions and piping that can influence the selection of plumbing product	2	4	-	0.5
PC7. select the product that meets the customer's requirements and fulfills location, condition and usage specifications	1	2	-	1
Complete the sales	**15**	**24**	**-**	**13**
PC8. pitch products and services in line with relevant product documents such as reference sheets, product manuals and work instructions	2	3	-	1
PC9. apply the AIDAS technique (Attention, Interest, Desire, Action and Satisfaction) for advertising the company's product and services	2	3	-	1
PC10. communicate the required information to the customer for decision making	1	2	-	1
PC11. resolve customer queries related to the plumbing product and service	1	2	-	1
PC12. handover documents such as invoice, warranty certificate and other relevant documents to the client as per organizational procedure	1	2	-	1

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. communicate product delivery related information such as date of delivery, transportation mode, delivery address, terms and conditions, warranty coverage etc. to the client.	1	2	-	1
PC14. identify new sales requirements by seeking new business opportunity from the existing clients	1	2	-	1
PC15. ensure that the sale transaction results in profit for the organization	1	1	-	1
PC16. communicate the mode of payment and third-party charges to the client	1	1	-	1
PC17. provide the required documents to the customer such as invoices as per organisational practice	1	1	-	1
PC18. submit the amount received for a sale to the concerned authority as per organisational practice	1	1	-	1
PC19. obtain the purchase order for the plumbing product along with the advance payment as per company's policy	1	2	-	1
PC20. develop a positive ongoing relationship with customers to ensure long-term customer loyalty	1	2	-	1
Manage the feedback from customers	**6**	**8**	**-**	**3**
PC21. identify post purchase requirement of client such as delivery and installation preferences	1	2	-	0.5
PC22. maintain correct and complete records of all sales related activities as per organisational standard operating procedure (SOP)	1	2	-	0.5
PC23. follow organisational SOP for issue of order acknowledgement to customers	1	1	-	0.5
PC24. conduct checks as per organisational procedure to ensure that the customer details that have been recorded are correct	1	1	-	0.5
PC25. prepare management information system (MIS) reports sharing the details of the sale	2	2	-	1
NOS Total	**30**	**50**	**-**	**20**

National Occupational Standards (NOS) Parameters

NOS Code	PSC/N0305
NOS Name	Sell plumbing products to potential end users/customers
Sector	Plumbing
Sub-Sector	Industrial / Non-Industrial Plumbing
Occupation	Sales, Sales
NSQF Level	4
Credits	3
Version	1.0
Next Review Date	NA

PSC/N0306: Sell plumbing products to wholesalers, retailers and plumbing contractors

Description

This unit is about selling the plumbing products to the wholesalers, retailers and plumbing contractors as per organizational procedures.

Scope

The scope covers the following :

- Sell products to plumbing contractors
- Provide sales information with concerned personnel
- Coordinate with related staff for sales operations

Elements and Performance Criteria

Sell products to plumbers and plumbing contractors

To be competent, the user/individual on the job must be able to:

PC1. establish contact with self-employed plumbers and plumbers working under contractors for product sales

PC2. provide incentives, tools, titles and required knowledge to the plumbers for facilitating product sales

Co-ordinate with wholesalers and retailers

To be competent, the user/individual on the job must be able to:

PC3. visit existing wholesalers and retailers of the company to establish business and ensure repeat sales

PC4. deal with dealership related issues/challenges in co-ordination with management team

PC5. negotiate with suppliers and meet consultant/client for technical and commercial negotiations

PC6. coordinate with channel partner to run promotional campaign and any seasonal sale

PC7. support personnel of wholesalers and retailer for implementation of company policy, strategies and procedures for successful market penetration

Provide sales information with concerned personnel

To be competent, the user/individual on the job must be able to:

PC8. communicate the features, specifications and applications of various plumbing products to the wholesalers, retailers and plumbers/ plumbing product contractors

PC9. communicate industry work practices to the channel partner executive relevant to the sale of plumbing product

PC10. provide information about the target customers and their need for the product

PC11. provide information about available products of competitors, their price, special features and customer's response

PC12. communicate the commission rates and offers of the organization to the wholesalers, retailers and plumbing contractors

PC13. provide information about the organizations sales support, after-sale services, queries / problems related to Companys products MOU

Gather information that can support sales efforts

To be competent, the user/individual on the job must be able to:

PC14. gather information from the partners about the demand and supply of different products, availability of products with them, stock out incidences

PC15. submit all required sales reports, expenses, competitive activity and correspondence in an accurate and timely manner to the designated personnel

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organizational quality procedures and processes within the context of sale of plumbing products

KU2. organizations policies on incentives, delivery standards, and personnel management

KU3. organizations sales, sales support and after-sales support policy

KU4. organizations reporting structure

KU5. individuals role in the workflow

KU6. organizations policy on products warranty and other terms and conditions

KU7. organizations line of business and product portfolio typical customer profile of the organization

KU8. organizations portfolio of products and that of competitors

KU9. basic knowledge about the technical configurations of organizations products and their unique selling proposition (USP)

KU10. standards applicable to plumbing products

KU11. various sales partners like whole seller, retailer vendor, contractor, government board and Real estate development body both public and private

KU12. techniques to establish contact with wholesalers and retailers

KU13. techniques to handle dealership related issues and challenges

KU14. strategies and procedures for successful market penetration

KU15. technical and commercial negotiations for sales operations

KU16. role of promotional activities and campaigns for representing the company professionally and positively

KU17. functionality and technical specifications of plumbing products

KU18. importance of maintaining records for product availability, stock out incidences, demand and supply of products etc

KU19. documentation required for closing the sale

KU20. value proposition for wholesalers and retailers in the sale of a product

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. read catalogue, trade journals and market reports

GS2. read different components quality specifications and user manuals

GS3. prepare notes and reports as required during the job

GS4. write business letters, emails and messages

GS5. plan and organize self to achieve sales targets

GS6. use probing skills and listening skills to establish customer requirements, concerns and preferences

GS7. apply influencing and negotiating skills to make sales

GS8. maintain proper etiquette with customer during conversation

GS9. display patience and courteousness with all types of customers under all circumstances

GS10. communicate quality specifications of different types of materials, their quantity and supply time required to the interested customers

GS11. ensure personal grooming, punctuality and discipline at work

GS12. solve work related problems

GS13. analyze trends in pricing and sales activity of ones organization and competition

GS14. evaluate adequacy of information available for sound decision making

GS15. co-ordinate with a range of team members and activities

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Sell products to plumbers and plumbing contractors	**4**	**8**	**-**	**2**
PC1. establish contact with self-employed plumbers and plumbers working under contractors for product sales	2	3	-	1
PC2. provide incentives, tools, titles and required knowledge to the plumbers for facilitating product sales	2	5	-	1
Co-ordinate with wholesalers and retailers	**10**	**15**	**-**	**5**
PC3. visit existing wholesalers and retailers of the company to establish business and ensure repeat sales	2	3	-	1
PC4. deal with dealership related issues/challenges in co-ordination with management team	2	3	-	1
PC5. negotiate with suppliers and meet consultant/client for technical and commercial negotiations	2	3	-	1
PC6. coordinate with channel partner to run promotional campaign and any seasonal sale	2	3	-	1
PC7. support personnel of wholesalers and retailer for implementation of company policy, strategies and procedures for successful market penetration	2	3	-	1
Provide sales information with concerned personnel	**12**	**20**	**-**	**11**
PC8. communicate the features, specifications and applications of various plumbing products to the wholesalers, retailers and plumbers/ plumbing product contractors	2	4	-	2
PC9. communicate industry work practices to the channel partner executive relevant to the sale of plumbing product	2	4	-	2
PC10. provide information about the target customers and their need for the product	2	3	-	2

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. provide information about available products of competitors, their price, special features and customer's response	2	3	-	2
PC12. communicate the commission rates and offers of the organization to the wholesalers, retailers and plumbing contractors	2	3	-	2
PC13. provide information about the organizations sales support, after-sale services, queries / problems related to Companys products MOU	2	3	-	1
Gather information that can support sales efforts	**4**	**7**	**-**	**2**
PC14. gather information from the partners about the demand and supply of different products, availability of products with them, stock out incidences	2	3	-	1
PC15. submit all required sales reports, expenses, competitive activity and correspondence in an accurate and timely manner to the designated personnel	2	4	-	1
NOS Total	**30**	**50**	**-**	**20**

National Occupational Standards (NOS) Parameters

NOS Code	PSC/N0306
NOS Name	Sell plumbing products to wholesalers, retailers and plumbing contractors
Sector	Plumbing
Sub-Sector	Industrial / Non-Industrial Plumbing
Occupation	Sales
NSQF Level	4
Credits	3
Version	1.0
Next Review Date	NA

PSC/N0307: Coordinate for the delivery and installation of plumbing products

Description

This unit deals in detail about coordinating for the delivery and installation for plumbing products as per required standards.

Scope

The scope covers the following :

- Arrange for delivery of the sold products
- Install the product/system
- Commission the product/system
- Achieve productivity and quality standards

Elements and Performance Criteria

Arrange for delivery of sold products

To be competent, the user/individual on the job must be able to:

PC1. ensure delivery of product to the customers location and get feedback for received of goods.

PC2. share guideline and process of installation of product

PC3. ensure that the product and model procured for the customer is as per the purchase order with the sales invoice.

PC4. send the purchase order having name of the plumbing product model number, accessories and other specifications to the purchase department of the company

PC5. coordinate with the logistic team for delivering the product at customer's location on time

PC6. obtain feedback from the customer if the delivery was on-time and as per specifications

Install the product/system

To be competent, the user/individual on the job must be able to:

PC7. coordinate with the installation team for installing the product at customer's location on appropriate time frame.

PC8. visit the site to ensure that the product and model being installed is as per customer preferences and purchase order

PC9. ensure that demanded accessories are placed and configured as per customer's requirement

Commission the product/system

To be competent, the user/individual on the job must be able to:

PC10. check the installed product to ensure that it is functioning correctly

PC11. demonstrate the technique to use the plumbing product as per organizational procedure and manufacturer instructions

PC12. instruct the user for related precautions and maintenance for the installed product

PC13. document the required information as part of the installation and commissioning process

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organisational quality procedures and processes within the context of sale of plumbing products

KU2. organisations policies on incentives, delivery standards, and personnel management

KU3. organisations sales, sales support and after-sales support policy

KU4. organisations reporting structure

KU5. individuals role in the workflow

KU6. organisations policy on products warranty and other terms and conditions

KU7. organisations line of business and product portfolio typical customer profile of the organization

KU8. organisations portfolio of products and that of competitors

KU9. basic knowledge about the technical configurations of organisations products and their unique selling proposition (USP)

KU10. standards applicable to plumbing products

KU11. importance of a purchase order in the sales process

KU12. associated accessories for a given plumbing product

KU13. usage of various tools used in plumbing product installations

KU14. process to check proper functioning of the installed plumbing product

KU15. procedure to train the user for the plumbing product

KU16. operation and maintenance guidelines for the installed plumbing product

KU17. precautions to be undertaken for the installed product

KU18. importance of documentation for the sold plumbing product

KU19. importance of meeting the customer requirements by coordinating with relevant departments

KU20. techniques to resolve customer problems related to delivery date, billing, finances etc.

KU21. installation and commissioning process various types of plumbing products

KU22. strategies and processes to ensure delivery at right time, right goods, right place and right quality.

KU23. importance of process compliance in sales activities

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. read catalogue, trade journals and market reports

GS2. read different components quality specifications and user manuals

GS3. prepare notes and reports as required during the job

GS4. write business letters, emails and messages

GS5. plan and organize self to achieve sales targets

GS6. use probing skills and listening skills to establish customer requirements, concerns and preferences

GS7. apply influencing and negotiating skills to make sales

GS8. maintain proper etiquette with customer

GS9. display patience and courteousness with all types of customers under all circumstances

GS10. communicate quality specifications of different types of materials, their quantity and supply time required to the interested customers

GS11. ensure personal grooming, punctuality and discipline at work

GS12. solve work related problems

GS13. analyse trends in pricing and sales activity of ones organization and competition

GS14. evaluate adequacy of information available for sound decision making

GS15. co-ordinate with a range of team members and activities

GS16. plan work activities and communicate to others whose work plans and timelines may be affected

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Arrange for delivery of sold products	**9**	**17**	**-**	**6**
PC1. ensure delivery of product to the customers location and get feedback for received of goods.	1	3	-	1
PC2. share guideline and process of installation of product	1	2	-	1
PC3. ensure that the product and model procured for the customer is as per the purchase order with the sales invoice.	1	2	-	1
PC4. send the purchase order having name of the plumbing product model number, accessories and other specifications to the purchase department of the company	3	4	-	1
PC5. coordinate with the logistic team for delivering the product at customer's location on time	2	3	-	1
PC6. obtain feedback from the customer if the delivery was on-time and as per specifications	1	3	-	1
Install the product/system	**8**	**13**	**-**	**6**
PC7. coordinate with the installation team for installing the product at customer's location on appropriate time frame.	3	5	-	2
PC8. visit the site to ensure that the product and model being installed is as per customer preferences and purchase order	3	5	-	2
PC9. ensure that demanded accessories are placed and configured as per customer's requirement	2	3	-	2
Commission the product/system	**13**	**20**	**-**	**8**
PC10. check the installed product to ensure that it is functioning correctly	3	5	-	2
PC11. demonstrate the technique to use the plumbing product as per organizational procedure and manufacturer instructions	4	6	-	2

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. instruct the user for related precautions and maintenance for the installed product	3	5	-	2
PC13. document the required information as part of the installation and commissioning process	3	4	-	2
NOS Total	**30**	**50**	**-**	**20**

National Occupational Standards (NOS) Parameters

NOS Code	PSC/N0307
NOS Name	Coordinate for the delivery and installation of plumbing products
Sector	Plumbing
Sub-Sector	Industrial / Non-Industrial Plumbing
Occupation	Sales
NSQF Level	4
Credits	3
Version	1.0
Next Review Date	NA

PSC/N0136: Apply Health and Safety Practices at the Workplace

Description

This unit is about following safety procedures, communicating potential hazards and dangers of accidents on the job.

Scope

The scope covers the following :

- Follow safety measures to avoid accidents
- Daily inspection of tools and equipment
- Deal with emergencies

Elements and Performance Criteria

Follow safety measures to avoid accidents

To be competent, the user/individual on the job must be able to:

PC1. identify risks and hazards at the workplace

PC2. wear personal protective equipment (PPE) as per the type of plumbing work

PC3. place protective barricades and signages around the pits and trenches

PC4. isolate the plumbing fittings and fixtures from electrical wiring to avoid accidents

PC5. adhere to organisational procedures for reporting hazards and incidents to relevant authorities

PC6. establish ventilation before entering underground work areas

PC7. work safely in and around trenches, elevated places and confined areas

PC8. ensure tools and hazardous materials are not left unattended

PC9. ensure good housekeeping in order to prevent hazards e.g. fire

PC10. dispose waste materials and used PPE according to regulations and codes of practice

Follow hygiene and sanitation practices

To be competent, the user/individual on the job must be able to:

PC11. follow recommended personal hygiene and sanitation practices, for example, washing/sanitizing hands, covering face with a bent elbow while coughing/sneezing etc.

PC12. clean and disinfect work area, materials/supplies, equipment etc. before and after use.

PC13. report hygiene and sanitation issues to appropriate authority

Use tools, equipment and materials safely

To be competent, the user/individual on the job must be able to:

PC14. check that the tools, equipment and materials are in good condition and as per industry standards before use

PC15. use power tools and machinery that are grounded

PC16. replace or repair split or loose tools before use

PC17. store and transport various plumbing materials safely

Deal with emergencies

To be competent, the user/individual on the job must be able to:

PC18. follow workplace emergency and evacuation procedures

PC19. use a fire extinguisher correctly

PC20. use safe methods to free a person from electrocution

PC21. administer appropriate first aid (such as CPR etc.) to victims in case of cuts, bleeding, burns, choking, electric shock, poisoning etc.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. possible causes of risk, hazard or accident in the workplace

KU2. organisational procedures for upkeep of tools and plumbing materials, health and safety

KU3. location of all the general health and safety equipment in the workplace

KU4. meaning of hazards and risks

KU5. hazardous environment encountered during work such as underground areas, elevated areas, areas with water and electricity supply, presence of biological waste, under construction sites etc.

KU6. work practices and precautions to control and prevent risks, hazards and accidents

KU7. importance of each personal protective equipment used such as eye protection mask, hard hats, gloves, apron, rubber boots etc.

KU8. tools and plumbing equipment as per latest industry standards

KU9. preventative and remedial actions to be taken in case of exposure to toxic materials

KU10. specific safety and health related problems faced in domestic, commercial and institutional setups

KU11. various causes of fire and precautionary activities to prevent the fire accident

KU12. techniques of using the different fire extinguishers

KU13. rescue techniques applied during a fire hazard

KU14. various types of safety signs and meaning

KU15. appropriate basic first aid treatment relevant to the condition e.g. shock, electrical shock, bleeding, minor burns, poisoning, eye injuries etc.

KU16. potential injuries and ill health associated with incorrect handing of tools and equipment

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. write an accident/incident report in local language or English

GS2. read and comprehend labels, charts, signages, manuals, plumbing symbols etc.

GS3. question coworkers appropriately in order to clarify instructions and other issues

GS4. plan and organize the work schedule, work area, tools, equipment and materials for improved productivity

GS5. determine key considerations and priorities when faced with problems

GS6. seek official and authorised sources of help and guidance to resolve problems that cannot be solved at one's level of authority

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Follow safety measures to avoid accidents	**13**	**32**	**-**	**3**
PC1. identify risks and hazards at the workplace	2	2	-	0.5
PC2. wear personal protective equipment (PPE) as per the type of plumbing work	2	2	-	0.5
PC3. place protective barricades and signages around the pits and trenches	1	4	-	0.5
PC4. isolate the plumbing fittings and fixtures from electrical wiring to avoid accidents	1	4	-	-
PC5. adhere to organisational procedures for reporting hazards and incidents to relevant authorities	2	4	-	0.5
PC6. establish ventilation before entering underground work areas	1	4	-	-
PC7. work safely in and around trenches, elevated places and confined areas	1	3	-	-
PC8. ensure tools and hazardous materials are not left unattended	1	3	-	-
PC9. ensure good housekeeping in order to prevent hazards e.g. fire	1	3	-	0.5
PC10. dispose waste materials and used PPE according to regulations and codes of practice	1	3	-	0.5
Follow hygiene and sanitation practices	**3**	**8**	**-**	**1**
PC11. follow recommended personal hygiene and sanitation practices, for example, washing/sanitizing hands, covering face with a bent elbow while coughing/sneezing etc.	1	3	-	0.5
PC12. clean and disinfect work area, materials/supplies, equipment etc. before and after use.	1	3	-	0.5
PC13. report hygiene and sanitation issues to appropriate authority	1	2	-	-
Use tools, equipment and materials safely	**6**	**9**	**-**	**1**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. check that the tools, equipment and materials are in good condition and as per industry standards before use	1	3	-	0.25
PC15. use power tools and machinery that are grounded	1	2	-	0.25
PC16. replace or repair split or loose tools before use	2	2	-	0.25
PC17. store and transport various plumbing materials safely	2	2	-	0.25
Deal with emergencies	**8**	**14**	**-**	**2**
PC18. follow workplace emergency and evacuation procedures	2	3	-	0.5
PC19. use a fire extinguisher correctly	2	4	-	0.5
PC20. use safe methods to free a person from electrocution	2	3	-	0.5
PC21. administer appropriate first aid (such as CPR etc.) to victims in case of cuts, bleeding, burns, choking, electric shock, poisoning etc.	2	4	-	0.5
NOS Total	**30**	**63**	**-**	**7**

National Occupational Standards (NOS) Parameters

NOS Code	PSC/N0136
NOS Name	Apply Health and Safety Practices at the Workplace
Sector	Plumbing
Sub-Sector	Industrial / Non-Industrial Plumbing, Water Supply & Water Treatment & Quality Control, Sewerage & Sewage Treatment, Drainage, Water Harvesting & Ground Recharging, Firefighting & Safety Systems, Gas & Piping (Industrial / Medical), HVAC & Steam, Manufacturing of Plumbing / Firefighting Products, Micro-Hydel Power
Occupation	Plumbing Systems Installation and Maintenance, Designing, Sales, Material Handling, Plumbing Servicing, Plumbing Plant Operations
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2025
NSQC Clearance Date	24/02/2022

PSC/N0137: Work Effectively with Others

Description

This unit covers basic etiquette and competencies required in behavior and interactions with others at the workplace.

Scope

The scope covers the following :

- Communicate effectively
- Work in a team effectively
- Respect diversity

Elements and Performance Criteria

Communicate effectively

To be competent, the user/individual on the job must be able to:

PC1. obtain complete information and instructions

PC2. seek clarifications from appropriate source when required

PC3. provide information accurately and clearly

PC4. use inclusive language (verbal, non-verbal and written) that is gender, disability and culturally sensitive

Work in a team effectively

To be competent, the user/individual on the job must be able to:

PC5. prioritize tasks as required

PC6. consult with and assist others to maximize effectiveness and efficiency in carrying out tasks

PC7. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict

PC8. act upon constructive feedback from others

Respect diversity

To be competent, the user/individual on the job must be able to:

PC9. transact with everyone without any personal bias based on gender, disability, caste, religion, colour, sexual orientation and culture

PC10. recognize indicators of harassment and discrimination based on gender, disability, caste, religion, colour, sexual orientation and culture at workplace

PC11. report incidents of harassment and discrimination to appropriate authority

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. legislation, standards, policies, and procedures followed in the company relevant to employment, behavior, harassment, discrimination and performance conditions

KU2. reporting structure, inter-dependent functions, lines and procedures in the work area

KU3. escalation matrix and procedures for reporting work and employment related issues

KU4. types of harassment and discrimination based on gender, disability, caste, religion and culture and how to recognize it.

KU5. importance of effective communication and the impact of poor communication on the employee, the employer and the customer

KU6. importance of teamwork in organizational and individual success

KU7. various components of effective communication such as tone and pitch

KU8. importance of ethics and discipline for professional success

KU9. how to express and address grievances appropriately and effectively

KU10. importance and ways of managing interpersonal conflict effectively

KU11. different types of disabilities and the challenges faced by persons with disability (PwD)

KU12. laws, acts and provisions defined for PwD by the statutory bodies

KU13. government and private schemes and benefits available for PwD

KU14. Importance of gender sensitivity and equality.

KU15. gender, disability and cultural biases, stereotypes and impact on others

KU16. gender and its concepts such as gender roles, gender spectrum, gender as an identity

KU17. legislations, grievance redressal mechanisms, and penalties against harassment in the workplace

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. write clear and legible notes, keep records, prepare to-do lists and take down instructions

GS2. write basic numbers, quantities and basic work-related terminology for operational requirements in the local language and English

GS3. read basic terminologies to accurately interpret labels, supervisor's instructions in the local language and English

GS4. read and interpret accurate information from work-related documents and various relevant work instructions and records in local

GS5. interact with the concerned personnel appropriately (correct protocol and manner of speaking etc.)

GS6. display active listening skills while interacting with co-workers and others in the workplace

GS7. deliver consistent and reliable service to internal and external customers

GS8. work with co-workers and supervisor to resolve any issues that threaten work quality as per the planned schedule

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Communicate effectively	**11**	**26**	**-**	**2**
PC1. obtain complete information and instructions	3	8	-	-
PC2. seek clarifications from appropriate source when required	1	5	-	-
PC3. provide information accurately and clearly	3	7	-	1
PC4. use inclusive language (verbal, non-verbal and written) that is gender, disability and culturally sensitive	4	6	-	1
Work in a team effectively	**11**	**25**	**-**	**3**
PC5. prioritize tasks as required	3	8	-	1
PC6. consult with and assist others to maximize effectiveness and efficiency in carrying out tasks	3	8	-	1
PC7. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict	3	4	-	1
PC8. act upon constructive feedback from others	2	5	-	-
Respect diversity	**8**	**12**	**-**	**2**
PC9. transact with everyone without any personal bias based on gender, disability, caste, religion, colour, sexual orientation and culture	3	5	-	1
PC10. recognize indicators of harassment and discrimination based on gender, disability, caste, religion, colour, sexual orientation and culture at workplace	3	5	-	1
PC11. report incidents of harassment and discrimination to appropriate authority	2	2	-	-
NOS Total	**30**	**63**	**-**	**7**

National Occupational Standards (NOS) Parameters

NOS Code	PSC/N0137
NOS Name	Work Effectively with Others
Sector	Plumbing
Sub-Sector	Industrial / Non-Industrial Plumbing, Water Supply & Water Treatment & Quality Control, Sewerage & Sewage Treatment, Drainage, Water Harvesting & Ground Recharging, Firefighting & Safety Systems, Gas & Piping (Industrial / Medical), HVAC & Steam, Manufacturing of Plumbing / Firefighting Products, Micro-Hydel Power
Occupation	Plumbing Systems Installation and Maintenance, Designing, Sales, Material Handling, Plumbing Servicing, Plumbing Plant Operations
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2025
NSQC Clearance Date	24/02/2022

DGT/VSQ/N0102: Employability Skills (60 Hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Career Development & Goal Setting
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

To be competent, the user/individual on the job must be able to:

PC1. identify employability skills required for jobs in various industries

PC2. identify and explore learning and employability portals

Constitutional values – Citizenship

To be competent, the user/individual on the job must be able to:

PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.

PC4. follow environmentally sustainable practices

Becoming a Professional in the 21st Century

To be competent, the user/individual on the job must be able to:

PC5. recognize the significance of 21st Century Skills for employment

PC6. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

Basic English Skills

To be competent, the user/individual on the job must be able to:

PC7. use basic English for everyday conversation in different contexts, in person and over the telephone

PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English

PC9. write short messages, notes, letters, e-mails etc. in English

Career Development & Goal Setting

To be competent, the user/individual on the job must be able to:

PC10. understand the difference between job and career

PC11. prepare a career development plan with short- and long-term goals, based on aptitude

Communication Skills

To be competent, the user/individual on the job must be able to:

PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings

PC13. work collaboratively with others in a team

Diversity & Inclusion

To be competent, the user/individual on the job must be able to:

PC14. communicate and behave appropriately with all genders and PwD

PC15. escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

To be competent, the user/individual on the job must be able to:

PC16. select financial institutions, products and services as per requirement

PC17. carry out offline and online financial transactions, safely and securely

PC18. identify common components of salary and compute income, expenses, taxes, investments etc

PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

To be competent, the user/individual on the job must be able to:

PC20. operate digital devices and carry out basic internet operations securely and safely

PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively

PC22. use basic features of word processor, spreadsheets, and presentations

Entrepreneurship

To be competent, the user/individual on the job must be able to:

PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research

PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion

PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

To be competent, the user/individual on the job must be able to:

PC26. identify different types of customers

PC27. identify and respond to customer requests and needs in a professional manner.

PC28. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

To be competent, the user/individual on the job must be able to:

PC29. create a professional Curriculum vitae (Résumé)

PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

PC31. apply to identified job openings using offline /online methods as per requirement

PC32. answer questions politely, with clarity and confidence, during recruitment and selection

PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills and different learning and employability related portals

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

KU4. Twenty first (21st) century skills and their importance

KU5. how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

KU6. importance of career development and setting long- and short-term goals

KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

KU10. different types of financial institutes, products, and services

KU11. how to compute income and expenditure

KU12. importance of maintaining safety and security in offline and online financial transactions

KU13. different legal rights and laws

KU14. different types of digital devices and the procedure to operate them safely and securely

KU15. how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.

KU16. how to identify business opportunities

KU17. types and needs of customers

KU18. how to apply for a job and prepare for an interview

KU19. apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. read and write different types of documents/instructions/correspondence

GS2. communicate effectively using appropriate language in formal and informal settings

GS3. behave politely and appropriately with all

GS4. how to work in a virtual mode

GS5. perform calculations efficiently

GS6. solve problems effectively

GS7. pay attention to details

GS8. manage time efficiently

GS9. maintain hygiene and sanitization to avoid infection

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Introduction to Employability Skills	**1**	**1**	**-**	**-**
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
Constitutional values – Citizenship	**1**	**1**	**-**	**-**
PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC4. follow environmentally sustainable practices	-	-	-	-
Becoming a Professional in the 21st Century	**2**	**4**	**-**	**-**
PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC6. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
Basic English Skills	**2**	**3**	**-**	**-**
PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC9. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
Career Development & Goal Setting	**1**	**2**	**-**	**-**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. understand the difference between job and career	-	-	-	-
PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
Communication Skills	**2**	**2**	**-**	**-**
PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC13. work collaboratively with others in a team	-	-	-	-
Diversity & Inclusion	**1**	**2**	**-**	**-**
PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
Financial and Legal Literacy	**2**	**3**	**-**	**-**
PC16. select financial institutions, products and services as per requirement	-	-	-	-
PC17. carry out offline and online financial transactions, safely and securely	-	-	-	-
PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
Essential Digital Skills	**3**	**4**	**-**	**-**
PC20. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
PC22. use basic features of word processor, spreadsheets, and presentations	-	-	-	-
Entrepreneurship	**2**	**3**	**-**	**-**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
Customer Service	**1**	**2**	**-**	**-**
PC26. identify different types of customers	-	-	-	-
PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
PC28. follow appropriate hygiene and grooming standards	-	-	-	-
Getting ready for apprenticeship & Jobs	**2**	**3**	**-**	**-**
PC29. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC31. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
NOS Total	**20**	**30**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	NA
Next Review Date	29/01/2026
NSQC Clearance Date	29/01/2021

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ 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 Element/ PC.

2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.

3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.

4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).

5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.

6. To pass the Qualification Pack assessment, every trainee should score the Recommended Pass % aggregate for the QP.

7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 70

(**Please note**: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
PSC/N0304.Prepare for the Sale of Plumbing Products	30	50	-	20	100	20
PSC/N0305.Sell plumbing products to potential end users/customers	30	50	-	20	100	20
PSC/N0306.Sell plumbing products to wholesalers, retailers and plumbing contractors	30	50	-	20	100	15
PSC/N0307.Coordinate for the delivery and installation of plumbing products	30	50	-	20	100	15
PSC/N0136.Apply Health and Safety Practices at the Workplace	30	63	-	7	100	10
PSC/N0137.Work Effectively with Others	30	63	-	7	100	10
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	0	0	50	10
Total	**200**	**356**	**-**	**94**	**650**	**100**

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
NCVET	National Council for Vocational Education and Training
WMPSC	Water Management and Plumbing Skill Council
QP	Qualification Pack
MC	Model Curriculum
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards
NCO	National Classification of Occupation
ES	Employability Skills

Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.
Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.

Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.
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