

# Model Curriculum

## Plumbing Product Sales Officer

### Plumbing Product Sales Officer

SECTOR: **PLUMBING INDUSTRY**  
SUB-SECTOR: **MANUFACTURERS**  
OCCUPATION: **SALES**  
REFERENCE ID: **PSC/Q0302**  
NSQF LEVEL: **3**



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# PLUMBING PRODCUT SALES OFFICER

## CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “Plumbing Product Sales Officer”, in the “Plumbing” Sector/Industry and aims at building the following key competencies amongst the learner

<b>Program Name</b>	<b>Plumbing Product Sales Officer</b>		
<b>Qualification Pack Name &amp; Reference ID.</b>	PSC/Q0302		
<b>Version No.</b>	1.0	<b>Version Update Date</b>	01-12-2015
<b>Pre-requisites to Training</b>	Passed 12th Class/Standard pass with minimum 2 years of relevant experience of working as sales assistant.		
<b>Training Outcomes</b>	<p><b>After completing this programme, participants will be able to:</b></p> <ul style="list-style-type: none"> <li>• Acquire <b>Know-how</b> of the plumbing industry</li> <li>• Internalise capability through 8Ps</li> <li>• Demonstrate skills of managing plumbing product sales</li> <li>• Build relationship with customers, peers, teams etc.</li> <li>• Collaborate with seniors to establish and recommend the most realistic sales goals for the company</li> <li>• Maximise sales revenues through management of an assigned geographic sales area or product line.</li> <li>• Conduct training and appraisal for sales personnel.</li> <li>• Receive work instructions, discuss task status and receive feedback. Interact with colleagues within and outside the team</li> <li>• Communicate and discuss work flow, problems faced, possible solutions and pass on the learning within and outside the team.</li> <li>• Carry out emergency procedures to be followed in case of accidents, fires, illness, breach of security and other reasons to evacuate the premises.</li> <li>• Maintain healthy, safe and secure working environment.</li> </ul>		

This course encompasses three out of three National Occupational Standards (NOS) of “Plumbing Product Sales Officer” QP Ref Id: PSC/Q0203, Version 1.0 Qualification Pack issued by “SSC: Indian Plumbing Skills Council”.

Sr. No.	Module	Theory Duration (hh:mm)	Practical Duration (hh:mm)	Key Learning Outcomes	Corresponding NOS Code	Equipment Required
1	Management of sales of the company's products	83hrs	24hrs	<ul style="list-style-type: none"> <li>• Understand Roles and responsibilities</li> <li>• Understand Basics of plumbing</li> <li>• Understand Plumbing terminologies</li> </ul>	PSC/ N 00301	Calculator, Manufacturers Catalogues/CDs/Videos, samples of products for display and other



				<ul style="list-style-type: none"> <li>• Understand Selling terminologies</li> <li>• Understand Pipes and specifications</li> <li>• Sanitary fixtures and accessories</li> <li>• Understand various types of Pumps and motors</li> <li>• Water Supply and metering</li> <li>• Understand methods of testing</li> <li>• Understand Units and measurements</li> <li>• Understand 8Ps and their significance in sales ecosystem                             <ul style="list-style-type: none"> <li>○ Preparation</li> <li>○ Present</li> <li>○ Probe</li> <li>○ Propose Solutions</li> <li>○ Provide doubt clarification</li> <li>○ Pre-closure</li> <li>○ Process sale</li> <li>○ People</li> </ul> </li> <li>• Visit Plumbing product outlets, stores and work site</li> </ul>		<p>sales promotion materials, measuring tape, sanitary fixtures and accessories such as shower head complete, sink, flushing tanks, urinal, urinal flush, bidet, bath tub, geyser etc., Clamps and Hangers, pipes, fittings and accessories as required.</p>
2	Coordination	16hrs	24hrs	<ul style="list-style-type: none"> <li>• Communicate with in the team</li> <li>• Communicate outside the team</li> <li>• Plan and prepare</li> <li>• Comprehend Worker manual</li> <li>• Skills in the team members</li> <li>• Understand responsibility for work</li> <li>• Working in a team</li> <li>• Report structure and workflow management</li> <li>• Work process communication and reporting of disruptions</li> <li>• Understand the role in</li> </ul>	PSC/ N 0211	



				team		
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Sr. No.	Module	Theory Duration (hh:mm)	Practical Duration (hh:mm)	Key Learning Outcomes	Corresponding NOS Code	Equipment Required
3	Environment, health and safety	22hrs	34hrs	<ul style="list-style-type: none"> <li>Identify and select hand tools</li> <li>Identify problems and accuracy reporting</li> <li>Signage and barricade requirements at site</li> <li>Awareness of the signs of poor performance of tools and inefficiency</li> <li>Pre operational study as per manual</li> <li>Information regarding various first aid procedures</li> <li>Hazard analysis at sites</li> <li>the work environment</li> <li>welfare facilities</li> <li>guidance for specific types of work</li> <li>Reporting structure and workflow management in a team</li> <li>prepare for emergency procedures</li> <li>Clearance of all work area</li> <li>Maintenance of equipment</li> <li>Environmental requirements for dealing with waste</li> <li>Understand the responsibilities in case of danger</li> <li>Reporting in the team</li> <li>Company policies on safety</li> <li>Evacuation and emergency procedures</li> <li>Learn from past hazards</li> </ul>	PSC/ N 0212	Face Protection; Face mask/shield, Head protection: Safety Helmet (hard hat), Eye protection (safety glasses with rigid side shields), Safety Shoes/ footwear, Hand protection: hand gloves based on exposure presented, Long pants and shirts with sleeves extending over the shoulders, High visibility vest or other outer most high visibility clothing, Welder's caps, Approved liners, Tight weave cotton, Drawstrings in clothing. Fire extinguishers Type A,B,C&D, ladder, safety harness/rope/belt, Ear Protection: ear plugs/mufflers, Stretcher, First



						aid kit, Fire Alarm bell etc.
<b>Total Duration:</b>	<u>121hrs</u>	<u>82hrs</u>	<b>Unique Equipment Required:</b> Calculator, Manufacturers Catalogues/CDs/Videos, samples of products for display and other sales promotion materials, measuring tape etc.			

Grand Total Course Duration: **203 Hours:00 Minutes**

*(This syllabus/ curriculum has been approved by Indian Plumbing Skills Council)*



### Annexure1: Assessment Criteria

Assessment Criteria for Plumbing Product Sales Officer	
Job Role	Plumbing Product Sales Officer
Qualification Pack	PSC/Q0302
Sector Skill Council	Plumbing

Sr. No.	Guidelines for Assessment
1	<b>Pre-Assessment Examination-</b> Learner shall be required to undertake a pre-assessment examination to determine the minimum qualification of the candidate.
2	<b>In-course assessment-</b> Learner shall be required to participate in in-class activities.
3	<b>Assignments-</b> Assignments shall be given in-class and have to be completed and handed over to the instructor for evaluation. Non-submission /Late submission of assignments shall be marked as zero.
4	<b>Training/Field Tests-</b> Learner shall be required to participate in demonstrations during site visits.
5	<b>Practical Training-</b> Apprentice training to be done at the site of actual work.
6	<b>Post Learning Assessment Examination-</b> Learner shall be required to undertake a post-assessment to determine his learning's of concepts, theories, use of tools and equipment, and practical applications of procedures, workflow.
7	<b>Passing Qualification Pack-</b> Learner should score a minimum of 60% marks in aggregate with a minimum of 50% in each NOS to pass the qualification pack. Learner shall be exempted to reappear in a NOS provided he has scored minimum of 60% marks in a NOS though he has failed to score a minimum 60% marks in aggregate to pass the qualification pack.
8	In case of successfully passing one or more 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 (400 MARKS)	Out Of	Theory	Skills Practical
1. PSC/ N 0301 Management of sales of the company's products	PC1. Understand the products and their specifications and features correctly		50	40	10
	PC2. sell products within assigned territory, maintaining assigned sales quota and following established guidelines		50	40	10
	PC3. identify prospects utilizing creative lead generating techniques		25	20	5
	PC4. forecasts annual, quarterly and monthly		25	20	5



	revenue streams accurately				
	PC5. hold regular meetings with sales staffs in order to train them in the areas of sales of emerging products and multi-product sales, improved presentation strategies, proper use and level of sales support, etc.		25	20	5
	PC6. manage personnel effectively and develop sales support staffs		25	20	5
		<b>Total</b>	200	160	40
<b>2. PSC/N0211 Work effectively with colleagues</b>	PC1. receive work instructions and discuss the project / design with seniors	<b>100</b>	10	3	7
	PC2. communicate to reporting senior about task status, repairs and maintenance of tools and equipment as required		10	3	7
	PC3. communicate any potential hazards and expected process disruptions		10	3	7
	PC4. get the work reviewed and handover completed task to reporting seniors.		10	3	7
	PC5. receive feedback from reporting senior		10	3	7
	PC6. report any anticipated reasons for delays		10	3	7
	PC7. work as a team with colleagues and share work as per the work load and skills		10	3	7
	PC8. work with colleagues of other teams		5	2	3
	PC9. communicate and discuss work flow related difficulties in order to find solution with mutual agreement		10	3	7





	PC10. put team over individual goals		10	3	7
	PC11. resolve conflicts		5	1	4
			100	30	70
<b>3. PSC/N0212 Maintain a healthy, safe and secure working environment</b>	PC1. Comply with organisation's current health, safety and security policies and procedures	<b>100</b>	15	4	11
	PC2. Report any identified breaches in health, safety and security policies and procedures to the designated person		15	5	10
	PC3. Identify and remove any hazards that can be dealt safely, competently and within limits of individual's authority		15	5	10
	PC4. Report hazards to the relevant person in line with the organizational procedures and warn other people who may be affected		15	4	11
	PC5. Follow organisation's emergency procedures promptly, calmly and efficiently		15	4	11
	PC6. Identify and recommend opportunities for improving health, safety and security to the designated person		10	3	7
	PC7. Complete any health and safety records legibly and accurately		15	5	10
			100	30	70
<b>TOTAL</b>			<b>400</b>	220	180
<b>Percentage Weightage:</b>				<b>55%</b>	<b>45%</b>
<b>Minimum Pass% to qualify:</b>			60% in aggregate and 50% in a NOS		



**Annexure2: Trainer Prerequisites for Job role: “Plumbing Product Sales Officer” mapped to Qualification Pack: “PSC/Q0302, Version 1.0”**

Sr. No.	Area	Details
1	<b>Job Description</b>	To impart training on Plumbing Product Sales force. The core responsibility includes enhancement of knowledge, refining of understanding and improvement in performance of the trainees. Train the plumbing sales force for skills in sales of plumbing products and maintain good relations with customers, peers and teams.
2	<b>Personal Attributes</b>	A Trainer should be free from socio-economic preferences and prejudice. He/ she should be well aware of new trends, products and techniques in the market. Besides being knowledgeable, he/ she should be energetic, motivating, innovative and good at communication. The trainer should be able to establish rapport with the trainees and employ innovative methods to impart instructions.
3	<b>Minimum Educational Qualifications</b>	Passed 12 <sup>th</sup> Class or Standard of Central or State Board of Education or equivalent as notified by Ministry of Human Resource Development, Govt. of India.
4a	<b>Domain Certification</b>	<p>“IPSC Certification in Plumbing Product Sales Officer NSQF level 3 or equivalent QP with a minimum score of 80 percent”</p> <p style="text-align: center;">OR</p> <p>“ITI Certificate in plumbing trade with IPSC Certification in Plumbing Products sales officer NSQF Level 3 or equivalent QP with a minimum score of 80 percent”</p> <p style="text-align: center;">OR</p> <p>“Diploma or Advance Diploma or Degree or Post Graduate Diploma or Masters in business administration or management or civil or Mechanical Engineering or from a recognised institute or university or equivalent qualification as notified by Ministry of Human Resources, Govt. of India with an IPSC Certification in Plumbing Products Sales Officer NSQF Level 3 or equivalent QP with a minimum score of 80 percent”</p>
4b	<b>Platform Certification</b>	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack approved by NSDC/NSDA with a minimum accepted score of 60 percent in aggregate.
5	<b>Experience</b>	<p>IPSC Certificate - 3 years.</p> <p>ITI in plumbing trade - 4 years.</p> <p>Diploma or Advance Diploma or Degree or Post Graduate Diploma or Masters in business administration or management or civil or Mechanical Engineering - NIL.</p>



# Certificate

## CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

**INDIAN PLUMBING SKILLS COUNCIL**

For the

### MODEL CURRICULUM

Complying to National Occupational Standards of  
Job Role/Qualification Pack 'Plumbing Products Sales Officer' QP No. 'PSC/Q 0302, Ver. 1.0 NSQF Level 3'

Date of Issuance: January 16<sup>th</sup>, 2016

Valid up to: January 15<sup>th</sup>, 2017

\* Valid up to the next review date of the Qualification Pack

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