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Contents

What are Occupational Standards(OS)?

➢ OS describe what individuals need to do, know and understand in order to carry out a particular job role or function

➢ OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

Introduction

Qualifications Pack – Plumber (After Sales Service)

SECTOR: PLUMBING INDUSTRY

SUB-SECTOR: Manufacturer

OCCUPATION: Plumbing

REFERENCE ID: PSC/ Q 0303

ALIGNED TO: NCO-2004/ 3415.90

Plumber (After Sales Service): Plumber (After Sales Service) is an important job role in 'Manufacturer' segment of plumbing industry. This job role requires the individual to maintain and servicing of the company's products used in plumbing systems of housing, commercial and institutional setups.

Brief Job Description: A Plumber (After Sales Service) is responsible for maintenance and servicing of the company's products used in plumbing systems of housing, commercial and institutional setups.

Personal Attributes: He should be able to work independently on his assignment. He should have problems solving skills through creative and innovative thinking. He should be a good team leader. He should be result oriented and positive in attitude.

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Job Details

Qualifications Pack Code	PSC/ Q 0303		
Job Role	Plumber (After Sales Service)		
Credits(NVEQF/NVQF/NSQF) [*OPTIONAL*]	TBD	Version number	0.1
Sector	Plumbing	Drafted on	01/09/13
Sub-sector	Manufacturer	Last reviewed on	30/10/13
Occupation	Plumbing	Next review date	30/04/14

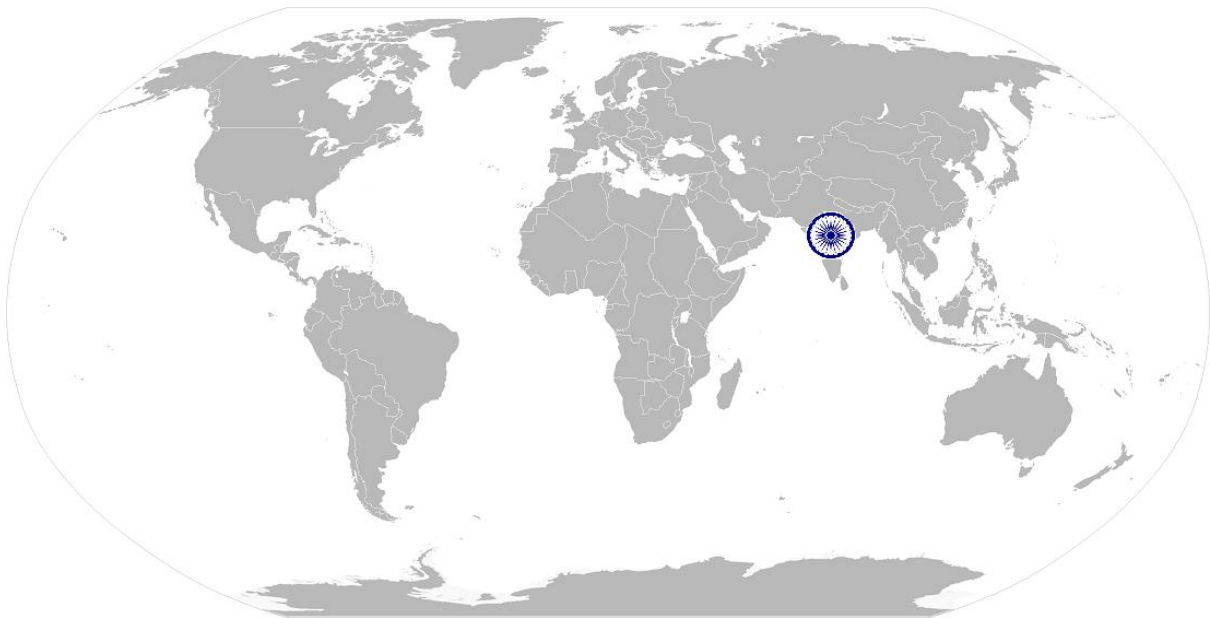| Job Role	Plumber (After Sales Service)
Role Description	Responsible for maintenance and servicing of the company's products used in plumbing systems of housing, commercial and institutional setups.
NVEQF/NVQF level Minimum Educational Qualifications* Maximum Educational Qualifications*	3 8th N.A.
Training (Suggested but not mandatory)	On-the-job training.
Experience	In lieu of minimum qualification the employee has worked for minimum 2 year in the same role.
Applicable National Occupational Standards (NOS)	**Compulsory:** 1. PSC/ N 0303 (Maintenance and servicing of the company's products) 2. PSC/ N 0211 (Work effectively with colleagues) 3. PSC/ N 0212 (Maintain a healthy, safe and secure working environment) **Optional:** 4. N.A.
Performance Criteria	As described in the relevant OS units

Definitions

Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar businesses 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.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Job Role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
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 they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
NOS	NOS are Occupational Standards which apply uniquely in the Indian context.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification 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.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
Organizational Context	Organizational Context includes the way the organization 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 or Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working 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.

Acronyms

Keywords /Terms	Description
IPSC	Indian Plumbing Skills council
NOS	National Occupational Standards
NSQF	National Skills Qualification Framework
NVEQF	National Vocational Educational Qualification Framework
NVQF	National Vocational Qualification Framework
OS	Occupational Standards
PC	Performance Criteria
QP	Qualification Pack
SSC	Sector Skills Council

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PSC/N0303 Maintenance and servicing of the company's products

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National Occupational Standard

Overview

This unit is about maintenance and servicing of the company's products used in plumbing systems of housing/ commercial and institutional setups.

PSC/N0303 Maintenance and servicing of the company's products

Unit Code	PSC/N0303
Unit Title (Task)	Maintenance and servicing of the company's products
Description	This OS unit is about maintenance and servicing of the company's products used in plumbing systems of housing/ commercial and institutional setups
Scope	This unit/task covers the following: Maintenance and Servicing • It covers diagnose problems and/or failures in plumbing products for the purpose of identifying activities necessary to maintain the products • It covers repair related activities like dismantling, replacement of components, reassembly, etc. with minimal damage to other systems/ components

Performance Criteria(PC) w.r.t. the Scope	
Element	**Performance Criteria**
Maintenance and Servicing	To be competent, the user/individual on the job must be able to: PC1. understand the products and their specifications PC2. diagnose problems and/or failures in products for the purpose of identifying activities necessary to service/repair them PC3. decide whether the product requires onsite repairing or needs to be taken to factory shop based on complexity of problems PC1. establish the sequence of repair/ servicing PC2. prepare material for the repair/ service work as per the requirement PC3. disassemble components for the repair/ service work as per correct procedure PC4. carry out the overhaul to the agreed level, using the correct tools and techniques and without damaging other components PC5. respond to emergency situations for the purpose of resolving immediate safety concerns
Quality of output	PC6. deliver the task in time PC7. ensure minimal wastage of material PC8. ensure minimal damage to the products and other systems PC4. clear the work area and dispose the waste appropriately PC5. achieve quality finishing in repair/ servicing of product PC9. test repaired/ serviced product for proper functioning
Knowledge and Understanding (K)	

NOS

National Occupational Standards

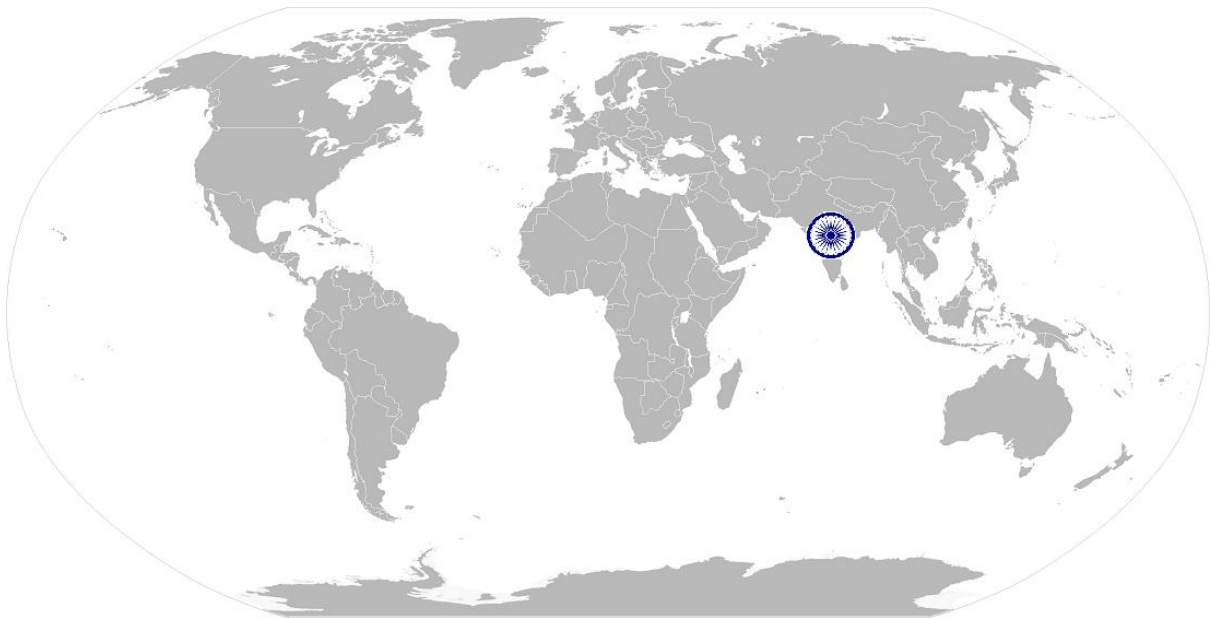N·S·D·C
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PSC/N0303 Maintenance and servicing of the company's products

A. Organizational Context	The user/individual on the job needs to know and understand:
	KA1. company's policies on: quality and delivery standards, safety and hazards, integrity, dress code, etc.
	KA2. risk and impact of not following defined procedures/work instructions
	KA3. how to handover/ takeover of the equipment / product / work area as per the instructions
B. Technical Knowledge	The user/individual on the job needs to know and understand:
	KB1. set of plumbing products manufactured by the Company along with their functions, specifications and components
	KB2. product and workplace safety specifications
	KB3. terminologies used in products and components
	KB4. assembling and dismantling procedure of components for different products
	KB5. various types of defects such as leakages, improper alignment, etc.
	KB6. relevant hand and power tools such as wrenches, pliers, screwdriver, power drill, pipe cutter, crimping tool, pipe bender, threading tool, metal file, etc.
	KB7. units of measurement
	KB8. material disposal procedure, importance of appropriate disposal of material
Skills (S)	
A. Core Skills/ Generic Skills	**Communication skills**
	The user/individual on the job needs to know and understand how to:
	SA1. communicate in Hindi / regional language
	Teamwork
	SA2. share work load as required
	SA3. accept and interpret instructions and requirements correctly
	SA4. co-ordinate with co-workers and sub-ordinates
B. Professional Skills	**Use of tools and machines**
	The user/individual on the job needs to know and understand how to:
	SB1. use relevant tools, equipment and consumables for maintenance of piping fixtures and fittings
	SB2. operate, maintain and repair tools
	Maintenance and servicing techniques
	SB3. carry out diagnosis and identify faulty components in the product
	SB4. replace faulty components so as to rectify the problem
	SB5. stack and store materials and equipment appropriately at the task site
	SB6. test run of repaired products
	Decision making
	SB7. when and how to respond to any emergency situations

NOS Version Control

NOS Code	PSC /N0303		
Credits(NVEQF/NVQF/NSQF) [*OPTIONAL*]	TBD	Version number	0.1
Industry	Plumbing	Drafted on	06/12/13
Industry Sub-sector	Manufacturers	Last reviewed on	20/12/13
		Next review date	30/06/14

National Occupational Standard

Overview

This unit is about working effectively with colleagues, either within team or in other working teams for a plumbing project.

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PSC/N0211 Work effectively with colleagues

National Occupational Standard

Unit Code	PSC/N0211
Unit Title (Task)	Work effectively with colleagues
Description	This OS unit is about working effectively with colleagues, either within team or in other working teams for a plumbing project
Scope	This unit/task covers the following: Interact with seniors • receive work instructions, discuss task status and receive feedback Interact with colleagues within and outside the team • communicate and discuss work flow, problems faced, possible solutions and pass on the learning within and outside the team

Performance Criteria(PC) w.r.t. the Scope	
Element	**Performance Criteria**
Interaction with seniors	To be competent, the user/individual on the job must be able to: PC1. receive work instructions and discuss the project/design with seniors PC2. communicate to reporting senior about task status, repairs and maintenance of tools and equipment as required PC3. communicate any potential hazards and expected process disruptions PC4. get the work reviewed and handover completed task to seniors PC5. receive feedback from reporting senior PC6. report any anticipated reasons for delays
Interact with colleagues within and outside the team	To be competent, the user/individual on the job must be able to: PC7. work as a team with colleagues and share work as per the work load and skills PC8. work with colleagues of other teams PC9. communicate and discuss work flow related difficulties in order to find solution with mutual agreement PC10. put team over individual goals PC11. resolve conflicts

| Knowledge and Understanding (K)	
A. Organizational Context	The user/individual on the job needs to know and understand: KA1. company's policies on: preferred language of communication, quality delivery standards and personnel management KA2. reporting structure

PSC/N0211 Work effectively with colleagues

| B. Technical Knowledge	The user/individual on the job needs to know and understand:
	KB1. effective ways of communication
	KB2. building team co-ordination
Skills (S)	
C. Core Skills/ Generic Skills	**Communication skills**
	The user/individual on the job needs to know and understand how to:
	SA1. communicate in Hindi, English and/or regional language
	Teamwork
	SA2. share work load as required
	SA3. accept and interpret instructions and requirements correctly
	SA4. co-ordinate with co-workers and sub-ordinates
D. Professional Skills	**Decision making**
	The user/individual on the job needs to know and understand:
	SB1. how to spot and communicate potential areas of disruptions to work process and report the same
	SB2. when to report to supervisor and when to deal with a colleague individually, depending on the type of concern
	Reflective thinking
	SB3. improve work processes by interacting with others and adopting best practices

PSC/N0211 Work effectively with colleagues

NOS Version Control

NOS Code	PSC/N0211		
Credits(NVEQF/NVQF/NSQF) [*OPTIONAL*]	TBD	Version number	0.1
Industry	Plumbing	Drafted on	01/09/13
Industry Sub-sector	Consultants / Manufacturers	Last reviewed on	30/10/13
		Next review date	30/04/14
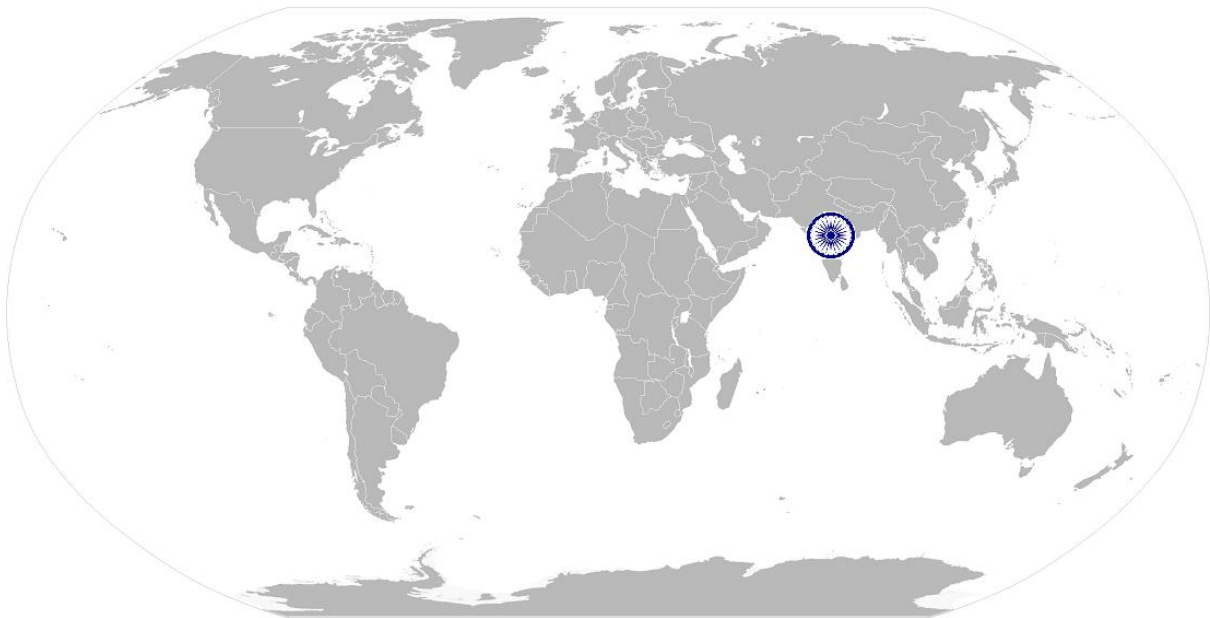
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National Occupational Standard
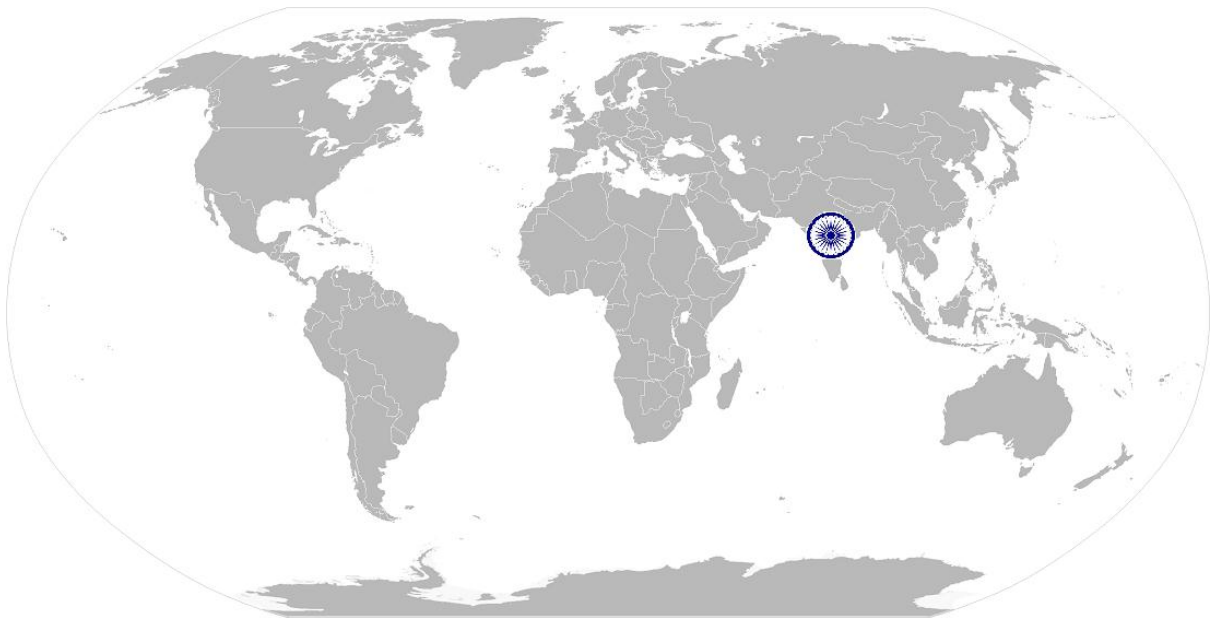
Overview

This unit is about being aware of, communicating and taking steps towards minimizing potential hazards and dangers of accidents on the job and maintaining occupational health and safety.

PSC/N0212 Maintain a healthy, safe and secure working environment

Unit Code	PSC/N0212
Unit Title (Task)	Maintain a healthy, safe and secure working environment
Description	This OS unit is about monitoring your working environment and making sure it meets requirements for health and safety
Scope	This unit/task covers the following: Emergency procedures to be followed in case of • accidents • fires • illness • breach of security • other reasons to evacuate the premises

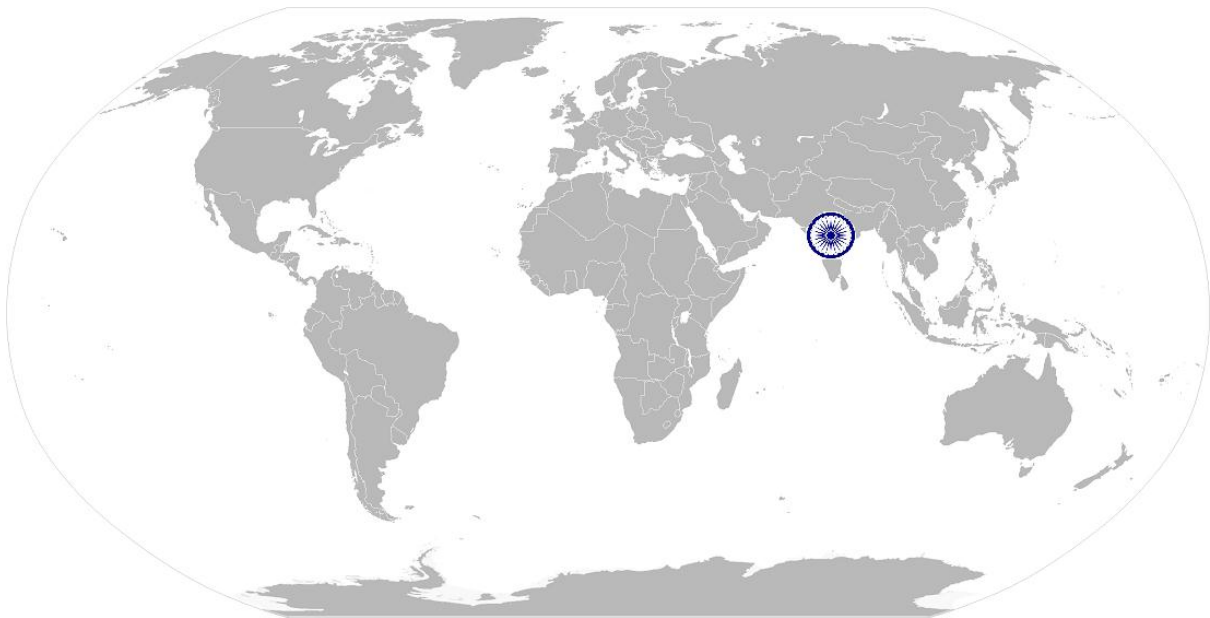| Performance Criteria(PC) w.r.t. the Scope	
Element	**Performance Criteria**
Emergency procedures	To be competent, the user/individual on the job must be able to: PC1. comply with organization's current health, safety and security policies and procedures PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person PC3. identify and remove any hazards that can be dealt safely, competently and within the limits of individual's authority PC4. report hazards to the relevant person in line with organizational procedures and warn other people who may be affected PC5. follow organization's emergency procedures promptly, calmly, and efficiently PC6. identify and recommend opportunities for improving health, safety, and security to the designated person PC7. complete any health and safety records legibly and accurately
Knowledge and Understanding (K)	
A. Organizational Context	The user/individual on the job needs to know and understand: KA1. company's policy on: safety and hazards, personnel management, role and responsibilities KA2. reporting structure KA3. what is meant by a hazard, including the different types of health and safety hazards that can be found in the workplace KA4. organization's emergency procedures for different emergency situations and

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PSC/N0212 Maintain a healthy, safe and secure working environment

	the importance of following these
	KA5. importance of maintaining high standards of health, safety and security
	KA6. implications that any non-compliance with health, safety and security may have on individuals and the organization
B. Technical Knowledge	The user/individual on the job needs to know and understand:
	KB1. different types of breaches in health, safety and security and how and when to report these
	KB2. evacuation procedures for workers and visitors
Skills (S)	
A. Core Skills/ Generic Skills	**Communication skills**
	The user/individual on the job needs to know and understand how to:
	SA1. effectively communicate the danger
	Organising skills
	SA2. keep the work environment safe and clean
B. Professional Skills	**Decision making**
	The user/individual on the job needs to know and understand how to:
	SB1. report potential sources of danger
	SB2. follow prescribed procedure in the event of an accident
	SB3. plan and organize your work to meet health, safety and security requirements
	Reflective thinking
	SB4. learn from past mistakes and apply balanced judgments to different situations

PSC/N0212 Maintain a healthy, safe and secure working environment
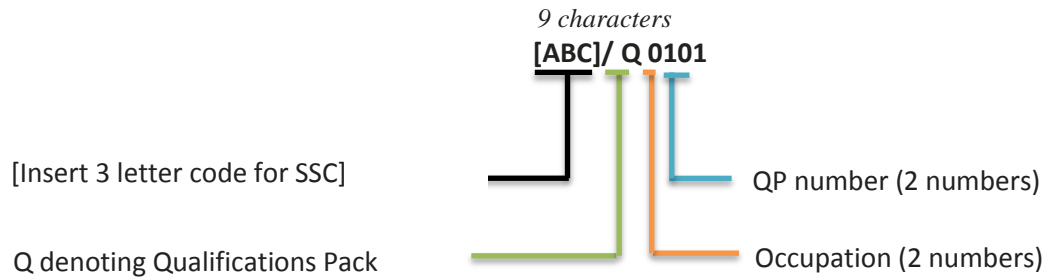
NOS Version Control

NOS Code	PSC /N0212		
Credits(NVEQF/NVQF/NSQF) [*OPTIONAL*]	TBD	Version number	0.1
Industry	Plumbing	Drafted on	15/07/13
Industry Sub-sector	Consultants / Manufacturers	Last reviewed on	30/07/13
		Next review date	31/01/14

Annexure

Nomenclature for QP and NOS

Qualifications Pack

9 characters
[ABC]/ Q 0101

[Insert 3 letter code for SSC] → QP number (2 numbers)

Q denoting Qualifications Pack → Occupation (2 numbers)

Occupational Standard

An example of NOS with 'N'

9 characters
[ABC] / N 0101

[Insert 3 letter code for SSC] → OS number (2 numbers)

N denoting National Occupational Standard → Occupation (2 numbers)

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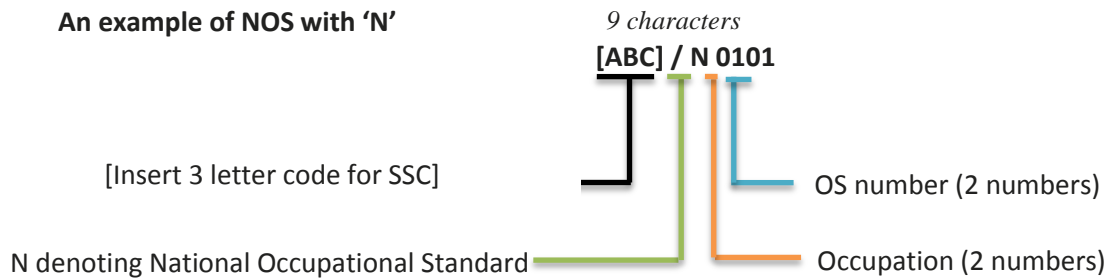
The following acronyms/codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
Contractors	01-30
Consultants	30-60
Manufacturers	60-90

Sequence	Description	Example
Three letters	Industry name	PSC
Slash	/	/
Next letter	Whether **Q**P or **N**OS	N
Next two numbers	Occupation code	01
Next two numbers	OS number	01