

NSDA Reference

To be added by NSDA

QUALIFICATION FILE – CONTACT DETAILS OF SUBMITTING BODY

Name and address of submitting body:

IPSC

Indian Plumbing Skills Council

B-168/169, Ground Floor,

Okhla Indl.Area Phase 1,

DDA Sheds, New Delhi-110020.

T: +91 11 41513580, 41400556

Name and contact details of individual dealing with the submission

Name: Harpreet Singh

Position in the organisation: Vice President

Address if different from above

Tel number(s) M:- 9555377055 T:+91 11 41513580,41400556

E-mail address: harpreet@ipssc.in

List of documents submitted in support of the Qualifications File

- 1 Composition of the Technical Committee
- 2 RFP for development of Occupational Standards
- 3 Selection process of the Consultants to develop Occupational Standards
- 4 Occupational Map
- 5 Draft MoU with Industry
- 6 Qualification Pack annexure-I
- 7 Career map annexure –II
- 8 List of assessment bodies-Annexure III

1. QUALIFICATION FILE SUMMARY

Qualification Title	Plumber (After Sales Service)PSC/ Q0303		
Body/bodies which will assess candidates	IPSC		
Body/bodies which will award the certificate for the qualification.	IPSC		
Body which will accredit providers to offer the qualification.	IPSC		
Occupation(s) to which the qualification gives access	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.		
Proposed level of the qualification in the NSQF.	Level-3		
Anticipated volume of training/learning required to complete the qualification.	240 Hrs		
Entry requirements / recommendations.	8 th		
Progression from the qualification.			
Planned arrangements for RPL.	RPL arrangements and policies are under development		
International Comparability	The Technical parts of the NOSs are comparable to Canadian, British and Australian standards. However Numeracy, literacy and basic science levels are lower to match with the existing Indian conditions. Apart from this the Qualification pack, as per the NSDC policy for our country, is for a job role and on a trade or occupation. Following the same there cannot be qualification pack comparability.		
Formal structure of the qualification			
Title of unit or other component (include any identification code used)	Mandatory/ Optional	Estimated size (learning	Level

		hours)	
1. PSC/ N 00303(Maintenance and servicing of the company's products	Mandatory	144 Hrs	3
2. PSC/ N 0211 (Work effectively with colleagues)	Mandatory	40 Hrs	Common across level 2 &3
3. PSC/ N 0212 (Keep the working environment healthy, safe and secure)	Mandatory	56 Hrs	Common across level 2 &3

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

Give details of the document here:

SECTION 1

ASSESSMENT

Name of assessment body:

If there will be more than one assessment body for this qualification, give details.

http://ipsc.in/training_assesment_partners.php

Will the assessment body be responsible for RPL assessment?

Give details of how RPL assessment for the qualification will be carried out and quality assured.

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

The process of RPL assessment is under development.

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

PURPOSE OF ASSESSMENT

The purpose of the assessment is to identify if the learner has completely comprehended the technicalities of the job role of a Plumber (After Sales Service) and thus, allows learners to progress to the LEVEL 3 and above. It also builds up the personal attributes of the learner to undertake work independently, become a good team player by being a competent listener, apt at taking instructions, and overall develop into a result oriented and positive person comfortable with laborious task of the trade.

GUIDELINES FOR ASSESSMENT

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below)

4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on this criteria
5. To pass the Qualification Pack, every trainee should score a minimum of 70% in every NOS
6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack

SCALING METHODS Pass mark: 70%

Unit Knowledge learning outcome	Approximate coverage	Valuation
Knowledge of management of sales of the company's products	Assignments and Practical Field work	40 %
Understanding of the products and their specifications and features correctly	Assignments and Practical Field work	15%
Understanding of the selling products, maintaining assigned sales quota and following established guidelines	Assignments and Practical Field work	15%
Understanding of receiving work instructions and discussing the project/design with seniors	Assignments and Practical Field work	10%
Knowledge of time management for the work	Assignments and Practical Field work	10%
Understanding of various safety measures and equipments	Assignments and Practical Field work	10%

Please attach any documents giving further information about assessment and/or RPL. Give details of the document(s) here:

The assessment comprises of a combination three assessment techniques i.e.

- 1 Practical Assessment
- 2 Viva/ Structured Interview
- 3 Written Assessments

ASSESSMENT EVIDENCE

Complete the following grid for each grouping of NOS, assessment unit or other component as per the assessment criteria. Insert the required number of rows.

CRITERIA FOR ASSESSMENT OF TRAINEES

Plumber (After Sales Service)

303

IPSC

Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
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6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack

		Marks Allocation			
		Total Mark (550 MARKS)	Out Of	Theory	Skills Practical
1. PSC/ N 0303 (Maintenance and servicing of the company's products)	PC1. Understand the products and their specifications	100	10	5	5
	PC2. Diagnose problems and/or failures in products for the purpose of identifying activities necessary to service/repair them		10	5	5
	PC3. Decide whether the product requires onsite repairing or needs to be		20	10	10

	taken to factory shop based on complexity of problems
	PC4 Establish the sequence of repair/ servicing
	PC5. Prepare material for the repair/ service work as per the requirement
	PC6. Disassemble components for the repair/ service work as per correct procedure
	PC7. Carry out the overhaul to the agreed level, using the correct tools and techniques and without damaging other components
	PC8. Respond to emergency situations for the purpose of resolving immediate safety concerns
	PC9. Deliver the task in time
	PC10. Ensure minimal wastage of material
	PC11. Ensure minimal damage to the products and other systems
	PC12 . Clear the work area and dispose the waste appropriately

10	5	5
10	5	5
10	5	5
10	5	5
10	5	5
10	5	5
10	5	5
10	5	5
10	5	5

	PC13. Achieve quality finishing in repair/ servicing of product		10	5	5
	PC14. Test repaired/ serviced product for proper functioning		10	5	5
		Total	150	75	75
2. PSC/N0211 (work effectively with colleagues)	Pc1. Coordinate all work instructions and discuss with various concerned departments	100	5	2	3
	PC2. Communicate and coordinate task status, repairs and maintenance of tools and equipment as required with various departments		5	3	2
	PC3. Manage any potential hazards and expected process disruptions		10	5	5
	PC4. Get the work reviewed and handover completed task to the concerned department		10	5	5
	PC5. Receive feedback from the concerned department		10	5	5
	PC6. Report any anticipated reasons for delays to the organization		10	5	5
	PC7. Work as a team with colleagues and share work as per the work load and skills		10	5	5
	PC8. Work with colleagues of other teams		10	5	5

	PC9. Communicate and discuss work flow related difficulties in order to find solution with mutual agreement		10	5	5
	PC10. Put team over individual goals		10	5	5
	PC11. Resolve conflicts		10	5	5
		Total	100	50	50
3.PSC/N0212 Keep the working environment healthy, safe and secure	Pc1. Comply with organization's current health, safety and security policies and procedures	100	10	5	5
	PC2. Communicate any identified breaches in health, safety, and security policies and procedures to the designated person		15	7	8
	PC3. Identify and remove any hazards that can be dealt safely, competently and within the limits of individual's authority		15	8	7
	PC4. Communicate hazards to the relevant person in line with organizational procedures and warn other people who may be affected		15	7	8
	PC5. Follow organization's emergency procedures promptly, calmly, and efficiently		15	8	7

	PC6. Identify and recommend opportunities for improving health, safety, and security to the designated person		15	7	8
	PC7. Complete any health and safety records legibly and accurately		15	8	7
		Total	100	50	50

SECTION 2

EVIDENCE OF NEED

What evidence is there that the qualification is needed?

- 70 Job roles identified by the Industry including our Governing Board.
- 30-32 job roles were scrutinized and given the project to IMaCS
- 25 job roles finalized after industry interaction during the workshops and individual meetings.

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

25 Job roles were identified after understanding the market need and demand. Our Agency met with around 200 industry people while developing these Qualification Packs. Individual interactions, workshops, Group Discussion were done to identify market demand and need.

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

As mentioned, initially 70 job roles were identified but only 25 job roles finally identified to avoid overlapping. Job roles were approved on the basis of career progression of an Individual.

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

- Detail Sustainability Plan available

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

SECTION 3

SUMMARY EVIDENCE OF LEVEL

Level of qualification: -8

Summary of Direct Evidence:

Justify the NSQF level allocated to the QP by building upon the five descriptors of NSQF. Explain the reasons for allocating the level to the QP.

Generic NOS is/are linked to the overall authority attached to the job role.

Plumber (After Sales Service)/Q0303					
Process required	Professional Knowledge	Professional Skills	Core Skills	Responsibility	Level
<p>Job holder performs works which requires skills developed from working experience and learning. Job holder is expected to look into maintenance and servicing of the company's products</p> <p>It is expected from the jobholder to diagnose problems and/or failures in plumbing products for the purpose of identifying activities necessary to maintain the</p>	<p>Job holder is expected to have knowledge related to setting of plumbing products manufacture d by the Company along with their functions, specifications and components</p> <p>Product and workplace safety, specifications terminologies used in products and components, assembling and</p>	<p>Job holder is expected to demonstrate skills for using relevant tools, equipment and consumables for maintenance of piping fixtures and fittings.</p> <p>It is also expected from him/her to operate, maintain and repair tools, carry out diagnosis and identify faulty components in the product, replace faulty components</p>	<p>The workman at this level (i.e. 3) is expected to accept and interpret instructions and requirements correctly from the concerned authority</p> <p>It is also expected from him/her to share work load as required and co-ordinate with co-workers and sub-ordinates, hence can be placed at level-3</p>	<p>The job holder is responsible for diagnose problems and/or failures in products for the purpose of identifying activities necessary to service/repair them, decide whether the product requires onsite repairing or needs to be taken to factory shop based on complexity of problems, prepare material for the repair/ service work as per the</p>	3

<p>products. It is also expected from him to have knowledge of repair related activities like dismantling, replacement of components, reassembly, etc. with minimal damage to other systems/ components. Considering above said points ore, it is justified to keep job holder at level 3</p>	<p>dismantling procedure of components for different products, various types of defects such as leakages, improper alignment, etc., relevant hand and power tools, units of measurement, material disposal procedure, importance of appropriate disposal of material, hence it is justified to keep job holder at level 3</p>	<p>so as to rectify the problem, stack and store materials and equipment appropriately at the task site, test run of repaired products, therefore Job holder is kept at Level 3</p>		<p>requirement, disassemble components for the repair/ service work as per correct procedure, carry out the overhaul to the agreed level, using the correct tools and techniques and without damaging other components, respond to emergency situations for the purpose of resolving immediate safety concerns.</p> <p>It is also expected from him ensure minimal damage to the products and other systems, clear the work area and dispose the waste appropriately, achieve quality finishing in</p>	
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				repair/ servicing of product, test repaired/ serviced product for proper functioning, hence can be placed at level 3	
Level 3	Level 3	Level 3	Level 3	Level 3	

OTHER EVIDENCE OF LEVEL [This need only be filled in where evidence other than primary outcomes was used to allocate a level] (**Optional**)

Summary of other evidence (if used):

SECTION 4

EVIDENCE OF RECOGNITION OR PROGRESSION

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

Horizontal and vertical mobility options have been articulated.

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

Give details of the document(s) here:

ANNEXURE -II

